



# Department of Child Services DCS Hotline Fact Sheet January, 2015

How We are Performing	
Total Number of Reports Handled During January (see below)*	16,373
Total Number of Calls Handled During January	13,814
Average Number of Calls per Business Day	570
Average Number of Calls per Weekend	197
Average Speed of Answer for Law Enforcement with Access Code	15 Seconds
Average Speed of Answer for non-law enforcement calls	24 Seconds
Average Length of Time Callers Spent Speaking with an Intake Specialist	13 Minutes, 24 Seconds
<b>Total Number of Calls Received Year to Date</b>	<b>13,814</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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