



# Department of Child Services DCS Hotline Fact Sheet June, 2016

Total Number of Reports Handled During June <i>(see below)*</i>	16,580
Total Number of Calls Handled During June	13,624
Average Number of Calls per Business Day	537
Average Number of Calls per Weekend	228
Average Speed of Answer for Law Enforcement with Access Code	14 Seconds
Average Speed of Answer for non-law enforcement calls	14 Seconds
Average Length of Time Callers Spent Speaking with an Intake Specialist	12 Minutes, 22 Seconds
<b><i>Total Number of Calls Received Year to Date</i></b>	<b>92,005</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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