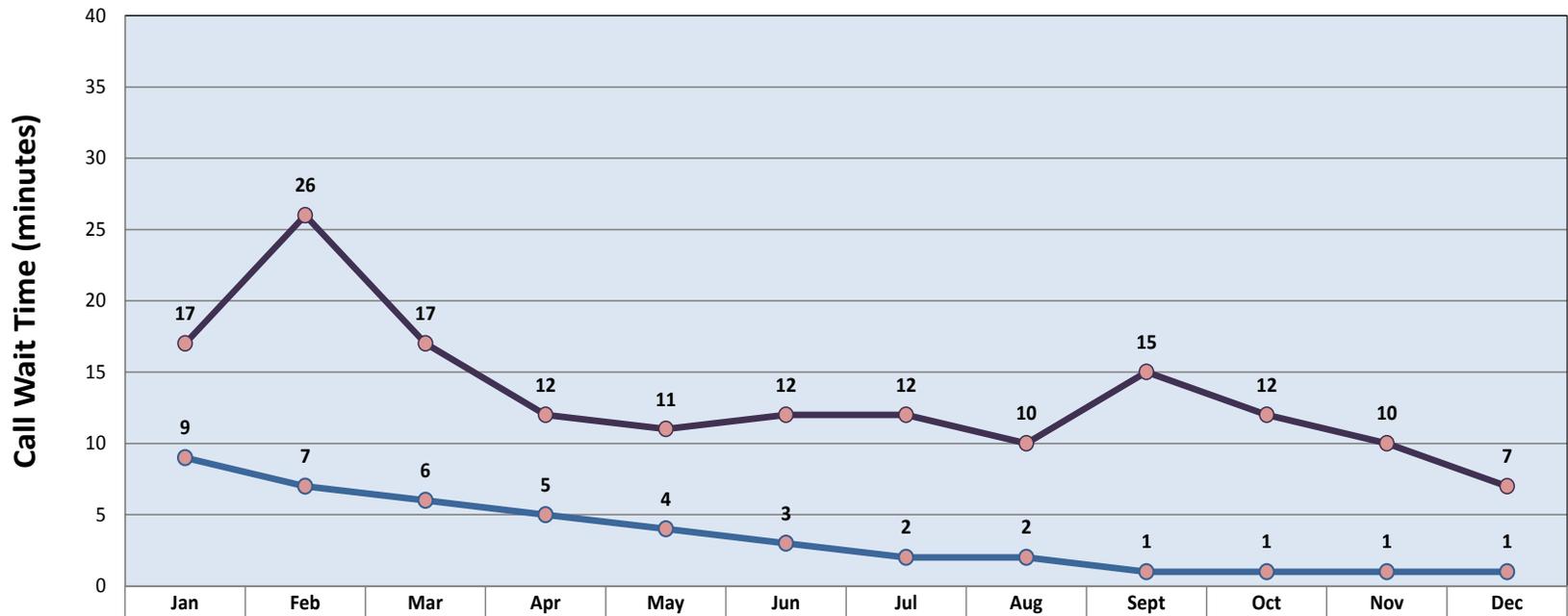


CalPERS Customer Contact Center Average Call Wait Times



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec
Jan 13 - Dec 13 All Customers	9	7	6	5	4	3	2	2	1	1	1	1
Jan 13 - Dec 13 Elected CallBack	2	1	1	2	2	1	1	1	0.5	0.5	0.5	0.5
Jan 13 - Dec 13 Remained on the Line	18	14	10	6	5	4	2	2	1	1	1	1
Jan 13 - Dec 13 Members	9	7	6	4	3	3	2	2	1	1	1	1
Jan 13 - Dec 13 Employers	7	9	8	9	7	6	4	1	1	0.5	1	1
Jan 12 - Dec 12 All Customers	17	26	17	12	11	12	12	10	15	12	10	7
Jan 12 - Dec 12 Elected CallBack	1	1	1	1	1	1	2	2	2	2	1	1
Jan 12 - Dec 12 Remained on the Line	39	47	34	26	21	22	21	19	32	27	19	14
Jan 12 - Dec 12 Members	18	30	20	14	12	14	15	12	18	13	11	8
Jan 12 - Dec 12 Employers	11	7	3	3	3	2	1	2	3	7	4	4

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).