

## Performance Measures

### Q2 Report (October - December 2010)

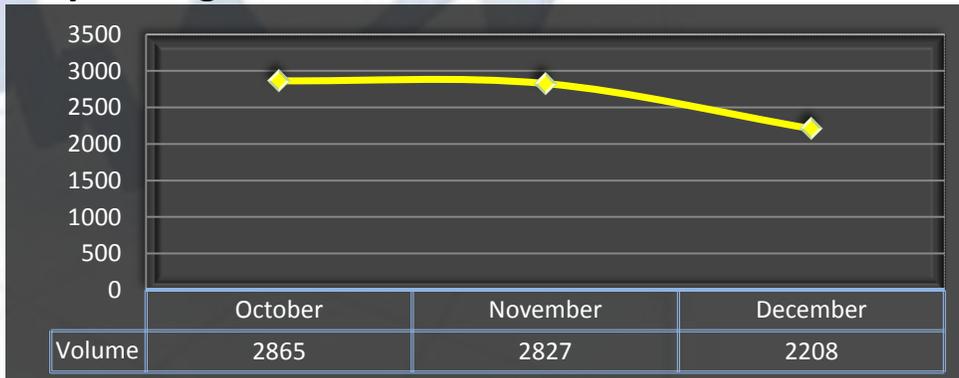
To ensure stakeholders can review the Department's progress in meeting its customer service goals and targets, we have developed a transparent system of performance measurement. These measures will be posted publicly on a quarterly basis.

#### Volume

Number of calls received.

**Q2 Total: 7,900**

**Q2 Monthly Average: 2,633**



#### Wait Time

Average time the consumer is required to wait before speaking to a live operator.

**Target: 3:30 Minutes**

**Q2 Average: 3:59 Minutes**

