



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

How We are Performing	
Total Number of Calls Handled During November	12,428
Average Number of Calls per Business Day	562
Average Number of Calls per Weekend	169
Average Speed of Answer for Law Enforcement with Access Code	23 seconds
Average Speed of Answer for non-law enforcement calls	1 minute, 4 seconds
Average Length of Time Callers Spent Speaking with an Intake Specialist	11 minutes, 36 seconds
<b>Total Number of Calls Received Year to Date</b>	<b>144,587</b>

