

≥ 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	1,428	1,089	76%	145	191	19.0 sec	16.2 min
AL	2,921	2,413	83%	358	150	27.3 sec	10.0 min
AR	2,545	1,801	71%	183	387	19.5 sec	13.5 min
AS	3	0	0%	3	0		
AZ	8,153	7,526	92%	521	104	18.3 sec	14.0 min
CA	38,055	31,835	84%	4,181	2,017	29.4 sec	12.2 min
CO	9,406	6,927	74%	944	1,533	26.9 sec	16.0 min
CT	4,612	4,296	93%	257	55	14.6 sec	11.2 min
DC	1,076	768	71%	73	235	20.5 sec	9.6 min
DE	526	451	86%	49	26	19.6 sec	6.9 min
FL	14,795	11,628	79%	1,764	1,176	28.8 sec	14.7 min
GA	8,866	7,723	87%	950	190	20.5 sec	12.5 min
GU	492	480	98%	8	4	5.2 sec	14.0 min
HI	1,944	1,534	79%	291	119	26.2 sec	11.9 min
IA	2,634	2,302	87%	291	41	35.7 sec	12.0 min
ID	1,859	1,739	94%	86	34	16.2 sec	20.0 min
IL	13,130	11,982	91%	977	166	24.7 sec	14.4 min
IN	8,452	7,889	93%	454	109	16.7 sec	20.3 min
KS	3,018	2,732	91%	249	35	23.5 sec	15.2 min
KY	3,356	2,920	87%	394	41	23.0 sec	14.6 min
LA	3,458	3,078	89%	376	3	20.6 sec	13.5 min
MA	6,999	6,266	90%	704	26	27.5 sec	9.1 min
MD	7,777	7,080	91%	665	20	22.4 sec	13.8 min
ME	1,501	1,345	90%	127	27	19.1 sec	11.7 min
MI	9,012	8,018	89%	870	123	18.4 sec	11.9 min
MN	6,047	5,604	93%	377	66	19.0 sec	14.4 min
MO	8,523	8,063	95%	439	16	16.9 sec	14.2 min
MP	58	19	33%	7	7	11.8 sec	2.2 min
MS	1,465	1,428	97%	25	1	1.2 sec	7.0 min
MT	1,174	1,131	96%	40	3	9.5 sec	12.4 min
NC	8,076	6,609	82%	926	536	19.7 sec	12.6 min
ND	1,064	925	87%	50	88	11.9 sec	12.1 min
NE	2,210	1,961	89%	158	89	22.2 sec	17.0 min
NH	1,083	924	85%	127	32	23.2 sec	15.7 min
NJ	7,298	6,084	83%	826	385	24.2 sec	12.8 min
NM	3,002	2,296	76%	427	278	29.6 sec	15.2 min
NV	4,251	3,189	75%	450	611	22.7 sec	15.5 min
NY	37,339	33,815	91%	3,067	370	35.6 sec	15.6 min
OH	10,724	9,616	90%	1,081	25	24.9 sec	13.7 min
OK	5,363	4,912	92%	397	49	22.1 sec	10.6 min
OR	6,288	5,205	83%	569	508	25.1 sec	15.2 min
PA	10,893	9,953	91%	773	166	18.9 sec	11.4 min
PR	254	166	65%	43	39	32.7 sec	8.1 min
RI	987	978	99%	6	3	1.7 sec	13.5 min
SC	4,363	3,430	79%	476	456	32.7 sec	13.9 min
SD	825	738	89%	55	32	12.6 sec	13.3 min
TN	4,625	4,016	87%	578	29	29.4 sec	11.9 min
TX	19,159	16,168	84%	2,625	348	38.9 sec	15.3 min
UT	4,210	3,860	92%	265	85	15.2 sec	16.8 min
VA	18,199	14,604	80%	2,113	1,469	48.7 sec	12.5 min
VI	67	0	0%	0	0		
VT	1,367	1,109	81%	184	74	34.7 sec	18.8 min
WA	10,770	9,979	93%	783	6	22.8 sec	12.2 min
WI	6,676	5,733	86%	511	425	22.5 sec	13.4 min
WV	1,630	1,472	90%	83	73	17.3 sec	17.8 min
WY	591	530	90%	30	24	17.6 sec	15.6 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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