

■ ≥ 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	1,787	1,373	77%	359	55	18.6 sec	14.9 min
AL	3,449	3,119	90%	316	10	21.3 sec	10.3 min
AR	2,433	1,400	58%	219	634	22.8 sec	13.8 min
AS	4	3	75%	1	0	20.7 sec	6.1 min
AZ	9,885	9,030	91%	769	76	22.8 sec	12.6 min
CA	37,857	32,710	86%	3,978	1,132	28.1 sec	12.3 min
CO	9,034	8,356	92%	485	185	18.1 sec	15.4 min
CT	4,785	4,429	93%	288	65	14.6 sec	9.0 min
DC	830	618	74%	112	99	24.7 sec	9.0 min
DE	704	541	77%	88	75	29.5 sec	8.0 min
FL	16,372	12,709	78%	2,081	1,463	29.9 sec	16.0 min
GA	10,979	6,927	63%	1,621	2,428	22.2 sec	17.9 min
GU	357	335	94%	14	7	5.5 sec	11.3 min
HI	2,284	1,938	85%	277	69	24.0 sec	10.1 min
IA	3,098	2,672	86%	354	69	37.3 sec	14.9 min
ID	1,833	1,609	88%	115	109	19.9 sec	17.9 min
IL	13,986	12,766	91%	1,041	167	28.9 sec	13.8 min
IN	10,444	9,858	94%	464	111	14.9 sec	16.7 min
KS	2,848	2,596	91%	229	18	23.3 sec	16.1 min
KY	3,845	3,475	90%	364	3	23.7 sec	14.7 min
LA	3,612	3,149	87%	455	3	23.0 sec	14.4 min
MA	6,944	6,097	88%	790	36	29.3 sec	10.2 min
MD	8,336	7,678	92%	618	7	22.3 sec	14.0 min
ME	2,331	2,079	89%	140	110	17.2 sec	15.2 min
MI	10,292	9,162	89%	915	200	18.8 sec	12.1 min
MN	7,756	6,752	87%	832	158	17.4 sec	14.2 min
MO	8,790	8,401	96%	372	9	13.2 sec	14.7 min
MP	39	22	56%	0	1	8.2 sec	3.7 min
MS	1,571	1,535	98%	29	0	1.3 sec	7.5 min
MT	1,406	1,372	98%	34	0	8.3 sec	12.5 min
NC	10,174	8,542	84%	1,055	556	21.2 sec	12.6 min
ND	1,203	1,015	84%	54	129	12.7 sec	11.9 min
NE	2,333	1,994	85%	178	161	24.1 sec	16.4 min
NH	1,256	1,105	88%	114	37	20.0 sec	13.0 min
NJ	7,982	6,148	77%	1,054	771	28.5 sec	14.4 min
NM	3,673	3,323	90%	247	90	20.0 sec	15.9 min
NV	3,649	2,801	77%	390	457	21.5 sec	15.4 min
NY	40,780	37,133	91%	2,931	616	30.9 sec	13.9 min
OH	12,891	11,886	92%	963	17	21.4 sec	14.1 min
OK	5,976	5,446	91%	511	14	21.4 sec	10.7 min
OR	6,471	5,694	88%	529	240	24.6 sec	16.3 min
PA	11,426	10,375	91%	868	172	20.4 sec	12.1 min
PR	322	247	77%	64	11	23.4 sec	12.8 min
RI	987	975	99%	12	0	1.7 sec	16.5 min
SC	4,331	3,822	88%	403	104	25.2 sec	13.1 min
SD	924	775	84%	77	72	14.1 sec	12.5 min
TN	6,141	5,457	89%	660	20	30.3 sec	11.9 min
TX	21,724	17,807	82%	3,219	682	43.6 sec	16.0 min
UT	5,185	4,587	88%	332	265	16.6 sec	18.0 min
VA	19,596	16,869	86%	1,943	772	42.0 sec	16.2 min
VI	79	0	0%	0	0		
VT	1,380	1,224	89%	135	20	27.4 sec	15.7 min
WA	11,950	11,157	93%	752	19	21.7 sec	14.6 min
WI	7,251	5,651	78%	664	934	21.2 sec	13.0 min
WV	1,874	1,708	91%	95	70	18.5 sec	19.2 min
WY	756	695	92%	33	28	17.2 sec	15.2 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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