

# Philadelphia Residents Call 988: the Suicide Line, Mental Health Delegate Line, or Lifeline. Calls are also transferred from 911 via the Suicide Crisis Protocol.



ALL  
CRISIS  
LINES

Calls Received Jan '23 - May '24

**100,269**

Calls Received  
Per Day

**194**

Average Call  
Length

**0:08:23**

Average Speed  
to Answer

**0:00:12**

Warm Transfers  
from 911

**2,621**

## Crisis Call Received by Month

Crisis Calls Received by Month

