



Department of Child Services DCS Hotline Fact Sheet October, 2012

How We are Performing

Total Number of Calls Handled During October	13,943
Average Number of Calls per Business Day	549
Average Number of Calls per Weekend	172
Average Speed of Answer for Law Enforcement with Access Code	23 seconds
Average Speed of Answer for non-law enforcement calls	48 seconds
Average Length of Time Callers Spent Speaking with an Intake Specialist	12 minutes, 07 seconds
Total Number of Calls Received Year to Date	131,915

