

■ ≥ 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	1,944	1,555	80%	179	210	19.1 sec	15.1 min
AL	3,335	2,812	84%	381	118	22.2 sec	10.7 min
AR	2,012	1,557	77%	163	188	19.5 sec	15.6 min
AS	4	2	50%	2	0	50.0 sec	9.0 min
AZ	9,327	8,197	88%	993	93	18.3 sec	13.6 min
CA	35,199	30,333	86%	3,405	1,173	26.8 sec	11.9 min
CO	8,643	7,739	90%	608	285	21.9 sec	15.5 min
CT	5,482	5,029	92%	338	114	15.4 sec	9.4 min
DC	1,312	722	55%	119	467	21.1 sec	9.1 min
DE	493	372	75%	56	65	19.8 sec	8.1 min
FL	14,419	11,392	79%	1,916	993	29.4 sec	15.6 min
GA	8,755	7,600	87%	813	302	18.2 sec	13.3 min
GU	437	417	95%	10	10	5.8 sec	10.5 min
HI	1,928	1,545	80%	273	53	25.2 sec	10.5 min
IA	2,555	2,291	90%	243	17	31.1 sec	13.9 min
ID	1,839	1,626	88%	129	84	18.4 sec	18.7 min
IL	14,452	13,074	90%	1,057	259	27.0 sec	13.2 min
IN	9,769	9,114	93%	445	74	15.5 sec	18.1 min
KS	2,754	2,433	88%	279	28	25.8 sec	15.9 min
KY	3,608	3,253	90%	344	2	23.8 sec	14.3 min
LA	3,295	2,877	87%	364	9	21.2 sec	14.0 min
MA	8,331	7,278	87%	999	45	27.3 sec	9.0 min
MD	7,537	6,930	92%	551	25	22.3 sec	13.7 min
ME	1,689	1,567	93%	84	36	15.2 sec	11.3 min
MI	8,923	7,953	89%	799	110	34.0 sec	22.6 min
MN	6,133	5,570	91%	509	45	18.4 sec	14.6 min
MO	8,293	7,766	94%	473	14	17.4 sec	15.5 min
MP	36	15	42%	3	1	9.7 sec	9.9 min
MS	1,519	1,476	97%	28	5	1.7 sec	8.6 min
MT	1,153	1,123	97%	30	0	9.3 sec	12.4 min
NC	8,075	6,372	79%	1,008	635	23.0 sec	13.7 min
ND	1,356	1,209	89%	52	90	10.6 sec	9.5 min
NE	1,983	1,783	90%	121	78	21.2 sec	16.8 min
NH	1,027	893	87%	97	37	24.0 sec	14.3 min
NJ	6,759	5,607	83%	678	440	23.5 sec	13.4 min
NM	2,852	2,354	83%	286	205	25.5 sec	15.6 min
NV	3,645	2,735	75%	424	484	21.3 sec	15.5 min
NY	39,675	36,376	92%	2,644	559	28.9 sec	15.4 min
OH	10,139	9,196	91%	814	20	23.9 sec	13.9 min
OK	4,757	4,280	90%	422	27	22.0 sec	10.5 min
OR	5,901	5,218	88%	418	243	23.0 sec	15.5 min
PA	10,015	9,087	91%	714	203	19.1 sec	12.0 min
PR	319	208	65%	68	38	30.6 sec	13.6 min
RI	1,003	986	98%	16	0	1.6 sec	10.9 min
SC	3,868	3,422	88%	343	83	26.6 sec	14.1 min
SD	814	729	90%	55	30	13.2 sec	14.3 min
TN	4,514	4,007	89%	479	18	29.1 sec	12.1 min
TX	20,615	17,290	84%	2,733	324	39.2 sec	15.2 min
UT	4,716	4,293	91%	264	147	15.1 sec	18.2 min
VA	21,245	11,099	52%	3,950	5,882	79.3 sec	14.3 min
VI	76	0	0%	0	0		
VT	2,147	1,662	77%	352	133	37.6 sec	15.6 min
WA	10,887	10,029	92%	669	20	21.3 sec	13.3 min
WI	6,798	5,063	74%	696	1,003	24.5 sec	14.2 min
WV	1,393	1,276	92%	74	37	17.9 sec	20.1 min
WY	635	585	92%	35	14	15.3 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

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