UNIVERSITY OF CALIFORNIA Human Resources

# RASC Quick Facts

Fiscal Year 2013-14

| | Career Budget | Career Filled | Career Vacant | % Career Vacancy | Contract Filled | TOPS Filled |
|---|---|---|---|---|---|---|
| RASC Staffing | 84 | 80 | 4 | 5% | 2 | 7 |

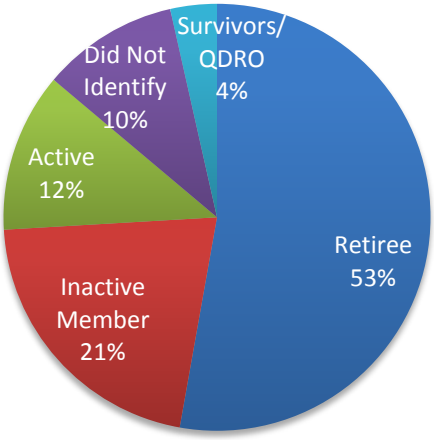
## CUSTOMER SERVICE

| | FY 2013-14 | FY 2012-13 | % Chg |
|---|---|---|---|
| # Calls Answered | 109,996 | 86,168 | 28% |
| # Correspondence / Other | 21,504 | 13,993 | 54% |
| Total Contacts | 131,500 | 100,161 | 31% |

| | Actual | Goal | % of Goal |
|---|---|---|---|
| Service Level (% Calls Answered in 90 Seconds) | 76% | 80% | 95% * |
| *% of Customers Satisfied or Better with their Experience | 83% | 80% | 104% |
| Avg Correspondence Turn Time (Calendar Days) | 5.3 | 7.0 | 132% |

**Customer Contact Profile**

FY 2013-14




| Top 4 Reasons Customers Contact the RASC | | |
|---|---|---|
| Category | Description | % of Total |
| UCRP | Benefit Income Statements, Retirement Elections & Estimate, Address Changes | 49% |
| Health & Welfare | Medical Plans, Medicare Enrollment (Retiree & Active) | 27% |
| AYS | At Your Service Online Password Reset & Inquiries | 11% |
| Financial | Direct Deposits, Tax Withholding, Lost/Missing Checks | 7% |

## FULFILLMENT OPERATIONS

| Monthly Productivity | FY 2013-14 | FY 2012-13 | % Chg from Prior Year |
|---|---|---|---|
| Retirement Elections * | | | |
| Avg Turn Time (Calendar Days) – Goal: 21 Days | 22 | 21 | 6% |
| # Death Report – Notice of Benefit Letters to Benef. | 2,307 | 2,160 | 7% |
| # Disability Applications Received | 212 | 236 | -10% |
| # Special Claims Correspondence Items Sent | 1,660 | 1,387 | 20% |

| Monthly UCRS Benefit Payments | FY 2013-14 | FY 2012-13 | % Chg from Prior Year |
|---|---|---|---|
| # of UCRS Benefit Payments | 64,191 | 61,715 | 4% |
| $ Amount of UCRS Benefit Payments ($ in billions) | $2.3 B | $2.2 B | 5% |

| Fiscal Year Retirement Election Activity | FY 2013-14 | FY 2012-13 | % Chg |
|---|---|---|---|
| # of Monthly Retirement Income Elections | 3,730 | 3,516 | 6% |
| # of Lump Sum Cashouts (Incl QDRO) | 1,001 | 1,028 | -3% |
| Total # of Retirement Elections | 4,731 | 4,544 | 4% |
| $ Amount of Lump Sum Cashouts (incl QDRO) ($Millions) | $250.5 M | $239.1 M | 5% |

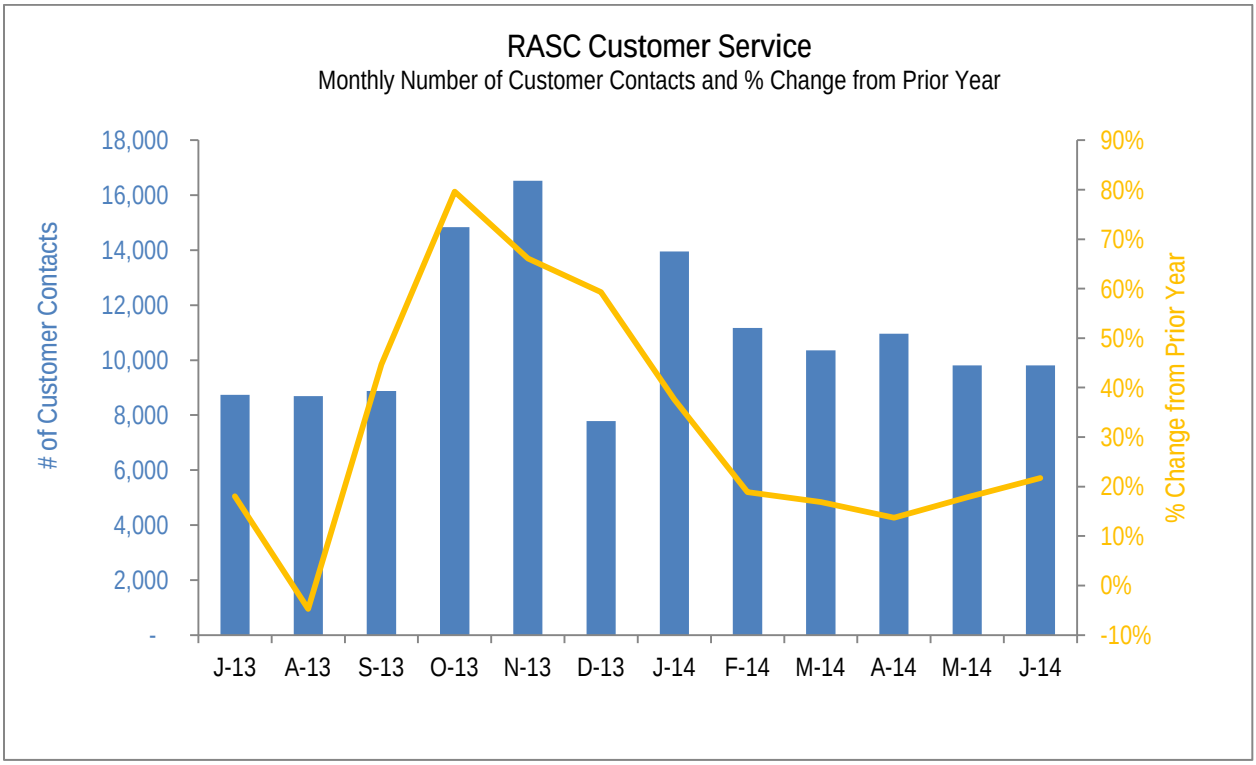
* Due to extraordinary heavy volume during the extended 2014 Open Enrollment period. Service Level has consistently exceeded 80% since February 1, 2014

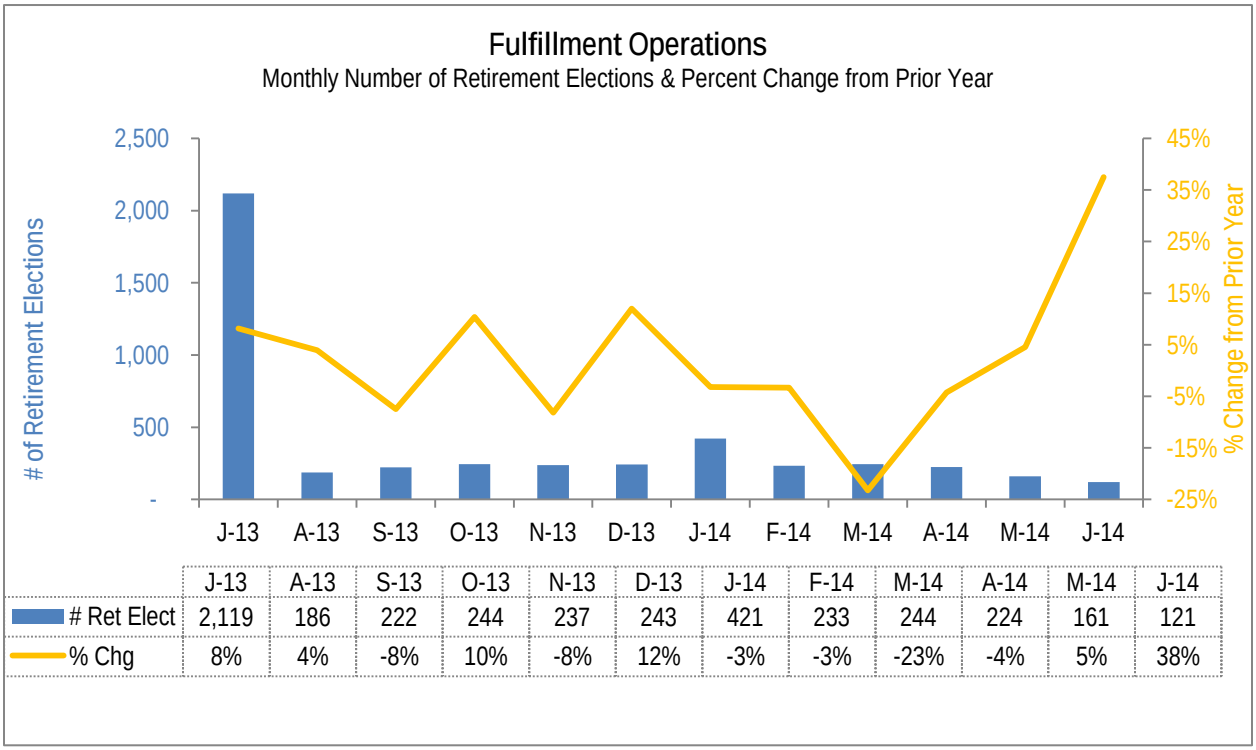
As of 11/14/2014

UNIVERSITY OF CALIFORNIA Human Resources

# RASC Quick Facts

Fiscal Year 2013-14




| | J-13 | A-13 | S-13 | O-13 | N-13 | D-13 | J-14 | F-14 | M-14 | A-14 | M-14 | J-14 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| # Ret Elect | 2,119 | 186 | 222 | 244 | 237 | 243 | 421 | 233 | 244 | 224 | 161 | 121 |
| % Chg | 8% | 4% | -8% | 10% | -8% | 12% | -3% | -3% | -23% | -4% | 5% | 38% |

* Due to extraordinary heavy volume during the extended 2014 Open Enrollment period. Service Level has consistently exceeded 80% since February 1, 2014

As of 11/14/2014