

**115 Hotline Report**  
**2016-01-01 to 2016-12-31**

# Qualitative Description

# Summary Statistics

Total calls to entire hotline: 227761

Average calls to entire hotline (by day): 622

Total calls to public hotline: 198170

Average calls to public hotline (by day): 541

Total calls to h5n1 menu (overview or prevention): 16112

Average calls to h5n1 menu (overview or prevention): 44

Total calls to mers menu (overview or prevention): 12693

Average calls to mers menu (overview or prevention): 35

Total calls to zika menu (overview or prevention): 8072

Average calls to zika menu (overview or prevention): 22

Total public reports: 11749

Average public reports (by day): 32

Total calls requesting more information: 8709

Average calls requesting more information (by day): 23

Total calls to public hotline: 6180

Average calls to public hotline (by day): 16