



# Department of Child Services DCS Hotline Fact Sheet February 2019

| How We are Performing   |                        |
|---|------------------------|
| Total Number of Reports Handled During February <i>(see below)*</i>     | 20,242                 |
| Total Number of Calls Handled During February                           | 17,128                 |
| Average Number of Calls per Business Day                                | 768                    |
| Average Number of Calls per Weekend Day                                 | 221                    |
| Average Speed of Answer for Law Enforcement with Access Code            | 14 Seconds             |
| Average Speed of Answer for non-law enforcement calls                   | 18 Seconds             |
| Average Length of Time Callers Spent Speaking with an Intake Specialist | 12 minutes, 20 Seconds |
| <b><i>Total Number of Calls Received Year to Date</i></b>               | <b>33,721</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.

