



Department of Child Services DCS Hotline Fact Sheet February, 2013

How We are Performing

Total Number of Calls Handled During February	12,053
Average Number of Calls per Business Day	535
Average Number of Calls per Weekend	169
Average Speed of Answer for Law Enforcement with Access Code	25 seconds
Average Speed of Answer for non-law enforcement calls	1 minute, 20 seconds
Average Length of Time Callers Spent Speaking with an Intake Specialist	11 minutes, 15 seconds
Total Number of Calls Received Year to Date	24,965

