**Instrument 1: Monthly and Ad Hoc Lifeline Key Metrics**

1. For each telephone hotline (i.e., 988, Lifeline 800-273-TALK, 800-SUICIDE, the Spanish hotline, DDH 800-985-5990 and back up networks):
   1. Daily and hourly call volume
   2. State from which call was received
   3. In-state answer rates
   4. Crisis centers to which calls were routed
   5. Wait times for calls to be answered
   6. Number of connected calls
   7. Number of dropped calls, i.e., call abandonment rates
   8. Average duration of calls
   9. Connectivity performance of each networked crisis center
   10. Unique callers
   11. Callers who were thinking about suicide
   12. Callers assessed to be at imminent risk for suicide
   13. Suicide attempts in progress
   14. Number of times when emergency rescue procedures were initiated
   15. Proportion of callers who felt the Lifeline call played a role in keeping them safe and not killing themselves
   16. Other measures as directed by the GPO.
2. For online and mobile communication (chat/text):
   1. Answer rates
   2. Abandonment rates
   3. Wait times
   4. Chat and text volume
   5. Chat and text demands
   6. Average speed of answer
   7. Other measures as directed by the GPO.