Metric	Description	Target	Threshold	Frequency Collection/ Reporting	Prior Quarter Results & Status	1st Quarter Results	Status					
Strategic Goal A: Implement a physical and technology infrastructure that optimizes and supports plan administration, agency operations, and the evolution of a new participant experience												
Participant Account Information Availability	Number of days participant account information is not updated on the web by 8 AM, Eastern Time	0 days	I day	Monthly/ Quarterly	I •	0	•					
FISMA Score	Number of FISMA domains achieving at least the recommended maturity level for the current fiscal year *Score may change as scoring methodology continues to evolve *Long term goal is for all domains to reach at least FISMA Level 4, the Managed and Measurable maturity level	6 out of 8 domains (are at least the Defined maturity level)	5 out of 8 domains (are at least the Defined maturity level)	Annually/ Annually	N/A (formula updated for metric for FY19)	3 out of 8	•					
Strategic Goal B: Ensure FRTIB has the right skills, competencies and leadership at all levels												
Employee Skills Index	On average percent of employees providing positive survey responses to the 3 items included in the Employee Skills Index (e.g. ability to recruit people with the right skills, having the necessary knowledge and skills to do job, and improved work unit skill level)	75.00%	70.00%	Annually/ Annually	61.67%	66.80%	•					
Best Places to Work Ranking	Annual ranking received via the Best Places to Work Index based on the Federal Employee Viewpoint Survey for Small Agencies	Тор 25%	Тор 50%	Annually/ Annually	Top 86% (24 out of 28)	Top 76% (22 out of 29)	•					
Employee Engagement Index	Ranking of the FRTIB as compared to the government-wide small agency ranking that measures the extent to which employees believe conditions conducive for employee engagement (e.g. effective leadership, work which provides meaning to employees, etc.) are present in the workplace	Тор 25%	Тор 50%	Annually/ Annually	Top 70% •	Top 51%	•					

Metric	Description	Target	Threshold	Frequency Collection/ Reporting	Prior Quarter Results & Status	1st Quarter Results	Status				
Strategic Goal C: Optimize business processes to allow continuous improvement of TSP and Agency operations											
F, C, S, I Funds Investment	Number of days that daily investments for the F, C, S, I funds are not performed by 2 PM, Eastern Time	0 days	I day	Monthly/ Quarterly	0	0	•				
G Fund Investment	Number of days that daily G Fund investment is not performed by 3 PM, Eastern Time	0 days	I day	Monthly/ Quarterly	0	0					
Phone Call Response Rate	Percent (%) of PSR calls answered within 20 seconds	90.00%	85.00%	Monthly/ Quarterly	95.69%	96.67%					
Phone Call Abandonment Rate	Percent (%) of calls offered that are abandoned prior to being answered by an agent	2.00%	5.00%	Monthly/ Quarterly	0.71%	0.76%	•				
External Audit Findings Closure	Total # of external audit findings closed (as determined by OERM). Includes findings from the following auditors: DOL/KPMG, CLA, GAO, OPM	Q1 - 38, Q2 - 37, Q3 - 32, Q4 - 33	Q1 - 33, Q2 - 31, Q3 - 27, Q4 - 29	Quarterly/ Quarterly	N/A (new metric for FY19)	80	•				
Strategic Goal D: Develop a new	participant experience that enables participants to	identify and a	chieve their ta	rgeted retirem	ent outcomes						
FERS Participation Rate	Percentage of FERS participants that participate in the TSP	90.00%	85.00%	Monthly/ Quarterly	90.58%	90.15%	•				
I Year FERS Post-separation Retention	Percentage of participants that retain a balance with TSP one year after separation	64.00%	60.00%	Monthly/ Quarterly	64.56%	64.64%	•				
FERS Full Matching Contribution Rate	Percentage of FERS participants deferring 5% or greater	80.00%	70.00%	Quarterly/ Quarterly	77.39%	77.09%	•				
BRS Auto-enrolled Opt-out Rate	Percentage of active duty uniformed service members auto- enrolled in BRS that opt-out of auto-enrollment	<3.00%	<5.00%	Quarterly/ Quarterly	0.37%	0.30%					
BRS Opt-in Full Matching Contribution Rate	Percentage of active duty uniformed service members that opt-in to BRS deferring 5% or greater	80.00%	70.00%	Quarterly/ Quarterly	85.15%	84.52%					
BRS Participation Rate	Percentage of active duty BRS participants who contribute to TSP	90.00%	85.00%	Quarterly/ Quarterly	N/A (new metric for FY19)	90.17%	•				
Legend N/A: Not Applicable : Data with a zero denominator Metric Reported Annually, Status shows current year result.											