Department of Consumer Affairs

Consumer Information Center
Call Center

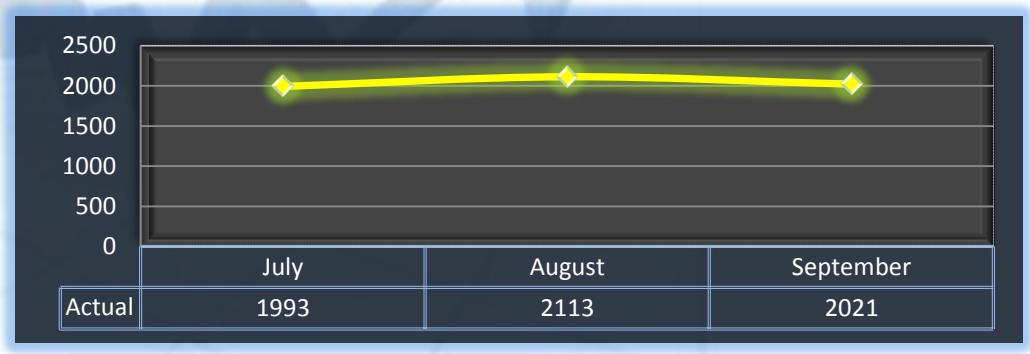
Performance Measures

Q1 Report *(July - September 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.

Average number of calls received per day.

Q1 Daily Average: 2,042



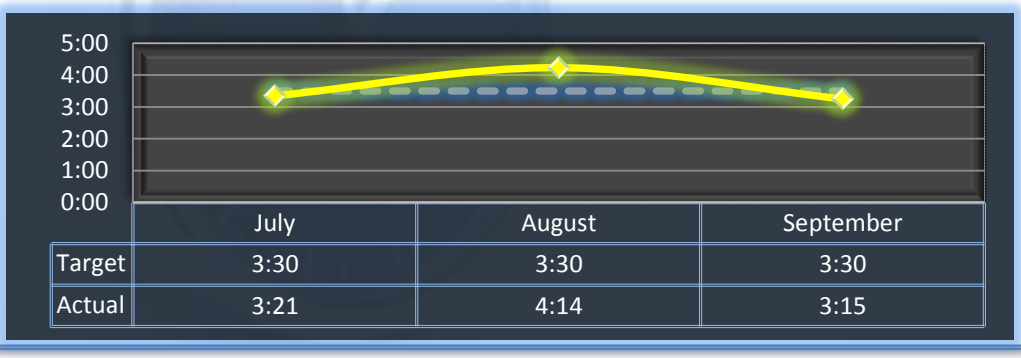
	July	August	September
Actual	1993	2113	2021

Wait Time

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

Target: 3:30 Minutes

Q1 Average: 3:36 Minutes



	July	August	September
Target	3:30	3:30	3:30
Actual	3:21	4:14	3:15