

■ ≥ 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	1,779	1,349	76%	378	50	17.9 sec	14.0 min
AL	3,126	2,807	90%	297	16	22.1 sec	10.2 min
AR	1,992	1,274	64%	175	453	22.9 sec	15.1 min
AS	3	2	67%	1	0	21.5 sec	41.9 min
AZ	8,791	8,063	92%	664	59	18.6 sec	13.8 min
CA	35,012	29,546	84%	3,802	1,641	28.7 sec	12.5 min
CO	9,422	7,842	83%	1,337	241	18.7 sec	14.4 min
CT	4,440	4,117	93%	260	61	13.5 sec	9.5 min
DC	864	639	74%	107	118	25.2 sec	9.2 min
DE	603	477	79%	81	45	30.1 sec	8.0 min
FL	15,573	12,549	81%	1,823	1,094	28.4 sec	15.8 min
GA	10,471	6,479	62%	1,567	2,419	22.0 sec	18.3 min
GU	346	319	92%	10	17	5.1 sec	9.9 min
HI	2,156	1,795	83%	278	82	24.6 sec	10.4 min
IA	2,855	2,509	88%	302	43	34.0 sec	12.2 min
ID	1,853	1,665	90%	101	86	18.3 sec	18.3 min
IL	12,704	11,566	91%	936	167	28.4 sec	14.2 min
IN	8,985	8,612	96%	340	32	14.9 sec	18.0 min
KS	2,963	2,695	91%	243	23	23.0 sec	16.6 min
KY	3,600	3,271	91%	322	1	23.1 sec	14.0 min
LA	3,481	3,109	89%	364	6	23.0 sec	15.1 min
MA	6,696	5,948	89%	708	29	30.1 sec	9.5 min
MD	8,127	7,484	92%	613	15	22.9 sec	13.7 min
ME	1,818	1,658	91%	103	57	15.5 sec	14.6 min
MI	9,114	8,049	88%	881	175	32.4 sec	23.7 min
MN	7,278	6,057	83%	1,111	101	18.8 sec	13.7 min
MO	8,880	8,509	96%	363	5	13.7 sec	15.1 min
MP	52	29	56%	1	0	8.5 sec	11.3 min
MS	1,446	1,420	98%	23	0	1.2 sec	7.6 min
MT	1,354	1,315	97%	38	0	8.8 sec	12.6 min
NC	8,996	7,725	86%	896	369	20.1 sec	12.6 min
ND	1,121	989	88%	47	79	11.5 sec	12.3 min
NE	2,039	1,774	87%	152	112	23.5 sec	16.5 min
NH	1,352	1,195	88%	116	38	19.4 sec	12.8 min
NJ	6,905	5,536	80%	792	572	26.1 sec	14.6 min
NM	3,357	3,024	90%	246	85	19.7 sec	16.3 min
NV	3,450	2,706	78%	382	361	21.7 sec	15.2 min
NY	37,931	34,498	91%	2,786	483	30.2 sec	14.6 min
OH	11,584	10,654	92%	908	17	21.7 sec	14.1 min
OK	5,420	4,945	91%	463	11	21.8 sec	10.2 min
OR	6,575	5,789	88%	500	283	24.2 sec	14.5 min
PA	10,492	9,544	91%	823	112	20.5 sec	11.6 min
PR	318	225	71%	63	26	23.6 sec	14.3 min
RI	768	760	99%	7	0	1.7 sec	16.6 min
SC	4,076	3,658	90%	324	93	24.0 sec	13.2 min
SD	885	791	89%	61	33	13.6 sec	11.9 min
TN	5,765	5,083	88%	648	30	31.1 sec	12.5 min
TX	19,698	16,583	84%	2,729	377	41.3 sec	16.2 min
UT	4,667	4,219	90%	277	171	16.3 sec	18.5 min
VA	26,085	18,187	70%	3,774	4,117	69.2 sec	15.7 min
VI	51	0	0%	0	0		
VT	1,502	1,264	84%	198	39	28.1 sec	16.0 min
WA	10,351	9,726	94%	594	13	21.1 sec	14.3 min
WI	7,262	5,683	78%	712	865	24.5 sec	13.2 min
WV	1,620	1,474	91%	87	58	17.8 sec	19.4 min
WY	573	505	88%	42	25	17.7 sec	16.0 min