

≥ 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	2,035	1,491	73%	154	390	19.8 sec	14.8 min
AL	3,577	3,232	90%	323	15	21.8 sec	10.5 min
AR	3,016	1,832	61%	263	832	21.9 sec	14.5 min
AS	5	5	100%	0	0	20.0 sec	2.4 min
AZ	10,497	9,144	87%	678	91	20.2 sec	13.2 min
CA	46,777	41,383	88%	4,469	838	27.8 sec	12.4 min
CO	10,771	9,986	93%	563	219	18.4 sec	13.9 min
CT	4,945	4,451	90%	328	165	16.8 sec	9.6 min
DC	947	720	76%	113	98	25.7 sec	9.0 min
DE	749	644	86%	95	9	36.3 sec	8.2 min
FL	18,228	13,378	73%	2,168	2,375	25.0 sec	15.5 min
GA	13,236	8,759	66%	1,289	3,167	17.0 sec	17.1 min
GU	827	786	95%	24	17	5.4 sec	8.3 min
HI	2,829	2,324	82%	354	142	23.2 sec	9.8 min
IA	3,558	2,993	84%	486	77	37.8 sec	15.2 min
ID	2,153	1,906	89%	135	111	18.1 sec	17.6 min
IL	16,667	14,880	89%	1,572	203	33.3 sec	12.1 min
IN	11,597	10,912	94%	560	110	16.3 sec	17.9 min
KS	3,642	3,264	90%	336	31	26.8 sec	16.2 min
KY	4,040	3,662	91%	369	4	23.5 sec	15.3 min
LA	4,301	3,887	90%	407	5	21.3 sec	14.1 min
MA	8,090	7,275	90%	775	38	27.0 sec	10.7 min
MD	9,796	8,946	91%	775	26	22.3 sec	13.8 min
ME	2,368	2,105	89%	144	116	17.3 sec	15.1 min
MI	11,359	10,058	89%	1,122	146	21.6 sec	11.0 min
MN	9,962	9,077	91%	644	227	24.5 sec	14.6 min
MO	10,158	9,618	95%	487	24	13.3 sec	14.5 min
MP	53	30	57%	1	0	8.7 sec	8.2 min
MS	2,078	2,033	98%	35	3	1.3 sec	7.1 min
MT	1,487	1,448	97%	39	0	10.0 sec	13.0 min
NC	10,729	8,874	83%	1,168	669	22.5 sec	12.2 min
ND	1,403	1,138	81%	81	180	10.9 sec	11.4 min
NE	3,207	2,688	84%	204	303	22.5 sec	16.7 min
NH	1,362	1,202	88%	153	6	20.6 sec	12.7 min
NJ	10,473	8,699	83%	1,130	626	24.9 sec	13.3 min
NM	4,279	3,815	89%	308	147	21.0 sec	15.2 min
NV	3,960	3,493	88%	431	35	31.2 sec	20.9 min
NY	45,129	39,691	88%	4,311	1,047	39.5 sec	13.6 min
OH	15,322	13,991	91%	1,283	19	23.7 sec	14.3 min
OK	6,436	5,861	91%	529	36	20.5 sec	10.1 min
OR	8,504	7,441	88%	701	356	26.2 sec	16.7 min
PA	13,569	11,987	88%	1,170	398	23.4 sec	12.2 min
PR	1,456	1,324	91%	120	12	22.8 sec	17.4 min
RI	1,446	1,426	99%	17	3	1.7 sec	16.9 min
SC	5,112	4,119	81%	784	208	27.3 sec	13.6 min
SD	1,117	910	81%	97	109	15.8 sec	13.3 min
TN	7,537	6,809	90%	669	32	27.4 sec	11.2 min
TX	24,509	19,195	78%	4,056	1,206	46.4 sec	16.5 min
UT	5,805	5,069	87%	424	306	17.8 sec	17.1 min
VA	27,521	22,584	82%	3,389	1,529	58.5 sec	15.0 min
VI	72	0	0%	0	0		
VT	1,745	1,286	74%	214	238	22.3 sec	15.4 min
WA	13,780	13,041	95%	702	23	18.8 sec	14.2 min
WI	9,798	6,594	67%	1,364	1,823	27.2 sec	11.7 min
WV	1,926	1,774	92%	88	64	18.0 sec	18.1 min
WY	576	531	92%	36	9	19.4 sec	14.8 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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