



Department of Child Services DCS Hotline Fact Sheet May, 2012

How We are Performing

Total Number of Calls Handled During May	14,111
Average Number of Calls per Business Day	567
Average Number of Calls per Weekend	182
Average Speed of Answer for Law Enforcement with Access Code	49 seconds
Average Speed of Answer for non-law enforcement calls	2 minutes, 10 seconds
Average Length of Time Callers Spent Speaking with an Intake Specialist	11 minutes, 39 seconds
Total Number of Calls Received Year to Date	65,974

