



# Department of Child Services DCS Hotline Fact Sheet December, 2018

How We are Performing	
Total Number of Reports Handled During December <i>(see below)*</i>	18,495
Total Number of Calls Handled During December	15,516
Average Number of Calls per Business Day	682
Average Number of Calls per Weekend Day	217
Average Speed of Answer for Law Enforcement with Access Code	18 Seconds
Average Speed of Answer for non-law enforcement calls	25 Seconds
Average Length of Time Callers Spent Speaking with an Intake Specialist	12 minutes, 22 Seconds
<b>Total Number of Calls Received Year to Date</b>	<b>203,602</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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