

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

Responsible State	Routed In-State	Answered In-State	In-State Answer Rate	Abandoned In-State	Flowout To National-Backup	Avg. Speed To Answer	Avg. Talk Time
AK	1,565	1,322	84%	115	128	18.2 sec	15.5 min
AL	3,203	2,901	91%	264	38	17.6 sec	9.3 min
AR	2,703	2,129	79%	321	253	30.6 sec	14.8 min
AZ	9,779	7,703	79%	988	1,088	23.6 sec	13.2 min
CA	44,796	38,309	86%	4,499	1,988	30.8 sec	12.2 min
CO	9,807	8,948	91%	679	180	18.9 sec	13.2 min
CT	3,956	3,537	89%	288	131	18.1 sec	11.9 min
DC	982	601	61%	158	223	36.5 sec	9.1 min
DE	670	569	85%	97	4	38.4 sec	8.3 min
FL	16,939	12,816	76%	2,082	2,039	29.2 sec	16.0 min
GA	12,142	10,477	86%	996	669	20.6 sec	15.2 min
GU	528	472	89%	32	24	5.6 sec	5.5 min
HI	2,567	2,294	89%	170	103	21.8 sec	9.3 min
IA	3,850	3,477	90%	326	47	29.2 sec	14.7 min
ID	1,926	1,747	91%	120	59	18.4 sec	17.5 min
IL	14,096	12,762	91%	1,156	178	28.7 sec	13.1 min
IN	10,508	9,736	93%	484	288	15.9 sec	16.6 min
KS	3,866	3,545	92%	310	11	29.4 sec	15.4 min
KY	4,373	3,968	91%	393	12	23.9 sec	13.5 min
LA	3,845	3,338	87%	485	22	28.0 sec	14.1 min
MA	8,262	7,461	90%	772	29	27.5 sec	9.0 min
MD	9,130	8,304	91%	810	16	24.0 sec	14.2 min
ME	2,650	2,475	93%	123	52	17.1 sec	15.3 min
MI	10,142	9,160	90%	876	106	18.9 sec	11.0 min
MN	8,098	7,499	93%	541	58	22.9 sec	15.0 min
MO	9,315	8,801	94%	494	20	16.5 sec	14.3 min
MP	16	13	81%	0	3	9.1 sec	17.5 min
MS	1,865	1,830	98%	32	3	1.8 sec	7.0 min
MT	1,446	1,403	97%	43	0	9.4 sec	11.0 min
NC	9,897	8,047	81%	1,117	733	21.5 sec	12.3 min
ND	1,262	1,099	87%	46	117	9.4 sec	12.6 min
NE	3,099	2,662	86%	241	196	24.0 sec	16.5 min
NH	1,197	1,112	93%	76	9	16.2 sec	12.6 min
NJ	9,733	8,318	85%	1,022	393	29.4 sec	13.0 min
NM	3,408	2,913	85%	323	172	25.1 sec	16.5 min
NV	3,827	3,258	85%	504	65	37.2 sec	20.5 min
NY	41,839	37,608	90%	3,606	625	36.0 sec	14.0 min
OH	15,233	13,949	92%	1,264	20	24.2 sec	14.9 min
OK	5,948	5,257	88%	416	275	19.3 sec	8.7 min
OR	7,751	6,709	87%	685	357	25.9 sec	15.9 min
PA	12,814	11,487	90%	1,132	195	25.8 sec	12.5 min
PR	763	644	84%	87	7	26.9 sec	19.5 min
RI	1,171	1,155	99%	11	5	2.1 sec	16.9 min
SC	4,305	3,735	87%	486	84	29.9 sec	13.7 min
SD	1,157	981	85%	107	69	14.8 sec	13.9 min
TN	7,595	6,839	90%	742	14	27.9 sec	11.0 min
TX	23,640	17,694	75%	4,011	1,935	46.0 sec	16.9 min
UT	5,299	4,491	85%	393	415	19.1 sec	17.6 min
VA	25,832	22,324	86%	2,767	741	55.1 sec	14.0 min
VT	1,481	1,240	84%	120	121	25.2 sec	17.0 min
WA	13,346	11,690	88%	1,357	299	35.3 sec	14.7 min
WI	8,451	6,522	77%	978	951	28.8 sec	12.6 min
WV	1,559	1,438	92%	85	36	18.1 sec	20.5 min
WY	631	546	87%	38	47	17.4 sec	13.4 min

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 Rate	Total 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 contact 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.