

■ ≥ 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	1,920	1,534	80%	156	230	19.7 sec	13.8 min
AL	3,828	3,522	92%	298	8	19.3 sec	10.0 min
AR	2,741	2,042	74%	355	344	30.3 sec	15.0 min
AZ	10,939	10,014	92%	718	207	18.2 sec	14.0 min
CA	48,655	40,442	83%	5,078	3,134	28.9 sec	12.4 min
CO	11,857	10,882	92%	739	236	18.1 sec	11.7 min
CT	3,564	3,228	91%	268	68	14.7 sec	13.2 min
DC	1,099	614	56%	174	311	32.9 sec	8.5 min
DE	742	656	88%	78	8	35.2 sec	8.9 min
FL	18,696	14,063	75%	2,290	2,340	28.5 sec	16.2 min
GA	11,566	10,247	89%	1,030	289	18.8 sec	15.8 min
GU	463	427	92%	23	13	5.3 sec	8.2 min
HI	2,801	2,502	89%	164	135	14.6 sec	9.5 min
IA	4,057	3,721	92%	299	37	24.3 sec	13.6 min
ID	2,023	1,840	91%	129	54	17.7 sec	17.3 min
IL	15,168	13,494	89%	1,318	356	27.5 sec	13.6 min
IN	13,118	12,388	94%	642	88	15.0 sec	15.2 min
KS	3,917	3,577	91%	332	8	31.8 sec	15.4 min
KY	4,679	4,240	91%	436	3	24.9 sec	13.1 min
LA	4,320	3,740	87%	555	25	28.4 sec	14.8 min
MA	8,928	8,082	91%	825	21	27.1 sec	9.6 min
MD	9,947	9,131	92%	808	8	23.9 sec	14.0 min
ME	2,627	2,471	94%	113	43	17.7 sec	17.1 min
MI	9,903	8,984	91%	835	84	19.1 sec	11.0 min
MN	8,181	7,538	92%	469	174	18.9 sec	14.1 min
MO	10,302	9,705	94%	574	23	15.8 sec	14.0 min
MP	10	4	40%	3	3	15.5 sec	2.4 min
MS	2,052	2,024	99%	28	0	1.3 sec	7.7 min
MT	1,444	1,386	96%	58	0	9.4 sec	11.0 min
NC	10,814	8,395	78%	1,422	997	24.7 sec	13.7 min
ND	1,546	1,404	91%	49	92	9.0 sec	11.9 min
NE	3,685	3,192	87%	260	233	22.6 sec	15.7 min
NH	1,244	1,166	94%	69	9	15.9 sec	12.3 min
NJ	8,308	7,172	86%	853	281	31.3 sec	13.2 min
NM	3,675	3,275	89%	274	126	20.7 sec	17.4 min
NV	4,633	3,848	83%	638	147	38.8 sec	18.6 min
NY	48,904	44,845	92%	3,452	604	31.7 sec	13.3 min
OH	16,453	15,091	92%	1,355	7	22.5 sec	14.6 min
OK	6,373	5,563	87%	512	298	19.4 sec	9.2 min
OR	8,512	7,486	88%	665	361	26.4 sec	15.8 min
PA	13,398	11,947	89%	1,213	238	24.3 sec	12.3 min
PR	1,163	737	63%	89	9	22.7 sec	18.8 min
RI	1,280	1,257	98%	21	2	1.5 sec	18.7 min
SC	4,816	4,106	85%	592	118	28.9 sec	13.1 min
SD	1,387	1,172	84%	131	84	16.1 sec	12.2 min
TN	7,650	6,849	90%	781	20	27.7 sec	11.8 min
TX	27,633	20,721	75%	4,979	1,933	45.8 sec	16.6 min
UT	5,468	4,920	90%	313	235	17.3 sec	17.2 min
VA	24,970	23,042	92%	1,752	176	36.1 sec	14.5 min
VT	1,824	1,520	83%	148	156	23.3 sec	13.7 min
WA	15,383	13,769	90%	1,436	178	32.6 sec	14.6 min
WI	9,300	7,766	84%	767	767	25.8 sec	12.9 min
WV	2,195	1,893	86%	270	32	32.5 sec	18.9 min
WY	585	526	90%	36	23	19.0 sec	14.0 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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