■ ≥ 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	1,598	1,337	84%	114	147	19.2 sec	12.8 min
AL	2,903	2,395	83%	345	163	28.0 sec	9.7 min
AR	2,277	1,712	75%	170	331	19.5 sec	13.8 min
AS	10	7	70%	3	0	25.6 sec	10.4 min
AZ	7,782	7,061	91%	629	92	19.0 sec	14.4 min
CA	37,138	30,436	82%	4,138	2,481	29.5 sec	12.4 min
CO	9,955	7,249	73%	1,042	1,628	27.9 sec	14.7 min
CT	4,628	4,270	92%	277	81	15.5 sec	11.2 min
DC	1,110	935	84%	80	95	20.3 sec	9.1 min
DE	523	439	84%	47	37	20.3 sec	6.9 min
FL	15,373	12,517	81%	1,764	968	31.6 sec	15.0 min
GA	8,329	7,245	87%	966	118	23.2 sec	11.9 min
GU	442	432	98%	9	1	5.2 sec	11.0 min
HI	2,073	1,664	80%	265	140	25.1 sec	10.9 min
IA	2,516	2,251	89%	231	34	32.3 sec	12.2 min
ID	1,650	1,525	92%	81	44	16.0 sec	19.0 min
IL	13,603	11,561	85%	1,260	780	27.1 sec	14.2 min
IN	7,446	6,999	94%	376	71	16.4 sec	19.7 min
KS	3,112	2,750	88%	276	83	23.4 sec	15.6 min
KY	3,375	2,986	88%	333	56	21.3 sec	14.3 min
LA	3,516	3,114	89%	399	1	21.3 sec	14.6 min
MA	7,614	6,814	89%	773	25	28.7 sec	9.3 min
MD	7,600	7,003	92%	567	23	23.9 sec	13.8 min
ME	1,478	1,349	91%	101	26	15.6 sec	10.6 min
MI	9,100	8,142	89%	898	59	34.6 sec	22.5 min
MN	5,588	5,179	93%	306	103	17.4 sec	14.2 min
MO	8,588	8,089	94%	485	14	17.0 sec	13.5 min
MP	36	8	22%	0	2	9.8 sec	7.4 min
MS	1,446	1,410	98%	32	0	1.2 sec	7.6 min
MT	1,131	1,088	96%	43	0	9.0 sec	12.1 min
NC	8,088	6,625	82%	934	525	20.9 sec	11.2 min
ND	923	811	88%	47	65	11.9 sec	12.2 min
NE	2,518	2,232	89%	140	146	22.4 sec	16.2 min
NH	1,216	1,054	87%	99	63	26.6 sec	15.6 min
NJ	6,990	5,674	81%	833	482	26.4 sec	12.9 min
NM	2,836	2,347	83%	299	189	22.2 sec	14.3 min
NV	3,927	2,996	76%	438	491	22.5 sec	15.2 min
NY	38,288	34,310	90%	3,476	443	36.5 sec	15.8 min
OH	10,571	9,515	90%	961	91	25.7 sec	14.1 min
OK	5,325	4,868	91%	445	12	22.2 sec	11.6 min
OR	5,910	4,772	81%	608	530	25.0 sec	15.2 min
PA	10,783	9,833	91%	810	139	20.3 sec	11.4 min
PR	267	185	69%	55	27	35.7 sec	11.4 min
RI	979	969	99%	8	2	1.6 sec	14.2 min
SC	4,219	3,415	81%	474	327	34.2 sec	13.4 min
SD	866	729	84%	83	54	13.7 sec	13.6 min
TN	4,584	3,991	87%	566	27	29.1 sec	11.5 min
TX	18,581	15,646	84%	2,593	331	38.0 sec	15.0 min
UT	4,258	3,872	91%	291	93	15.0 sec	15.5 min
VA	14,603	11,990	82%	1,877	728	44.2 sec	13.1 min
VI	64	0	0%	0	0		
VT	1,262	1,202	95%	42	17	10.6 sec	15.4 min
WA	9,862	9,174	93%	632	53	20.7 sec	12.6 min
WI	6,605	5,773	87%	501	330	22.2 sec	14.1 min
WV	1,852	1,634	88%	121	96	16.6 sec	16.4 min
WY	582	520	89%	36	26	16.6 sec	14.7 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 call is disconnected.

Flowout Instate   A Routed Instate Contact that was neither Answered Instate nor Abandoned Instate