



# Department of Child Services DCS Hotline Fact Sheet December, 2014

How We are Performing	
Total Number of Reports Handled During December <i>(see below)*</i>	14,947
Total Number of Calls Handled During December	12,659
Average Number of Calls per Business Day	519
Average Number of Calls per Weekend	180
Average Speed of Answer for Law Enforcement with Access Code	12 Seconds
Average Speed of Answer for non-law enforcement calls	23 Seconds
Average Length of Time Callers Spent Speaking with an Intake Specialist	13 Minutes, 28 Seconds
<b><i>Total Number of Calls Received Year to Date</i></b>	<b>161,996</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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