



Department of Child Services DCS Hotline Fact Sheet 2013

| How We are Performing | |
|---|------------------------|
| Total Number of Calls Handled During 2013 | 156,192 |
| Average Number of Calls per Business Day | 539 |
| Average Number of Calls per Weekend | 182 |
| Average Speed of Answer for Law Enforcement with Access Code | 28 seconds |
| Average Speed of Answer for non-law enforcement calls | 1 minute, 19 seconds |
| Average Length of Time Callers Spent Speaking with an Intake Specialist | 11 minutes, 18 seconds |
| Total Number of Calls Received Year to Date | 156,192 |



State of Indiana
 Michael R. Pence, Governor—Mary Beth Bonaventura, Director
 402 West Washington Street, Room W392 / Indianapolis, IN 46204–2739