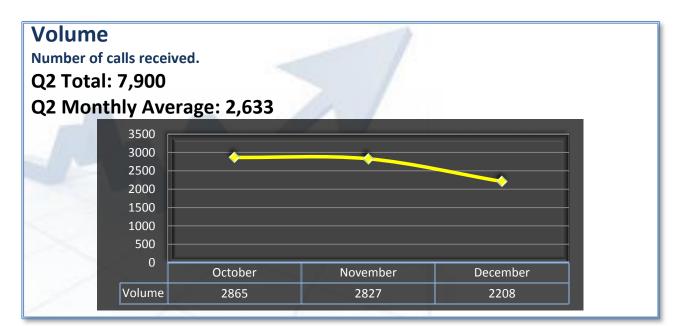
Department of Consumer Affairs Consumer Information Center

## **Performance Measures**

Q2 Report (October - December 2010)

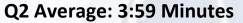
To ensure stakeholders can review the Department's progress in meeting its customer service goals and targets, we have developed a transparent system of performance measurement. These measures will be posted publicly on a quarterly basis.



## Wait Time

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

## Target: 3:30 Minutes



5:00 4:00 3:00 2:00			
1:00			
0:00	October	November	December
Target	3:30	3:30	3:30
Actual	4:28	4:33	2:58