



Department of Child Services DCS Hotline Fact Sheet January, 2014

How We are Performing	
Total Number of Reports Handled During January (see below)*	14,735
Total Number of Calls Handled During January	12,127
Average Number of Calls per Business Day	483
Average Number of Calls per Weekend	177
Average Speed of Answer for Law Enforcement with Access Code	17 Seconds
Average Speed of Answer for non-law enforcement calls	18 Seconds
Average Length of Time Callers Spent Speaking with an Intake Specialist	12 minutes, 07 Seconds
Total Number of Calls Received Year to Date	12,127

*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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