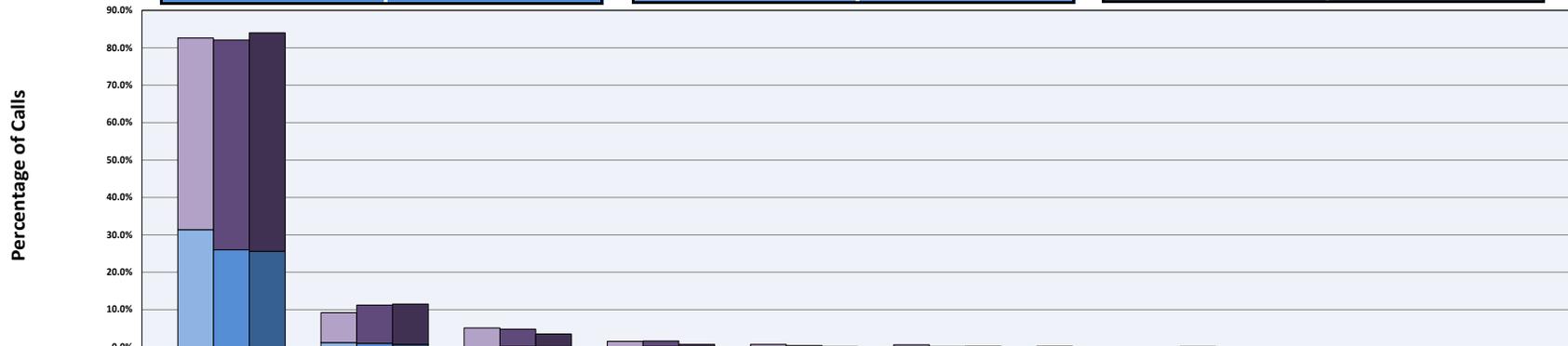


CalPERS Customer Contact Center Call Wait Time Intervals

Percentage Calls <6 Minutes			
	All Customers	Members	Employers
Apr	82.6%	84.2%	68.4%
May	82.0%	83.3%	73.6%
June	84.1%	84.9%	78.9%

Percentage Calls <60 Minutes			
	All Customers	Members	Employers
Apr	99.1%	99.3%	97.4%
May	99.8%	99.9%	98.6%
June	99.8%	100.0%	98.5%

Percentage Calls <120 Minutes			
	All Customers	Members	Employers
Apr	99.9%	100.0%	99.8%
May	100.0%	100.0%	100.0%
June	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								
APR - Elected Callback		25,935	31.4%	1,019	1.2%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	26,954
APR - Remained on the Line		42,290	51.2%	6,533	8.0%	4,194	5.1%	1,265	1.5%	613	0.7%	526	0.6%	183	0.2%	51	0.1%	24	0.0%	55,688
MAY - Elected Callback		18,632	26.0%	731	1.0%	156	0.2%	45	0.1%	10	0.0%	6	0.0%	1	0.0%	0	0.0%	0	0.0%	19,581
MAY - Remained on the Line		40,265	56.1%	7,307	10.2%	3,297	4.6%	927	1.3%	251	0.3%	141	0.2%	11	0.0%	5	0.0%	2	0.0%	52,206
JUN - Elected Callback		16,586	25.6%	388	0.7%	63	0.1%	23	0.0%	5	0.0%	4	0.0%	2	0.0%	1	0.0%	0	0.0%	17,072
JUN - Remained on the Line		37,797	58.4%	6,967	10.8%	2,173	3.4%	456	0.7%	79	0.1%	104	0.2%	23	0.0%	17	0.0%	7	0.0%	47,623

		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										
APR - All Customers		68,225	82.6%	7,552	9.1%	4,194	5.2%	1,265	1.5%	613	0.7%	526	0.6%	183	0.2%	51	0.1%	24	0.0%	9	0.0%	82,642
APR - Members		62,224	84.2%	6,099	8.3%	3,556	4.9%	960	1.3%	473	0.6%	348	0.5%	152	0.2%	33	0.0%	21	0.0%	3	0.0%	73,869
APR - Employers		6,001	68.4%	1,453	16.6%	638	7.3%	305	3.5%	140	1.6%	178	2.0%	31	0.4%	18	0.2%	3	0.0%	6	0.0%	8,773
MAY - All Customers		58,897	82.0%	8,038	11.2%	3,453	4.8%	972	1.4%	261	0.4%	147	0.2%	12	0.0%	5	0.0%	2	0.0%	0	0.0%	71,787
MAY - Members		52,333	83.3%	6,847	10.9%	2,852	4.5%	650	1.0%	139	0.2%	32	0.1%	0	0.0%	1	0.0%	0	0.0%	0	0.0%	62,854
MAY - Employers		6,564	73.6%	1,191	13.3%	601	6.7%	322	3.6%	122	1.4%	115	1.3%	12	0.1%	4	0.0%	2	0.0%	0	0.0%	8,933
JUN - All Customers		54,383	84.1%	7,355	11.4%	2,236	3.5%	479	0.7%	84	0.1%	108	0.2%	25	0.0%	18	0.0%	7	0.0%	0	0.0%	64,695
JUN - Members		47,567	84.9%	6,326	11.3%	1,796	3.2%	300	0.5%	38	0.1%	25	0.0%	2	0.0%	0	0.0%	0	0.0%	0	0.0%	56,054
JUN - Employers		6,816	78.9%	1,029	11.9%	440	5.1%	179	2.1%	46	0.5%	83	1.0%	23	0.3%	18	0.2%	7	0.0%	0	0.0%	8,641