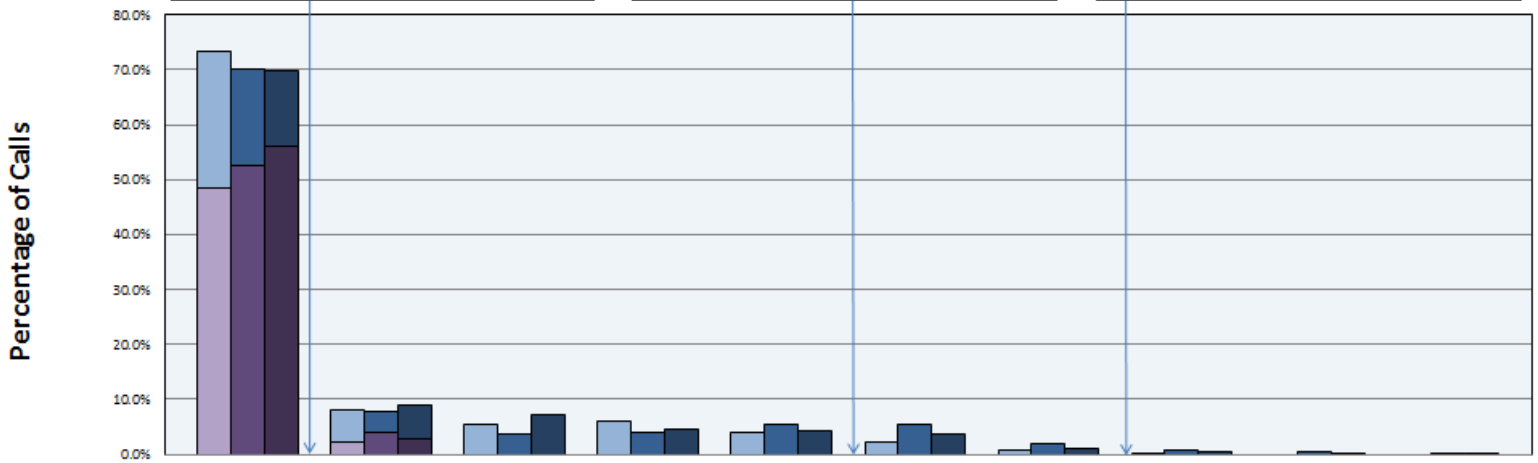
CalPERS Customer Contact Center
Call Wait Time Intervals

Percentage Calls <6 Minutes	All Customers	Members	Employers
Aug	73.2%	69.0%	92.9%
Sept	70.1%	66.0%	87.7%
Oct	69.8%	69.2%	72.1%

Percentage Calls <60 Minutes	All Customers	Members	Employers
Aug	96.8%	96.1%	99.9%
Sept	91.2%	89.1%	100.0%
Oct	94.6%	93.5%	99.3%

Percentage Calls <120 Minutes	All Customers	Members	Employers
Aug	99.9%	99.8%	100.0%
Sept	98.7%	98.3%	100.0%
Oct	99.3%	99.1%	100.0%



Percentage by Minute Intervals by Month	0-6	6-15	15-30	30-45	45-60	60-90	90-120	120-150	150-180	180+
Aug 2012 - Elected Callback	48.4%	2.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Aug 2012 - Remained on the Line	24.8%	5.7%	5.5%	6.1%	4.0%	2.3%	0.8%	0.1%	0.0%	0.0%
Sept 2012 - Elected Callback	52.7%	4.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Sept 2012 - Remained on the Line	17.4%	3.8%	3.7%	4.1%	5.5%	5.5%	2.0%	0.8%	0.4%	0.1%
Oct 2012 - Elected Callback	56.1%	2.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Oct 2012 - Remained on the Line	13.7%	6.3%	7.0%	4.5%	4.2%	3.6%	1.1%	0.5%	0.2%	0.1%

Volume by Minute Intervals by Month (elected callback and remained on the line)	0-6	6-15	15-30	30-45	45-60	60-90	90-120	120-150	150-180	180+	Total
Aug	49,884	5,476	3,749	4,125	2,703	1,530	525	102	9	4	**68,107**
Sept	38,619	4,313	2,008	2,284	3,013	3,030	1,111	456	237	49	**55,120**
Oct	45,576	5,891	4,659	2,915	2,740	2,323	750	318	119	43	**65,334**