

From: [Renshaw, Lesley MCF:EX](#)
To: [Lapthorne, Carmen MCF:EX](#)
Subject: Call for Records CFD-2019-94430 Due August 16, 2019
Date: August 22, 2019 4:35:11 PM

Carmen, here are the call volume numbers for PCS from January 2019 to July 2019.

1. Records detailing the total number of calls to Provincial Centralized Screening (PCS) for the months of January through to June 2019

with the information broken down into the total number of calls for each month;

- The stats mentioned on this website: <https://www2.gov.bc.ca/gov/content/safety/public-safety/protecting-children/reporting-child-abuse> come from statistics from callers dialing PCS at 1 800 663-9122 and 604 660-4927. The MCFD district offices run on different phone systems that are not connected to the phone system used at PCS.

Please find the stats below:

Date	Calls Received*	Average wait per call (s)	Average wait in Community Responder Queue (s)	Average wait in Social Worker Queue (s)	Average wait per call (hh:mm:ss)	Average wait in Community Responder Queue (hh:mm:ss)	Average wait in Social Worker Queue (hh:mm:ss)
January, 2019	29,312	8	255	304	00:00:08	00:04:15	00:05:04
February, 2019	27,327	9	280	333	00:00:09	00:04:40	00:05:33
March, 2019	29,105	10	311	403	00:00:10	00:05:11	00:06:43
April, 2019	28,657	8	292	281	00:00:08	00:04:52	00:04:41
May, 2019	32,520	9	331	333	00:00:09	00:05:31	00:05:33
June, 2019	30,648	10	392	345	00:00:10	00:06:32	00:05:45
July, 2019	27,250	10	293	218	00:00:10	00:04:53	00:03:38
Average	28,545	10.0	244	221	00:00:10	00:04:04	00:03:41

*Helpline 310-1234 is not included

Lesley Renshaw
Director of Operations
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I want to acknowledge that I live on the unceded, ancestral, and occupied, traditional lands of the xʷməθkʷəy̓əm (Musqueam), Səlilwətaʔ (Tsleil-Watuth), and Skwxwú7mesh (Squamish) Nations of the Coast Salish peoples.

Caller Menu Selections Report
Ministry of Children and Family Development
MCFD Local Office Forwarding
January 1, 2019 to January 31, 2019

Menu	Key Press	Menu Option	Count	Frequency
Transfer to Central Screening or Local Office	0	Central Screening	25	4%
Transfer to Central Screening or Local Office	1	Local Office	638	96%
Transfer to Central Screening or Local Office	hangup		142	
Transfer to Central Screening or Local Office	noinput		50	

Legend

Menu	This is the menu name/label.
Key Press	<p>This this column displays the keys that were pressed by callers as well as the following:</p> <ul style="list-style-type: none"> • Hangup – this means that this is the menu that a caller was at when they hung up • No input – this shows how many times callers did not provide any input (i.e. they timed out) • No match – this shows how many times callers pressed an invalid option/key at the specified Menu
Menu Option	This is the menu option description (i.e., the purpose of the "Key Press" specified).
Count	This is the number of times that the item listed in Column B (Key Press) was selected/occurred.
% Selection	Taking all of the valid Key Press keys into consideration, this represents the percentage of time callers selected a specific "Key Press". This value is only applicable to actual key presses; it is not applicable to hangup, no-input and no-match occurrences. The percentages should help you to identify the items/topics that callers are selecting most often.

Report Created:

2019-02-02

Caller Menu Selections Report
Ministry of Children and Family Development
MCFD Local Office Forwarding
February 1, 2019 to February 28, 2019

Menu	Key Press	Menu Option	Count	Frequency
Transfer to Central Screening or Local Office	0	Central Screening	844	4%
Transfer to Central Screening or Local Office	1	Local Office	18,991	96%
Transfer to Central Screening or Local Office	hangup		2,842	
Transfer to Central Screening or Local Office	noinput		1,688	
Transfer to Central Screening or Local Office	nomatch		1	

Legend

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Report Created:

2019-03-28

Caller Menu Selections Report
Ministry of Children and Family Development
MCFD Local Office Forwarding
March 1, 2019 to March 31, 2019

Menu	Key Press	Menu Option	Count	Frequency
Transfer to Central Screening or Local Office			340	8%
Transfer to Central Screening or Local Office	0	Central Screening	158	4%
Transfer to Central Screening or Local Office	1	Local Office	3,514	88%
Transfer to Central Screening or Local Office	hangup		766	

Legend

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Report Created:

2019-06-06

Caller Menu Selections Report
Ministry of Children and Family Development
MCFD Local Office Forwarding
April 1, 2019 to April 30, 2019

Menu	Key Press	Menu Option	Count	Frequency
Transfer to Central Screening or Local Office			3,571	9%
Transfer to Central Screening or Local Office	0	Central Screening	1,690	4%
Transfer to Central Screening or Local Office	1	Local Office	35,377	87%
Transfer to Central Screening or Local Office	hangup		6,838	

Legend

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Report Created:

2019-06-06

Caller Menu Selections Report
Ministry of Children and Family Development
MCFD Local Office Forwarding
May 1, 2019 to May 31, 2019

Menu	Key Press	Menu Option	Count	Frequency
Transfer to Central Screening or Local Office			4,083	9%
Transfer to Central Screening or Local Office	0	Central Screening	1,965	4%
Transfer to Central Screening or Local Office	1	Local Office	37,769	86%
Transfer to Central Screening or Local Office	hangup		7,232	

Legend

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Report Created:

2019-06-06

Caller Menu Selections Report
Ministry of Children and Family Development
MCFD Local Office Forwarding
June 1, 2019 to June 30, 2019

Menu	Key Press	Menu Option	Count	Frequency
Transfer to Central Screening or Local Office			3,800	9%
Transfer to Central Screening or Local Office	0	Central Screening	1,930	5%
Transfer to Central Screening or Local Office	1	Local Office	35,420	86%
Transfer to Central Screening or Local Office	hangup		7,320	

Legend

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Report Created:

2019-07-02

Call Volume Report - Number of Calls by Month
Ministry of Children and Family Development
MCFD Local Office Forwarding
June 1, 2019 to June 30, 2019

Month	# Completed Calls	# Aborted Calls	# Rejected Calls	Total Number of Calls	Max. Concurrent Calls	Avg. Concurrent Calls	Duration (min.)	Avg. Duration (sec.)
2019 January	52,621	0	0	52,621	53	1.16	95,851.50	109.29
2019 February	44,663	0	0	44,663	78	1.09	80,762.90	108.50
2019 March	48,585	0	0	48,585	38	1.07	80,961.80	99.98
2019 April	46,454	0	0	46,454	37	1.06	84,437.30	109.06
2019 May	49,507	0	0	49,507	44	1.09	91,519.40	110.92
2019 June	46,670	0	0	46,670	25	1.06	85,966.40	110.52
Totals	288,500	0	0	288,500	78		519,499.30	108.04

Legend

Month	The month of the calls.
# Completed Calls	Number of completed calls by month.
# Aborted Calls	Number of aborted calls by month.
# Rejected Calls	Number of rejected calls by month.
Total Number of Calls	Sum of completed, aborted, and rejected calls by month.
Max Concurrent Calls	Maximum number of concurrent calls by month. Value at the bottom is the maximum concurrent calls for the reporting period.
Avg. Concurrent Calls	Average number of concurrent calls by month. Value at the bottom is the average concurrent calls for the reporting period.
Duration (min.)	Total duration of calls in minutes by month.
Avg. Duration (sec.)	Average duration of calls in seconds by month. Value at the bottom is the average duration of all calls for the reporting period.

Report Created: 2019-07-02