



Department of Child Services DCS Hotline Fact Sheet December, 2012

How We are Performing

Total Number of Calls Handled During December	11,208
Average Number of Calls per Business Day	491
Average Number of Calls per Weekend	163
Average Speed of Answer for Law Enforcement with Access Code	22 seconds
Average Speed of Answer for non-law enforcement calls	43 seconds
Average Length of Time Callers Spent Speaking with an Intake Specialist	11 minutes, 10 seconds
Total Number of Calls Received Year to Date	155,867

