

■ ≥ 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	1,919	1,385	72%	322	212	17.1 sec	13.6 min
AL	2,842	2,483	87%	266	80	21.1 sec	10.2 min
AR	2,118	1,245	59%	337	269	19.8 sec	14.6 min
AS	7	7	100%	0	0	23.9 sec	13.0 min
AZ	7,870	7,194	91%	546	123	17.9 sec	13.8 min
CA	34,371	28,632	83%	4,167	1,423	27.9 sec	12.0 min
CO	7,721	6,886	89%	540	284	20.3 sec	15.6 min
CT	3,615	3,305	91%	251	58	13.6 sec	10.5 min
DC	1,133	521	46%	117	490	22.0 sec	9.5 min
DE	520	401	77%	56	63	20.8 sec	7.5 min
FL	13,692	10,882	79%	1,795	932	29.1 sec	15.7 min
GA	9,217	7,678	83%	942	516	19.6 sec	12.4 min
GU	400	358	90%	20	22	5.2 sec	10.0 min
HI	1,895	1,535	81%	258	84	24.9 sec	10.3 min
IA	2,096	1,901	91%	180	13	30.7 sec	13.6 min
ID	1,843	1,595	87%	118	130	17.1 sec	20.2 min
IL	13,912	12,590	90%	998	298	25.3 sec	12.9 min
IN	7,714	7,198	93%	398	95	15.6 sec	19.7 min
KS	2,485	2,080	84%	362	38	27.2 sec	16.6 min
KY	3,335	3,014	90%	309	3	25.4 sec	15.6 min
LA	3,242	2,873	89%	348	7	23.8 sec	14.5 min
MA	7,256	6,477	89%	723	53	28.8 sec	9.7 min
MD	7,530	6,947	92%	540	20	22.9 sec	13.4 min
ME	1,506	1,371	91%	91	42	15.5 sec	12.7 min
MI	8,048	7,106	88%	753	155	33.4 sec	22.6 min
MN	5,729	5,274	92%	403	47	20.5 sec	13.9 min
MO	7,317	6,915	95%	377	9	15.3 sec	15.2 min
MP	14	3	21%	0	1	7.3 sec	2.0 min
MS	1,320	1,278	97%	28	6	1.5 sec	7.5 min
MT	1,154	1,118	97%	33	2	10.1 sec	12.8 min
NC	7,964	6,471	81%	865	528	19.5 sec	14.3 min
ND	1,110	947	85%	66	93	10.9 sec	11.1 min
NE	1,858	1,611	87%	131	107	20.5 sec	16.8 min
NH	1,011	851	84%	115	45	27.9 sec	13.6 min
NJ	5,928	4,959	84%	703	257	24.1 sec	13.9 min
NM	2,643	2,106	80%	303	229	29.3 sec	16.0 min
NV	3,267	2,391	73%	394	482	22.3 sec	15.8 min
NY	35,975	32,858	91%	2,501	542	29.4 sec	15.2 min
OH	10,106	9,156	91%	863	29	23.9 sec	14.9 min
OK	4,734	4,336	92%	339	25	21.7 sec	10.2 min
OR	5,376	4,604	86%	437	314	23.8 sec	16.0 min
PA	9,548	8,589	90%	751	185	21.0 sec	12.6 min
PR	234	174	74%	48	11	24.8 sec	12.6 min
RI	888	867	98%	9	4	1.5 sec	11.4 min
SC	3,616	3,128	87%	346	129	24.7 sec	14.2 min
SD	741	657	89%	55	29	13.1 sec	12.6 min
TN	4,382	3,889	89%	476	13	28.3 sec	11.6 min
TX	18,111	15,001	83%	2,638	379	38.9 sec	15.9 min
UT	4,402	3,964	90%	251	181	16.0 sec	18.4 min
VA	20,543	11,678	57%	3,947	4,783	85.0 sec	14.3 min
VI	69	0	0%	0	0		
VT	1,730	1,403	81%	238	89	30.2 sec	16.3 min
WA	9,452	8,873	94%	557	14	21.6 sec	13.4 min
WI	6,672	5,071	76%	640	950	25.1 sec	13.4 min
WV	1,316	1,194	91%	89	30	18.0 sec	19.5 min
WY	670	594	89%	37	30	15.5 sec	15.4 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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