



# Department of Child Services DCS Hotline Fact Sheet September, 2014

How We are Performing	
Total Number of Reports Handled During September <i>(see below)*</i>	18,520
Total Number of Calls Handled During September	14,883
Average Number of Calls per Business Day	618
Average Number of Calls per Weekend	210
Average Speed of Answer for Law Enforcement with Access Code	25 Seconds
Average Speed of Answer for non-law enforcement calls	53 Seconds
Average Length of Time Callers Spent Speaking with an Intake Specialist	13 Minutes, 14 Seconds
<b><i>Total Number of Calls Received Year to Date</i></b>	<b>122,252</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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