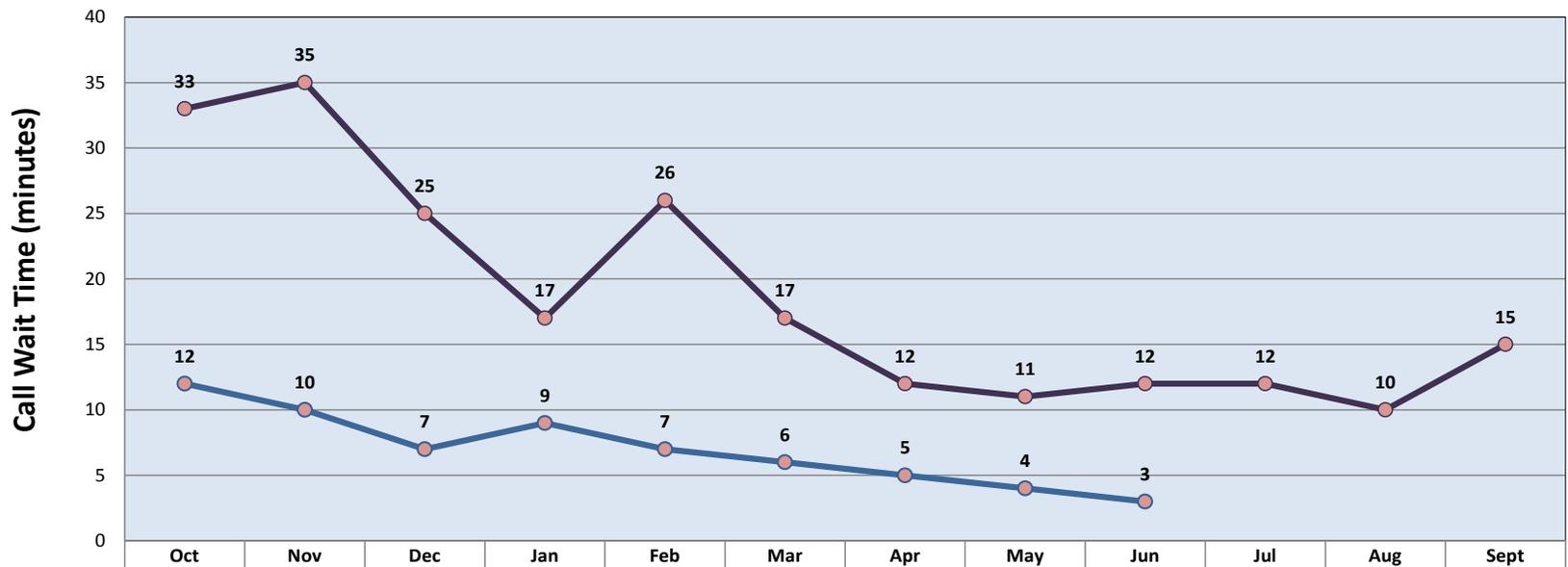


CalPERS Customer Contact Center Average Call Wait Times



	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept
● Oct 12 - Sept 13 All Customers	12	10	7	9	7	6	5	4	3			
Oct 12 - Sept 13 Elected Callback	2	1	1	2	1	1	2	2	1			
Oct 12 - Sept 13 Remained on the Line	27	19	14	18	14	10	6	5	4			
Oct 12 - Sept 13 Members	13	11	8	9	7	6	4	3	3			
Oct 12 - Sept 13 Employers	7	4	4	7	9	8	9	7	6			
● 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).