



Department of Child Services DCS Hotline Fact Sheet 2012

Total Number of Calls Handled During 2012	155,867
Average Number of Calls per Business Day	538
Average Number of Calls per Weekend	179
Average Speed of Answer for Law Enforcement with Access Code	36 seconds
Average Speed of Answer for non-law enforcement calls	1 minute, 51 seconds
Average Length of Time Callers Spent Speaking with an Intake Specialist	11 minutes, 58 seconds
Total Number of Calls Received Year to Date	155,867

