

≥ 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	2,081	1,617	78%	188	249	19.0 sec	12.4 min
AL	3,901	3,582	92%	303	11	19.8 sec	9.4 min
AR	3,060	2,120	69%	371	501	27.3 sec	12.8 min
AS	2	1	50%	1	0	13.0 sec	1.9 min
AZ	11,302	7,566	67%	1,323	1,636	24.5 sec	12.8 min
CA	47,286	41,250	87%	4,635	1,299	29.7 sec	12.5 min
CO	10,533	9,647	92%	619	249	17.9 sec	13.9 min
CT	4,853	4,276	88%	378	191	18.4 sec	10.5 min
DC	991	697	70%	119	156	28.1 sec	9.4 min
DE	772	658	85%	104	10	37.7 sec	8.4 min
FL	19,048	14,144	74%	2,346	2,429	28.1 sec	15.5 min
GA	15,244	11,977	79%	1,618	1,634	21.3 sec	14.3 min
GU	429	409	95%	11	9	4.8 sec	8.6 min
HI	2,740	2,333	85%	309	87	22.4 sec	9.5 min
IA	4,183	3,694	88%	424	59	30.0 sec	14.6 min
ID	2,120	1,933	91%	128	57	19.7 sec	17.1 min
IL	15,708	14,228	91%	1,316	146	30.4 sec	13.0 min
IN	11,275	10,691	95%	535	29	15.2 sec	16.2 min
KS	3,742	3,388	91%	331	15	28.5 sec	15.8 min
KY	4,238	3,873	91%	359	3	22.8 sec	13.8 min
LA	4,444	3,891	88%	503	20	25.3 sec	15.7 min
MA	8,592	7,765	90%	796	26	27.4 sec	9.2 min
MD	10,026	9,222	92%	745	12	21.8 sec	13.8 min
ME	2,616	2,433	93%	130	49	17.6 sec	15.5 min
MI	11,290	10,158	90%	1,031	95	18.8 sec	11.2 min
MN	8,629	8,035	93%	539	49	23.0 sec	14.5 min
MO	10,550	10,010	95%	477	14	15.1 sec	14.0 min
MP	35	10	29%	0	1	10.5 sec	8.6 min
MS	1,996	1,968	99%	23	0	1.2 sec	7.6 min
MT	1,568	1,518	97%	50	0	10.0 sec	11.7 min
NC	10,766	8,602	80%	1,278	839	22.8 sec	12.5 min
ND	1,405	1,226	87%	51	127	9.4 sec	12.2 min
NE	3,321	2,924	88%	188	199	23.2 sec	15.6 min
NH	1,214	1,113	92%	73	28	15.7 sec	12.3 min
NJ	10,360	8,666	84%	1,156	491	28.3 sec	13.5 min
NM	4,809	4,342	90%	314	143	20.2 sec	15.9 min
NV	4,380	3,878	89%	456	45	28.8 sec	19.4 min
NY	48,933	44,487	91%	3,644	603	33.1 sec	13.7 min
OH	15,836	14,459	91%	1,313	10	23.1 sec	14.5 min
OK	6,442	5,734	89%	468	233	18.5 sec	9.1 min
OR	9,600	8,230	86%	825	516	25.6 sec	16.0 min
PA	13,533	12,157	90%	1,139	226	24.9 sec	12.5 min
PR	1,140	1,007	88%	124	9	22.9 sec	17.5 min
RI	1,476	1,467	99%	7	2	1.6 sec	16.2 min
SC	5,013	4,250	85%	529	228	26.6 sec	13.1 min
SD	1,486	1,190	80%	146	148	14.0 sec	12.9 min
TN	7,616	6,807	89%	788	21	27.4 sec	11.3 min
TX	25,511	20,606	81%	3,714	1,103	41.3 sec	16.7 min
UT	5,665	4,866	86%	384	411	18.0 sec	17.7 min
VA	36,216	27,790	77%	4,791	3,581	73.7 sec	14.0 min
VI	65	0	0%	0	0		
VT	1,676	1,419	85%	122	132	24.0 sec	15.6 min
WA	14,820	13,120	89%	1,458	223	33.5 sec	13.9 min
WI	9,911	7,276	73%	1,178	1,444	23.9 sec	11.9 min
WV	2,156	1,961	91%	135	57	18.0 sec	20.1 min
WY	641	592	92%	33	16	17.4 sec	13.7 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.

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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