



# Department of Child Services DCS Hotline Fact Sheet February 2021

How We are Performing	
Total Number of Reports Handled During February <i>(see below)*</i>	19,094
Total Number of Calls Handled During February	15,622
Average Number of Calls per Business Day	685
Average Number of Calls per Weekend Day	241
Average Speed of Answer for Law Enforcement with Access Code	12 Seconds
Average Speed of Answer for non-law enforcement calls	12 Seconds
Average Length of Time Callers Spent Speaking with an Intake Specialist	13 minutes, 27 Seconds
<b><i>Total Number of Calls Received Year-to-Date</i></b>	<b>31,412</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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