



# Department of Child Services DCS Hotline Fact Sheet September, 2013

How We are Performing	
Total Number of Calls Handled During September	13,620
Average Number of Calls per Business Day	583
Average Number of Calls per Weekend	195
Average Speed of Answer for Law Enforcement with Access Code	41 seconds
Average Speed of Answer for non-law enforcement calls	2 minutes, 32 seconds
Average Length of Time Callers Spent Speaking with an Intake Specialist	11 minutes, 20 seconds
<b>Total Number of Calls Received Year to Date</b>	<b>118,388</b>



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