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.

**Call Volume**

- **Jan**: 2,288
- **Feb**: 2,068
- **Mar**: 1,993

**Daily Average**: 2,116

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

**Wait Time**

- **Jan**: 09:25
- **Feb**: 06:18
- **Mar**: 02:26

**Target**: 2:00 Minutes | **Quarterly Average**: 6:03 Minutes