



# Department of Child Services DCS Hotline Fact Sheet January 2019

How We are Performing	
Total Number of Reports Handled During January (see below)*	19,589
Total Number of Calls Handled During January	16,593
Average Number of Calls per Business Day	681
Average Number of Calls per Weekend Day	212
Average Speed of Answer for Law Enforcement with Access Code	10 Seconds
Average Speed of Answer for non-law enforcement calls	13 Seconds
Average Length of Time Callers Spent Speaking with an Intake Specialist	12 minutes, 14 Seconds
<b>Total Number of Calls Received Year to Date</b>	<b>16,593</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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