



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

## How We are Performing

|   |                         |
|---|-------------------------|
| Total Number of Calls Handled During March                              | 12,772                  |
| Average Number of Calls per Business Day                                | 532                     |
| Average Number of Calls per Weekend                                     | 180                     |
| Average Speed of Answer for Law Enforcement with Access Code            | 25 seconds              |
| Average Speed of Answer for non-law enforcement calls                   | 1 minute, .01seconds    |
| Average Length of Time Callers Spent Speaking with an Intake Specialist | 11 minutes, .02 seconds |
| <b>Total Number of Calls Received Year to Date</b>                      | <b>37,737</b>           |

