



# Department of Child Services DCS Hotline Fact Sheet September 2024

How We are Performing	
Total Number of Reports Handled During September <i>(see below)*</i>	20,026
Total Number of Calls Handled During September	18,611
Average Number of Calls per Business Day	804
Average Number of Calls per Weekend Day	253
Average Speed of Answer for Law Enforcement with Access Code	18 Seconds
Average Speed of Answer for non-law enforcement calls	29 Seconds
Average Length of Time Callers Spent Speaking with an Intake Specialist	11 minutes, 28 seconds
<b>Total Number of Calls Received Year-to-Date</b>	<b>147,064</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.

