UNIVERSITY OF CALIFORNIA Human Resources

RASC Quick Facts

December 2014

	Career Budget	Career Filled	Career Vacant	% Career Vacancy	Contract Filled	TOPS Filled
RASC Staffing	84	79	5	6%	1	7

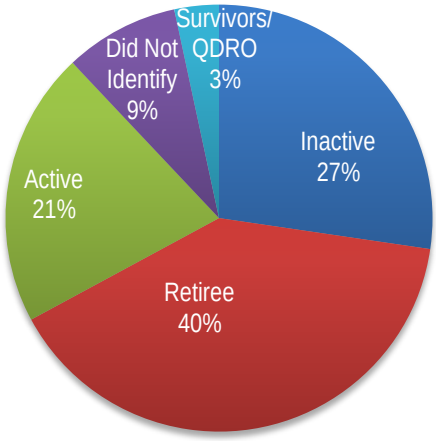
CUSTOMER CARE

	Current Month	% Chg from Prior Year	Fiscal YTD	% Chg from Prior Year
# Calls Answered	6,575	0%	55,266	-2%
# Correspondence / Other	984	-19%	8,537	-5%
Total Contacts	7,559	-3%	63,803	-3%

	Current Month	Goal	% of Goal
Service Level (% Calls Answered in 90 Seconds)	95%	80%	119%
% of Customers Satisfied or Better with their Experience	85%	80%	106%
Avg Correspondence Turn Time (Calendar Days)	6.3	7.0	111%

Customer Profile

December 2014



Top 4 Reasons Customers Contact the RASC

Category	Description	% of Total
UCRP	Benefit Income Statements, Retirement Elections & Estimate, Address Changes	58%
Health & Welfare	Medical Plans, Medicare Enrollment (Retiree & Active)	21%
AYS	At Your Service Online Password Reset & Inquiries	9%
Financial	Direct Deposits, Tax Withholding, Lost/Missing Checks	6%

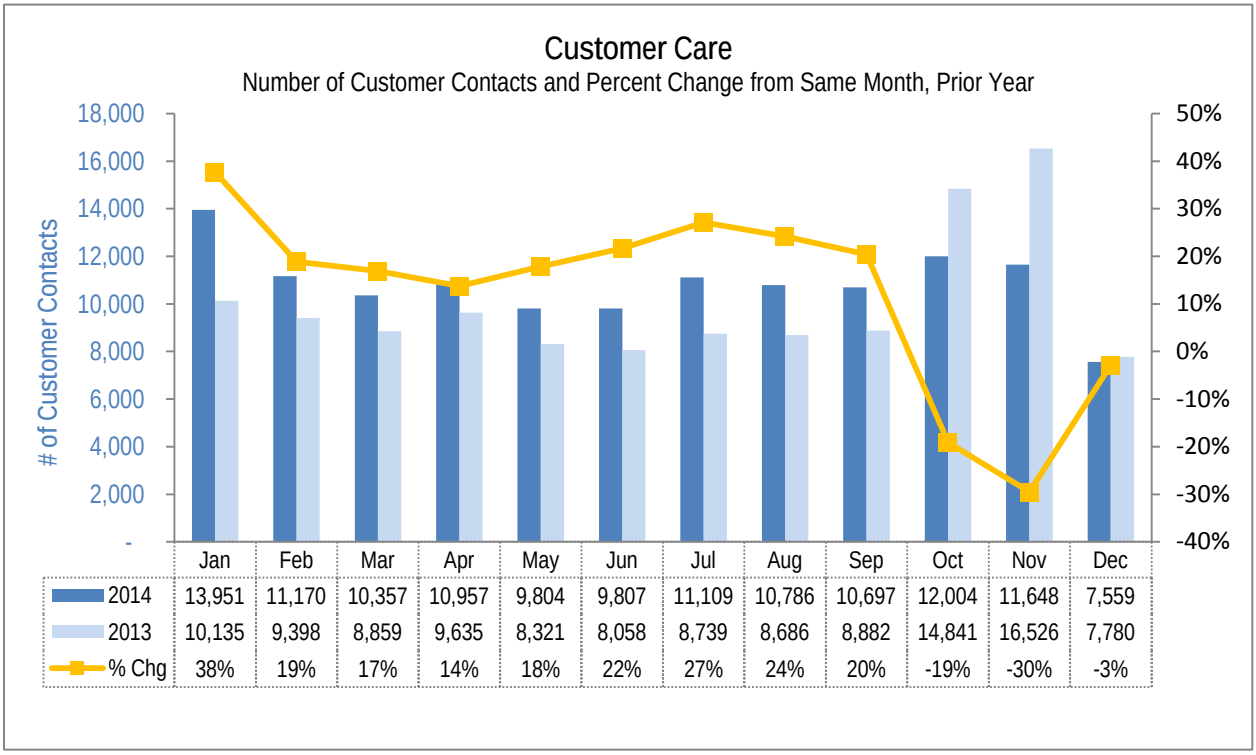
FULFILLMENT OPERATIONS

Monthly Productivity	Current Month	% Chg from Prior Year	Fiscal YTD	% Chg from Prior Year
Retirement Elections				
Avg Turn Time (Calendar Days)	20	0%	25	20%
# Death Report – Notice of Benefit Letters to Benef.	178	15%	1,160	-1%
# Disability Applications Received	12	9%	85	-24%
# Disability Reviews Selected	68	-31%	465	-26%
# Special Claims Correspondence Items Sent	166	172%	1,940	165%

Monthly UCRS Benefit Payments	Current Month	% Chg from Prior Year
# of UCRS Benefit Payments	65,991	4%
$ Amount of UCRS Benefit Payments ($ in millions)	$188.7	10%

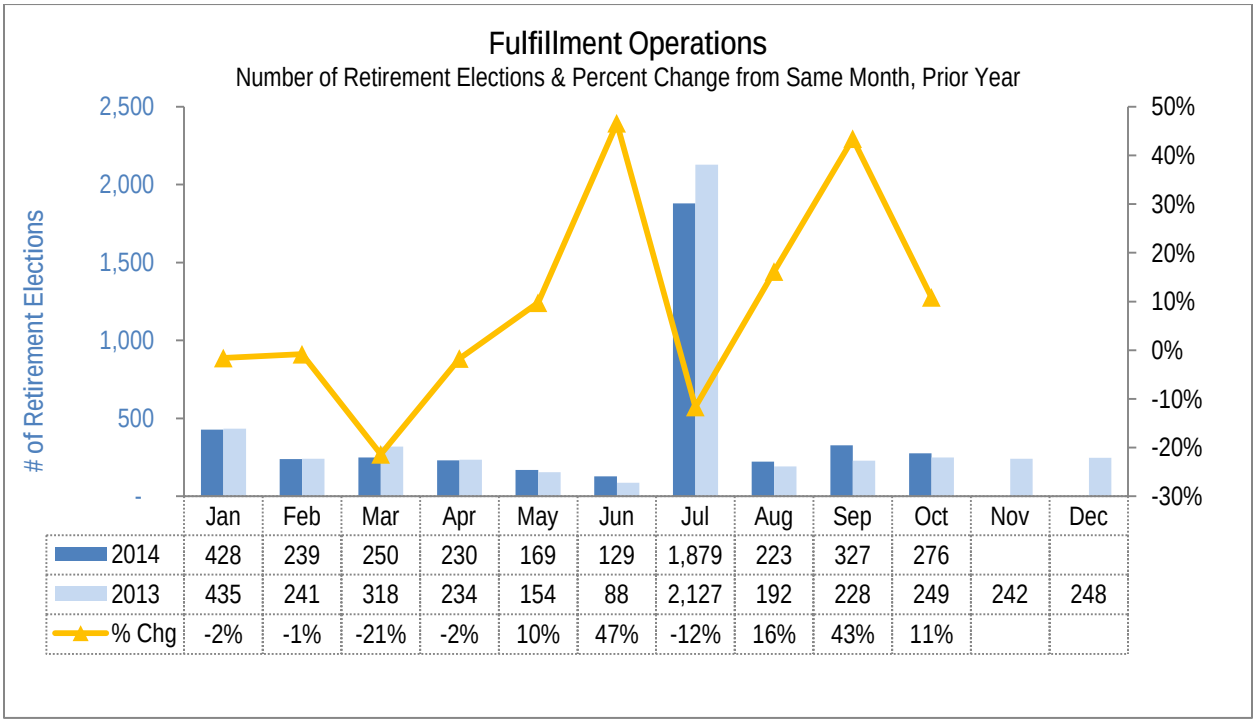
Fiscal Year Retirement Election Activity	FY 2013/2014	FY 2012/2013	% Chg from Prior Year
# of Monthly Retirement Income Elections	3,730	3,516	4%
# of Lump Sum Cashouts (Incl QDRO)	1,001	1,028	-3%
Total # of Retirement Elections	4,731	4,544	6%
$ Amount of Lump Sum Cashouts (incl QDRO) ($millions)	$250.55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

Retirement Administration Service Center (RASC)
As of 12/31/2014



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2014	13,951	11,170	10,357	10,957	9,804	9,807	11,109	10,786	10,697	12,004	11,648	7,559
2013	10,135	9,398	8,859	9,635	8,321	8,058	8,739	8,686	8,882	14,841	16,526	7,780
% Chg	38%	19%	17%	14%	18%	22%	27%	24%	20%	-19%	-30%	-3%

Customer contacts during Open Enrollment in October and November 2013 were extraordinarily high due to the significant changes to 2014 medical plans.



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2014	428	239	250	230	169	129	1,879	223	327	276		
2013	435	241	318	234	154	88	2,127	192	228	249	242	248
% Chg	-2%	-1%	-21%	-2%	10%	47%	-12%	16%	43%	11%		

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