



# Department of Child Services DCS Hotline Fact Sheet 2018

Total Number of Reports Handled During 2018 <i>(see below)*</i>	242,994
Total Number of Calls Handled During 2018	203,602
Average Number of Calls per Business Day	703
Average Number of Calls per Weekend Day	237
Average Speed of Answer for Law Enforcement with Access Code	14 Seconds
Average Speed of Answer for non-law enforcement calls	15 Seconds
Average Length of Time Callers Spent Speaking with an Intake Specialist	12 minutes, 22 Seconds

\* 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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