



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

## How We are Performing

Total Number of Calls Handled During June	12,180
Average Number of Calls per Business Day	505
Average Number of Calls per Weekend	176
Average Speed of Answer for Law Enforcement with Access Code	36 seconds
Average Speed of Answer for non-law enforcement calls	48 seconds
Average Length of Time Callers Spent Speaking with an Intake Specialist	11 minutes, 54 seconds
<b>Total Number of Calls Received Year to Date</b>	<b>78,154</b>

