Department of Consumer Affairs

Consumer Information Center

Performance Measures

Q2 Report *(October - December 2010)*

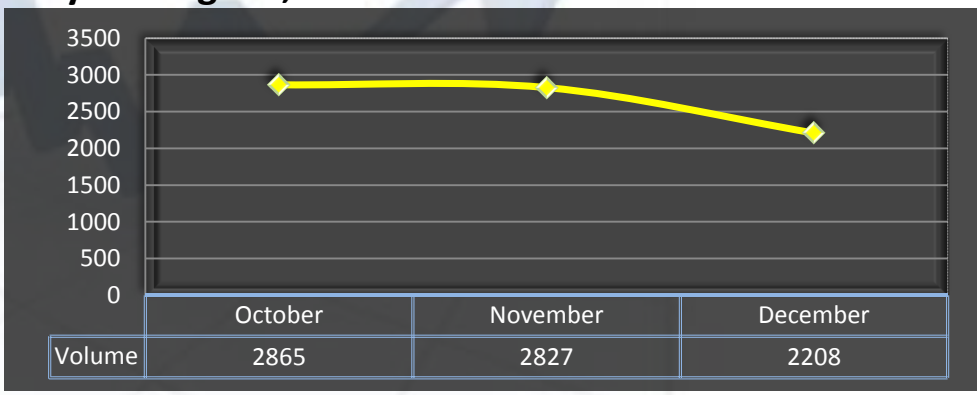
To ensure stakeholders can review the Department's progress in meeting its customer service goals and targets, we have developed a transparent system of performance measurement. These measures will be posted publicly on a quarterly basis.

Volume

Number of calls received.

Q2 Total: 7,900

Q2 Monthly Average: 2,633



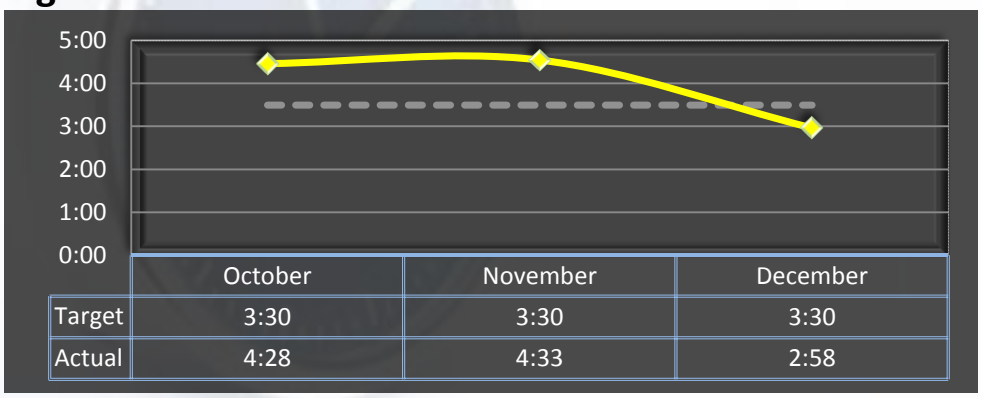
	October	November	December
Volume	2865	2827	2208

Wait Time

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

Target: 3:30 Minutes

Q2 Average: 3:59 Minutes



	October	November	December
Target	3:30	3:30	3:30
Actual	4:28	4:33	2:58