

≥ 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	1,893	1,111	59%	347	32	18.6 sec	15.1 min
AL	3,994	3,631	91%	324	32	23.6 sec	10.3 min
AR	2,795	1,649	59%	273	751	23.1 sec	13.9 min
AS	2	2	100%	0	0	20.0 sec	1.2 min
AZ	12,644	11,413	90%	1,124	96	22.1 sec	11.5 min
CA	43,905	39,075	89%	3,962	825	26.9 sec	11.9 min
CO	10,239	9,260	90%	695	272	19.5 sec	14.7 min
CT	5,386	4,904	91%	363	117	15.9 sec	8.9 min
DC	943	746	79%	106	86	25.1 sec	8.9 min
DE	640	536	84%	84	20	35.2 sec	9.6 min
FL	17,325	13,340	77%	1,869	2,022	25.3 sec	15.5 min
GA	11,954	6,987	58%	1,580	3,376	20.5 sec	18.4 min
GU	430	403	94%	18	9	5.1 sec	12.5 min
HI	2,274	1,888	83%	268	71	23.8 sec	9.9 min
IA	3,419	2,858	84%	482	77	40.6 sec	14.3 min
ID	2,090	1,898	91%	117	75	18.1 sec	17.9 min
IL	16,126	14,651	91%	1,353	113	30.7 sec	12.6 min
IN	10,770	10,158	94%	562	49	15.2 sec	17.1 min
KS	3,302	3,028	92%	263	10	23.7 sec	15.2 min
KY	3,889	3,463	89%	383	4	25.6 sec	14.9 min
LA	3,753	3,328	89%	406	14	22.0 sec	14.5 min
MA	7,895	7,042	89%	824	28	27.2 sec	9.6 min
MD	9,334	8,597	92%	708	9	21.9 sec	13.8 min
ME	3,584	3,210	90%	191	181	17.6 sec	12.9 min
MI	11,434	10,200	89%	1,119	108	19.8 sec	12.0 min
MN	7,095	6,560	92%	421	99	20.1 sec	15.6 min
MO	9,233	8,845	96%	366	8	12.6 sec	14.6 min
MP	57	24	42%	0	2	8.7 sec	5.7 min
MS	1,783	1,743	98%	32	0	1.3 sec	6.9 min
MT	1,487	1,438	97%	48	0	11.2 sec	12.9 min
NC	11,054	9,648	87%	1,045	354	21.5 sec	12.7 min
ND	1,057	867	82%	61	122	11.9 sec	12.1 min
NE	3,077	2,575	84%	207	271	24.6 sec	16.7 min
NH	1,373	1,249	91%	103	20	22.5 sec	14.1 min
NJ	10,243	8,422	82%	1,166	648	26.7 sec	13.1 min
NM	3,768	3,318	88%	356	91	19.6 sec	16.9 min
NV	4,295	3,714	86%	494	86	34.2 sec	21.6 min
NY	43,078	38,722	90%	3,444	819	32.6 sec	14.1 min
OH	14,985	13,687	91%	1,196	40	21.7 sec	14.3 min
OK	5,780	5,292	92%	478	9	20.5 sec	10.1 min
OR	7,249	6,379	88%	572	291	26.4 sec	16.1 min
PA	12,951	11,679	90%	1,040	223	22.6 sec	12.2 min
PR	298	214	72%	66	17	22.4 sec	12.9 min
RI	1,530	1,517	99%	12	0	1.7 sec	16.8 min
SC	4,899	4,319	88%	460	117	25.6 sec	13.9 min
SD	1,095	901	82%	104	89	14.8 sec	12.8 min
TN	6,995	6,221	89%	752	18	30.4 sec	11.5 min
TX	23,359	18,509	79%	3,788	1,028	45.1 sec	15.7 min
UT	5,321	4,709	88%	342	266	17.5 sec	17.9 min
VA	22,855	19,538	85%	2,407	898	43.0 sec	15.2 min
VI	36	0	0%	0	0		
VT	1,808	1,426	79%	169	207	21.4 sec	15.2 min
WA	13,074	12,371	95%	683	9	19.0 sec	14.1 min
WI	8,726	6,250	72%	1,116	1,357	28.2 sec	13.7 min
WV	1,923	1,786	93%	101	35	17.6 sec	17.6 min
WY	613	541	88%	53	18	15.6 sec	14.4 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.

<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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