



# Department of Child Services DCS Hotline Fact Sheet August 2019

How We are Performing	
Total Number of Reports Handled During August <i>(see below)*</i>	21,701
Total Number of Calls Handled During August	18,216
Average Number of Calls per Business Day	720
Average Number of Calls per Weekend Day	263
Average Speed of Answer for Law Enforcement with Access Code	14 Seconds
Average Speed of Answer for non-law enforcement calls	17 Seconds
Average Length of Time Callers Spent Speaking with an Intake Specialist	12 minutes, 53 Seconds
<b><i>Total Number of Calls Received Year to Date</i></b>	<b>133,431</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.

