



Department of Child Services DCS Hotline Fact Sheet March, 2017

Total Number of Reports Handled During March (<i>see below</i>)*	20,301
Total Number of Calls Handled During March	16,726
Average Number of Calls per Business Day	652
Average Number of Calls per Weekend Day	215
Average Speed of Answer for Law Enforcement with Access Code	16 Seconds
Average Speed of Answer for non-law enforcement calls	28 Seconds
Average Length of Time Callers Spent Speaking with an Intake Specialist	12 Minutes, 22 Seconds
Total Number of Calls Received Year to Date	49,082

*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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