

≥ 90% Answered
 ≥ 80% 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	1,924	1,494	78%	181	249	19.2 sec	15.0 min
AL	4,163	3,871	93%	290	2	17.2 sec	9.7 min
AR	3,107	2,209	71%	358	540	27.8 sec	15.1 min
AZ	11,426	10,612	93%	659	155	17.2 sec	14.8 min
CA	53,091	44,284	83%	5,556	3,251	31.4 sec	12.3 min
CO	10,516	9,609	91%	709	198	19.1 sec	13.7 min
CT	4,415	4,017	91%	274	124	15.7 sec	13.4 min
DC	1,032	788	76%	123	121	25.5 sec	9.0 min
DE	610	541	89%	69	0	37.6 sec	9.5 min
FL	20,228	14,457	71%	2,700	3,068	29.7 sec	15.3 min
GA	12,651	11,055	87%	1,120	476	19.7 sec	15.6 min
GU	395	367	93%	8	20	5.9 sec	9.0 min
HI	2,916	2,564	88%	211	141	15.2 sec	9.4 min
IA	4,027	3,630	90%	342	55	26.7 sec	13.7 min
ID	2,063	1,882	91%	109	72	17.6 sec	16.7 min
IL	16,663	14,871	89%	1,488	304	29.8 sec	13.4 min
IN	12,931	12,229	95%	578	124	15.4 sec	16.5 min
KS	4,086	3,770	92%	308	8	28.7 sec	16.1 min
KY	5,041	4,579	91%	447	15	26.9 sec	13.1 min
LA	4,571	3,945	86%	582	44	29.3 sec	14.0 min
MA	9,178	8,222	90%	933	23	28.8 sec	9.8 min
MD	10,920	9,899	91%	994	27	26.2 sec	13.9 min
ME	2,752	2,508	91%	144	100	18.7 sec	16.8 min
MI	10,787	9,676	90%	1,032	79	19.4 sec	11.1 min
MN	9,795	8,921	91%	653	221	21.4 sec	13.4 min
MO	11,667	10,859	93%	580	228	16.0 sec	13.5 min
MP	14	12	86%	1	1	8.1 sec	12.5 min
MS	2,052	2,010	98%	42	0	1.6 sec	7.1 min
MT	1,532	1,464	96%	68	0	10.5 sec	11.8 min
NC	12,508	9,291	74%	1,535	1,682	27.1 sec	13.7 min
ND	1,349	1,230	91%	40	79	8.8 sec	13.0 min
NE	3,887	3,370	87%	251	266	22.9 sec	16.6 min
NH	1,594	1,563	98%	31	0	5.0 sec	11.4 min
NJ	10,855	9,162	84%	1,277	416	30.9 sec	13.6 min
NM	4,101	3,721	91%	307	73	18.4 sec	15.7 min
NV	4,643	3,979	86%	549	115	37.8 sec	18.8 min
NY	51,688	46,381	90%	4,341	966	34.2 sec	13.7 min
OH	16,667	15,277	92%	1,375	14	22.6 sec	14.6 min
OK	6,872	5,981	87%	542	349	20.2 sec	9.3 min
OR	9,158	7,716	84%	847	595	27.1 sec	16.8 min
PA	14,214	12,688	89%	1,234	292	25.6 sec	12.2 min
PR	976	874	90%	55	8	10.7 sec	17.9 min
RI	1,626	1,609	99%	14	3	1.7 sec	16.2 min
SC	5,096	4,348	85%	629	119	31.6 sec	12.5 min
SD	1,515	1,256	83%	131	128	15.9 sec	12.7 min
TN	8,465	7,650	90%	798	17	28.1 sec	10.7 min
TX	28,222	19,704	70%	5,319	3,199	47.2 sec	17.3 min
UT	6,294	5,381	85%	418	495	18.3 sec	16.7 min
VA	24,653	22,789	92%	1,752	112	34.1 sec	14.2 min
VT	1,900	1,540	81%	177	183	26.1 sec	14.3 min
WA	17,006	14,813	87%	1,820	373	37.6 sec	14.3 min
WI	10,424	8,395	81%	1,041	988	25.3 sec	11.9 min
WV	1,892	1,623	86%	231	38	27.7 sec	20.6 min
WY	710	648	91%	55	7	17.8 sec	12.7 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 contact is disconnected.
Flowout Instate	A Routed Instate Contact that was neither Answered Instate nor Abandoned Instate

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