



# Department of Child Services DCS Hotline Fact Sheet July, 2017

Total Number of Reports Handled During July ( <i>see below</i> )*	17,194
Total Number of Calls Handled During July	13,961
Average Number of Calls per Business Day	547
Average Number of Calls per Weekend Day	248
Average Speed of Answer for Law Enforcement with Access Code	15 Seconds
Average Speed of Answer for non-law enforcement calls	15 Seconds
Average Length of Time Callers Spent Speaking with an Intake Specialist	12 Minutes, 41 Seconds
<b>Total Number of Calls Received Year to Date</b>	<b>113,085</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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