

■ ≥ 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	1,721	1,321	77%	182	218	19.6 sec	16.1 min
AL	3,153	2,630	83%	354	168	24.1 sec	10.6 min
AR	1,993	1,479	74%	140	219	20.3 sec	15.2 min
AS	6	5	83%	1	0	31.0 sec	1.1 min
AZ	8,180	7,403	91%	631	145	18.6 sec	14.7 min
CA	35,322	30,045	85%	3,623	1,641	28.0 sec	12.1 min
CO	9,223	8,131	88%	658	429	22.0 sec	16.3 min
CT	5,322	4,994	94%	235	92	14.3 sec	9.1 min
DC	1,305	897	69%	133	273	22.3 sec	8.3 min
DE	475	411	87%	43	21	17.7 sec	9.7 min
FL	14,936	11,840	79%	1,864	1,077	30.5 sec	15.0 min
GA	8,177	7,265	89%	729	180	17.5 sec	13.0 min
GU	275	245	89%	12	18	6.4 sec	13.2 min
HI	1,954	1,664	85%	244	46	24.9 sec	10.6 min
IA	2,481	2,183	88%	257	36	33.1 sec	13.2 min
ID	1,629	1,461	90%	102	66	18.3 sec	19.2 min
IL	12,836	11,880	93%	862	89	26.3 sec	13.9 min
IN	9,944	9,279	93%	516	148	16.3 sec	17.8 min
KS	2,461	2,167	88%	248	45	25.0 sec	16.6 min
KY	3,583	3,257	91%	322	2	24.2 sec	14.8 min
LA	3,598	3,190	89%	405	2	21.5 sec	14.9 min
MA	7,266	6,488	89%	748	27	26.2 sec	9.0 min
MD	8,143	7,479	92%	614	20	22.1 sec	12.9 min
ME	1,497	1,408	94%	64	25	16.1 sec	13.4 min
MI	9,038	7,989	88%	865	149	33.5 sec	22.4 min
MN	6,345	5,872	93%	390	83	21.3 sec	15.6 min
MO	8,537	8,020	94%	499	17	17.6 sec	14.6 min
MP	27	6	22%	1	5	13.5 sec	15.2 min
MS	1,514	1,484	98%	28	0	1.2 sec	7.7 min
MT	1,266	1,228	97%	37	1	9.9 sec	13.4 min
NC	7,673	6,083	79%	953	637	21.1 sec	13.2 min
ND	885	780	88%	46	58	9.9 sec	12.3 min
NE	2,115	1,893	90%	131	90	22.3 sec	16.8 min
NH	1,166	971	83%	106	88	23.4 sec	14.8 min
NJ	6,892	5,599	81%	773	517	23.9 sec	13.7 min
NM	2,636	2,159	82%	300	176	28.1 sec	16.5 min
NV	3,914	2,980	76%	427	505	21.6 sec	15.5 min
NY	38,011	34,728	91%	2,796	398	30.3 sec	16.1 min
OH	10,138	9,168	90%	948	18	25.0 sec	13.7 min
OK	4,818	4,373	91%	422	22	22.9 sec	10.4 min
OR	5,921	5,060	85%	503	357	24.0 sec	15.6 min
PA	10,024	9,094	91%	757	173	19.3 sec	12.0 min
PR	240	157	65%	60	23	31.4 sec	12.0 min
RI	1,112	1,097	99%	9	5	1.6 sec	12.4 min
SC	3,963	3,507	88%	320	134	24.9 sec	13.6 min
SD	788	714	91%	48	26	13.1 sec	13.8 min
TN	4,555	3,972	87%	566	15	29.2 sec	11.8 min
TX	18,916	16,250	86%	2,353	302	39.3 sec	15.8 min
UT	4,290	3,933	92%	268	88	15.0 sec	17.9 min
VA	17,750	10,993	62%	3,091	3,655	64.6 sec	14.1 min
VI	47	0	0%	0	0		
VT	1,717	1,264	74%	317	134	37.4 sec	15.9 min
WA	10,312	9,700	94%	605	5	21.0 sec	13.4 min
WI	7,024	5,525	79%	685	807	24.8 sec	14.3 min
WV	1,905	1,704	89%	111	89	18.4 sec	16.5 min
WY	649	590	91%	32	27	15.8 sec	15.8 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 call is disconnected.
Flowout Instate	A Routed Instate Contact that was neither Answered Instate nor Abandoned Instate

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