



Department of Child Services DCS Hotline Fact Sheet February, 2012

How We are Performing

Total Number of Calls Handled During February	12,474
Average Number of Calls per Business Day	530
Average Number of Calls per Weekend	167
Average Speed of Answer for Law Enforcement with Access Code	36 seconds
Average Speed of Answer for non-law enforcement calls	3 minutes, 30 seconds
Average Length of Time Callers Spent Speaking with an Intake Specialist	11 minutes, 58 seconds
Total Number of Calls Received Year to Date	25,447

