



Department of Child Services

DCS Hotline Fact Sheet

December 2025

How We are Performing

Total Number of Reports Handled During December (see below)*	16,076
Total Number of Calls Handled During December	14,705
Average Number of Calls per Business Day	597
Average Number of Calls per Weekend Day	224
Average Speed of Answer for Law Enforcement with Access Code	18 Seconds
Average Speed of Answer for non-law enforcement calls	18 Seconds
Average Length of Time Callers Spent Speaking with an Intake Specialist	11 minutes, 15 seconds
Total Number of Calls Received Year-to-Date	198,854

* 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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