UNIVERSITY OF CALIFORNIA Human Resources

RASC Quick Facts

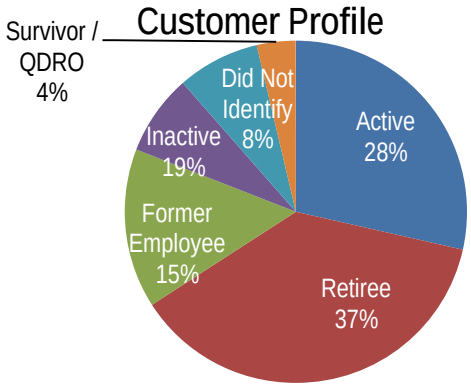
Q1 2016

	Career Budget	Career Filled	Career Vacant	% Career Vacancy	TOPS Filled
RASC Staffing	84	83	1	1%	2

CUSTOMER CARE

	Q1 2016	% Chg from Prior Year	Fiscal YTD	% Chg from Prior Year
# Calls Answered	31,982	5%	84,453	-1%
# Correspondence / Other	6,104	-3%	15,143	-5%
Total Contacts	38,087	4%	99,596	-2%

	Q1	Goal	% of Goal
Service Level (% Calls Answered in 90 Seconds)*	81%	80%	101%
% of Customers Satisfied or Better with their Experience	89%	80%	111%
Avg Correspondence Turn Time (Calendar Days)	6	7	117%



Top 4 Reasons Customers Contact the RASC		
Category	Description	% of Total
UCRP	Retirement Benefits Counseling & Estimates, Address Changes, Benefit Income Statements	53%
AYS	At Your Service Online Password Reset & Inquiries	16%
Health & Welfare	Medical Plans, Medicare Enrollment	14%
Financial	Direct Deposits, Tax Withholding, Lost/Missing Checks	12%

FULFILLMENT OPERATIONS

Monthly Productivity	Q1 2016	% Chg from Prior Year	Fiscal YTD	% Chg from Prior Year
Retirement Elections				
Avg Turn Time (Calendar Days) – Goal: 45 Days	33	NA	36	NA
# Death Report – Notice of Benefit Letters to Benef.	554	-28%	1,711	-11%
# Disability Applications Approved	39	8%	98	-13%

UCRS Benefit Payments	FY 2014/15	% Chg from Prior Year
# of UCRS Benefit Recipients	67,321	5%
$ Amount of UCRS Benefit Payments	$2.8 B	8%

Fiscal Year Retirement Election Activity	FY 2014/2015	FY 2013/2014	% Chg from Prior Year
# 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)	$287.51	$250.55	15%

* For Q1 2016, January 2016 adjusted due to system issues.

Retirement Administration Service Center (RASC)
As of 3/31/16

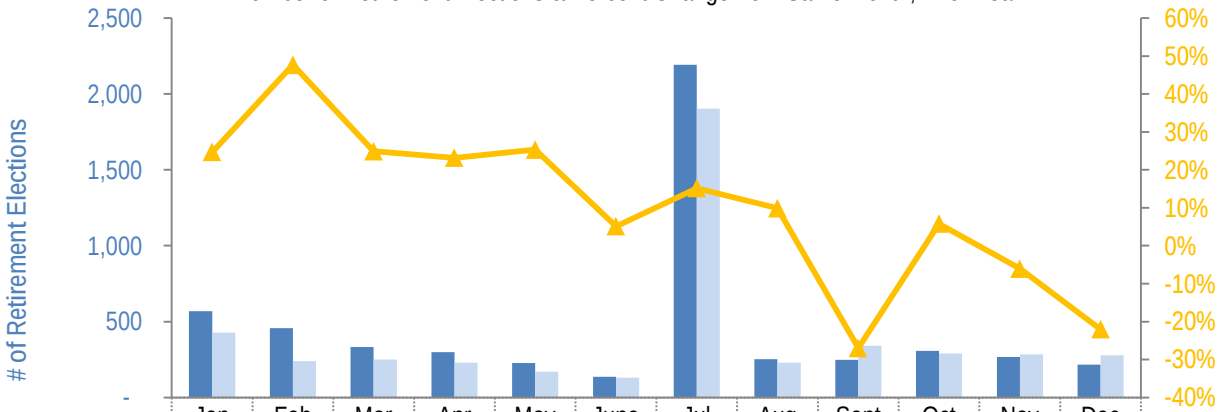
UNIVERSITY OF CALIFORNIA Human Resources

RASC Quick Facts

Q1 2016

Fulfillment Operations

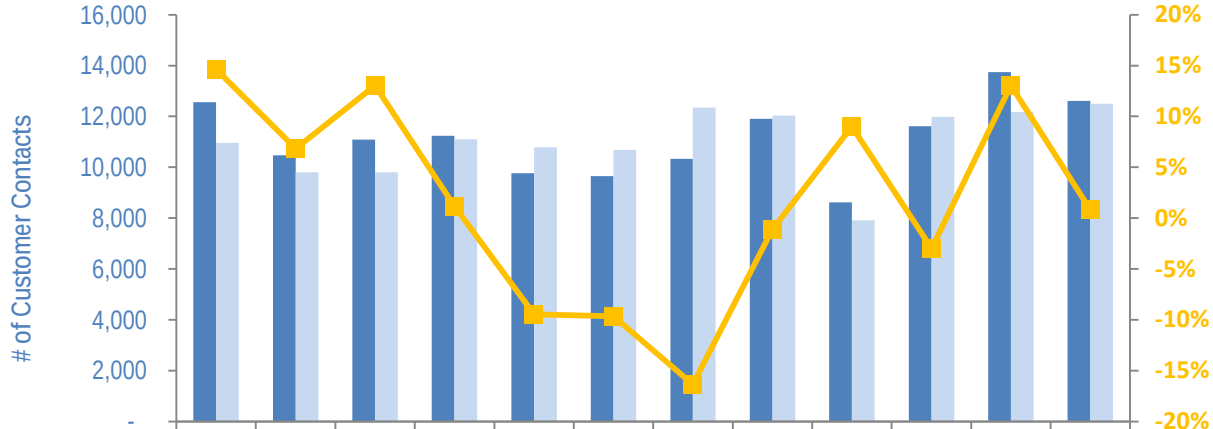
Number of Retirement Elections & Percent Change from Same Month, Prior Year



	Jan	Feb	Mar	Apr	May	June	Jul	Aug	Sept	Oct	Nov	Dec
2014/15	568	457	333	299	226	136	2,192	252	249	307	266	216
2013/14	428	239	250	230	169	129	1,904	229	341	290	283	277
% Chg	25%	48%	25%	23%	25%	5%	15%	10%	-27%	6%	-6%	-22%

Customer Care

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



	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
2015/16	12,561	10,475	11,084	11,236	9,763	9,657	10,326	11,903	8,624	11,620	13,749	12,606
2014/15	10,957	9,804	9,807	11,106	10,783	10,690	12,345	12,036	7,911	11,978	12,165	12,503
% Chg	15%	7%	13%	1%	-9%	-10%	-16%	-1%	9%	-3%	13%	1%

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