



Department of Child Services DCS Hotline Fact Sheet April, 2012

How We are Performing

Total Number of Calls Handled During April	12,795
Average Number of Calls per Business Day	546
Average Number of Calls per Weekend	166
Average Speed of Answer for Law Enforcement with Access Code	53 seconds
Average Speed of Answer for non-law enforcement calls	3 minutes, 34 seconds
Average Length of Time Callers Spent Speaking with an Intake Specialist	12 minutes, 12 seconds
Total Number of Calls Received Year to Date	51,863

