



# 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 (2010-2019)

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, 2010-2019**

	2010	2011	2012	2013	2014	2015	2016	2017*	2018	2019
<i>Average Week</i>	5257	5110	5075	4725	5271	5859	5801	5123	5625	6102
<b>Thanksgiving Week</b>	4741	4080	4060	4214	4483	4718	4730	3272	4624	5261
<b>The Week After</b>	5432	5244	5207	4769	5257	5390	5527	4259	5431	5905
<i>Average Day</i>	751	730	725	675	753	837	829	730	801	870
<b>Thanksgiving Day</b>	376	344	340	438	460	411	486	354	389	467

**Table B: Average Calls vs. Christmas and New Year's Holidays—Number of Calls to NDVH, 2010-2019**

	2010	2011	2012	2013	2014	2015	2016	2017*	2018	2019
<i>Average 17 day period</i>	13518	13140	13050	12150	12801	14229	14093	12410	13617	14790
<b>Dec 15 to Jan 1</b>	12259	9958	9788	10991	12565	12508	13092	9956	11806	14499
<i>Average 13 day period</i>	10514	10220	10150	9450	9789	10881	10777	9490	10413	11310
<b>Jan 2 to Jan 15</b>	10702	9161	9001	9644	11136	10351	10871	9032	10785	12911
<i>Average Day</i>	751	730	725	675	753	837	829	730	801	870
<b>Christmas Eve</b>	470	420	421	503	584	530	531	371	540	630
<b>Christmas Day</b>	374	359	355	381	421	450	560	380	424	502
<b>New Year's Eve</b>	569	398	395	546	579	616	634	368	643	696
<b>New Year's Day</b>	604	429	499	570	591	611	650	513	665	771

\* 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.