



Department of Child Services DCS Hotline Fact Sheet February, 2017

Total Number of Reports Handled During February (<i>see below</i>)*	19,030
Total Number of Calls Handled During February	15,722
Average Number of Calls per Business Day	696
Average Number of Calls per Weekend Day	225
Average Speed of Answer for Law Enforcement with Access Code	15 Seconds
Average Speed of Answer for non-law enforcement calls	29 Seconds
Average Length of Time Callers Spent Speaking with an Intake Specialist	12 Minutes, 17 Seconds
Total Number of Calls Received Year to Date	32,356

*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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