



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

How We are Performing	
Total Number of Reports Handled During April ( <i>see below</i> )*	18,462
Total Number of Calls Handled During April	15,554
Average Number of Calls per Business Day	641
Average Number of Calls per Weekend	205
Average Speed of Answer for Law Enforcement with Access Code	13 Seconds
Average Speed of Answer for non-law enforcement calls	19 Seconds
Average Length of Time Callers Spent Speaking with an Intake Specialist	13 Minutes, 33 Seconds
<b>Total Number of Calls Received Year to Date</b>	<b>56,636</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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