Department of Consumer Affairs

Consumer Information Center
Call Center

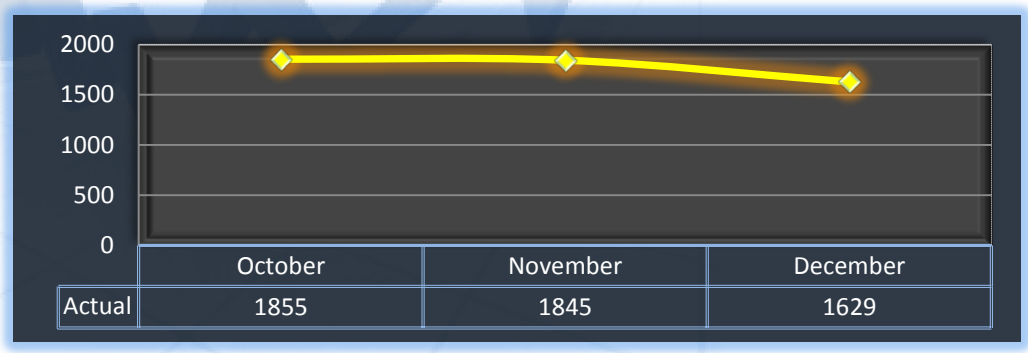
Performance Measures

Q2 Report *(October - December 2012)*

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.

Q2 Daily Average: 1,776



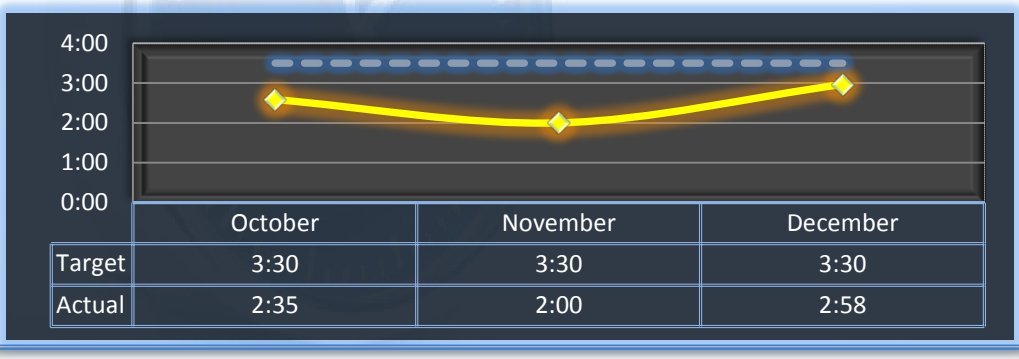
	October	November	December
Actual	1855	1845	1629

Wait Time

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

Target: 3:30 Minutes

Q2 Average: 2:31 Minutes



	October	November	December
Target	3:30	3:30	3:30
Actual	2:35	2:00	2:58