

Performance Measures

Q3 Report (January - March 2011)

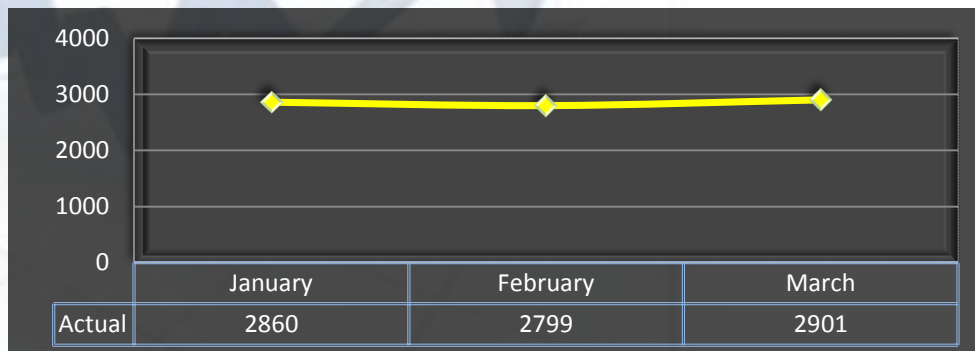
To ensure stakeholders can review the Department's progress in meeting its customer service goals and targets, we have developed a transparent system of performance measurement. These measures will be posted publicly on a quarterly basis.

Volume

Number of calls received.

Q3 Total: 8,560

Q3 Monthly Average: 2,853



Wait Time

Average time the consumer is required to wait before speaking to a live operator.

Target: 3:30 Minutes

Q3 Average: 5:32 Minutes

