

≥ 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	1,998	1,628	81%	177	193	19.0 sec	14.8 min
AL	4,074	3,761	92%	305	8	17.1 sec	10.0 min
AR	3,084	2,274	74%	363	447	28.8 sec	15.0 min
AZ	12,559	11,712	93%	680	167	17.1 sec	14.0 min
CA	55,903	46,750	84%	5,630	3,523	30.4 sec	12.2 min
CO	11,620	10,660	92%	685	275	19.2 sec	14.4 min
CT	4,868	4,544	93%	211	113	15.0 sec	12.6 min
DC	926	672	73%	140	114	26.5 sec	10.4 min
DE	680	597	88%	80	3	38.7 sec	9.3 min
FL	20,519	14,906	73%	2,533	3,078	28.0 sec	16.1 min
GA	13,161	11,325	86%	1,264	572	19.5 sec	16.2 min
GU	357	314	88%	7	36	6.6 sec	8.6 min
HI	3,183	2,512	79%	325	346	14.4 sec	9.5 min
IA	4,574	3,975	87%	453	146	30.7 sec	14.0 min
ID	2,144	1,935	90%	131	78	18.5 sec	18.1 min
IL	16,341	14,681	90%	1,386	274	27.9 sec	13.9 min
IN	13,611	11,775	87%	1,007	829	18.8 sec	15.9 min
KS	4,167	3,789	91%	364	14	30.5 sec	15.8 min
KY	4,800	4,354	91%	435	11	27.1 sec	14.1 min
LA	4,422	3,869	87%	524	29	23.8 sec	13.9 min
MA	9,547	8,565	90%	957	25	28.1 sec	9.8 min
MD	10,847	9,858	91%	976	13	25.3 sec	13.6 min
ME	2,559	2,390	93%	123	46	19.1 sec	16.2 min
MI	11,434	10,305	90%	1,059	70	19.3 sec	11.1 min
MN	10,162	9,174	90%	684	304	23.1 sec	13.6 min
MO	12,703	11,539	91%	672	492	15.2 sec	13.6 min
MP	23	10	43%	9	4	9.8 sec	11.9 min
MS	2,251	2,211	98%	40	0	1.5 sec	7.1 min
MT	1,722	1,644	95%	77	1	12.4 sec	12.3 min
NC	12,052	8,616	71%	1,735	1,701	27.7 sec	14.7 min
ND	1,492	1,381	93%	49	62	9.2 sec	12.9 min
NE	4,479	4,013	90%	239	227	22.5 sec	16.0 min
NH	1,390	1,224	88%	164	2	38.9 sec	13.1 min
NJ	11,241	9,412	84%	1,298	531	31.6 sec	13.9 min
NM	4,234	3,846	91%	308	80	17.8 sec	15.5 min
NV	4,596	3,900	85%	560	136	36.2 sec	18.7 min
NY	52,475	46,892	89%	4,543	1,040	35.8 sec	13.5 min
OH	17,371	16,072	93%	1,283	16	21.9 sec	14.7 min
OK	6,797	5,919	87%	532	346	20.4 sec	9.3 min
OR	9,763	8,193	84%	849	721	26.7 sec	16.5 min
PA	15,876	14,080	89%	1,419	377	26.0 sec	11.8 min
PR	1,325	1,175	89%	80	16	12.2 sec	19.4 min
RI	1,609	1,589	99%	19	1	1.6 sec	16.6 min
SC	5,177	4,442	86%	642	93	30.1 sec	13.4 min
SD	1,405	1,218	87%	100	87	15.2 sec	13.3 min
TN	8,767	7,801	89%	947	19	28.6 sec	11.0 min
TX	30,777	20,942	68%	5,840	3,995	49.2 sec	15.9 min
UT	6,356	5,511	87%	415	430	19.0 sec	16.9 min
VA	24,164	22,110	91%	1,880	174	38.3 sec	14.4 min
VT	2,029	1,666	82%	216	147	26.1 sec	14.0 min
WA	18,021	16,720	93%	1,159	142	27.0 sec	14.2 min
WI	11,208	9,059	81%	996	1,153	25.0 sec	11.0 min
WV	2,307	1,886	82%	343	78	30.0 sec	22.7 min
WY	660	602	91%	39	19	18.6 sec	16.4 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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