

# Consumer Information Center Call Center

## Performance Measures

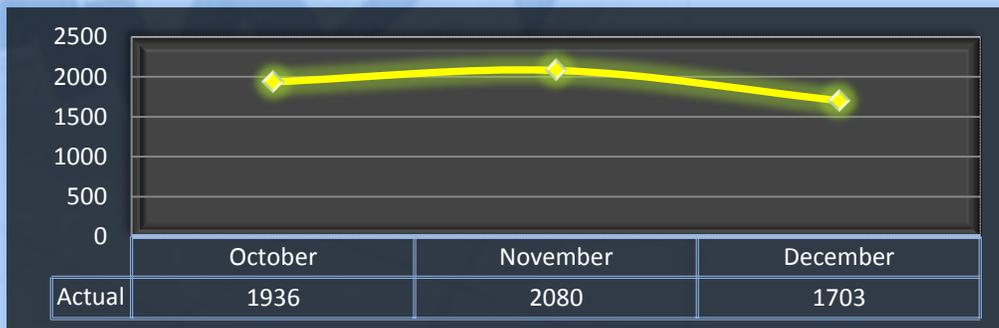
### Q2 Report (October - December 2011)

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.

**Q2 Daily Average: 1,906**



#### Wait Time

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

**Target: 3:30 Minutes**

**Q2 Average: 2:12 Minutes**

