



Department of Child Services DCS Hotline Fact Sheet January, 2012

How We are Performing

Total Number of Calls Handled During January	12,973
Average Number of Calls per Business Day	540
Average Number of Calls per Weekend	170
Average Speed of Answer for Law Enforcement with Access Code	30 seconds
Average Speed of Answer for non-law enforcement calls	1 minute 56 seconds
Average Length of Time Callers Spent Speaking with an Intake Specialist	12 minutes, 6 seconds
Total Number of Calls Received Year to Date	12,973

