

# Consumer Information Center Call Center

## Performance Measures

### Q1 Report (July - September 2013)

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

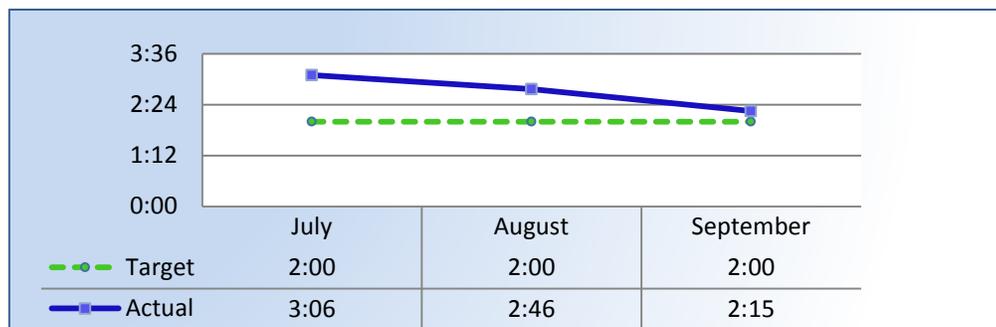
Average number of calls received per day.



**Q1 Daily Average: 2,041**

#### Wait Time

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



**Target: 2:00 Minutes Q1 Average: 2:42**