

■ ≥ 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	1,787	1,373	77%	359	55	18.6 sec	14.9 min
AL	3,449	3,121	90%	316	10	21.3 sec	10.3 min
AR	2,433	1,400	58%	219	634	22.8 sec	13.8 min
AS	4	3	75%	1	0	20.7 sec	6.1 min
AZ	9,885	9,034	91%	769	76	22.8 sec	12.6 min
CA	37,857	32,719	86%	3,978	1,132	28.1 sec	12.4 min
CO	9,034	8,362	93%	485	185	18.1 sec	15.4 min
CT	4,785	4,430	93%	288	65	14.6 sec	9.0 min
DC	830	618	74%	112	99	24.7 sec	9.0 min
DE	704	541	77%	88	75	29.5 sec	8.0 min
FL	16,372	12,711	78%	2,081	1,463	29.9 sec	16.0 min
GA	10,979	6,928	63%	1,621	2,428	22.2 sec	17.9 min
GU	357	336	94%	14	7	5.5 sec	11.4 min
HI	2,284	1,938	85%	277	69	24.0 sec	10.1 min
IA	3,098	2,674	86%	354	69	37.3 sec	14.9 min
ID	1,833	1,609	88%	115	109	19.9 sec	17.9 min
IL	13,986	12,773	91%	1,041	167	28.9 sec	13.8 min
IN	10,444	9,864	94%	464	111	14.9 sec	16.7 min
KS	2,848	2,598	91%	229	18	23.3 sec	16.1 min
KY	3,845	3,477	90%	364	3	23.7 sec	14.7 min
LA	3,612	3,152	87%	455	3	23.0 sec	14.4 min
MA	6,944	6,097	88%	790	36	29.3 sec	10.2 min
MD	8,336	7,680	92%	618	7	22.3 sec	14.0 min
ME	2,331	2,079	89%	140	110	17.2 sec	15.2 min
MI	10,292	9,164	89%	915	200	34.3 sec	23.0 min
MN	7,756	6,756	87%	832	158	17.4 sec	14.2 min
MO	8,790	8,405	96%	372	9	13.2 sec	14.7 min
MP	39	22	56%	0	1	8.2 sec	3.7 min
MS	1,571	1,536	98%	29	0	1.3 sec	7.5 min
MT	1,406	1,372	98%	34	0	8.3 sec	12.5 min
NC	10,174	8,548	84%	1,055	556	21.2 sec	12.6 min
ND	1,203	1,016	84%	54	129	12.7 sec	11.9 min
NE	2,333	1,994	85%	178	161	24.1 sec	16.4 min
NH	1,256	1,105	88%	114	37	20.0 sec	13.0 min
NJ	7,982	6,150	77%	1,054	771	28.5 sec	14.5 min
NM	3,695	3,341	90%	247	101	19.9 sec	15.9 min
NV	3,649	2,801	77%	390	457	21.5 sec	15.4 min
NY	40,780	37,149	91%	2,931	616	30.9 sec	13.9 min
OH	12,891	11,895	92%	963	17	21.4 sec	14.1 min
OK	5,976	5,448	91%	511	14	21.4 sec	10.7 min
OR	6,444	5,682	88%	529	229	24.6 sec	16.3 min
PA	11,426	10,379	91%	868	172	20.4 sec	12.1 min
PR	322	247	77%	64	11	23.4 sec	12.8 min
RI	987	975	99%	12	0	1.7 sec	16.5 min
SC	4,331	3,823	88%	403	104	25.2 sec	13.1 min
SD	924	775	84%	77	72	14.1 sec	12.5 min
TN	6,141	5,458	89%	660	20	30.3 sec	12.0 min
TX	21,729	17,812	82%	3,219	682	43.6 sec	16.0 min
UT	5,185	4,587	88%	332	265	16.6 sec	18.0 min
VA	19,596	16,872	86%	1,943	772	42.0 sec	16.2 min
VI	79	0	0%	0	0		
VT	1,380	1,225	89%	135	20	27.4 sec	15.6 min
WA	11,950	11,160	93%	752	19	21.7 sec	14.6 min
WI	7,251	5,652	78%	664	934	21.2 sec	13.0 min
WV	1,874	1,709	91%	95	70	18.5 sec	19.2 min
WY	756	695	92%	33	28	17.2 sec	15.2 min