

| Metric | Description | Target | Threshold | Frequency Collection/ Reporting | Prior Quarter Results & Status | 3rd Quarter Results | Status |
|--|--|--------|-----------|---------------------------------------|--------------------------------------|------------------------|------------------------|
| Strategic Goal A: Improve participant retirement outcome | | | | | | | |
| FERS Participation Rate | Percentage of FERS participants that contribute to the TSP | 90.00% | 85.00% | Monthly/ Quarterly | 95.31% <div><div></div></div> | 95.38% | <div><div></div></div> |
| FERS Full Matching Contribution Rate (Monthly) | Percentage of FERS participants deferring 5% or greater | 80.00% | 70.00% | Monthly/ Quarterly | 86.25% <div><div></div></div> | 86.70% | <div><div></div></div> |
| BRS Full Matching Contribution Rate (Monthly) | Percentage of active duty BRS participants deferring 5% or greater | 80.00% | 70.00% | Monthly/ Quarterly | 83.21% <div><div></div></div> | 84.15% | <div><div></div></div> |
| BRS Participation Rate | Percentage of active duty BRS participants who contribute to the TSP | 90.00% | 85.00% | Quarterly/ Quarterly | 93.08% <div><div></div></div> | 93.97% | <div><div></div></div> |
| Strategic Goal B: Provide top tier defined contribution services to participants | | | | | | | |
| Participant Satisfaction - Interactions | Percentage of participants who report satisfaction with interactions across all channels | 90.00% | 90.00% | Monthly/ Quarterly | 83.74% <div><div></div></div> | 88.32% | <div><div></div></div> |
| Strategic Goal C: Function as a high-performing agency | | | | | | | |
| Schedule Compliance | Percentage of daily feeds from the Recordkeeper that are processed on time and without errors to meet the FRTIB OCFO Accounting schedule for Pre Notes | 100% | 100% | Monthly/ Quarterly | 100% <div><div></div></div> | 100% | <div><div></div></div> |
| 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 <div><div></div></div> | 1 | <div><div></div></div> |
| 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 <div><div></div></div> | 0 | <div><div></div></div> |
| Legend | | | | | | | |
| N/A: Not Applicable | | | | | | | |
| -- : Data with a zero denominator | | | | | | | |
| Metric Reported Annually, Status shows current year result. | | | | | | | |