



National Resource Center on Domestic Violence

EFFECT OF THE HOLIDAYS ON CALLS TO THE NATIONAL DOMESTIC VIOLENCE HOTLINE

Comparing Average Call Volume to Holiday Volume (2009-2018)

These statistics represent the experience of the National Domestic Violence Hotline (NDVH) only. Representatives of state and local programs, along with representatives of law enforcement and medical staff, may have different seasonal experiences with victims and survivors of domestic violence.

Table A: Average Calls vs. Thanksgiving Holidays—Number of Calls to the NDVH, 2009-2018

	2009	2010	2011	2012	2013	2014	2015	2016	2017*	2018
<i>Average Week</i>	4189	5257	5110	5075	4725	5271	5859	5801	5123	5625
Thanksgiving Week	3546	4741	4080	4060	4214	4483	4718	4730	3272	4624
The Week After	4102	5432	5244	5207	4769	5257	5390	5527	4259	5431
<i>Average Day</i>	598	751	730	725	675	753	837	829	730	801
Thanksgiving Day	341	376	344	340	438	460	411	486	354	389

Table B: Average Calls vs. Christmas and New Year's Holidays—Number of Calls to NDVH, 2009-2018

	2009	2010	2011	2012	2013	2014	2015	2016	2017*	2018
<i>Average 17 day period</i>	10764	13518	13140	13050	12150	12801	14229	14093	12410	13617
Dec 15 to Jan 1	8367	12259	9958	9788	10991	12565	12508	13092	9956	11806
<i>Average 13 day period</i>	8372	10514	10220	10150	9450	9789	10881	10777	9490	10413
Jan 2 to Jan 15	7511	10702	9161	9001	9644	11136	10351	10871	9032	10785
<i>Average Day</i>	598	751	730	725	675	753	837	829	730	801
Christmas Eve	304	470	420	421	503	584	530	531	371	540
Christmas Day	258	374	359	355	381	421	450	560	380	424
New Year's Eve	422	569	398	395	546	579	616	634	368	643
New Year's Day	341	604	429	499	570	591	611	650	513	665

* On October 1, 2017, the National Domestic Violence Hotline adopted the practice of no longer including calls abandoned within 15 seconds of contacting the hotline in the total number of calls received.