

# Consumer Information Center Call Center

## Performance Measures

### Q1 Report (July - September 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.

Average number of calls received per day.

**Q1 Daily Average: 2,042**



### Wait Time

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

**Target: 3:30 Minutes**

**Q1 Average: 3:36 Minutes**

