



Department of Child Services DCS Hotline Fact Sheet September, 2012

How We are Performing

Total Number of Calls Handled During September	12,994
Average Number of Calls per Business Day	576
Average Number of Calls per Weekend	184
Average Speed of Answer for Law Enforcement with Access Code	38 seconds
Average Speed of Answer for non-law enforcement calls	1 minute 43 seconds
Average Length of Time Callers Spent Speaking with an Intake Specialist	11 minutes, 25 seconds
Total Number of Calls Received Year to Date	117,972

