



# Department of Child Services DCS Hotline Fact Sheet February 2024

How We are Performing	
Total Number of Reports Handled During February <i>(see below)*</i>	19,072
Total Number of Calls Handled During February	17,194
Average Number of Calls per Business Day	736
Average Number of Calls per Weekend Day	217
Average Speed of Answer for Law Enforcement with Access Code	28 Seconds
Average Speed of Answer for non-law enforcement calls	16 Seconds
Average Length of Time Callers Spent Speaking with an Intake Specialist	10 minutes, 55 seconds
<b><i>Total Number of Calls Received Year-to-Date</i></b>	<b>33,613</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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