UNIVERSITY OF CALIFORNIA Human Resources

RASC Quick Facts

April 2015

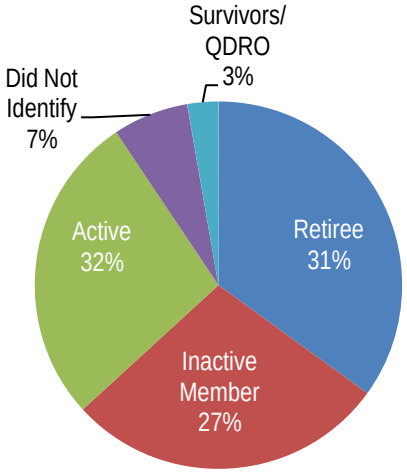
	Career Budget	Career Filled	Career Vacant	% Career Vacancy	TOPS Filled
RASC Staffing	84	78	6	7%	6

CUSTOMER CARE

	Current Month	% Chg from Prior Year	Fiscal YTD	% Chg from Prior Year
# Calls Answered	9,854	16%	95,441	1%
# Correspondence / Other	2,707	9%	18,637	8%
Total Contacts	12,561	15%	114,078	2%

	Current Month	Goal	% of Goal
Service Level (% Calls Answered in 90 Seconds)	91%	80%	114%
% of Customers Satisfied or Better with their Experience	85%	80%	106%
Avg Correspondence Turn Time (Calendar Days)	5.4	7.0	129%

Customer Profile



Top 4 Reasons Customers Contact the RASC

Category	Description	% of Total
UCRP	Retirement Benefits Counseling & Estimates, Address Changes, Benefit Income Statements	65%
AYS	At Your Service Online Password Reset & Inquiries	11%
Health & Welfare	Medical Plans, Medicare Enrollment (Retiree & Active)	10%
Financial	Direct Deposits, Tax Withholding, Lost/Missing Checks	7%

FULFILLMENT OPERATIONS

Monthly Productivity	Current Month	% Chg from Prior Year	Fiscal YTD	% Chg from Prior Year
Retirement Elections				
Avg Turn Time (Calendar Days) – Goal: 30 Days	16	-24%	23	4%
# Death Report – Notice of Benefit Letters to Benef.	269	3%	2,197	11%
# Disability Applications Received	11	-8%	131	-25%
# Special Claims Correspondence Items Sent	185	8%	2,649	87%

Monthly UCRS Benefit Payments	Current Month	% Chg from Prior Year
# of UCRS Benefit Payments	66,805	5%
$ Amount of UCRS Benefit Payments ($ in millions)	$194.8	10%

Fiscal Year Retirement Election Activity	FY 2013/2014	FY 2012/2013	% Chg from Prior Year
# of Monthly Retirement Income Elections	3,730	3,516	4%
# of Lump Sum Cashouts (Incl QDRO)	1,001	1,028	-3%
Total # of Retirement Elections	4,731	4,544	6%
$ Amount of Lump Sum Cashouts (incl QDRO) ($millions)	$250.55	$239.06	5%

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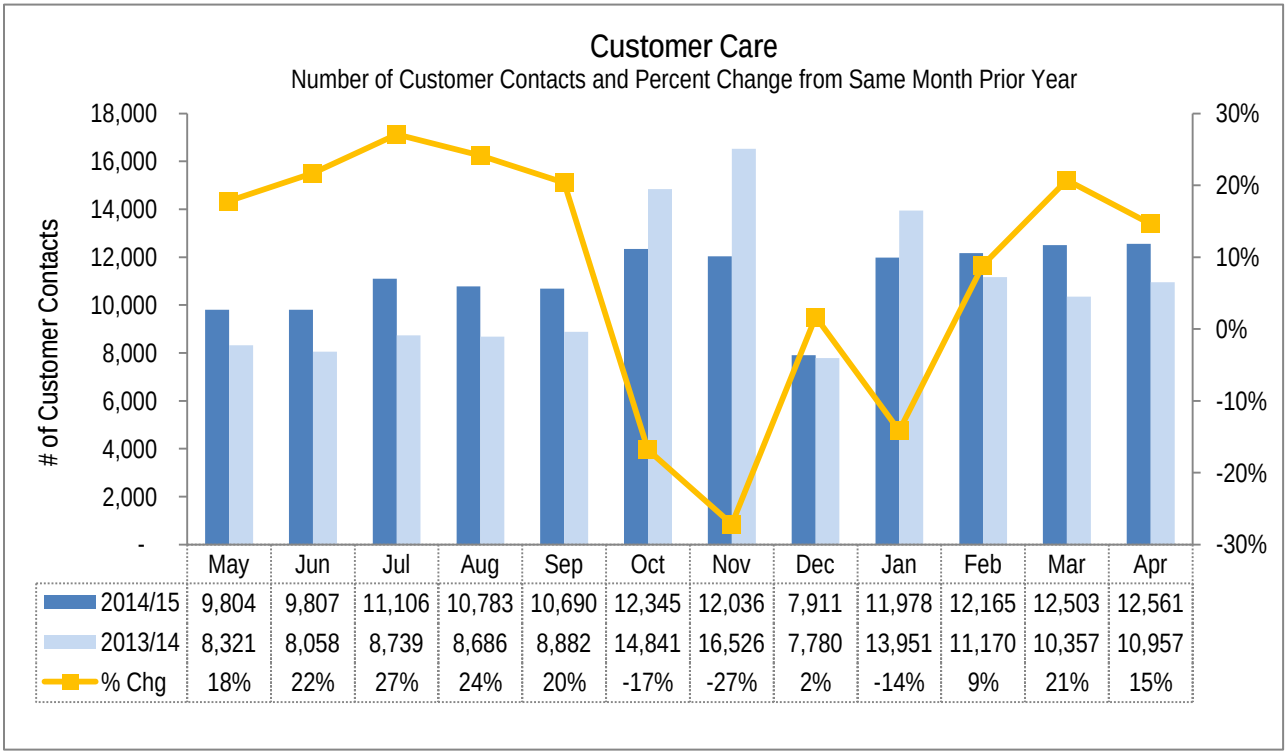
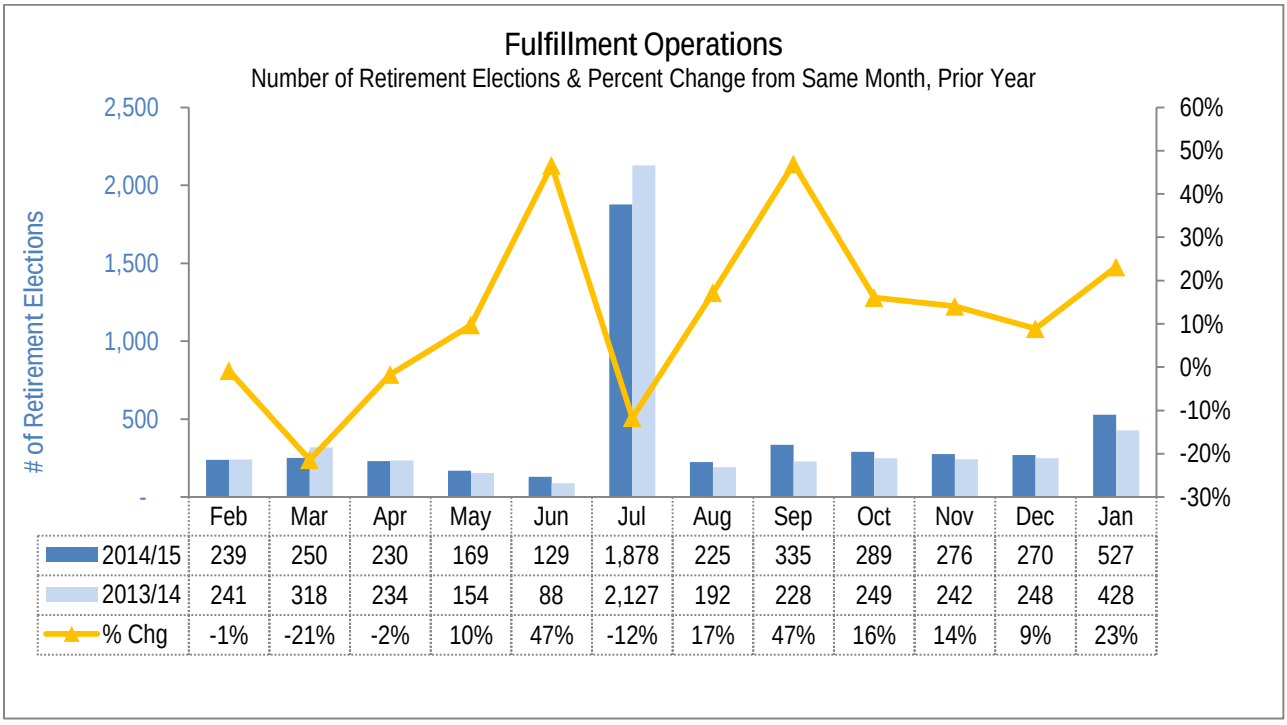


	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr
2014/15	9,804	9,807	11,106	10,783	10,690	12,345	12,036	7,911	11,978	12,165	12,503	12,561
2013/14	8,321	8,058	8,739	8,686	8,882	14,841	16,526	7,780	13,951	11,170	10,357	10,957
% Chg	18%	22%	27%	24%	20%	-17%	-27%	2%	-14%	9%	21%	15%



	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan
2014/15	239	250	230	169	129	1,878	225	335	289	276	270	527
2013/14	241	318	234	154	88	2,127	192	228	249	242	248	428
% Chg	-1%	-21%	-2%	10%	47%	-12%	17%	47%	16%	14%	9%	23%

Retirement Election results include monthly retirement income and lump sum cashouts and are reported on a two to three month lag.