Department of Consumer Affairs

Consumer Information Center
Call Center

Performance Measures

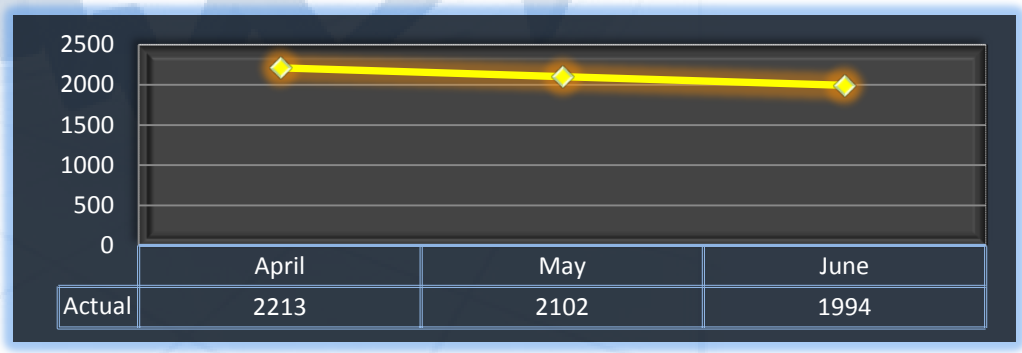
Q4 Report *(April - June 2013)*

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.

Q4 Daily Average: 2,103



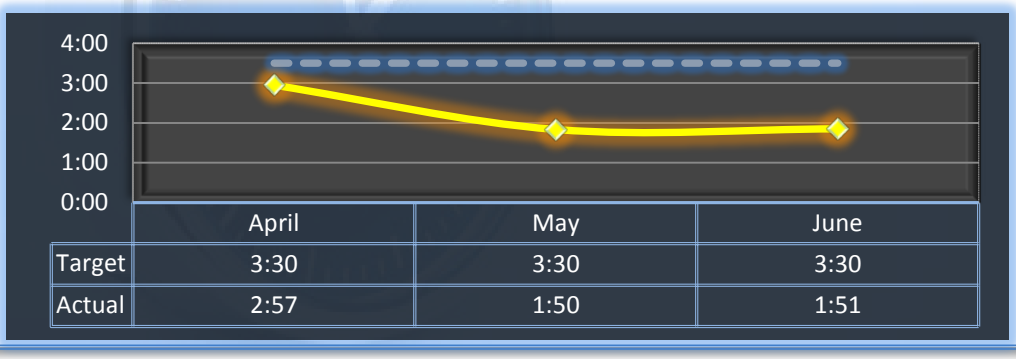
	April	May	June
Actual	2213	2102	1994

Wait Time

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

Target: 3:30 Minutes

Q4 Average: 2:12 Minutes



	April	May	June
Target	3:30	3:30	3:30
Actual	2:57	1:50	1:51