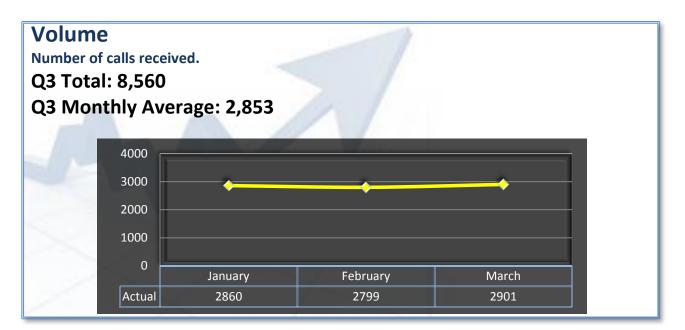
Department of Consumer Affairs Consumer Information Center

Performance Measures

Q3 Report (January - March 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.



Wait Time

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

Target: 3:30 Minutes Q3 Average: 5:32 Minutes

7:00 6:00 5:00 4:00 3:00 2:00			
1:00 0:00	January	February	March
Target	3:30	3:30	3:30
Actual	4:54	5:08	6:34