UNIVERSITY OF CALIFORNIA Human Resources

# RASC Quick Facts

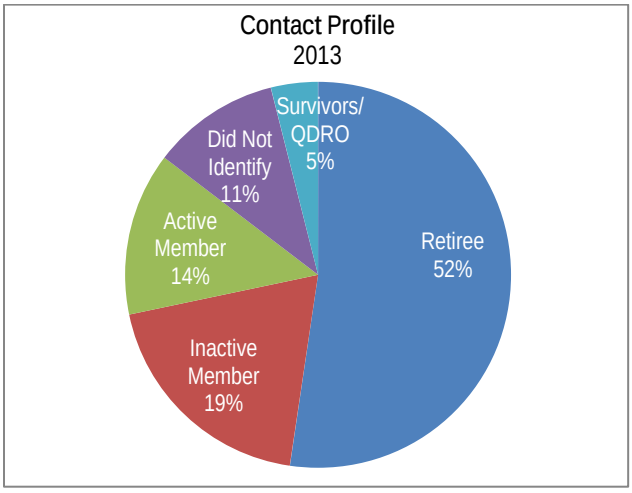
2013 Annual Report

| | Career Budget | Career Filled | Career Vacant | % Career Vacancy | Contract Filled | TOPS Filled |
|---|---|---|---|---|---|---|
| RASC Staffing | 85 | 83 | 2 | 2% | 2 | 9 |

## CUSTOMER SERVICE

| Annual Productivity | 2013 | 2012 | % Chg from Prior Year |
|---|---|---|---|
| # Calls Answered | 102,617 | 79,134 | 30% |
| # Correspondence / Other | 17,243 | 12,525 | 38% |
| Total Contacts | 119.860 | 91,659 | 31% |

| | 2013 | Goal | % of Goal |
|---|---|---|---|
| Service Level (% Calls Answered in 90 Seconds) | 69% | 80% | 87% |
| Avg Correspondence Turn Time (Calendar Days) | 5.7 | 7.0 | 123% |




**Top 4 Reasons Customers Contact the RASC**

| Category | Description | % of Total |
|---|---|---|
| UCRP | Benefit Income Statements, Retirement Elections & Estimate, Address Changes | 47% |
| Health & Welfare | Medical Plans, Medicare Enrollment (Retiree & Active) | 28% |
| At Your Service | Password reset & inquiries | 12% |
| Financial | Direct Deposit, Tax Withholding, Lost/Missing Checks | 7% |

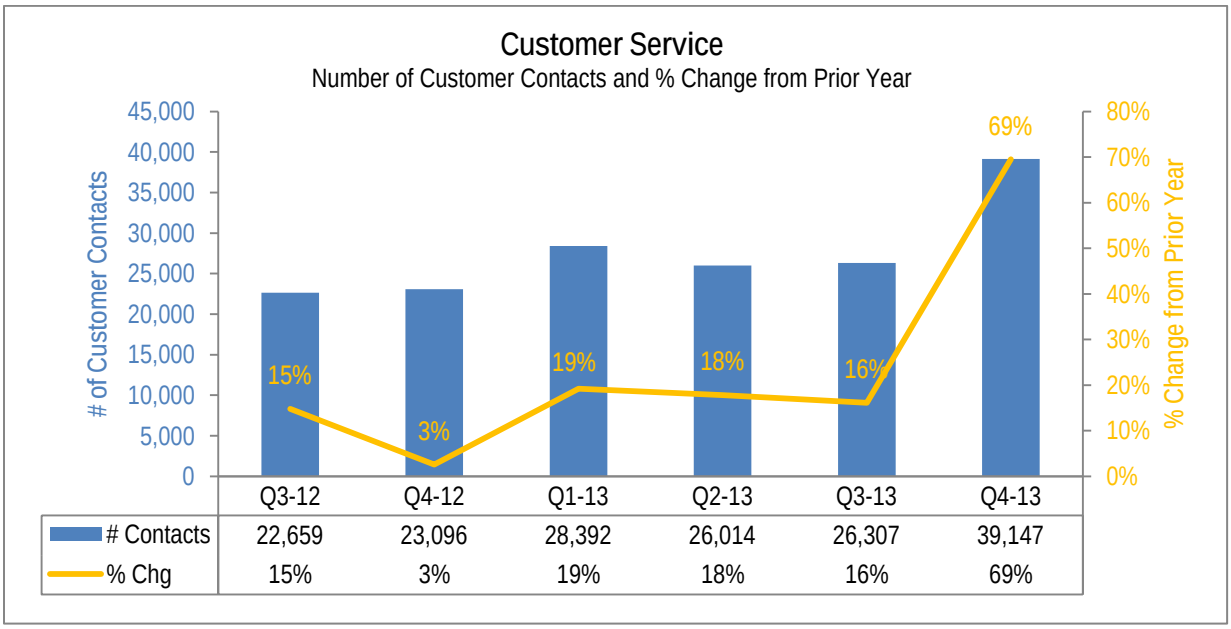
## RETIREMENT OPERATIONS

| Annual Productivity | 2013 | 2012 | % Chg from Prior Year |
|---|---|---|---|
| Retirement Elections * | | | |
| Avg Turn Time (Calendar Days) – Goal: 21 Days | 20 | 21 | -5% |
| # Death Report – Notice of Benefit Letters to Benef. | 2,340 | 2,057 | 14% |
| # Disability Applications Approved | 164 | 142 | 15% |
| # Disability Callups Selected for Review | 1,259 | 1,149 | 10% |
| # Special Claims Correspondence Items Sent | 1,465 | 1,261 | 16% |

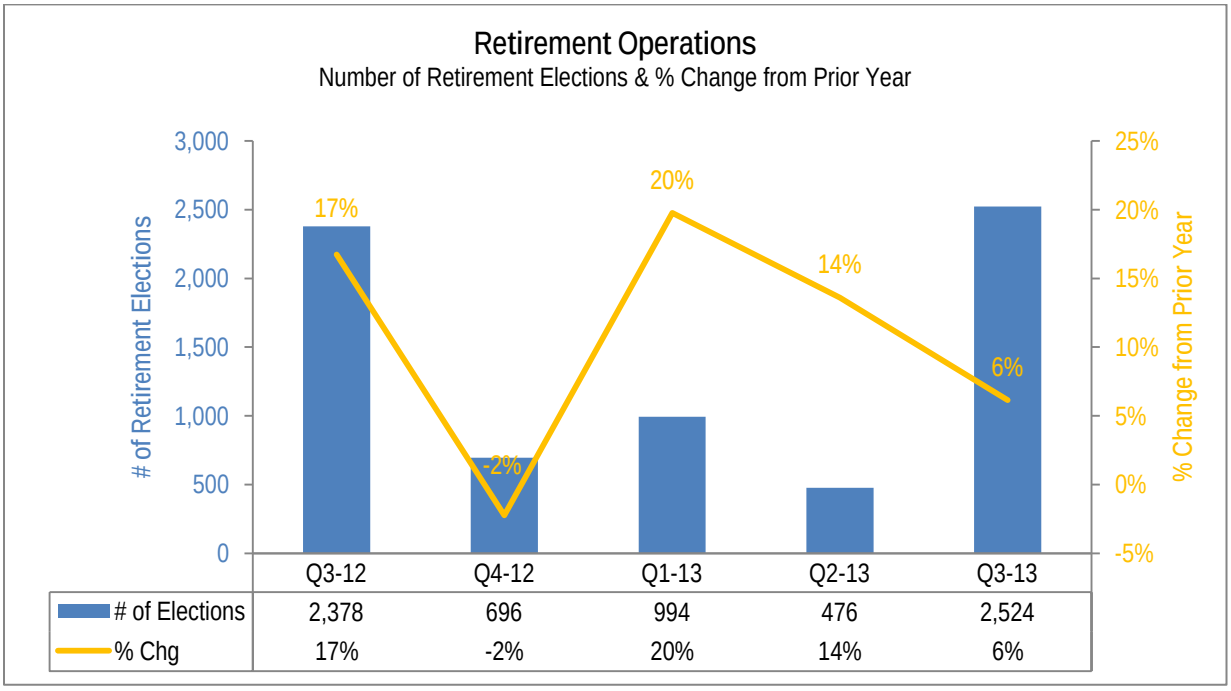
| UCRS Benefit Payments | FY 2012/2013 | FY 2011/2012 | % Chg from Prior Year |
|---|---|---|---|
| # of UCRS Benefit Recipients | 61,715 | 58,934 | 5% |
| $ Amount of UCRS Benefit Payments ($ in billions) | $2.2 | $2.0 | 10% |

| Annual Retirement Election Activity | FY 2012/2013 | FY 2011/2012 | % Chg from Prior Year |
|---|---|---|---|
| # of Monthly Retirement Income Elections | 3,516 | 3,209 | 10% |
| # of Lump Sum Cashouts (Incl QDRO) | 1,028 | 789 | 30% |
| Total # of Retirement Elections | 4,544 | 3,998 | 14% |
| $ Amount of Lump Sum Cashouts (incl QDRO) ($000) | $239,065 | $182,444 | 31% |

Retirement Administration Service Center (RASC)
As of 2/20/2014




| | Q3-12 | Q4-12 | Q1-13 | Q2-13 | Q3-13 | Q4-13 |
|---|---|---|---|---|---|---|
| # Contacts | 22,659 | 23,096 | 28,392 | 26,014 | 26,307 | 39,147 |
| % Chg | 15% | 3% | 19% | 18% | 16% | 69% |




| | Q3-12 | Q4-12 | Q1-13 | Q2-13 | Q3-13 |
|---|---|---|---|---|---|
| # of Elections | 2,378 | 696 | 994 | 476 | 2,524 |
| % Chg | 17% | -2% | 20% | 14% | 6% |

Retirement Election results include monthly retirement income and lump sum cashouts and are reported on a 3-month lag.