



# Department of Child Services DCS Hotline Fact Sheet 2016

Total Number of Reports Handled During 2016 ( <i>see below</i> )*	225,152
Total Number of Calls Handled During 2016	187,137
Average Number of Calls per Business Day	640
Average Number of Calls per Weekend	221
Average Speed of Answer for Law Enforcement with Access Code	15 Seconds
Average Speed of Answer for non-law enforcement calls	26 Seconds
Average Length of Time Callers Spent Speaking with an Intake	12 Minutes, 28 Seconds
Specialist <b><i>Total Number of Calls Received during 2016 Year</i></b>	<b>187,137</b>

\*Total number of reports include calls, faxes, emails and mail-ins. Some calls received at the Hotline turn into more than one report per call.



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