



Department of Child Services DCS Hotline Fact Sheet April, 2013

How We are Performing

Total Number of Calls Handled During April	14,209
Average Number of Calls per Business Day	580
Average Number of Calls per Weekend	191
Average Speed of Answer for Law Enforcement with Access Code	23 seconds
Average Speed of Answer for non-law enforcement calls	1 minute, .05 seconds
Average Length of Time Callers Spent Speaking with an Intake Specialist	11 minutes, 13 seconds
Total Number of Calls Received Year to Date	51,946

