

Consumer Information Center Call Center

Performance Measures

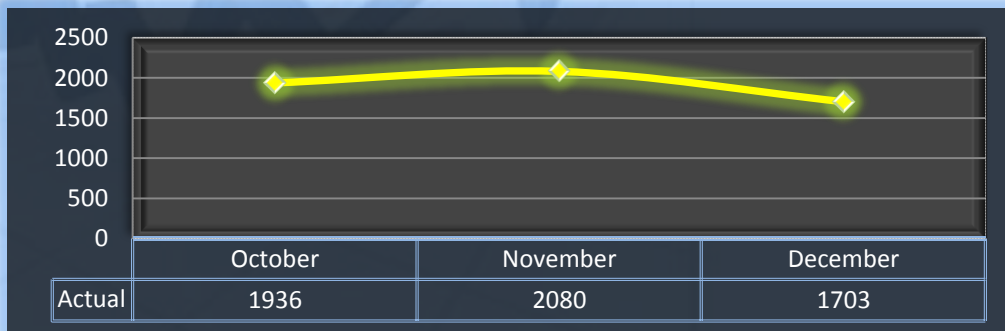
Q2 Report (October - December 2011)

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.

Q2 Daily Average: 1,906



Wait Time

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

Target: 3:30 Minutes

Q2 Average: 2:12 Minutes

