



# Department of Child Services DCS Hotline Fact Sheet October 2019

How We are Performing	
Total Number of Reports Handled During October (see below)*	22,031
Total Number of Calls Handled During October	18,376
Average Number of Calls per Business Day	724
Average Number of Calls per Weekend Day	226
Average Speed of Answer for Law Enforcement with Access Code	13 Seconds
Average Speed of Answer for non-law enforcement calls	25 Seconds
Average Length of Time Callers Spent Speaking with an Intake Specialist	13 minutes, 6 Seconds
<b>Total Number of Calls Received Year to Date</b>	<b>171,115</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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