

≥ 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	1,845	1,388	75%	166	291	19.3 sec	15.2 min
AL	4,260	3,864	91%	348	35	21.5 sec	9.6 min
AR	3,354	2,068	62%	248	787	23.2 sec	13.9 min
AS	7	5	71%	2	0	16.4 sec	10.3 min
AZ	10,797	9,073	84%	865	375	22.1 sec	12.6 min
CA	49,094	43,294	88%	4,660	1,037	28.9 sec	12.3 min
CO	10,748	9,840	92%	661	233	18.3 sec	13.9 min
CT	4,109	3,741	91%	255	112	17.2 sec	11.0 min
DC	1,153	857	74%	150	134	26.7 sec	8.1 min
DE	702	622	89%	75	5	34.0 sec	8.1 min
FL	18,923	14,554	77%	1,944	2,152	25.6 sec	15.6 min
GA	15,099	10,922	72%	1,309	2,855	16.9 sec	14.8 min
GU	413	386	93%	16	11	5.0 sec	10.2 min
HI	2,746	2,338	85%	317	88	21.7 sec	9.8 min
IA	4,026	3,440	85%	489	93	35.9 sec	14.7 min
ID	2,136	1,951	91%	118	66	19.3 sec	18.4 min
IL	16,488	14,895	90%	1,434	150	31.8 sec	12.2 min
IN	11,179	10,603	95%	482	82	16.3 sec	18.1 min
KS	3,795	3,474	92%	299	18	27.8 sec	16.0 min
KY	4,426	4,009	91%	400	14	22.5 sec	14.2 min
LA	4,263	3,822	90%	399	40	21.6 sec	14.9 min
MA	8,953	8,125	91%	786	38	27.3 sec	9.5 min
MD	10,282	9,421	92%	807	22	22.9 sec	13.1 min
ME	2,590	2,272	88%	192	117	18.4 sec	15.9 min
MI	12,037	10,511	87%	1,033	129	19.3 sec	10.8 min
MN	8,867	8,210	93%	549	102	23.8 sec	14.6 min
MO	11,585	11,056	95%	484	27	13.6 sec	13.3 min
MP	50	31	62%	0	0	8.9 sec	7.0 min
MS	2,054	2,022	98%	25	2	1.3 sec	7.4 min
MT	1,534	1,478	96%	56	0	9.0 sec	11.4 min
NC	10,895	8,903	82%	1,279	694	24.9 sec	12.5 min
ND	1,259	1,122	89%	43	90	11.3 sec	11.9 min
NE	2,872	2,413	84%	213	241	22.5 sec	18.1 min
NH	1,352	1,254	93%	86	11	17.6 sec	13.0 min
NJ	9,956	8,366	84%	1,051	516	27.1 sec	14.2 min
NM	4,714	4,227	90%	305	176	21.0 sec	14.4 min
NV	4,167	3,651	88%	469	47	31.8 sec	20.9 min
NY	45,799	40,375	88%	4,333	970	39.7 sec	13.9 min
OH	16,251	14,703	90%	1,422	102	22.2 sec	14.0 min
OK	7,065	6,326	90%	522	211	18.0 sec	9.2 min
OR	8,960	7,625	85%	798	370	25.8 sec	16.4 min
PA	13,847	12,407	90%	1,084	339	23.4 sec	12.4 min
PR	1,442	1,274	88%	156	12	25.0 sec	18.0 min
RI	1,520	1,499	99%	19	2	1.6 sec	16.6 min
SC	4,907	4,226	86%	526	152	26.0 sec	14.1 min
SD	1,154	943	82%	110	101	15.4 sec	13.9 min
TN	7,678	6,820	89%	780	67	27.7 sec	11.0 min
TX	26,338	20,784	79%	4,039	1,448	43.3 sec	16.3 min
UT	5,806	5,127	88%	355	318	17.2 sec	17.1 min
VA	30,587	23,951	78%	4,235	2,378	68.2 sec	14.3 min
VI	64	0	0%	0	0		
VT	1,719	1,315	76%	193	207	23.7 sec	16.5 min
WA	15,346	14,190	92%	1,034	96	26.1 sec	13.0 min
WI	8,692	6,670	77%	926	1,093	23.3 sec	12.9 min
WV	2,113	1,943	92%	102	68	18.2 sec	19.1 min
WY	658	584	89%	44	19	19.3 sec	15.4 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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