

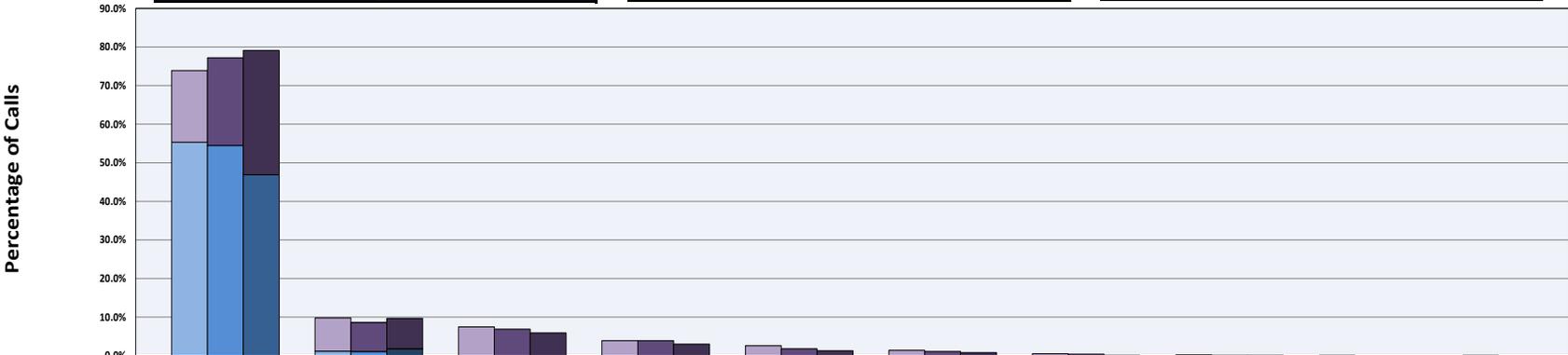


CalPERS Customer Contact Center Call Wait Time Intervals

Percentage Calls <6 Minutes			
	All Customers	Members	Employers
Jan	73.9%	73.8%	74.6%
Feb	77.2%	78.3%	70.4%
Mar	79.1%	79.7%	75.3%

Percentage Calls <60 Minutes			
	All Customers	Members	Employers
Jan	97.7%	97.5%	99.1%
Feb	98.4%	98.5%	97.6%
Mar	99.1%	99.2%	98.3%

Percentage Calls <120 Minutes			
	All Customers	Members	Employers
Jan	99.6%	99.5%	99.9%
Feb	99.9%	99.9%	99.6%
Mar	100.0%	100.0%	99.8%



Volume and Percentage 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										
JAN - Elected Callback	40,903	55.3%	916	1.2%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	41,819
JAN - Remained on the Line	13,729	18.6%	6,361	8.6%	5,557	7.5%	2,847	3.9%	1,897	2.6%	1,051	1.4%	351	0.5%	172	0.2%	85	0.1%	40	0.1%	32,090
FEB - Elected Callback	34,647	54.5%	722	1.1%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	35,369
FEB - Remained on the Line	14,454	22.7%	4,719	7.5%	4,403	6.9%	2,464	3.9%	1,131	1.8%	718	1.1%	228	0.4%	66	0.1%	21	0.0%	15	0.0%	28,219
MAR - Elected Callback	34,565	47.0%	1,321	1.8%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	35,886
MAR - Remained on the Line	23,753	32.2%	5,799	7.9%	4,367	5.9%	2,195	3.0%	973	1.3%	581	0.8%	90	0.1%	31	0.0%	22	0.0%	14	0.0%	37,825

Volume and Percentage by Minute Intervals by Month (MEMBER AND EMPLOYER)																					
	0-6	6-15	15-30	30-45	45-60	60-90	90-120	120-150	150-180	180+	Total										
JAN - All Customers	54,632	73.9%	7,277	9.8%	5,557	7.5%	2,847	3.9%	1,897	2.6%	1,051	1.4%	351	0.5%	172	0.2%	85	0.1%	40	0.1%	73,909
JAN - Members	46,601	73.8%	6,001	9.5%	4,609	7.3%	2,606	4.1%	1,734	2.8%	986	1.5%	328	0.5%	164	0.3%	81	0.1%	40	0.1%	63,150
JAN - Employers	8,031	74.6%	1,276	11.9%	948	8.8%	241	2.3%	163	1.5%	65	0.6%	23	0.2%	8	0.1%	4	0.0%	0	0.0%	10,759
FEB - All Customers	49,101	77.2%	5,441	8.6%	4,403	6.9%	2,464	3.9%	1,131	1.8%	718	1.1%	228	0.4%	66	0.1%	21	0.0%	15	0.0%	63,588
FEB - Members	43,155	78.3%	4,180	7.6%	3,887	7.0%	2,138	3.9%	935	1.7%	590	1.1%	184	0.3%	46	0.1%	15	0.0%	6	0.0%	55,136
FEB - Employers	5,946	70.4%	1,261	14.9%	516	6.1%	326	3.9%	196	2.3%	128	1.5%	44	0.5%	20	0.2%	6	0.1%	9	0.1%	8,452
MAR - All Customers	58,318	79.1%	7,120	9.7%	4,367	6.0%	2,195	3.0%	973	1.3%	581	0.8%	90	0.1%	31	0.0%	22	0.0%	14	0.0%	73,711
MAR - Members	51,194	79.7%	6,076	9.5%	3,799	6.0%	1,820	2.8%	793	1.2%	450	0.7%	77	0.1%	20	0.0%	11	0.0%	10	0.0%	64,250
MAR - Employers	7,124	75.3%	1,044	11.0%	568	6.0%	375	4.0%	180	2.0%	131	1.4%	13	0.1%	11	0.1%	11	0.1%	4	0.0%	9,461