



Department of Child Services DCS Hotline Fact Sheet July, 2012

How We are Performing

Total Number of Calls Handled During July	12,742
Average Number of Calls per Business Day	514
Average Number of Calls per Weekend	198
Average Speed of Answer for Law Enforcement with Access Code	34 seconds
Average Speed of Answer for non-law enforcement calls	58 seconds
Average Length of Time Callers Spent Speaking with an Intake Specialist	11 minutes, 30 seconds
Total Number of Calls Received Year to Date	90,896

