

Consumer Information Center Call Center

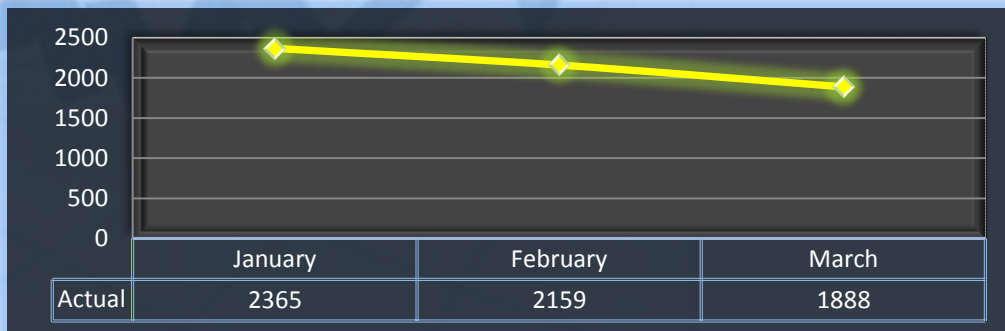
Performance Measures Q3 Report (January - March 2012)

To ensure stakeholders can review the Department's progress in meeting its customer service goals and targets, we have developed a transparent system of performance measurement. These measures will be posted publicly on a quarterly basis.

Volume

Average number of calls received per day.

Q3 Daily Average: 2,137



Wait Time

Average time the consumer waited before connecting to a DCA staff member.

Target: 3:30 Minutes

Q3 Average: 2:42 Minutes

