

■ ≥ 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	1,747	1,423	81%	134	190	18.9 sec	15.0 min
AL	3,800	3,447	91%	304	33	18.1 sec	9.2 min
AR	2,859	1,718	60%	370	510	29.6 sec	15.6 min
AS	5	3	60%	2	0	12.7 sec	1.9 min
AZ	11,134	8,471	76%	1,049	911	22.9 sec	12.8 min
CA	48,236	41,771	87%	4,843	1,455	28.8 sec	12.4 min
CO	10,824	9,870	91%	600	329	18.6 sec	13.3 min
CT	4,466	4,030	90%	327	91	16.0 sec	11.9 min
DC	1,052	639	61%	189	206	33.1 sec	9.9 min
DE	637	524	82%	109	2	40.4 sec	9.1 min
FL	18,768	13,739	73%	2,437	2,296	29.2 sec	15.6 min
GA	15,489	13,473	87%	1,182	814	19.2 sec	14.0 min
GU	522	486	93%	13	23	5.4 sec	8.4 min
HI	2,822	2,196	78%	532	74	21.5 sec	9.5 min
IA	4,089	3,706	91%	341	38	25.3 sec	13.9 min
ID	2,051	1,896	92%	97	55	19.1 sec	17.5 min
IL	15,519	14,021	90%	1,341	138	31.4 sec	13.3 min
IN	11,961	11,332	95%	533	63	15.2 sec	15.2 min
KS	3,974	3,670	92%	292	10	26.4 sec	15.9 min
KY	4,365	3,953	91%	387	4	21.6 sec	13.8 min
LA	4,111	3,486	85%	541	33	27.7 sec	15.1 min
MA	8,423	7,649	91%	742	31	26.2 sec	9.4 min
MD	10,288	9,364	91%	837	14	23.1 sec	13.3 min
ME	2,885	2,683	93%	155	47	17.4 sec	15.6 min
MI	10,570	9,556	90%	894	91	18.5 sec	11.4 min
MN	8,833	8,205	93%	549	67	22.5 sec	14.7 min
MO	10,947	10,109	92%	461	16	15.0 sec	13.4 min
MP	50	4	8%	1	7	7.0 sec	5.6 min
MS	2,036	1,990	98%	38	1	1.2 sec	7.4 min
MT	1,611	1,548	96%	63	0	9.2 sec	11.1 min
NC	11,291	8,872	79%	1,399	828	21.7 sec	12.2 min
ND	1,307	1,158	89%	33	113	9.8 sec	11.6 min
NE	3,283	2,863	87%	203	200	22.9 sec	16.7 min
NH	1,196	1,121	94%	67	8	16.1 sec	13.6 min
NJ	10,009	8,520	85%	1,047	399	27.6 sec	13.3 min
NM	5,161	4,696	91%	344	115	20.9 sec	14.0 min
NV	4,266	3,716	87%	491	52	30.0 sec	21.2 min
NY	48,482	43,893	91%	3,900	506	34.0 sec	13.8 min
OH	16,248	14,822	91%	1,352	21	23.1 sec	14.3 min
OK	6,299	5,573	88%	480	232	19.3 sec	8.9 min
OR	8,815	7,740	88%	721	328	24.9 sec	16.1 min
PA	13,446	12,088	90%	1,119	221	23.7 sec	12.4 min
PR	871	754	87%	104	12	23.4 sec	19.2 min
RI	1,350	1,304	97%	10	4	1.7 sec	16.0 min
SC	5,075	4,196	83%	742	128	33.7 sec	14.7 min
SD	1,373	1,095	80%	144	134	14.1 sec	14.1 min
TN	8,018	7,217	90%	755	22	27.2 sec	11.2 min
TX	24,534	19,782	81%	3,492	1,106	41.6 sec	16.8 min
UT	5,963	5,016	84%	490	447	18.2 sec	17.2 min
VA	29,115	24,130	83%	3,562	1,221	65.0 sec	13.8 min
VI	92	0	0%	0	0		
VT	1,623	1,345	83%	142	129	24.1 sec	16.9 min
WA	15,528	13,462	87%	1,684	356	37.3 sec	14.0 min
WI	9,930	7,362	74%	1,179	1,376	29.3 sec	11.8 min
WV	1,661	1,516	91%	86	53	18.3 sec	22.0 min
WY	623	582	93%	27	13	16.8 sec	13.8 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.

<b>Routed Instate</b>	A Routed Contact that was Answered or Abandoned on the Local or National-Backup Subnetwork.
<b>Answered Instate</b>	A Routed Instate Contact that is Answered at an In-State Center or Queue on the Local Subnetwork.
<b>Answer Rate</b>	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
<b>Average Speed to Answer</b>	Average time (out of all Answered Contacts) from when a Contact is Routed to when an Contact is Answered.
<b>Average Talk Time</b>	Average time, in seconds, between when a Routed Contact is Answered to when the call is disconnected.
<b>Flowout Instate</b>	A Routed Instate Contact that was neither Answered Instate nor Abandoned Instate

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