



Department of Child Services DCS Hotline Fact Sheet May 2019

How We are Performing	
Total Number of Reports Handled During May (<i>see below</i>)*	22,417
Total Number of Calls Handled During May	18,702
Average Number of Calls per Business Day	749
Average Number of Calls per Weekend Day	254
Average Speed of Answer for Law Enforcement with Access Code	17 Seconds
Average Speed of Answer for non-law enforcement calls	20 Seconds
Average Length of Time Callers Spent Speaking with an Intake Specialist	12 minutes, 50 Seconds
Total Number of Calls Received Year to Date	87,736

* 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.

