

Quarterly Metrics Report FY25 Q1

Metric	Description	Target	Threshold	Frequency Collection/ Reporting	Prior Results & Status	1st 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	95.65% ●	95.24%	●
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	67.12% ●	68.70%	●
FERS Full Matching Contribution Rate (Monthly)	Percentage of FERS participants deferring 5% or greater	80.00%	70.00%	Monthly/ Quarterly	88.05% ●	87.92%	●
BRS Full Matching Contribution Rate (Monthly)	Percentage of active duty BRS participants deferring 5% or greater	80.00%	70.00%	Monthly/ Quarterly	87.93% ●	88.45%	●
BRS Participation Rate	Percentage of active duty BRS participants who contribute to the TSP	90.00%	85.00%	Quarterly/ Quarterly	94.11% ●	93.43%	●
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	92.93% ●	93.29%	●
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% ●	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	●
Employee Satisfaction	Percentage of employees providing majority positive responses to the Global Satisfaction Index, the Employee Engagement Index, and the Performance Confidence Index questions in the FEV survey	80.00%	70.00%	Annually/ Annually	78.74% ●	75.00%	●
Legend N/A: Not Applicable -: Data with a zero denominator Hatched: Reported Annually; Status shows current year result							