



# Department of Child Services DCS Hotline Fact Sheet October 2024

How We are Performing	
Total Number of Reports Handled During October(see below)*	19,341
Total Number of Calls Handled During October	17,623
Average Number of Calls per Business Day	689
Average Number of Calls per Weekend Day	233
Average Speed of Answer for Law Enforcement with Access Code	17 Seconds
Average Speed of Answer for non-law enforcement calls	21 Seconds
Average Length of Time Callers Spent Speaking with an Intake Specialist	11 minutes, 31 seconds
<b>Total Number of Calls Received Year-to-Date</b>	<b>164,687</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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