



# Department of Child Services DCS Hotline Fact Sheet 2012

Total Number of Reports Handled During 2012 <i>(see below)*</i>	177,542
Total Number of Calls Handled During 2012	155,867
Average Number of Calls per Business Day	538
Average Number of Calls per Weekend/Holiday	179
Average Speed of Answer for Law Enforcement with Access Code	36 seconds
Average Speed of Answer for non-law enforcement calls	1 minute, 51 seconds
Average Length of Time Callers Spent Speaking with an Intake Specialist	11 minutes, 58 seconds
<b><i>Total Number of Calls Received during 2012 Year</i></b>	<b>155,867</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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