

■ ≥ 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	1,734	1,345	78%	339	47	18.0 sec	14.1 min
AL	3,190	2,819	88%	293	73	21.8 sec	10.1 min
AR	2,209	1,358	61%	222	438	23.4 sec	14.4 min
AS	5	4	80%	1	0	20.3 sec	2.1 min
AZ	9,195	8,393	91%	611	188	18.6 sec	13.7 min
CA	37,429	31,280	84%	4,289	1,829	28.3 sec	12.2 min
CO	8,515	7,537	89%	576	402	20.8 sec	15.5 min
CT	4,049	3,749	93%	246	53	13.5 sec	9.9 min
DC	839	603	72%	136	100	23.4 sec	10.9 min
DE	508	429	84%	43	36	20.5 sec	7.2 min
FL	15,524	12,567	81%	1,883	983	28.8 sec	15.4 min
GA	2,827	894	32%	395	1,408	29.5 sec	25.5 min
GU	381	355	93%	18	7	4.9 sec	9.7 min
HI	1,883	1,584	84%	251	47	23.9 sec	9.7 min
IA	2,601	2,288	88%	285	25	33.1 sec	14.4 min
ID	1,878	1,579	84%	153	142	17.7 sec	18.8 min
IL	13,520	12,396	92%	952	169	27.2 sec	13.8 min
IN	8,478	8,064	95%	366	44	15.5 sec	18.9 min
KS	2,876	2,576	90%	266	32	24.3 sec	16.2 min
KY	3,600	3,246	90%	346	4	24.3 sec	15.1 min
LA	3,434	3,023	88%	402	5	23.7 sec	14.4 min
MA	7,090	6,323	89%	718	39	31.5 sec	9.3 min
MD	8,569	7,922	92%	631	9	22.5 sec	14.0 min
ME	2,231	2,052	92%	128	51	15.2 sec	11.3 min
MI	9,009	8,017	89%	805	171	32.1 sec	22.3 min
MN	7,298	5,979	82%	1,206	103	20.8 sec	13.9 min
MO	8,788	8,331	95%	442	8	14.6 sec	14.9 min
MP	41	10	24%	0	1	8.5 sec	5.0 min
MS	1,432	1,402	98%	20	0	1.5 sec	7.8 min
MT	1,256	1,216	97%	40	0	9.2 sec	13.0 min
NC	9,667	8,106	84%	901	640	19.1 sec	12.9 min
ND	1,206	1,048	87%	55	102	11.5 sec	11.8 min
NE	2,151	1,910	89%	145	96	20.6 sec	16.3 min
NH	1,292	1,124	87%	111	55	25.3 sec	13.2 min
NJ	6,401	5,233	82%	729	436	25.7 sec	14.7 min
NM	3,130	2,678	86%	281	169	24.8 sec	17.6 min
NV	3,552	2,686	76%	426	421	21.6 sec	14.5 min
NY	38,203	34,843	91%	2,854	439	30.2 sec	15.0 min
OH	12,036	10,988	91%	990	47	23.0 sec	14.1 min
OK	5,230	4,760	91%	448	16	21.8 sec	10.3 min
OR	6,031	5,298	88%	490	240	24.3 sec	15.6 min
PA	10,754	9,785	91%	755	209	19.3 sec	12.0 min
PR	285	197	69%	71	15	25.9 sec	11.2 min
RI	887	871	98%	13	1	1.7 sec	13.0 min
SC	4,232	3,724	88%	370	135	25.3 sec	13.1 min
SD	966	879	91%	56	30	13.5 sec	12.4 min
TN	5,015	4,447	89%	536	32	29.0 sec	12.0 min
TX	19,458	16,244	83%	2,770	425	40.1 sec	16.1 min
UT	4,932	4,321	88%	364	247	17.0 sec	18.6 min
VA	24,025	15,078	63%	3,761	5,178	74.1 sec	15.0 min
VI	108	0	0%	0	0		
VT	1,756	1,453	83%	242	61	29.4 sec	16.7 min
WA	10,572	9,959	94%	595	6	20.2 sec	13.5 min
WI	7,296	5,567	76%	722	1,002	24.1 sec	13.1 min
WV	1,756	1,606	91%	106	44	18.0 sec	19.4 min
WY	740	675	91%	39	26	16.7 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.

<b>Routed Instate</b>	A Routed Contact that was Answered or Abandoned on the Local or National-Backup Subnetwork.
<b>Answered Instate</b>	A Routed Instate Contact that is Answered at an In-State Center or Queue on the Local Subnetwork.
<b>Answer Rate</b>	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
<b>Average Speed to Answer</b>	Average time (out of all Answered Contacts) from when a Contact is Routed to when an Contact is Answered.
<b>Average Talk Time</b>	Average time, in seconds, between when a Routed Contact is Answered to when the call is disconnected.
<b>Flowout Instate</b>	A Routed Instate Contact that was neither Answered Instate nor Abandoned Instate

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