



Department of Child Services DCS Hotline Fact Sheet August, 2013

How We are Performing

Total Number of Calls Handled During August	13,912
Average Number of Calls per Business Day	548
Average Number of Calls per Weekend	206
Average Speed of Answer for Law Enforcement with Access Code	34 seconds
Average Speed of Answer for non-law enforcement calls	1minute, 59 seconds
Average Length of Time Callers Spent Speaking with an Intake Specialist	11 minutes, 6 seconds
Total Number of Calls Received Year to Date	104,768

