



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

Total Number of Reports Handled During December ( <i>see below</i> )*	15,973
Total Number of Calls Handled During December	13,351
Average Number of Calls per Business Day	543
Average Number of Calls per Weekend	203
Average Speed of Answer for Law Enforcement with Access Code	14 Seconds
Average Speed of Answer for non-law enforcement calls	24 Seconds
Average Length of Time Callers Spent Speaking with an Intake Specialist	13 Minutes, 01 Seconds
<b>Total Number of Calls Received Year to Date</b>	<b>170,656</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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