



# Department of Child Services DCS Hotline Fact Sheet February 2022

How We are Performing	
Total Number of Reports Handled During February <i>(see below)*</i>	18,531
Total Number of Calls Handled During February	15,671
Average Number of Calls per Business Day	697
Average Number of Calls per Weekend Day	216
Average Speed of Answer for Law Enforcement with Access Code	13 Seconds
Average Speed of Answer for non-law enforcement calls	17 Seconds
Average Length of Time Callers Spent Speaking with an Intake Specialist	11 minutes, 46 Seconds
<b>Total Number of Calls Received Year-to-Date</b>	<b>31,312</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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