



# Department of Child Services DCS Hotline Fact Sheet March 2023

How We are Performing	
Total Number of Reports Handled During March <i>(see below)</i> *	19,468
Total Number of Calls Handled During March	17,929
Average Number of Calls per Business Day	702
Average Number of Calls per Weekend Day	222
Average Speed of Answer for Law Enforcement with Access Code	12 Seconds
Average Speed of Answer for non-law enforcement calls	14 Seconds
Average Length of Time Callers Spent Speaking with an Intake Specialist	10 minutes, 31 seconds
<b><i>Total Number of Calls Received Year-to-Date</i></b>	<b>52,572</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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