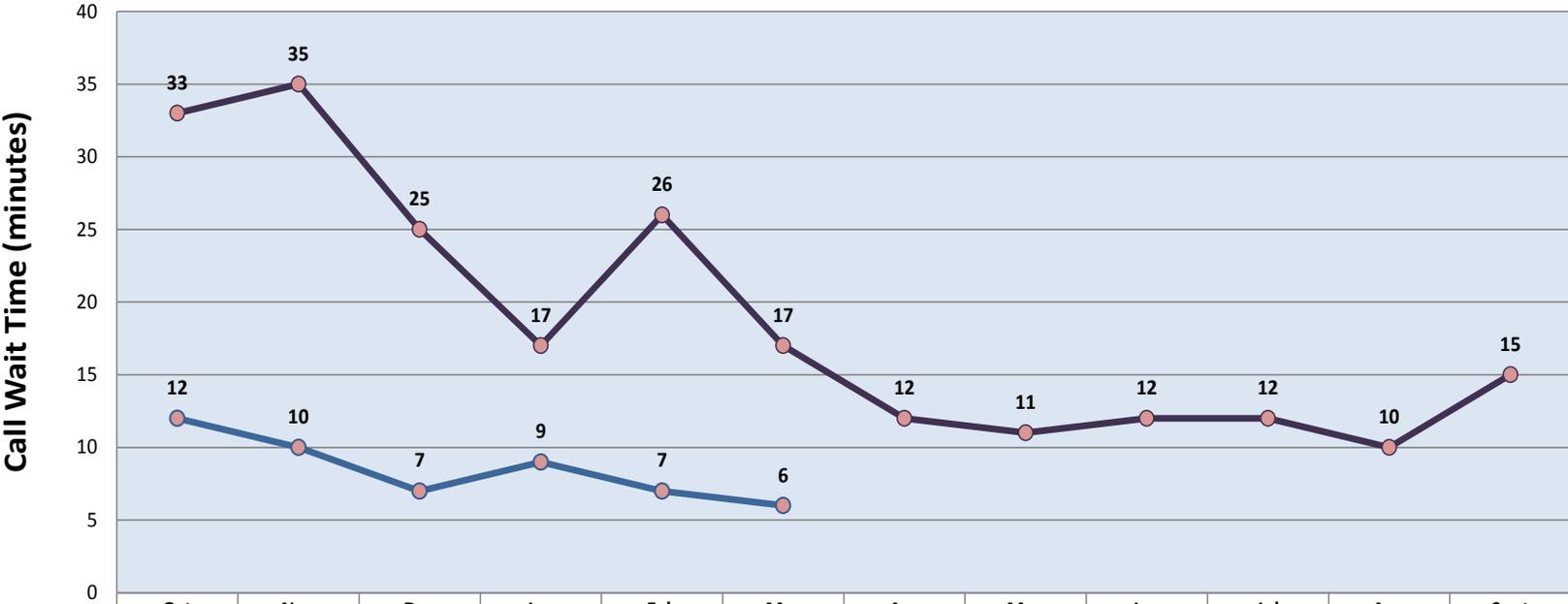




CalPERS Customer Contact Center Average Call Wait Times



| | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sept |
|---------------------------------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|------|
| ● Oct 12 - Sept 13 All Customers | 12 | 10 | 7 | 9 | 7 | 6 | | | | | | |
| Oct 12 - Sept 13 Elected Callback | 2 | 1 | 1 | 2 | 1 | 1 | | | | | | |
| Oct 12 - Sept 13 Remained on the Line | 27 | 19 | 14 | 18 | 14 | 10 | | | | | | |
| Oct 12 - Sept 13 Members | 13 | 11 | 8 | 9 | 7 | 6 | | | | | | |
| Oct 12 - Sept 13 Employers | 7 | 4 | 4 | 7 | 9 | 8 | | | | | | |
| ● Oct 11 - Sept 12 All Customers | 33 | 35 | 25 | 17 | 26 | 17 | 12 | 11 | 12 | 12 | 10 | 15 |
| Oct 11 - Sept 12 Elected Callback | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 2 | 2 | 2 |
| Oct 11 - Sept 12 Remained on the Line | 47 | 46 | 42 | 39 | 47 | 34 | 26 | 21 | 22 | 21 | 19 | 32 |
| Oct 11 - Sept 12 Members | 32 | 34 | 26 | 18 | 30 | 20 | 14 | 12 | 14 | 15 | 12 | 18 |
| Oct 11 - Sept 12 Employers | 38 | 41 | 23 | 11 | 7 | 3 | 3 | 3 | 2 | 1 | 2 | 3 |

NOTE: Average wait times reflect time spent waiting on the phone. All Customers averages include calls in which customers remained on the line and those in which a callback was elected (Virtual Hold).