

Performance Measures

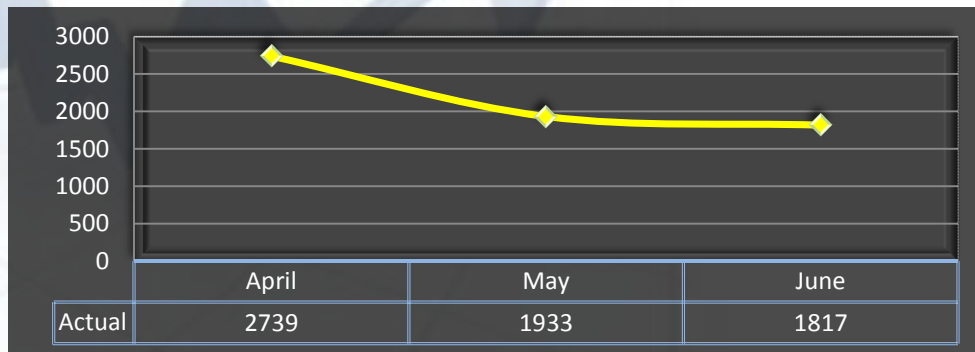
Q4 Report (April - June 2011)

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.

Q4 Daily Average: 2,163



Wait Time

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

Target: 3:30 Minutes

Q4 Average: 4:08 Minutes

