Metric	Description	Target	Threshold	Frequency Collection/ Reporting	Prior Quarter Results & Status	2nd Quarter Results	Status
Strategic Goal A: Improve partic	ipant retirement outcome						
FERS Participation Rate	Percentage of FERS participants that participate in the TSP	90.00%	85.00%	Monthly/ Quarterly	94.40%	94.97%	
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	71.86%	72.70%	
FERS Full Matching Contribution Rate	Percentage of FERS participants deferring 5% or greater	80.00%	70.00%	Quarterly/ Quarterly	80.70%	82.40%	
BRS Full Matching Contribution Rate	Percentage of active duty BRS participants deferring 5% or greater	80.00%	70.00%	Quarterly/ Quarterly	69.00%	72.60%	•
BRS Participation Rate	Percentage of active duty BRS participants who contribute to TSP	90.00%	85.00%	Quarterly/ Quarterly	93.79%	95.20%	
Strategic Goal C: Function as a h	nigh-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	l 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	•
External Audit Findings Closures	Total # of external audit findings closed (as determined by OCFO) 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 Total: 29	Q1 - 6 Q2 - 6 Q3 - 6 Q4 - 6 Total: 24	Quarterly/ Quarterly	30 (FYTD)	35 (FYTD)	
Strategic Goal D: Transition succ	cessfully 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	l day	Monthly/ Quarterly	0	0	•
Phone Call Response Rate	Percent (%) of PSR calls answered within 20 seconds	90.00%	85.00%	Monthly/ Quarterly	88.40%	67.13%	
Phone Call Abandonment Rate	Percent (%) of calls offered that are abandoned prior to being answered by an agent	2.00%	5.00%	Monthly/ Quarterly	0.70%	4.02%	•
Legend N/A: Not Applicable : Data with a zero denominator Metric Reported Annually, Status shows current rear result.			•	1			