

Metric	Description	Target	Threshold	Frequency Collection/ Reporting	Prior Quarter Results & Status	1st Quarter Results	Status
Strategic Goal A: Improve participant retirement outcome							
FERS Participation Rate	Percentage of FERS participants that participate in the TSP	90.00%	85.00%	Monthly/ Quarterly	94.63% <span>●</span>	94.40%	●
1 Year FERS Post-separation Retention	Percentage of participants that retain a balance with TSP one year after separation	64.00%	60.00%	Monthly/ Quarterly	70.49% <span>●</span>	71.86%	●
FERS Full Matching Contribution Rate	Percentage of FERS participants deferring 5% or greater	80.00%	70.00%	Quarterly/ Quarterly	80.70% <span>●</span>	80.70%	●
BRS Full Matching Contribution Rate	Percentage of active duty BRS participants deferring 5% or greater	80.00%	70.00%	Quarterly/ Quarterly	N/A (new metric for FY22) <span>■</span>	69.00%	●
BRS Participation Rate	Percentage of active duty BRS participants who contribute to TSP	90.00%	85.00%	Quarterly/ Quarterly	93.91% <span>●</span>	93.79%	●
Strategic Goal C: Function as a high-performing agency							
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	1 day	Monthly/ Quarterly	0 <span>●</span>	0	●
G Fund Investment	Number of days that daily G Fund investment is not performed by 3 PM, Eastern Time	0 days	1 day	Monthly/ Quarterly	0 <span>●</span>	0	●
External Audit Findings Closure	Total # of external audit findings closed (as determined by OERM) less reversals of previously closed external audit findings. Includes findings from: Dept. Of Labor (EBSA) Financial Statement Audit, GAO, FISMA and 2015/2016 External Assessment	Q1 - 8 Q2 - 7 Q3 - 7 Q4 - 7	Q1 - 6 Q2 - 6 Q3 - 6 Q4 - 6	Quarterly/ Quarterly	13 <span>●</span>	30	●
Strategic Goal D: Transition successfully to a managed services operating model							
Participant Account Information Availability	Number of days participant account information is not updated on the web by 8 AM, Eastern Time	0 days	1 day	Monthly/ Quarterly	0 <span>●</span>	0	●
Phone Call Response Rate	Percent (%) of PSR calls answered within 20 seconds	90.00%	85.00%	Monthly/ Quarterly	95.97% <span>●</span>	88.40%	●
Phone Call Abandonment Rate	Percent (%) of calls offered that are abandoned prior to being answered by an agent	2.00%	5.00%	Monthly/ Quarterly	0.22% <span>●</span>	0.70%	●
Legend							
N/A: Not Applicable							
-- : Data with a zero denominator							
Metric Reported Annually, Status shows current year result.							