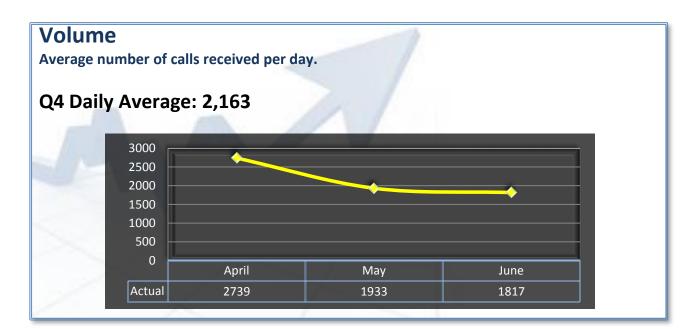
Department of Consumer Affairs Consumer Information Center Call Center

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.



Wait Time

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

Target: 3:30 Minutes

Q4 Average: 4:08 Minutes

8:00 7:00 6:00 5:00 4:00 3:00 2:00 1:00 0:00			
0.00	April	May	June
Target	3:30	3:30	3:30
Actual	6:47	2:55	2:42