



Department of Child Services DCS Hotline Fact Sheet August, 2012

How We are Performing

Total Number of Calls Handled During August	14,082
Average Number of Calls per Business Day	544
Average Number of Calls per Weekend	196
Average Speed of Answer for Law Enforcement with Access Code	33 seconds
Average Speed of Answer for non-law enforcement calls	1 minute 11 seconds
Average Length of Time Callers Spent Speaking with an Intake Specialist	11 minutes, 15 seconds
Total Number of Calls Received Year to Date	104,978

