

■ ≥ 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	1,688	1,372	81%	130	186	18.9 sec	14.7 min
AL	3,993	3,602	90%	359	19	20.6 sec	9.7 min
AR	2,991	2,231	75%	276	434	24.0 sec	14.0 min
AS	8	5	63%	3	0	22.6 sec	8.9 min
AZ	11,188	7,269	65%	1,345	1,892	26.1 sec	12.4 min
CA	45,981	40,223	87%	4,394	1,216	28.8 sec	12.4 min
CO	10,175	9,298	91%	645	224	18.1 sec	13.9 min
CT	4,969	4,254	86%	437	265	19.7 sec	10.2 min
DC	935	692	74%	106	113	26.2 sec	9.2 min
DE	668	592	89%	72	4	36.4 sec	7.6 min
FL	18,101	13,844	76%	2,013	2,059	25.3 sec	15.2 min
GA	14,187	10,904	77%	1,520	1,755	21.7 sec	14.9 min
GU	435	399	92%	27	9	5.0 sec	10.3 min
HI	3,011	2,621	87%	311	74	22.1 sec	8.9 min
IA	3,826	3,397	89%	389	40	29.9 sec	14.0 min
ID	2,111	1,850	88%	166	92	20.2 sec	17.9 min
IL	16,256	14,728	91%	1,365	151	29.9 sec	12.4 min
IN	10,974	10,399	95%	500	61	15.9 sec	18.3 min
KS	3,532	3,148	89%	354	29	30.2 sec	16.0 min
KY	3,919	3,540	90%	364	11	23.8 sec	13.9 min
LA	4,192	3,752	90%	412	26	22.3 sec	16.3 min
MA	8,892	8,111	91%	753	25	26.4 sec	9.3 min
MD	9,891	9,128	92%	705	25	22.2 sec	13.4 min
ME	2,282	2,079	91%	125	78	18.8 sec	16.6 min
MI	11,671	10,491	90%	1,059	108	18.8 sec	10.5 min
MN	8,369	7,656	91%	593	111	24.7 sec	14.9 min
MO	9,563	9,108	95%	419	20	14.9 sec	14.1 min
MP	60	5	8%	1	0	6.0 sec	6.3 min
MS	1,980	1,936	98%	30	6	1.2 sec	7.5 min
MT	1,540	1,489	97%	51	0	8.6 sec	11.0 min
NC	10,560	8,134	77%	1,387	1,000	25.6 sec	13.1 min
ND	1,297	1,116	86%	44	133	10.8 sec	12.4 min
NE	3,057	2,686	88%	182	186	22.1 sec	17.7 min
NH	1,282	1,201	94%	78	2	14.4 sec	11.9 min
NJ	10,319	8,398	81%	1,193	684	29.1 sec	13.6 min
NM	4,469	4,008	90%	360	84	19.2 sec	15.3 min
NV	4,070	3,525	87%	486	52	31.9 sec	20.0 min
NY	45,681	40,309	88%	4,201	982	39.1 sec	13.8 min
OH	15,881	14,552	92%	1,272	30	23.8 sec	14.0 min
OK	6,250	5,518	88%	469	254	18.1 sec	9.1 min
OR	9,157	7,942	87%	796	395	26.1 sec	16.0 min
PA	13,421	12,078	90%	1,073	263	23.3 sec	12.6 min
PR	1,033	886	86%	129	18	23.2 sec	19.4 min
RI	1,737	1,722	99%	13	2	1.6 sec	14.1 min
SC	4,833	4,192	87%	475	159	25.6 sec	14.0 min
SD	1,368	1,141	83%	115	112	14.9 sec	13.1 min
TN	7,420	6,584	89%	778	54	30.0 sec	11.7 min
TX	26,229	20,862	80%	3,940	1,368	43.4 sec	16.1 min
UT	5,630	4,903	87%	355	372	17.9 sec	17.4 min
VA	30,582	23,527	77%	4,343	2,649	81.7 sec	13.8 min
VI	81	0	0%	0	0		
VT	1,613	1,323	82%	134	151	22.7 sec	14.9 min
WA	14,549	13,052	90%	1,332	147	32.3 sec	13.8 min
WI	8,823	6,624	75%	985	1,208	23.6 sec	12.0 min
WV	2,000	1,843	92%	96	56	17.6 sec	20.5 min
WY	582	510	88%	42	18	17.7 sec	15.3 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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