



In-State KPI Report January 2025 988 In-State KPIs by Responsible State for January 2025 Eastern Time

FILTERS

≥ 90% Answered ≥ 80% Answered ≥ 66% Answered < 66% Answered

8,643 5,482 1,312 493 14,419 8,755 437 1,928 2,555 1,839 14,452 9,769 2,754 3,608 3,295 8,331	3,335 2,812 2,012 1,557 4 2 9,327 8,197 35,199 30,333 8,643 7,739 5,482 5,029 1,312 722 493 372 14,419 11,392 8,755 7,600 437 417 1,928 1,545 2,555 2,291 1,839 1,626 14,452 13,074	80% 84% 77% 50% 88% 86% 90% 92% 55% 75% 79% 87% 995% 80% 90% 88%	179 381 163 2 993 3,405 608 338 119 56 1,916 813 10 273	210 118 188 0 93 1,173 285 114 467 65 993 302 10	19.1 sec 22.2 sec 19.5 sec 50.0 sec 18.3 sec 26.8 sec 21.9 sec 15.4 sec 21.1 sec 19.8 sec 29.4 sec 18.2 sec	15.1 min 10.7 min 15.6 min 9.0 min 13.6 min 11.9 min 15.5 min 9.4 min 9.1 min 8.1 min 15.6 min 13.3 min
2,012 4 9,327 35,199 8,643 5,482 1,312 493 14,419 8,755 437 1,928 2,555 1,839 14,452 9,769 2,754 3,608 3,295 8,331	2,012 1,557 4 2 9,327 8,197 35,199 30,333 8,643 7,739 5,482 5,029 1,312 722 493 372 14,419 11,392 8,755 7,600 437 417 1,928 1,545 2,555 2,291 1,839 1,626 14,452 13,074	77% 50% 88% 86% 90% 92% 55% 75% 79% 87% 995% 80% 90%	163 2 993 3,405 608 338 119 56 1,916 813	188 0 93 1,173 285 114 467 65 993 302	19.5 sec 50.0 sec 18.3 sec 26.8 sec 21.9 sec 15.4 sec 21.1 sec 19.8 sec 29.4 sec 18.2 sec	15.6 min 9.0 min 13.6 min 11.9 min 15.5 min 9.4 min 9.1 min 8.1 min 15.6 min 13.3 min
4 9,327 35,199 8,643 5,482 1,312 493 14,419 8,755 437 1,928 2,555 1,839 14,452 9,769 2,754 3,608 3,295 8,331	4 2 9,327 8,197 35,199 30,333 8,643 7,739 5,482 5,029 1,312 722 493 372 14,419 11,392 8,755 7,600 437 417 1,928 1,545 2,555 2,291 1,839 1,626 14,452 13,074	50% 88% 86% 90% 92% 55% 75% 79% 87% 95% 80% 90%	2 993 3,405 608 338 119 56 1,916 813	0 93 1,173 285 114 467 65 993 302	50.0 sec 18.3 sec 26.8 sec 21.9 sec 15.4 sec 21.1 sec 19.8 sec 29.4 sec 18.2 sec	9.0 min 13.6 min 11.9 min 15.5 min 9.4 min 9.1 min 8.1 min 15.6 min 13.3 min
9,327 35,199 8,643 5,482 1,312 493 14,419 8,755 437 1,928 2,555 1,839 14,452 9,769 2,754 3,608 3,295 8,331	9,327 8,197 35,199 30,333 8,643 7,739 5,482 5,029 1,312 722 493 372 14,419 11,392 8,755 7,600 437 417 1,928 1,545 2,555 2,291 1,839 1,626 14,452 13,074	88% 86% 90% 92% 55% 75% 79% 87% 95% 80% 90%	993 3,405 608 338 119 56 1,916 813	93 1,173 285 114 467 65 993 302	18.3 sec 26.8 sec 21.9 sec 15.4 sec 21.1 sec 19.8 sec 29.4 sec 18.2 sec	13.6 min 11.9 min 15.5 min 9.4 min 9.1 min 8.1 min 15.6 min 13.3 min
35,199 8,643 5,482 1,312 493 14,419 8,755 437 1,928 2,555 1,839 14,452 9,769 2,754 3,608 3,295 8,331	35,199 30,333 8,643 7,739 5,482 5,029 1,312 722 493 372 14,419 11,392 8,755 7,600 437 417 1,928 1,545 2,555 2,291 1,839 1,626 14,452 13,074	88% 86% 90% 92% 55% 75% 79% 87% 95% 80% 90%	3,405 608 338 119 56 1,916 813	1,173 285 114 467 65 993 302	18.3 sec 26.8 sec 21.9 sec 15.4 sec 21.1 sec 19.8 sec 29.4 sec 18.2 sec	13.6 min 11.9 min 15.5 min 9.4 min 9.1 min 8.1 min 15.6 min 13.3 min
8,643 5,482 1,312 493 14,419 8,755 437 1,928 2,555 1,839 14,452 9,769 2,754 3,608 3,295 8,331	8,643 7,739 5,482 5,029 1,312 722 493 372 14,419 11,392 8,755 7,600 437 417 1,928 1,545 2,555 2,291 1,839 1,626 14,452 13,074	90% 92% 55% 75% 79% 87% 95% 80%	608 338 119 56 1,916 813	285 114 467 65 993 302	21.9 sec 15.4 sec 21.1 sec 19.8 sec 29.4 sec 18.2 sec	15.5 min 9.4 min 9.1 min 8.1 min 15.6 min 13.3 min
8,643 5,482 1,312 493 14,419 8,755 437 1,928 2,555 1,839 14,452 9,769 2,754 3,608 3,295 8,331	8,643 7,739 5,482 5,029 1,312 722 493 372 14,419 11,392 8,755 7,600 437 417 1,928 1,545 2,555 2,291 1,839 1,626 14,452 13,074	90% 92% 55% 75% 79% 87% 95% 80%	608 338 119 56 1,916 813	285 114 467 65 993 302	21.9 sec 15.4 sec 21.1 sec 19.8 sec 29.4 sec 18.2 sec	15.5 min 9.4 min 9.1 min 8.1 min 15.6 min 13.3 min
5,482 1,312 493 14,419 8,755 437 1,928 2,555 1,839 14,452 9,769 2,754 3,608 3,295 8,331	5,482 5,029 1,312 722 493 372 14,419 11,392 8,755 7,600 437 417 1,928 1,545 2,555 2,291 1,839 1,626 14,452 13,074	92% 55% 75% 79% 87% 95% 80% 90%	338 119 56 1,916 813 10	114 467 65 993 302	15.4 sec 21.1 sec 19.8 sec 29.4 sec 18.2 sec	9.4 min 9.1 min 8.1 min 15.6 min 13.3 min
1,312 493 14,419 8,755 437 1,928 2,555 1,839 14,452 9,769 2,754 3,608 3,295 8,331	1,312 722 493 372 14,419 11,392 8,755 7,600 437 417 1,928 1,545 2,555 2,291 1,839 1,626 14,452 13,074	55% 75% 79% 87% 95% 80% 90%	119 56 1,916 813 10	467 65 993 302	21.1 sec 19.8 sec 29.4 sec 18.2 sec	9.1 min 8.1 min 15.6 min 13.3 min
493 14,419 8,755 437 1,928 2,555 1,839 14,452 9,769 2,754 3,608 3,295 8,331	493 372 14,419 11,392 8,755 7,600 437 417 1,928 1,545 2,555 2,291 1,839 1,626 14,452 13,074	75% 79% 87% 95% 80% 90%	56 1,916 813 10	65 993 302	19.8 sec 29.4 sec 18.2 sec	8.1 min 15.6 min 13.3 min
14,419 8,755 437 1,928 2,555 1,839 14,452 9,769 2,754 3,608 3,295 8,331	14,419 11,392 8,755 7,600 437 417 1,928 1,545 2,555 2,291 1,839 1,626 14,452 13,074	79% 87% 95% 80% 90%	1,916 813 10	993 302	29.4 sec 18.2 sec	15.6 min 13.3 min
8,755 437 1,928 2,555 1,839 14,452 9,769 2,754 3,608 3,295 8,331	8,755 7,600 437 417 1,928 1,545 2,555 2,291 1,839 1,626 14,452 13,074	87% 95% 80% 90%	813 10	302	18.2 sec	13.3 min
437 1,928 2,555 1,839 14,452 9,769 2,754 3,608 3,295 8,331	437 417 1,928 1,545 2,555 2,291 1,839 1,626 14,452 13,074	95% 80% 90%	10			
1,928 2,555 1,839 14,452 9,769 2,754 3,608 3,295 8,331	1,928 1,545 2,555 2,291 1,839 1,626 14,452 13,074	80% 90%		10		10.5 min
2,555 1,839 14,452 9,769 2,754 3,608 3,295 8,331	2,555 2,291 1,839 1,626 14,452 13,074	90%	213	53	5.8 sec	
1,839 14,452 9,769 2,754 3,608 3,295 8,331	1,839 1,626 14,452 13,074		0.40		25.2 sec	10.5 min
14,452 9,769 2,754 3,608 3,295 8,331	14,452 13,074	88%	243	17	31.1 sec	13.9 min
9,769 2,754 3,608 3,295 8,331			129	84	18.4 sec	18.7 min
2,754 3,608 3,295 8,331	9,769 9,114	90%	1,057	259	27.0 sec	13.2 min
3,608 3,295 8,331		93%	445	74	15.5 sec	18.1 min
3,295 8,331		88%	279	28	25.8 sec	15.9 min
8,331		90%	344	2	23.8 sec	14.3 min
		87%	364	9	21.2 sec	14.0 min
		87%	999	45	27.3 sec	9.0 min
7,537		92%	551	25	22.3 sec	13.7 min
1,689	1,689 1,567	93%	84	36	15.2 sec	11.3 min
8,923	8,923 7,953	89%	799	110	18.6 sec	11.9 min
6,133	6,133 5,570	91%	509	45	18.4 sec	14.6 min
8,293	8,293 7,766	94%	473	14	17.4 sec	15.5 min
36	36 15	42%	3	1	9.7 sec	9.9 min
1,519	1,519 1,476	97%	28	5	1.7 sec	8.6 min
1,153	1,153 1,123	97%	30	0	9.3 sec	12.4 min
8,075		79%	1,008	635	23.0 sec	13.7 min
1,356		89%	52	90	10.6 sec	9.5 min
1,983		90%	121	78	21.2 sec	16.8 min
1,027		87%	97	37	24.0 sec	14.3 min
6,759		83%	678	440	23.5 sec	13.4 min
2,754		84%	283	149	25.6 sec	15.7 min
3,645		75%	424	484	21.3 sec	15.5 min
	39,675 36,376	92%	2,644	559	28.9 sec	15.4 min
	10,139 9,196	91%	814	20	23.9 sec	13.9 min
4,757		90%	422	27	22.0 sec	10.5 min
5,999		88%	421	299	23.0 sec	15.5 min
			714			12.0 min
	10,015 9,087	91%		203	19.1 sec	
319		65%	68	38	30.6 sec	13.6 min
1,003		98%	16	0	1.6 sec	10.9 min
3,868		88%	343	83	26.6 sec	14.1 min
814						14.3 min
4,514						12.1 min
						15.2 min
4,716	4,716 4,293		264		15.1 sec	18.2 min
	21,245 11,099	52%	3,950	5,882	79.3 sec	14.3 min
76	76 0	0%	0	0		
	2,147 1,662	77%	352	133	37.6 sec	15.6 min
	10,887 10,029	92%	669	20	21.3 sec	13.3 min
2,147	6,798 5,063	74%	696	1,003	24.5 sec	14.2 min
2,147 10,887	1,393 1,276	92%	74	37	17.9 sec	20.1 min
2,147 10,887 6,798						14.7 min
4, 20 4, 21	4, 20 4, 21 2, 10 6, 1,	514 4,007 ,615 17,290 716 4,293 ,245 11,099 76 0 147 1,662 ,887 10,029 798 5,063 393 1,276	514 4,007 89% ,615 17,290 84% 716 4,293 91% ,245 11,099 52% 76 0 0% 147 1,662 77% ,887 10,029 92% 798 5,063 74% 393 1,276 92%	514 4,007 89% 479 ,615 17,290 84% 2,733 716 4,293 91% 264 ,245 11,099 52% 3,950 76 0 0% 0 147 1,662 77% 352 ,887 10,029 92% 669 798 5,063 74% 696 393 1,276 92% 74	514 4,007 89% 479 18 ,615 17,290 84% 2,733 324 716 4,293 91% 264 147 ,245 11,099 52% 3,950 5,882 76 0 0 0 0 147 1,662 77% 352 133 ,887 10,029 92% 669 20 798 5,063 74% 696 1,003 393 1,276 92% 74 37	514 4,007 89% 479 18 29.1 sec ,615 17,290 84% 2,733 324 39.2 sec 716 4,293 91% 264 147 15.1 sec ,245 11,099 52% 3,950 5,882 79.3 sec 76 0 0 0 0 147 1,662 77% 352 133 37.6 sec ,887 10,029 92% 669 20 21.3 sec 798 5,063 74% 696 1,003 24.5 sec 393 1,276 92% 74 37 17.9 sec

Glossary

Values in this report are calculated using Calls following the definitions below, unless otherwise noted. Call metrics are for the performance of the state or territory's local center performance, and excludes calls routed to or serviced by additional subnetworks that these center(s) may support.

Please note that all metrics are calculated using the time (in ET) that a caller dialed the Lifeline.

Routed Instate	A Routed Contact that was Answered or Abandoned on the Local or National-Backup

Subnetwork.

Answered Instate A Routed Instate Contact that is Answered at an In-State Center or Queue on the Local

Subnetwork.

Answer RateTotal number of Answered Contacts divided by total number of Routed Contacts over a

specified period of time or segment such as region, Subnetwork, etc

Average Speed to

Answer

Average time (out of all Answered Contacts) from when a Contact is Routed to when an

Contact is Answered.

Average Talk Time Average time, in seconds, between when a Routed Contact is Answered to when the call is

disconnected.

Flowout Instate A Routed Instate Contact that was neither Answered Instate nor Abandoned Instate

Disclaimer: Vibrant Emotional Health ("Vibrant"), as the Administrator of the 988 Suicide & Crisis Lifeline ("Lifeline") under a Cooperative Agreement with the US Department of Health and Human Services, Substance Abuse and Mental Health Services Administration ("SAMHSA"), maintains this data to enhance public access to the Lifeline's information. This is a service that is continually under development. While we try to keep the information timely and accurate, we make no guarantees. We will make an effort to correct errors brought to our attention. Users should be aware that information being presented may not reflect official positions of Vibrant, the Lifeline, or SAMHSA. With respect to documents available from this report, neither Vibrant, the United States Government, nor any of their employees assumes any legal liability or responsibility for the accuracy, completeness, or usefulness of any information disclosed, or represents that its use would not infringe privately owned rights. The data on this report may contain hypertext pointers to information created and maintained by other public and private organizations. Please be aware that we do not control or guarantee the accuracy, relevance, timeliness, or completeness of this outside information. Further, the inclusion of pointers to particular items in hypertext is not intended to reflect their importance, nor is it intended to endorse any views expressed or products or services offered by the author of the reference or the organization operating the server on which the reference is maintained. Historical data may not exactly correspond with prior reporting, standardization of definitions and systems may have led to such differences.