

■ ≥ 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 | 1,876 | 1,580 | 84% | 134 | 162 | 18.8 sec | 14.4 min |
| AL | 3,872 | 3,558 | 92% | 306 | 8 | 18.1 sec | 10.1 min |
| AR | 3,053 | 2,158 | 71% | 386 | 509 | 28.3 sec | 15.4 min |
| AZ | 11,456 | 10,599 | 93% | 741 | 116 | 17.9 sec | 14.2 min |
| CA | 54,057 | 44,993 | 83% | 5,806 | 3,257 | 30.1 sec | 12.5 min |
| CO | 10,886 | 10,030 | 92% | 610 | 246 | 18.6 sec | 13.6 min |
| CT | 4,406 | 4,052 | 92% | 249 | 105 | 15.2 sec | 13.2 min |
| DC | 1,046 | 645 | 62% | 165 | 236 | 29.8 sec | 9.6 min |
| DE | 707 | 614 | 87% | 90 | 3 | 38.7 sec | 8.6 min |
| FL | 20,266 | 14,871 | 73% | 2,550 | 2,843 | 28.1 sec | 15.9 min |
| GA | 12,701 | 11,113 | 87% | 1,132 | 456 | 19.6 sec | 15.8 min |
| GU | 462 | 425 | 92% | 19 | 18 | 6.1 sec | 10.5 min |
| HI | 2,862 | 2,554 | 89% | 174 | 134 | 13.8 sec | 9.1 min |
| IA | 4,361 | 3,960 | 91% | 345 | 56 | 26.4 sec | 13.6 min |
| ID | 2,356 | 2,104 | 89% | 147 | 105 | 17.6 sec | 16.8 min |
| IL | 16,372 | 14,565 | 89% | 1,400 | 407 | 28.6 sec | 14.4 min |
| IN | 13,627 | 12,939 | 95% | 544 | 144 | 15.3 sec | 16.1 min |
| KS | 4,265 | 3,892 | 91% | 365 | 8 | 30.6 sec | 16.1 min |
| KY | 4,669 | 4,187 | 90% | 474 | 8 | 25.8 sec | 13.4 min |
| LA | 4,606 | 3,924 | 85% | 638 | 44 | 30.6 sec | 14.5 min |
| MA | 9,494 | 8,633 | 91% | 830 | 31 | 28.5 sec | 9.6 min |
| MD | 11,454 | 10,484 | 92% | 960 | 10 | 24.5 sec | 13.6 min |
| ME | 2,819 | 2,627 | 93% | 121 | 71 | 18.6 sec | 16.2 min |
| MI | 10,770 | 9,768 | 91% | 899 | 103 | 18.4 sec | 10.9 min |
| MN | 9,356 | 8,634 | 92% | 563 | 159 | 20.4 sec | 13.9 min |
| MO | 11,849 | 11,097 | 94% | 675 | 77 | 16.4 sec | 13.6 min |
| MP | 12 | 11 | 92% | 1 | 0 | 10.3 sec | 16.6 min |
| MS | 2,223 | 2,198 | 99% | 25 | 0 | 1.1 sec | 6.7 min |
| MT | 1,735 | 1,679 | 97% | 55 | 1 | 10.9 sec | 11.0 min |
| NC | 12,601 | 9,463 | 75% | 1,608 | 1,530 | 26.6 sec | 13.9 min |
| ND | 1,468 | 1,302 | 89% | 53 | 112 | 9.0 sec | 12.5 min |
| NE | 4,155 | 3,544 | 85% | 264 | 347 | 23.0 sec | 15.9 min |
| NH | 1,604 | 1,516 | 95% | 81 | 7 | 9.6 sec | 11.9 min |
| NJ | 10,923 | 9,204 | 84% | 1,319 | 400 | 30.2 sec | 13.6 min |
| NM | 3,774 | 3,422 | 91% | 263 | 89 | 19.4 sec | 17.1 min |
| NV | 4,694 | 3,957 | 84% | 614 | 123 | 40.2 sec | 18.7 min |
| NY | 49,664 | 45,129 | 91% | 3,824 | 711 | 32.6 sec | 13.8 min |
| OH | 16,993 | 15,683 | 92% | 1,302 | 8 | 23.6 sec | 14.6 min |
| OK | 6,940 | 6,153 | 89% | 472 | 315 | 19.4 sec | 9.2 min |
| OR | 9,102 | 7,849 | 86% | 784 | 469 | 26.8 sec | 16.3 min |
| PA | 14,195 | 12,705 | 90% | 1,241 | 249 | 24.5 sec | 12.7 min |
| PR | 1,263 | 963 | 76% | 88 | 18 | 17.1 sec | 16.3 min |
| RI | 1,385 | 1,377 | 99% | 8 | 0 | 1.6 sec | 17.2 min |
| SC | 5,540 | 4,587 | 83% | 755 | 198 | 32.0 sec | 13.0 min |
| SD | 1,426 | 1,238 | 87% | 108 | 80 | 14.7 sec | 12.1 min |
| TN | 8,431 | 7,586 | 90% | 827 | 18 | 27.4 sec | 10.6 min |
| TX | 30,625 | 21,589 | 70% | 5,681 | 3,355 | 46.4 sec | 16.1 min |
| UT | 6,026 | 5,381 | 89% | 326 | 319 | 17.1 sec | 16.8 min |
| VA | 25,192 | 23,358 | 93% | 1,736 | 98 | 33.0 sec | 13.7 min |
| VT | 2,644 | 2,273 | 86% | 165 | 206 | 21.3 sec | 10.6 min |
| WA | 16,919 | 15,286 | 90% | 1,456 | 177 | 31.6 sec | 14.8 min |
| WI | 10,578 | 8,611 | 81% | 940 | 1,027 | 24.8 sec | 13.1 min |
| WV | 2,552 | 2,103 | 82% | 382 | 67 | 35.5 sec | 18.5 min |
| WY | 610 | 549 | 90% | 49 | 12 | 18.6 sec | 14.7 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.

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|--------------------------------|---|
| 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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