

# Quarterly Metrics Report

**Presented by:**  
**Thomas Brandt, Office of Planning and Risk (OPR)**  
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# Quarterly Metrics Report FY24 Q3

Metric	Description	Target	Threshold	Frequency Collection/ Reporting	Prior Results & Status	3rd Quarter Results	Status
<b>Strategic Goal A: Improve participant retirement outcome</b>							
FERS Participation Rate	Percentage of FERS participants that contribute to the TSP	90.00%	85.00%	Monthly/ Quarterly	95.59% ●	95.71%	●
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	68.91% ●	67.11%	●
FERS Full Matching Contribution Rate (Monthly)	Percentage of FERS participants deferring 5% or greater	80.00%	70.00%	Monthly/ Quarterly	87.56% ●	87.90%	●
BRS Full Matching Contribution Rate (Monthly)	Percentage of active duty BRS participants deferring 5% or greater	80.00%	70.00%	Monthly/ Quarterly	86.69% ●	87.41%	●
BRS Participation Rate	Percentage of active duty BRS participants who contribute to the TSP	90.00%	85.00%	Quarterly/ Quarterly	95.16% ●	94.25%	●
<b>Strategic Goal B: Provide top tier defined contribution services to participants</b>							
Participant Satisfaction - Interactions	Percentage of participants who report satisfaction with interactions across all channels	90.00%	90.00%	Monthly/ Quarterly	92.21% ●	92.93%	●
<b>Strategic Goal C: Function as a high-performing agency</b>							
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% ●	100%	●
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 ●	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 ●	0	●
<b>Legend</b> N/A: Not Applicable -- : Data with a zero denominator Metric Reported Annually, Status shows current year result.							