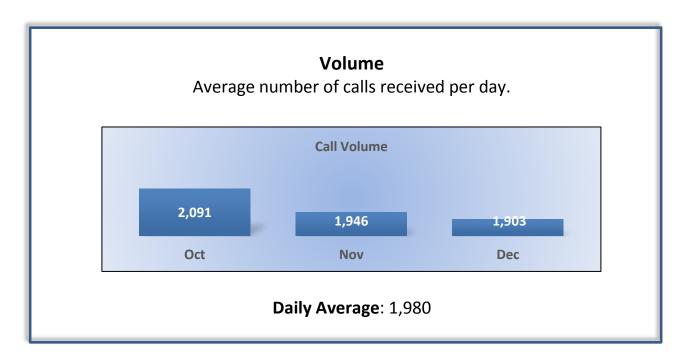
Consumer Information Center Call Center

Performance Measures

Q2 Report (October - December 2016)

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



Wait Time

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



Target: 2:00 Minutes | Quarterly Average: 4:32 Minutes