

■ ≥ 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	1,729	1,375	80%	317	36	18.0 sec	15.3 min
AL	3,528	3,100	88%	366	48	23.4 sec	10.1 min
AR	2,405	1,606	67%	218	558	24.6 sec	12.1 min
AS	9	7	78%	2	0	17.9 sec	1.9 min
AZ	9,694	8,845	91%	764	71	24.4 sec	12.3 min
CA	37,721	33,161	88%	3,586	865	27.6 sec	12.5 min
CO	9,379	8,639	92%	564	173	18.5 sec	15.2 min
CT	4,995	4,544	91%	331	102	16.4 sec	9.5 min
DC	840	647	77%	102	91	26.1 sec	8.1 min
DE	635	526	83%	75	34	30.4 sec	8.7 min
FL	15,508	12,227	79%	1,921	1,245	30.3 sec	15.7 min
GA	10,780	6,219	58%	1,783	2,772	24.9 sec	18.0 min
GU	385	365	95%	10	10	5.4 sec	10.4 min
HI	1,940	1,634	84%	241	63	24.0 sec	9.3 min
IA	3,219	2,786	87%	377	56	37.6 sec	13.6 min
ID	2,007	1,766	88%	137	83	18.5 sec	16.9 min
IL	14,678	13,449	92%	1,050	171	29.5 sec	12.2 min
IN	9,787	9,237	94%	507	35	14.9 sec	17.0 min
KS	3,021	2,774	92%	226	14	22.8 sec	15.7 min
KY	3,411	3,046	89%	356	2	24.9 sec	15.2 min
LA	3,951	3,529	89%	414	4	24.0 sec	13.8 min
MA	7,015	6,225	89%	754	30	28.8 sec	10.2 min
MD	8,586	7,934	92%	610	9	22.4 sec	14.2 min
ME	3,357	3,012	90%	160	183	17.4 sec	13.5 min
MI	9,872	8,790	89%	927	150	18.9 sec	12.0 min
MN	6,570	6,162	94%	323	81	18.0 sec	15.1 min
MO	8,601	8,197	95%	379	11	12.5 sec	15.3 min
MP	84	36	43%	1	1	9.4 sec	7.7 min
MS	1,467	1,436	98%	31	0	1.6 sec	7.4 min
MT	1,415	1,378	97%	35	0	9.2 sec	12.5 min
NC	9,875	8,826	89%	764	273	19.2 sec	12.4 min
ND	1,083	880	81%	48	152	12.8 sec	12.2 min
NE	2,581	2,186	85%	185	194	23.8 sec	15.4 min
NH	1,116	998	89%	91	27	19.8 sec	12.0 min
NJ	8,519	6,823	80%	1,048	645	27.2 sec	13.8 min
NM	3,314	3,080	93%	197	33	17.6 sec	17.4 min
NV	3,926	3,007	77%	419	499	20.1 sec	15.8 min
NY	40,545	36,636	90%	3,137	654	31.9 sec	13.8 min
OH	13,413	12,315	92%	1,020	52	21.7 sec	14.1 min
OK	5,608	5,138	92%	452	14	20.8 sec	10.4 min
OR	6,419	5,730	89%	475	208	25.0 sec	16.7 min
PA	11,869	10,748	91%	905	208	20.8 sec	12.1 min
PR	262	208	79%	44	10	22.9 sec	13.0 min
RI	1,279	1,251	98%	14	14	1.7 sec	17.2 min
SC	4,468	4,049	91%	351	64	24.4 sec	13.2 min
SD	987	770	78%	91	125	15.6 sec	12.5 min
TN	6,650	5,863	88%	760	21	28.9 sec	11.1 min
TX	21,619	17,492	81%	3,317	775	44.5 sec	15.9 min
UT	5,193	4,484	86%	351	357	18.0 sec	17.8 min
VA	20,318	17,958	88%	1,777	569	37.7 sec	15.1 min
VI	60	0	0%	0	0		
VT	1,831	1,531	84%	254	46	28.8 sec	13.8 min
WA	12,172	11,453	94%	679	17	21.0 sec	14.0 min
WI	7,721	5,829	75%	715	1,173	22.6 sec	13.8 min
WV	1,835	1,678	91%	102	53	18.3 sec	17.0 min
WY	587	541	92%	34	8	16.3 sec	15.7 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.

<b>Routed Instate</b>	A Routed Contact that was Answered or Abandoned on the Local or National-Backup Subnetwork.
<b>Answered Instate</b>	A Routed Instate Contact that is Answered at an In-State Center or Queue on the Local Subnetwork.
<b>Answer Rate</b>	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
<b>Average Speed to Answer</b>	Average time (out of all Answered Contacts) from when a Contact is Routed to when an Contact is Answered.
<b>Average Talk Time</b>	Average time, in seconds, between when a Routed Contact is Answered to when the call is disconnected.
<b>Flowout Instate</b>	A Routed Instate Contact that was neither Answered Instate nor Abandoned Instate

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