*Department of Consumer Affairs*

# Consumer Information Center
# Call Center

## Performance Measures

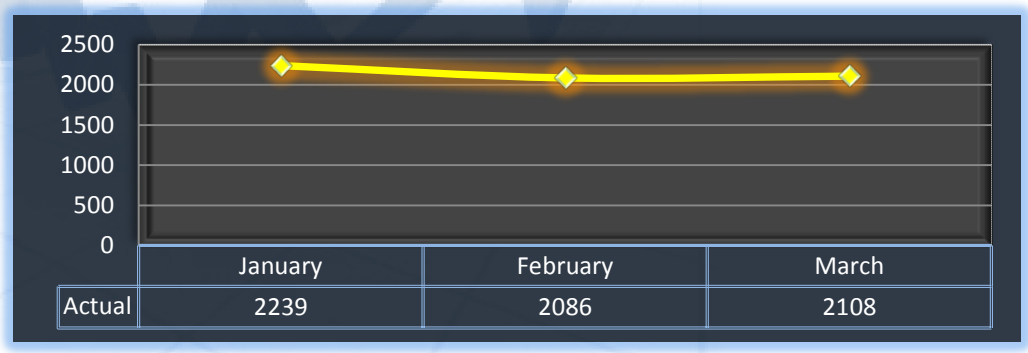
### Q3 Report *(January - March 2013)*

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.**

**Q3 Daily Average: 2,144**



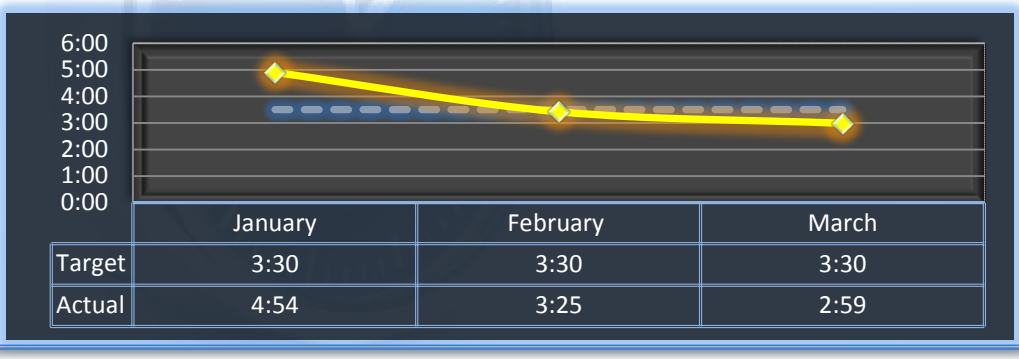

| | January | February | March |
|---|---|---|---|
| Actual | 2239 | 2086 | 2108 |

## Wait Time

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

**Target: 3:30 Minutes**

**Q3 Average: 3:46 Minutes**




| | January | February | March |
|---|---|---|---|
| Target | 3:30 | 3:30 | 3:30 |
| Actual | 4:54 | 3:25 | 2:59 |