



# Department of Child Services DCS Hotline Fact Sheet March, 2012

## How We are Performing

Total Number of Calls Handled During March	13,621
Average Number of Calls per Business Day	542
Average Number of Calls per Weekend	188
Average Speed of Answer for Law Enforcement with Access Code	42 seconds
Average Speed of Answer for non-law enforcement calls	2 minutes, 58 seconds
Average Length of Time Callers Spent Speaking with an Intake Specialist	12 minutes, 7 seconds
<b>Total Number of Calls Received Year to Date</b>	<b>39,068</b>

