988 SUICIDE & CRISIS LIFELINE | Vibrant Emotional Health TECHNOLOGY

In-State KPI Report October 2026

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

FILTERS

≥ 90% Answered ≥ 80% 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	2,399	1,806	75%	175	418	21.0 sec	14.0 min
AL	4,282	3,949	92%	329	4	20.3 sec	9.4 min
AR	2,814	2,023	72%	257	534	28.8 sec	15.8 min
AZ	12,356	11,565	94%	695	96	20.1 sec	15.0 min
CA	55,623	47,315	85%	5,496	2,812	33.1 sec	12.8 min
CO	11,651	10,416	89%	747	488	21.5 sec	15.3 min
CT	5,978	5,434	91%	385	159	17.3 sec	13.8 min
DC	968	837	86%	88	43	33.2 sec	11.3 min
DE	781	697	89%	80	4	40.5 sec	9.2 min
FL	19,299	14,008	73%	2,481	2,802	29.7 sec	16.5 min
GA	12,224	10,604	87%	1,073	547	21.2 sec	17.9 min
GU	388	353	91%	9	26	7.9 sec	9.8 min
HI	3,217	2,882	90%	173	162	15.3 sec	10.8 min
IA	4,785	3,903	82%	652	230	34.9 sec	13.3 min
ID	2,207	1,967	89%	139	101	22.8 sec	16.7 min
IL	17,165	15,411	90%	1,406	348	29.4 sec	12.7 min
IN	11,626	10,526	91%	657	443	18.0 sec	18.9 min
KS	4,215	3,784	90%	416	15	33.8 sec	16.3 min
KY	4,722	4,225	89%	484	13	31.7 sec	16.1 min
LA	4,399	3,874	88%	506	19	28.0 sec	14.1 min
MA	10,071	9,063	90%	971	37	28.4 sec	10.2 min
MD	11,650	10,139	87%	1,356	155	36.0 sec	14.1 min
ME	2,868	2,567	90%	153	148	20.0 sec	17.5 min
MI	10,975	9,995	91%	970	10	24.0 sec	11.5 min
MN	8,959	8,366	93%	488	105	20.0 sec	14.6 min
MO	12,382	11,903	96%	459	20	14.7 sec	14.4 min
MP	8	8	100%	0		9.8 sec	12.8 min
MS	2,202	2,112	96%	42	48	3.1 sec	7.3 min
MT	1,617	1,574	97%	43		11.6 sec	11.1 min
NC	12,493	9,616	77%	1,630	1,247	28.5 sec	14.6 min
ND	1,573	1,431	91%	51	91	11.9 sec	13.0 min
NE	4,211	3,780	90%	261	170	22.9 sec	17.0 min
NH	1,294	1,131	87%	156	7	42.3 sec	15.1 min
NJ	11,107	9,687	87%	1,107	313	30.7 sec	14.7 min
NM	4,147	3,758	91%	274	115	21.7 sec	15.6 min
NV	5,099	4,362	86%	626	111	41.0 sec	17.5 min
NY	44,679	40,544	91%	3,288	847	30.9 sec	15.1 min
OH	18,779	17,236	92%	1,536	7	23.3 sec	14.4 min
OK	7,230	6,203	86%	634	393	22.6 sec	10.0 min
OR	9,214	8,369	91%	636	209	27.9 sec	15.8 min
PA	15,412	13,625	88%	1,579	208	29.2 sec	12.2 min
PR	1,293	859	66%	205	71	17.4 sec	19.6 min
RI	1,449	1,433	99%	13	3	2.1 sec	14.4 min
SC	5,274	4,424	84%	713	137	37.0 sec	12.8 min
SD	1,185	1,009	85%	94	82	15.6 sec	14.8 min
TN	8,323	7,417	89%	861	45	36.0 sec	11.6 min
TX	30,871	21,284	69%	6,117	3,470	55.6 sec	16.1 min
UT	6,661	5,951	89%	365	345	19.8 sec	15.9 min
VA	21,100	19,558	93%	1,494	48	36.6 sec	14.5 min
VI	82	65	79%	15	2	24.9 sec	11.3 min
VT	2,226	1,590	71%	289	347	28.1 sec	14.4 min
WA	17,735	16,508	93%	1,204	23	30.8 sec	15.1 min
WI	11,737	9,070	77%	1,356	1,311	27.0 sec	11.7 min
WV	2,299	1,852	81%	384	63	39.0 sec	19.7 min
WY	584	537	92%	33	14	18.8 sec	14.6 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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