

■ ≥ 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	1,706	1,342	79%	149	215	19.2 sec	14.6 min
AL	2,990	2,497	84%	364	128	29.4 sec	9.7 min
AR	2,306	1,606	70%	224	363	20.8 sec	14.0 min
AS	3	2	67%	1	0	29.0 sec	3.2 min
AZ	8,215	7,547	92%	575	92	18.7 sec	14.3 min
CA	34,903	29,331	84%	3,770	1,786	28.5 sec	12.2 min
CO	8,863	7,238	82%	767	855	24.8 sec	16.2 min
CT	4,376	4,052	93%	244	73	15.0 sec	10.8 min
DC	1,839	691	38%	90	1,056	22.8 sec	9.5 min
DE	469	397	85%	48	24	18.7 sec	7.8 min
FL	14,794	11,847	80%	1,813	1,039	30.1 sec	14.8 min
GA	8,343	7,365	88%	809	169	17.7 sec	12.8 min
GU	320	289	90%	20	11	5.5 sec	11.7 min
HI	1,962	1,597	81%	267	96	24.9 sec	11.3 min
IA	2,492	2,151	86%	297	42	35.2 sec	12.7 min
ID	1,616	1,489	92%	98	29	16.9 sec	18.7 min
IL	13,120	12,104	92%	892	119	25.2 sec	14.0 min
IN	8,600	8,005	93%	451	141	16.5 sec	19.3 min
KS	2,837	2,553	90%	228	52	23.1 sec	15.3 min
KY	3,427	3,074	90%	344	8	23.4 sec	15.5 min
LA	3,438	3,048	89%	386	2	20.1 sec	13.4 min
MA	6,975	6,273	90%	675	25	26.8 sec	9.5 min
MD	7,527	6,869	91%	624	18	23.6 sec	13.3 min
ME	1,249	1,152	92%	74	22	18.1 sec	12.9 min
MI	9,060	8,057	89%	921	70	18.6 sec	11.7 min
MN	5,821	5,407	93%	338	75	21.3 sec	14.9 min
MO	8,087	7,618	94%	456	10	16.4 sec	14.6 min
MP	25	9	36%	0	0	9.7 sec	2.3 min
MS	1,421	1,394	98%	25	0	1.3 sec	8.2 min
MT	1,139	1,108	97%	30	1	9.6 sec	13.1 min
NC	7,982	6,232	78%	977	768	22.0 sec	13.2 min
ND	1,141	970	85%	50	120	10.3 sec	12.2 min
NE	2,034	1,819	89%	122	93	21.8 sec	17.0 min
NH	1,259	1,071	85%	128	59	25.2 sec	12.6 min
NJ	6,622	5,479	83%	723	418	25.7 sec	13.4 min
NM	2,640	2,116	80%	331	192	28.9 sec	14.9 min
NV	3,769	2,843	75%	451	473	21.3 sec	15.5 min
NY	37,811	34,229	91%	2,963	555	33.6 sec	15.5 min
OH	10,335	9,252	90%	1,058	18	26.0 sec	13.9 min
OK	4,847	4,423	91%	406	16	22.3 sec	10.9 min
OR	5,729	4,759	83%	553	415	24.2 sec	16.0 min
PA	10,013	9,196	92%	664	149	17.9 sec	11.9 min
PR	294	208	71%	61	25	29.4 sec	10.8 min
RI	1,051	1,000	95%	17	33	1.7 sec	12.9 min
SC	3,953	3,412	86%	361	178	25.9 sec	14.4 min
SD	780	695	89%	54	30	13.6 sec	13.7 min
TN	4,516	3,882	86%	617	13	28.1 sec	11.9 min
TX	18,499	15,732	85%	2,516	240	38.0 sec	16.1 min
UT	4,164	3,818	92%	265	80	15.1 sec	17.2 min
VA	17,988	12,828	71%	2,709	2,432	58.2 sec	12.6 min
VI	38	0	0%	0	0		
VT	1,465	1,162	79%	213	88	33.0 sec	16.0 min
WA	10,285	9,622	94%	632	22	21.8 sec	13.2 min
WI	6,956	5,558	80%	670	720	24.4 sec	13.9 min
WV	1,761	1,589	90%	104	67	17.1 sec	16.6 min
WY	521	483	93%	27	11	17.3 sec	15.8 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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