

# Quarterly Metrics Report

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# Quarterly Metrics Report FY25 Q4

Metric	Description	Target	Threshold	Frequency Collection/ Reporting	Prior Results & Status	4th 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	95.82% ●	95.75%	●
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	66.39% ●	67.51%	●
FERS Full Matching Contribution Rate (Monthly)	Percentage of FERS participants deferring 5% or greater	80.00%	70.00%	Monthly/ Quarterly	88.56% ●	88.30%	●
BRS Full Matching Contribution Rate (Monthly)	Percentage of active duty BRS participants deferring 5% or greater	80.00%	70.00%	Monthly/ Quarterly	89.75% ●	90.29%	●
BRS Participation Rate	Percentage of active duty BRS participants who contribute to the TSP	90.00%	85.00%	Quarterly/ Quarterly	94.90% ●	94.60%	●
<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	93.50% ●	94.41%	●
<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	●
FISMA Score	Number of FISMA domains achieving at least the recommended maturity level for the current fiscal year *Score may change as scoring methodology continues to evolve	Achieved at least the Managed and Measurable maturity level (level 4) in all domains	Achieved at least the Managed and Measurable maturity level (level 4) in all domains	Annually/ Annually	9 of 9 at level 5 (Optimized) ●	10 of 10 at level 5 (Optimized)	●
<b>Legend</b> N/A: Not Applicable -: Data with a zero denominator Metric Reported Annually, Status shows current year result.							