

■ ≥ 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	1,779	1,349	76%	378	50	17.9 sec	14.0 min
AL	3,127	2,807	90%	298	16	22.1 sec	10.2 min
AR	1,992	1,274	64%	175	453	22.9 sec	15.1 min
AS	3	2	67%	1	0	21.5 sec	41.9 min
AZ	8,791	8,063	92%	664	59	18.6 sec	13.8 min
CA	35,012	29,546	84%	3,802	1,641	28.7 sec	12.5 min
CO	9,422	7,842	83%	1,337	241	18.7 sec	14.4 min
CT	4,440	4,117	93%	260	61	13.5 sec	9.5 min
DC	864	639	74%	107	118	25.2 sec	9.2 min
DE	603	477	79%	81	45	30.1 sec	8.0 min
FL	15,573	12,549	81%	1,823	1,094	28.4 sec	15.8 min
GA	10,472	6,479	62%	1,567	2,419	22.0 sec	18.3 min
GU	346	319	92%	10	17	5.1 sec	9.9 min
HI	2,156	1,795	83%	278	82	24.6 sec	10.4 min
IA	2,855	2,509	88%	302	43	34.0 sec	12.2 min
ID	1,853	1,665	90%	101	86	18.3 sec	18.3 min
IL	12,704	11,566	91%	936	167	28.4 sec	14.2 min
IN	8,985	8,612	96%	340	32	14.9 sec	18.0 min
KS	2,963	2,695	91%	243	23	23.0 sec	16.6 min
KY	3,600	3,271	91%	322	1	23.1 sec	14.0 min
LA	3,481	3,109	89%	364	6	23.0 sec	15.1 min
MA	6,696	5,948	89%	708	29	30.1 sec	9.5 min
MD	8,127	7,484	92%	613	15	22.9 sec	13.7 min
ME	1,818	1,658	91%	103	57	15.5 sec	14.6 min
MI	9,114	8,049	88%	881	175	17.8 sec	12.5 min
MN	7,278	6,057	83%	1,111	101	18.8 sec	13.7 min
MO	8,880	8,509	96%	363	5	13.7 sec	15.1 min
MP	52	29	56%	1	0	8.5 sec	11.3 min
MS	1,446	1,420	98%	23	0	1.2 sec	7.6 min
MT	1,354	1,315	97%	38	0	8.8 sec	12.6 min
NC	8,996	7,725	86%	896	369	20.1 sec	12.6 min
ND	1,121	989	88%	47	79	11.5 sec	12.3 min
NE	2,039	1,774	87%	152	112	23.5 sec	16.5 min
NH	1,352	1,195	88%	116	38	19.4 sec	12.8 min
NJ	6,905	5,536	80%	792	572	26.1 sec	14.6 min
NM	3,330	3,005	90%	246	77	19.7 sec	16.3 min
NV	3,450	2,706	78%	382	361	21.7 sec	15.2 min
NY	37,932	34,498	91%	2,787	483	30.2 sec	14.6 min
OH	11,584	10,654	92%	908	17	21.7 sec	14.1 min
OK	5,420	4,945	91%	463	11	21.8 sec	10.2 min
OR	6,602	5,808	88%	500	291	24.2 sec	14.5 min
PA	10,492	9,544	91%	823	112	20.5 sec	11.6 min
PR	318	225	71%	63	26	23.6 sec	14.3 min
RI	768	760	99%	7	0	1.7 sec	16.6 min
SC	4,076	3,658	90%	324	93	24.0 sec	13.2 min
SD	885	791	89%	61	33	13.6 sec	11.9 min
TN	5,766	5,083	88%	649	30	31.1 sec	12.5 min
TX	19,698	16,583	84%	2,729	377	41.3 sec	16.2 min
UT	4,667	4,219	90%	277	171	16.3 sec	18.5 min
VA	26,085	18,187	70%	3,774	4,117	69.2 sec	15.7 min
VI	51	0	0%	0	0		
VT	1,502	1,264	84%	198	39	28.1 sec	16.0 min
WA	10,351	9,726	94%	594	13	21.1 sec	14.3 min
WI	7,262	5,683	78%	712	865	24.5 sec	13.2 min
WV	1,620	1,474	91%	87	58	17.8 sec	19.4 min
WY	573	505	88%	42	25	17.7 sec	16.0 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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