Department of Consumer Affairs

Consumer Information Center
Call Center

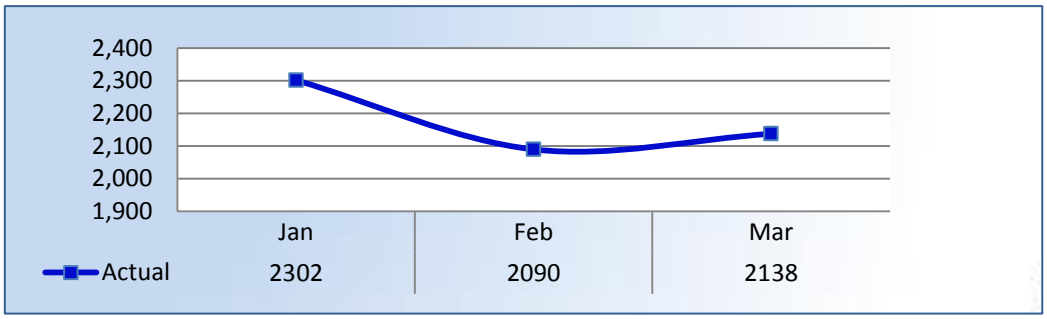
Performance Measures

Q3 Report *(January – March 2016)*

To ensure stakeholders can review the Board's progress toward meeting its enforcement goals and targets, we have developed a transparent system of performance measurement. These measures will be posted publicly on a quarterly basis.

Volume

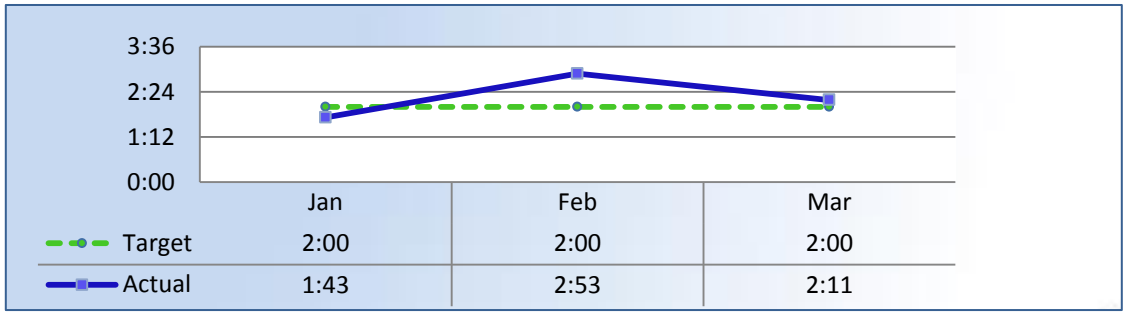
Average number of calls received per day.



Q3 Daily Average: 2,177

Wait Time

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



Target: 2:00 Minutes **Q2 Average:** 2:16 Minutes