



Department of Child Services DCS Hotline Fact Sheet November, 2012

How We are Performing

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|---|------------------------|
| Total Number of Calls Handled During November | 12,744 |
| Average Number of Calls per Business Day | 552 |
| Average Number of Calls per Weekend | 171 |
| Average Speed of Answer for Law Enforcement with Access Code | 22 seconds |
| Average Speed of Answer for non-law enforcement calls | 1 minute, 21 seconds |
| Average Length of Time Callers Spent Speaking with an Intake Specialist | 12 minutes, 06 seconds |
| Total Number of Calls Received Year to Date | 144,659 |

