

≥ 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	2,024	1,318	65%	140	283	19.9 sec	15.1 min
AL	3,947	3,560	90%	355	26	23.2 sec	9.9 min
AR	2,649	1,679	63%	230	728	21.7 sec	13.7 min
AS	10	9	90%	1	0	18.1 sec	2.1 min
AZ	12,561	10,950	87%	1,125	108	20.2 sec	12.1 min
CA	46,566	41,099	88%	4,678	732	27.5 sec	12.3 min
CO	10,942	9,963	91%	638	321	18.7 sec	14.2 min
CT	5,526	4,923	89%	462	137	16.3 sec	9.4 min
DC	966	761	79%	114	80	26.0 sec	9.2 min
DE	686	588	86%	94	4	38.3 sec	8.8 min
FL	17,936	13,640	76%	2,035	2,150	25.1 sec	15.2 min
GA	13,067	8,141	62%	1,335	3,579	17.1 sec	18.1 min
GU	497	472	95%	8	16	5.2 sec	11.1 min
HI	2,189	1,840	84%	280	67	24.1 sec	10.2 min
IA	3,738	3,168	85%	477	88	41.4 sec	15.0 min
ID	2,050	1,830	89%	145	74	21.5 sec	18.5 min
IL	18,215	16,274	89%	1,675	253	31.7 sec	12.0 min
IN	11,692	10,987	94%	635	57	15.6 sec	17.0 min
KS	3,464	3,100	89%	336	13	24.9 sec	15.5 min
KY	3,755	3,356	89%	373	4	23.6 sec	14.2 min
LA	4,328	3,710	86%	611	2	19.4 sec	13.9 min
MA	8,727	7,846	90%	841	37	27.3 sec	9.4 min
MD	9,666	8,852	92%	760	15	22.0 sec	13.8 min
ME	3,357	2,954	88%	218	183	18.1 sec	12.9 min
MI	11,523	10,198	89%	1,198	116	20.2 sec	11.7 min
MN	8,463	7,670	91%	599	177	23.4 sec	15.3 min
MO	10,499	9,925	95%	522	15	13.4 sec	14.1 min
MP	81	27	33%	0	2	7.9 sec	5.2 min
MS	2,018	1,986	98%	26	0	1.3 sec	7.0 min
MT	1,624	1,547	95%	74	2	11.6 sec	12.6 min
NC	10,788	8,944	83%	1,214	612	23.0 sec	12.3 min
ND	1,217	1,009	83%	59	142	11.2 sec	13.1 min
NE	2,963	2,488	84%	206	263	22.7 sec	16.5 min
NH	1,430	1,257	88%	153	19	25.1 sec	14.3 min
NJ	10,724	8,785	82%	1,243	685	26.2 sec	13.0 min
NM	4,099	3,717	91%	298	83	19.3 sec	14.5 min
NV	4,281	3,796	89%	451	29	29.6 sec	20.1 min
NY	47,335	42,029	89%	4,281	942	36.6 sec	13.3 min
OH	15,168	13,818	91%	1,273	33	22.3 sec	13.8 min
OK	6,188	5,607	91%	546	31	20.2 sec	10.1 min
OR	8,239	7,129	87%	660	364	26.4 sec	15.6 min
PA	13,583	12,097	89%	1,157	319	22.9 sec	12.3 min
PR	807	730	90%	64	12	22.0 sec	18.2 min
RI	1,584	1,544	97%	15	8	1.6 sec	15.0 min
SC	4,738	4,096	86%	473	160	25.6 sec	13.3 min
SD	1,173	995	85%	81	95	14.4 sec	12.3 min
TN	7,730	6,863	89%	836	23	30.1 sec	10.5 min
TX	24,212	18,663	77%	4,189	1,320	47.2 sec	16.7 min
UT	6,105	5,327	87%	431	345	17.2 sec	17.8 min
VA	24,477	21,524	88%	2,506	425	44.8 sec	15.5 min
VI	44	0	0%	0	0		
VT	1,993	1,495	75%	201	294	22.2 sec	13.9 min
WA	14,022	13,280	95%	697	30	18.9 sec	14.5 min
WI	9,486	6,692	71%	1,176	1,614	29.6 sec	12.8 min
WV	1,887	1,745	92%	100	39	17.6 sec	19.2 min
WY	725	654	90%	49	20	17.4 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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