



# Department of Child Services DCS Hotline Fact Sheet 2019

Total Number of Reports Handled During 2019 <i>(see below)</i> *	242,482
Total Number of Calls Handled During 2019	203,158
Average Number of Calls per Business Day	698
Average Number of Calls per Weekend/Holiday	236
Average Speed of Answer for Law Enforcement with Access Code	14 Seconds
Average Speed of Answer for non-law enforcement calls	19 Seconds
Average Length of Time Callers Spent Speaking with an Intake Specialist	12 minutes, 48 Seconds

\* 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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