



# Department of Child Services DCS Hotline Fact Sheet 2013

Total Number of Reports Handled During 2013 ( <i>see below</i> )*	187,477
Total Number of Calls Handled During 2013	156,192
Average Number of Calls per Business Day	539
Average Number of Calls per Weekend	182
Average Speed of Answer for Law Enforcement with Access Code	28 seconds
Average Speed of Answer for non-law enforcement calls	1 minute, 19 seconds
Average Length of Time Callers Spent Speaking with an Intake Specialist	1 minute, 18 seconds
<b><i>Total Number of Calls Received during 2013 Year</i></b>	<b>156,192</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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