

■ ≥ 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	1,729	1,375	80%	317	36	18.0 sec	15.3 min
AL	3,528	3,100	88%	366	48	23.4 sec	10.1 min
AR	2,405	1,606	67%	218	558	24.6 sec	12.1 min
AS	9	7	78%	2	0	17.9 sec	1.9 min
AZ	9,694	8,845	91%	764	71	24.4 sec	12.3 min
CA	37,721	33,161	88%	3,586	865	27.6 sec	12.5 min
CO	9,379	8,639	92%	564	173	18.5 sec	15.2 min
CT	4,995	4,544	91%	331	102	16.4 sec	9.5 min
DC	840	647	77%	102	91	26.1 sec	8.1 min
DE	635	526	83%	75	34	30.4 sec	8.7 min
FL	15,508	12,227	79%	1,921	1,245	30.3 sec	15.7 min
GA	10,780	6,219	58%	1,783	2,772	24.9 sec	18.0 min
GU	385	365	95%	10	10	5.4 sec	10.4 min
HI	1,940	1,634	84%	241	63	24.0 sec	9.3 min
IA	3,219	2,786	87%	377	56	37.6 sec	13.6 min
ID	2,007	1,766	88%	137	83	18.5 sec	16.9 min
IL	14,678	13,449	92%	1,050	171	29.5 sec	12.2 min
IN	9,787	9,237	94%	507	35	14.9 sec	17.0 min
KS	3,021	2,774	92%	226	14	22.8 sec	15.7 min
KY	3,411	3,046	89%	356	2	24.9 sec	15.2 min
LA	3,951	3,529	89%	414	4	24.0 sec	13.8 min
MA	7,015	6,225	89%	754	30	28.8 sec	10.2 min
MD	8,586	7,934	92%	610	9	22.4 sec	14.2 min
ME	3,357	3,012	90%	160	183	17.4 sec	13.5 min
MI	9,872	8,790	89%	927	150	34.8 sec	23.0 min
MN	6,570	6,162	94%	323	81	18.0 sec	15.1 min
MO	8,601	8,197	95%	379	11	12.5 sec	15.3 min
MP	84	36	43%	1	1	9.4 sec	7.7 min
MS	1,467	1,436	98%	31	0	1.6 sec	7.4 min
MT	1,415	1,378	97%	35	0	9.2 sec	12.5 min
NC	9,875	8,826	89%	764	273	19.2 sec	12.4 min
ND	1,083	880	81%	48	152	12.8 sec	12.2 min
NE	2,581	2,186	85%	185	194	23.8 sec	15.4 min
NH	915	821	90%	67	27	10.3 sec	9.9 min
NJ	8,519	6,823	80%	1,048	645	27.2 sec	13.8 min
NM	3,314	3,080	93%	197	33	17.6 sec	17.4 min
NV	3,926	3,007	77%	419	499	20.1 sec	15.8 min
NY	40,545	36,636	90%	3,137	654	31.9 sec	13.8 min
OH	13,413	12,315	92%	1,020	52	21.7 sec	14.1 min
OK	5,608	5,138	92%	452	14	20.8 sec	10.4 min
OR	6,419	5,730	89%	475	208	25.0 sec	16.7 min
PA	11,869	10,748	91%	905	208	20.8 sec	12.1 min
PR	262	208	79%	44	10	22.9 sec	13.0 min
RI	1,279	1,251	98%	14	14	1.7 sec	17.2 min
SC	4,468	4,049	91%	351	64	24.4 sec	13.2 min
SD	987	770	78%	91	125	15.6 sec	12.5 min
TN	6,650	5,863	88%	760	21	28.9 sec	11.1 min
TX	21,619	17,492	81%	3,317	775	44.5 sec	15.9 min
UT	5,193	4,484	86%	351	357	18.0 sec	17.8 min
VA	20,318	17,958	88%	1,777	569	37.7 sec	15.1 min
VI	60	0	0%	0	0		
VT	1,831	1,531	84%	254	46	28.8 sec	13.8 min
WA	12,172	11,453	94%	679	17	21.0 sec	14.0 min
WI	7,721	5,829	75%	715	1,173	22.6 sec	13.8 min
WV	1,835	1,678	91%	102	53	18.3 sec	17.0 min
WY	587	541	92%	34	8	16.3 sec	15.7 min