

■ ≥ 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	1,980	1,625	82%	150	205	20.0 sec	15.0 min
AL	4,049	3,695	91%	320	34	21.2 sec	9.8 min
AR	2,721	2,059	76%	341	321	30.3 sec	15.2 min
AZ	11,210	9,130	81%	1,135	945	22.9 sec	13.6 min
CA	50,863	42,889	84%	5,216	2,757	30.6 sec	12.2 min
CO	10,260	9,439	92%	644	177	19.4 sec	13.8 min
CT	4,018	3,599	90%	297	122	17.9 sec	12.8 min
DC	1,022	626	61%	170	226	35.5 sec	10.7 min
DE	725	607	84%	114	4	37.9 sec	7.9 min
FL	19,280	14,585	76%	2,482	2,210	30.1 sec	15.7 min
GA	12,922	11,118	86%	1,201	603	21.8 sec	15.4 min
GU	569	500	88%	43	26	6.6 sec	9.8 min
HI	2,660	2,355	89%	231	74	22.1 sec	9.5 min
IA	4,101	3,782	92%	299	20	25.8 sec	14.4 min
ID	2,021	1,838	91%	119	64	19.0 sec	16.5 min
IL	15,213	13,603	89%	1,339	271	30.1 sec	13.3 min
IN	12,927	11,950	92%	646	331	16.4 sec	16.2 min
KS	4,016	3,635	91%	373	8	31.9 sec	15.8 min
KY	4,520	4,085	90%	431	4	27.6 sec	13.8 min
LA	4,149	3,627	87%	497	25	27.6 sec	14.3 min
MA	9,373	8,436	90%	901	36	29.6 sec	9.7 min
MD	10,237	9,354	91%	867	16	27.2 sec	13.8 min
ME	2,612	2,412	92%	137	63	18.5 sec	17.4 min
MI	10,833	9,723	90%	1,016	94	20.3 sec	11.2 min
MN	8,832	8,109	92%	611	112	24.7 sec	14.2 min
MO	10,345	9,769	94%	560	16	16.2 sec	13.9 min
MP	7	7	100%	0	0	9.3 sec	7.2 min
MS	1,962	1,906	97%	54	2	3.0 sec	7.5 min
MT	1,578	1,521	96%	57	0	10.7 sec	11.0 min
NC	11,281	9,095	81%	1,309	877	23.6 sec	13.4 min
ND	1,380	1,225	89%	44	111	9.9 sec	11.3 min
NE	3,969	3,447	87%	279	243	24.1 sec	15.3 min
NH	1,305	1,209	93%	87	9	17.7 sec	12.5 min
NJ	11,112	9,571	86%	1,166	375	30.2 sec	13.0 min
NM	3,636	3,129	86%	330	177	24.6 sec	17.6 min
NV	4,223	3,550	84%	584	89	38.3 sec	20.0 min
NY	50,315	45,271	90%	4,281	761	37.1 sec	13.6 min
OH	16,672	15,159	91%	1,497	16	24.6 sec	14.4 min
OK	6,487	5,587	86%	573	327	20.8 sec	8.9 min
OR	8,433	7,257	86%	763	413	27.4 sec	16.2 min
PA	13,870	12,392	89%	1,262	216	25.7 sec	12.0 min
PR	930	725	78%	118	8	25.5 sec	21.1 min
RI	1,355	1,321	97%	33	1	2.8 sec	17.4 min
SC	5,453	4,579	84%	720	154	31.7 sec	13.1 min
SD	1,261	1,074	85%	101	86	15.7 sec	12.9 min
TN	7,962	7,102	89%	838	22	28.7 sec	11.2 min
TX	26,711	19,508	73%	4,900	2,303	46.9 sec	17.0 min
UT	6,245	5,395	86%	439	411	20.0 sec	18.1 min
VA	27,760	24,773	89%	2,585	402	45.8 sec	14.3 min
VT	1,761	1,459	83%	169	133	23.4 sec	14.7 min
WA	15,513	13,495	87%	1,697	321	39.5 sec	14.7 min
WI	9,367	7,710	82%	864	793	27.7 sec	12.8 min
WV	1,571	1,405	89%	104	62	20.4 sec	20.7 min
WY	577	514	89%	43	20	20.6 sec	15.5 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 contact is disconnected.
Flowout Instate	A Routed Instate Contact that was neither Answered Instate nor Abandoned Instate

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