UNIVERSITY OF CALIFORNIA Human Resources

RASC Quick Facts

Fiscal Year 2014-15

	Career Budget	Career Filled	Career Vacant	% Career Vacancy	Contract Filled	TOPS Filled
RASC Staffing	84	81	3	4%	1	6

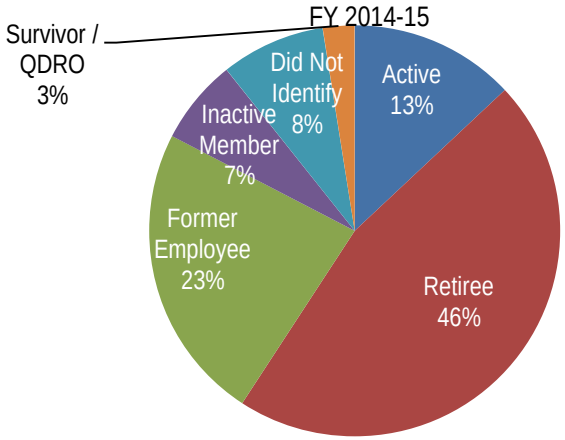
CUSTOMER SERVICE

	FY 2014-15	FY 2013-14	% Chg
# Calls Answered	112,696	109,996	2%
# Correspondence / Other	22,941	21,504	7%
Total Contacts	135,637	131,500	3%

	Actual	Goal	% of Goal
Service Level (% Calls Answered in 90 Seconds)	85%	80%	106%
*% of Customers Satisfied or Better with their Experience	85%	80%	106%
Avg Correspondence Turn Time (Calendar Days)	6.3	7.0	110%

Customer Contact Profile

FY 2014-15



Top 4 Reasons Customers Contact the RASC		
Category	Description	% of Total
UCRP	Benefit Income Statements, Retirement Elections & Estimate, Address Changes	61%
Health & Welfare	Medical Plans, Medicare Enrollment (Retiree & Active)	16%
AYS	At Your Service Online Password Reset & Inquiries	11%
Financial	Direct Deposits, Tax Withholding, Lost/Missing Checks	7%

FULFILLMENT OPERATIONS

Monthly Productivity	FY 2014-15	FY 2013-14	% Chg from Prior Year
# Death Report – Notice of Benefit Letters to Benef.	2,703	2,307	17%
# Disability Applications Approved	154	161	-4%
# Special Claims Correspondence Items Sent	2,937	1,660	77%

Monthly UCRS Benefit Payments	FY 2014-15	FY 2013-14	% Chg from Prior Year
# of UCRS Benefit Payments	66,494	64,191	4%
$ Amount of UCRS Benefit Payments ($ in billions)	$2.3 B	$2.3 B	0%

Fiscal Year Retirement Election Activity	FY 2014-15	FY 2013-14	% Chg
# of Monthly Retirement Income Elections	3,949	3,730	6%
# of Lump Sum Cashouts (Incl QDRO)	1,395	1,001	39%
Total # of Retirement Elections	5,344	4,731	13%
$ Amount of Lump Sum Cashouts (incl QDRO) ($Millions)	$297.11 M	$250.55 M	19%

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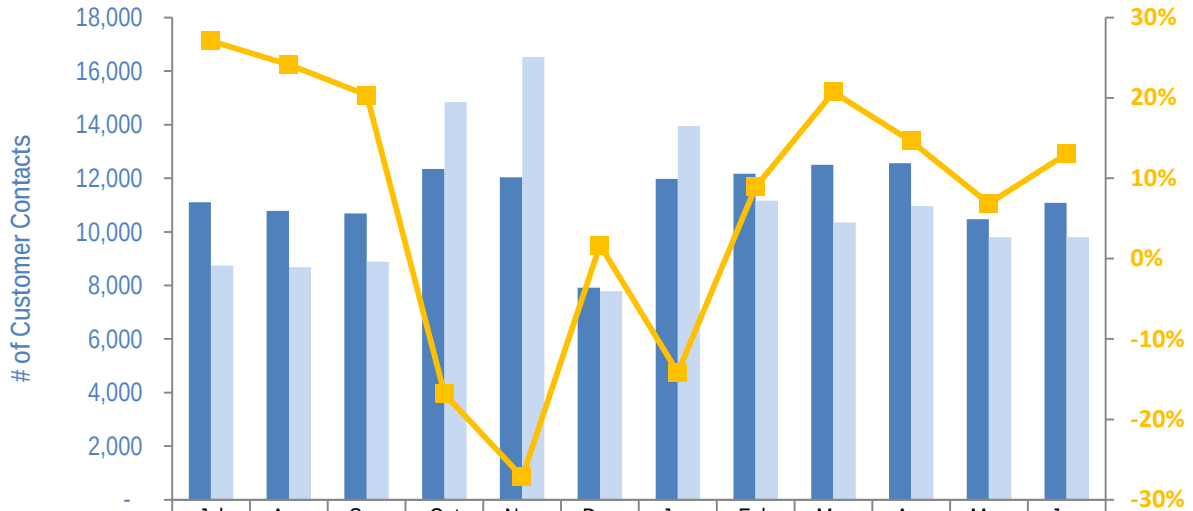
RASC Quick Facts

Fiscal Year 2014-15

Customer Care

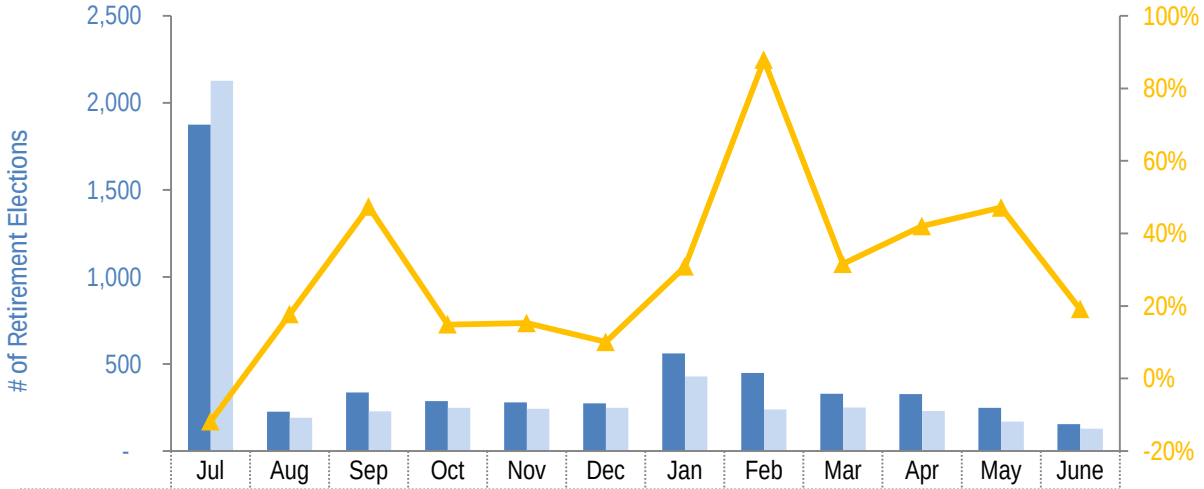
Number of Customer Contacts and Percent Change from Same Month Prior Year



	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
2014/15	11,106	10,783	10,690	12,345	12,036	7,911	11,978	12,165	12,503	12,561	10,475	11,084
2013/14	8,739	8,686	8,882	14,841	16,526	7,780	13,951	11,170	10,357	10,957	9,804	9,807
% Chg	27%	24%	20%	-17%	-27%	2%	-14%	9%	21%	15%	7%	13%

Fulfillment Operations

Number of Retirement Elections & Percent Change from Same Month, Prior Year



	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June
2014/15	1,876	226	336	286	279	273	560	449	329	327	249	154
2013/14	2,127	192	228	249	242	248	428	239	250	230	169	129
% Chg	-12%	18%	47%	15%	15%	10%	31%	88%	32%	42%	47%	19%