988 SUICIDE & CRISIS LIFELINE | Vibrant Emotional Health TECHNOLOGY

In-State KPI Report September 2026

988 In-State KPIs by Responsible State for September 2026 Eastern Time

FILTERS

≥ 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	2,384	1,870	78%	209	305	19.4 sec	14.6 min
AL	4,334	3,976	92%	356	2	17.3 sec	9.2 min
AR	3,149	2,207	70%	396	546	32.0 sec	15.6 min
AZ	13,155	12,261	93%	743	151	17.8 sec	14.3 min
CA	57,662	46,842	81%	6,535	4,285	32.8 sec	12.9 min
CO	11,626	10,511	90%	716	399	19.1 sec	14.5 min
CT	6,035	5,412	90%	399	224	17.6 sec	12.9 min
DC	1,013	864	85%	110	39	31.3 sec	11.2 min
DE	775	678	87%	92	5	37.3 sec	8.6 min
FL	20,777	15,011	72%	2,641	3,123	28.3 sec	15.9 min
GA	12,943	11,148	86%	1,226	569	20.3 sec	17.4 min
GU	426	369	87%	14	43	6.5 sec	10.0 min
HI	2,977	2,476	83%	213	288	15.0 sec	11.5 min
IA	4,840	4,106	85%	602	132	35.4 sec	14.2 min
ID	2,255	1,948	86%	148	158	19.9 sec	18.4 min
IL	16,665	14,865	89%	1,429	371	29.0 sec	13.7 min
IN	12,957	11,760	91%	717	480	17.2 sec	18.1 min
KS	4,702	4,211	90%	478	13	32.1 sec	14.8 min
KY	4,865	4,322	89%	527	16	28.7 sec	15.3 min
LA	4,699	4,152	88%	521	26	26.6 sec	14.4 min
MA	10,102	8,895	88%	1,174	33	30.3 sec	10.5 min
MD	11,408	10,296	90%	1,078	34	28.3 sec	14.1 min
ME	2,981	2,656	89%	175	150	20.4 sec	17.7 min
MI	11,453	10,310	90%	1,127	16	22.4 sec	11.0 min
MN	9,203	8,478	92%	543	182	20.3 sec	14.4 min
MO	13,282	12,592	95%	648	42	14.3 sec	14.0 min
MP	16	16	100%	0		11.1 sec	13.1 min
MS	2,331	2,274	98%	55	2	2.2 sec	6.4 min
MT	1,710	1,650	96%	59	1	10.7 sec	10.8 min
NC	12,698	8,996	71%	1,956	1,746	29.4 sec	13.5 min
ND	1,618	1,451	90%	57	110	10.9 sec	13.8 min
NE	4,282	3,881	91%	236	165	21.9 sec	16.4 min
NH	1,361	1,196	88%	161	4	42.3 sec	14.9 min
NJ	11,742	9,770	83%	1,421	551	30.9 sec	14.1 min
NM	4,299	3,930	91%	310	59	17.3 sec	17.3 min
NV	5,001	4,265	85%	570	166	39.3 sec	17.5 min
NY	49,380	45,042	91%	3,604	734	30.8 sec	14.1 min
OH	18,087	16,421	91%	1,650	16	23.8 sec	14.3 min
OK	7,433	6,498	87%	601	334	20.1 sec	9.4 min
OR	9,736	8,383	86%	846	507	26.6 sec	16.7 min
PA	17,437	14,720	84%	2,404	313	32.0 sec	12.1 min
PR	1,399	1,221	87%	110	25	11.2 sec	17.2 min
RI	1,838	1,823	99%	12	3	1.6 sec	14.6 min
SC	5,559	4,696	84%	731	132	35.7 sec	13.3 min
SD	1,597	1,374	86%	117	106	15.3 sec	13.9 min
TN	9,016	7,996	89%	996	24	32.5 sec	11.7 min
TX	32,239	20,918	65%	6,672	4,647	54.4 sec	16.3 min
UT	7,301	6,053	83%	554	694	20.3 sec	15.9 min
VA	22,105	20,223	91%	1,790	92	38.7 sec	14.4 min
VI	79	65	82%	12	2	22.2 sec	14.4 min
VT	1,988	1,433	72%	283	272	26.0 sec	15.0 min
WA	17,991	16,706	93%	1,257	28	26.7 sec	14.6 min
WI	11,993	8,710	73%	1,576	1,707	27.4 sec	11.6 min
WV	2,215	1,850	84%	314	51	37.0 sec	22.2 min
WY	737	660	90%	48	29	19.0 sec	13.8 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

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