

≥ 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	2,194	1,672	76%	229	293	19.2 sec	15.4 min
AL	4,119	3,815	93%	300	4	18.1 sec	9.7 min
AR	3,225	2,206	68%	459	560	29.0 sec	15.2 min
AZ	12,577	11,607	92%	772	198	19.5 sec	13.9 min
CA	56,074	45,987	82%	6,008	4,077	32.2 sec	12.8 min
CO	11,606	10,750	93%	636	220	18.7 sec	14.6 min
CT	6,023	5,558	92%	305	160	15.5 sec	12.5 min
DC	968	810	84%	99	59	29.0 sec	9.6 min
DE	695	601	86%	94	0	37.4 sec	9.6 min
FL	20,326	14,755	73%	2,526	3,042	27.5 sec	16.0 min
GA	13,229	11,249	85%	1,271	709	20.4 sec	16.7 min
GU	332	297	89%	13	22	5.8 sec	9.6 min
HI	3,243	2,642	81%	304	297	14.9 sec	9.3 min
IA	4,894	4,223	86%	538	133	31.7 sec	13.9 min
ID	2,353	2,093	89%	151	109	18.0 sec	17.8 min
IL	17,531	15,774	90%	1,454	303	27.8 sec	13.4 min
IN	13,671	12,017	88%	953	701	18.0 sec	16.1 min
KS	4,600	4,175	91%	411	14	31.0 sec	16.1 min
KY	5,101	4,603	90%	489	9	26.1 sec	15.3 min
LA	4,621	4,091	89%	512	18	25.8 sec	13.8 min
MA	10,457	9,378	90%	1,050	29	28.3 sec	10.0 min
MD	10,982	10,101	92%	867	14	25.1 sec	14.1 min
ME	3,442	3,113	90%	243	86	18.6 sec	14.9 min
MI	11,202	10,223	91%	958	21	21.1 sec	11.0 min
MN	9,233	8,406	91%	611	216	23.5 sec	14.5 min
MO	12,861	12,223	95%	602	36	14.8 sec	14.3 min
MP	12	11	92%	0	1	10.3 sec	11.6 min
MS	2,023	1,981	98%	42	0	2.9 sec	6.8 min
MT	1,654	1,605	97%	48	1	10.6 sec	11.1 min
NC	12,218	9,261	76%	1,697	1,260	28.2 sec	13.6 min
ND	1,656	1,530	92%	48	78	9.5 sec	12.6 min
NE	4,770	4,240	89%	295	235	22.7 sec	15.9 min
NH	1,364	1,198	88%	165	1	39.0 sec	13.6 min
NJ	11,813	9,942	84%	1,355	516	31.8 sec	13.6 min
NM	4,476	4,071	91%	331	74	17.6 sec	16.0 min
NV	4,783	4,000	84%	614	169	40.2 sec	18.3 min
NY	51,320	46,634	91%	3,849	837	31.4 sec	13.8 min
OH	18,370	16,652	91%	1,708	10	24.1 sec	14.7 min
OK	7,045	6,177	88%	514	354	19.9 sec	9.8 min
OR	10,096	8,494	84%	909	693	27.3 sec	16.3 min
PA	17,452	15,341	88%	1,792	319	29.9 sec	11.6 min
PR	1,433	1,309	91%	67	28	12.0 sec	16.5 min
RI	1,601	1,588	99%	11	2	1.6 sec	15.3 min
SC	5,032	4,349	86%	570	113	33.3 sec	13.7 min
SD	1,576	1,386	88%	104	86	14.4 sec	12.5 min
TN	8,957	7,996	89%	930	31	29.8 sec	11.2 min
TX	31,177	19,932	64%	6,300	4,945	52.5 sec	16.9 min
UT	6,638	5,589	84%	455	594	19.6 sec	16.6 min
VA	23,362	21,268	91%	1,982	112	42.4 sec	14.1 min
VT	2,114	1,709	81%	215	190	24.7 sec	13.5 min
WA	17,969	16,649	93%	1,281	39	28.5 sec	14.4 min
WI	11,507	8,851	77%	1,329	1,327	27.5 sec	11.5 min
WV	2,136	1,764	83%	326	46	35.1 sec	21.1 min
WY	654	586	90%	41	27	19.5 sec	14.6 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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