CalPERS | Customer Services and Support

CalPERS Customer Contact Center
Average Call Wait Times
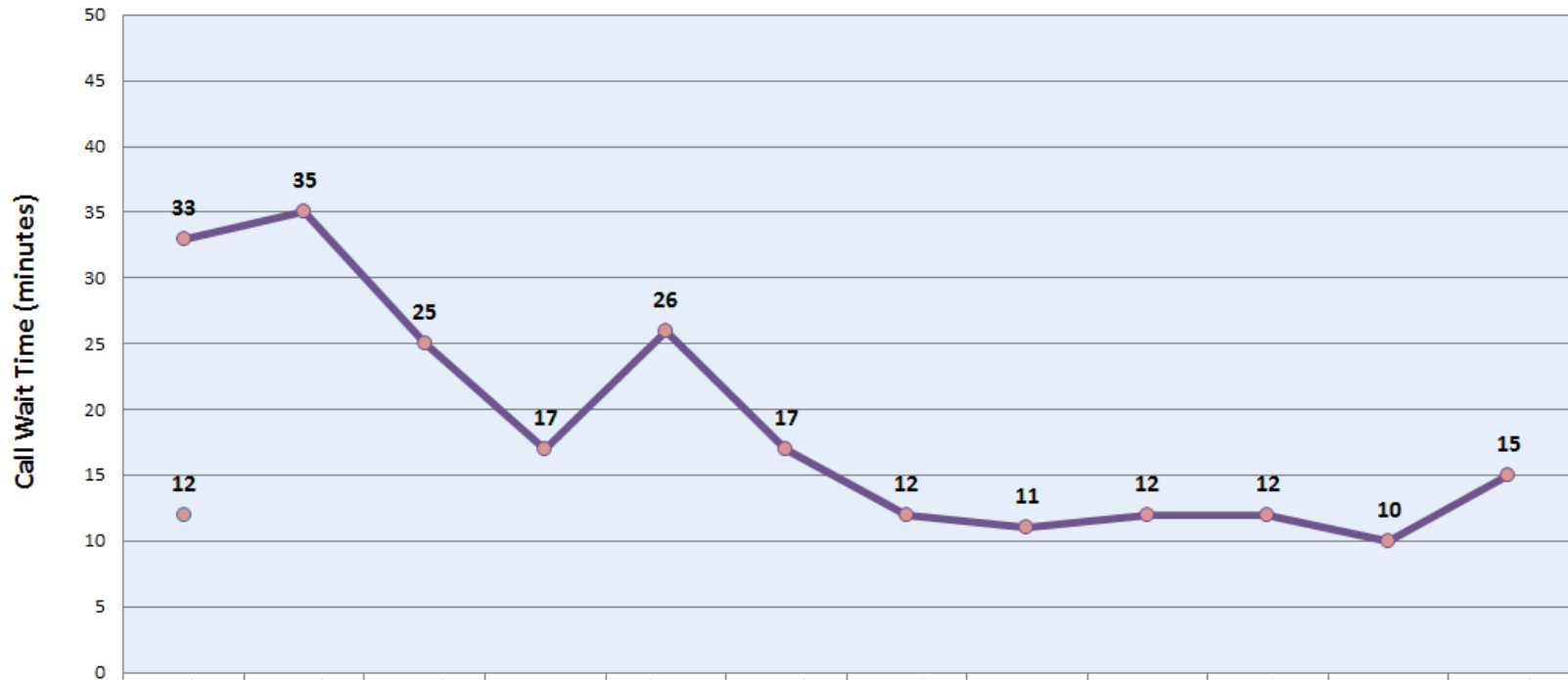
	October	November	December	January	February	March	April	May	June	July	August	September
FY12/13 All Customers	12											
FY12/13 Elected Callback	2											
FY12/13 Remained on the Line	27											
FY11/12 All Customers	33	35	25	17	26	17	12	11	12	12	10	15
FY11/12 Elected Callback	1	1	1	1	1	1	1	1	1	2	2	2
FY11/12 Remained on the Line	47	46	42	39	47	34	26	21	22	21	19	32

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).