



# Department of Child Services DCS Hotline Fact Sheet February 2023

How We are Performing	
Total Number of Reports Handled During February <i>(see below)*</i>	18,651
Total Number of Calls Handled During February	17,218
Average Number of Calls per Business Day	770
Average Number of Calls per Weekend Day	227
Average Speed of Answer for Law Enforcement with Access Code	13 Seconds
Average Speed of Answer for non-law enforcement calls	20 Seconds
Average Length of Time Callers Spent Speaking with an Intake Specialist	10 minutes, 37 seconds
<b><i>Total Number of Calls Received Year-to-Date</i></b>	<b>34,643</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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