

≥ 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                | 1,734           | 1,345             | 78%                  | 339                | 47                         | 18.0 sec             | 14.1 min       |
| AL                | 3,190           | 2,819             | 88%                  | 293                | 73                         | 21.8 sec             | 10.1 min       |
| AR                | 2,209           | 1,358             | 61%                  | 222                | 438                        | 23.4 sec             | 14.4 min       |
| AS                | 5               | 4                 | 80%                  | 1                  | 0                          | 20.3 sec             | 2.1 min        |
| AZ                | 9,195           | 8,393             | 91%                  | 611                | 188                        | 18.6 sec             | 13.7 min       |
| CA                | 37,429          | 31,280            | 84%                  | 4,289              | 1,829                      | 28.3 sec             | 12.2 min       |
| CO                | 8,515           | 7,537             | 89%                  | 576                | 402                        | 20.8 sec             | 15.5 min       |
| CT                | 4,049           | 3,749             | 93%                  | 246                | 53                         | 13.5 sec             | 9.9 min        |
| DC                | 839             | 603               | 72%                  | 136                | 100                        | 23.4 sec             | 10.9 min       |
| DE                | 508             | 429               | 84%                  | 43                 | 36                         | 20.5 sec             | 7.2 min        |
| FL                | 15,524          | 12,567            | 81%                  | 1,883              | 983                        | 28.8 sec             | 15.4 min       |
| GA                | 9,466           | 6,878             | 73%                  | 1,050              | 1,408                      | 19.3 sec             | 15.1 min       |
| GU                | 381             | 355               | 93%                  | 18                 | 7                          | 4.9 sec              | 9.7 min        |
| HI                | 1,883           | 1,584             | 84%                  | 251                | 47                         | 23.9 sec             | 9.7 min        |
| IA                | 2,601           | 2,288             | 88%                  | 285                | 25                         | 33.1 sec             | 14.4 min       |
| ID                | 1,878           | 1,579             | 84%                  | 153                | 142                        | 17.7 sec             | 18.8 min       |
| IL                | 13,520          | 12,396            | 92%                  | 952                | 169                        | 27.2 sec             | 13.8 min       |
| IN                | 8,478           | 8,064             | 95%                  | 366                | 44                         | 15.5 sec             | 18.9 min       |
| KS                | 2,876           | 2,576             | 90%                  | 266                | 32                         | 24.3 sec             | 16.2 min       |
| KY                | 3,600           | 3,246             | 90%                  | 346                | 4                          | 24.3 sec             | 15.1 min       |
| LA                | 3,434           | 3,023             | 88%                  | 402                | 5                          | 23.7 sec             | 14.4 min       |
| MA                | 7,090           | 6,323             | 89%                  | 718                | 39                         | 31.5 sec             | 9.3 min        |
| MD                | 8,569           | 7,922             | 92%                  | 631                | 9                          | 22.5 sec             | 14.0 min       |
| ME                | 2,231           | 2,052             | 92%                  | 128                | 51                         | 15.2 sec             | 11.3 min       |
| MI                | 9,009           | 8,017             | 89%                  | 805                | 171                        | 17.6 sec             | 11.8 min       |
| MN                | 7,298           | 5,979             | 82%                  | 1,206              | 103                        | 20.8 sec             | 13.9 min       |
| MO                | 8,788           | 8,331             | 95%                  | 442                | 8                          | 14.6 sec             | 14.9 min       |
| MP                | 41              | 10                | 24%                  | 0                  | 1                          | 8.5 sec              | 5.0 min        |
| MS                | 1,432           | 1,402             | 98%                  | 20                 | 0                          | 1.5 sec              | 7.8 min        |
| MT                | 1,256           | 1,216             | 97%                  | 40                 | 0                          | 9.2 sec              | 13.0 min       |
| NC                | 9,667           | 8,106             | 84%                  | 901                | 640                        | 19.1 sec             | 12.9 min       |
| ND                | 1,206           | 1,048             | 87%                  | 55                 | 102                        | 11.5 sec             | 11.8 min       |
| NE                | 2,151           | 1,910             | 89%                  | 145                | 96                         | 20.6 sec             | 16.3 min       |
| NH                | 1,292           | 1,124             | 87%                  | 111                | 55                         | 25.3 sec             | 13.2 min       |
| NJ                | 6,401           | 5,233             | 82%                  | 729                | 436                        | 25.7 sec             | 14.7 min       |
| NM                | 3,113           | 2,661             | 85%                  | 281                | 169                        | 24.8 sec             | 17.6 min       |
| NV                | 3,552           | 2,686             | 76%                  | 426                | 421                        | 21.6 sec             | 14.5 min       |
| NY                | 38,232          | 34,869            | 91%                  | 2,857              | 439                        | 30.2 sec             | 15.0 min       |
| OH                | 12,036          | 10,988            | 91%                  | 990                | 47                         | 23.0 sec             | 14.1 min       |
| OK                | 5,230           | 4,760             | 91%                  | 448                | 16                         | 21.8 sec             | 10.3 min       |
| OR                | 6,048           | 5,315             | 88%                  | 490                | 240                        | 24.3 sec             | 15.6 min       |
| PA                | 10,754          | 9,785             | 91%                  | 755                | 209                        | 19.3 sec             | 12.0 min       |
| PR                | 285             | 197               | 69%                  | 71                 | 15                         | 25.9 sec             | 11.2 min       |
| RI                | 887             | 871               | 98%                  | 13                 | 1                          | 1.7 sec              | 13.0 min       |
| SC                | 4,232           | 3,724             | 88%                  | 370                | 135                        | 25.3 sec             | 13.1 min       |
| SD                | 966             | 879               | 91%                  | 56                 | 30                         | 13.5 sec             | 12.4 min       |
| TN                | 5,015           | 4,447             | 89%                  | 536                | 32                         | 29.0 sec             | 12.0 min       |
| TX                | 19,458          | 16,244            | 83%                  | 2,770              | 425                        | 40.1 sec             | 16.1 min       |
| UT                | 4,932           | 4,321             | 88%                  | 364                | 247                        | 17.0 sec             | 18.6 min       |
| VA                | 24,025          | 15,078            | 63%                  | 3,761              | 5,178                      | 74.1 sec             | 15.0 min       |
| VI                | 108             | 0                 | 0%                   | 0                  | 0                          |                      |                |
| VT                | 1,756           | 1,453             | 83%                  | 242                | 61                         | 29.4 sec             | 16.7 min       |
| WA                | 10,572          | 9,959             | 94%                  | 595                | 6                          | 20.2 sec             | 13.5 min       |
| WI                | 7,296           | 5,567             | 76%                  | 722                | 1,002                      | 24.1 sec             | 13.1 min       |
| WV                | 1,756           | 1,606             | 91%                  | 106                | 44                         | 18.0 sec             | 19.4 min       |
| WY                | 740             | 675               | 91%                  | 39                 | 26                         | 16.7 sec             | 14.7 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.

|                                |                                                                                                                                                         |
|--------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Routed Instate</b>          | A Routed Contact that was Answered or Abandoned on the Local or National-Backup Subnetwork.                                                             |
| <b>Answered Instate</b>        | A Routed Instate Contact that is Answered at an In-State Center or Queue on the Local Subnetwork.                                                       |
| <b>Answer Rate</b>             | 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 |
| <b>Average Speed to Answer</b> | Average time (out of all Answered Contacts) from when a Contact is Routed to when an Contact is Answered.                                               |
| <b>Average Talk Time</b>       | Average time, in seconds, between when a Routed Contact is Answered to when the call is disconnected.                                                   |
| <b>Flowout Instate</b>         | A Routed Instate Contact that was neither Answered Instate nor Abandoned Instate                                                                        |

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