

41,291	36,326	88.1%	9.8%	862	2%	23.14
Routed In-State #	Answered In-State #	In-State Answer Rate %	In-State Abandon Rate %	Flowout to National Backup #	Flowout to National Backup Rate %	State Average Speed to Answer (seconds)

Statewide Level Metrics		SFY24	SFY24	SFY24	SFY24	SFY24	SFY24	SFY25	SFY25	Sums and Averages									
Modality	Metrics	Jan 24	Feb 24	Mar 24	Apr 24	May 24	Jun 24	Jul 24	Aug 24	Sep 24	Oct 24	Nov 24	Dec 24	Jan 25	Feb 25	Mar 25			
		Call	Routed	2,103	2,164	2,538	2,605	2,822	3,133	3,266	3,123	3,113	3,019	2,837	2,460	2,751	2,487	2,870	
Answered	1,906		1,970	2,239	2,287	2,402	2,712	2,831	2,694	2,751	2,733	2,553	2,166	2,431	2,082	2,569		36,326	Sum
Answer Rate	90.6%		91.0%	88.2%	87.8%	85.1%	86.6%	86.7%	86.3%	88.4%	90.5%	90.0%	88.0%	88.4%	83.7%	89.5%		88.1%	Average
Abandoned	183		177	236	252	301	311	322	348	276	249	228	248	279	361	267		4,038	Sum
Abandon Rate	8.7%		8.2%	9.3%	9.7%	10.7%	9.9%	9.9%	11.1%	8.9%	8.2%	8.0%	10.1%	10.1%	14.5%	9.3%		9.8%	Average
Flowout to National Backup	13		17	60	65	116	89	112	77	83	35	52	45	27	39	32		862	Sum
Flowout to National Backup Rate	0.6%		0.8%	2.4%	2.5%	4.1%	2.8%	3.4%	2.5%	2.7%	1.2%	1.8%	1.8%	1.0%	1.6%	1.1%		2.0%	Average
State ASA (sec)	20.9		19.6	20.3	21.8	22.9	23.0	23.1	23.4	23.4	23.5	23.1	25.0	25.8	27.2	24.3		23.14	Average
Avg. Talk Time (min)	14.3		14.4	13.2	13.1	14.5	14.7	14.2	15.2	15.6	15.2	15.3	16.6	15.9	16.7	16.2		15.00	Average
Chat	Routed		280	320	304	277	314	316	225	365	500	662	607	760	682	735	778		7,125
	Answered	175	238	210	201	231	236	166	223	300	344	355	479	424	454	428		4,464	Sum
	Answer Rate	62.5%	74.4%	69.1%	72.6%	73.6%	74.7%	73.8%	61.1%	60.0%	52.0%	58.5%	63.0%	62.2%	61.8%	55.0%		64.9%	Average
	Abandoned	1	3	2	1	5	2	1	4	2	3	3	4	0	0	0		31	Sum
	Abandon Rate	0.4%	0.9%	0.7%	0.4%	1.6%	0.6%	0.4%	1.1%	0.4%	0.5%	0.5%	0.5%	0.0%	0.0%	0.0%		0.5%	Average
	Flowout to National Backup	104	79	92	75	78	78	58	138	198	315	249	277	258	281	350		2,630	Sum
	Flowout to National Backup Rate	37.1%	24.7%	30.3%	27.1%	24.8%	24.7%	25.8%	37.8%	39.6%	47.6%	41.0%	36.4%	37.8%	38.2%	45.0%		34.5%	Average
	State ASA (sec)	18.8	17.4	17.6	17.6	17.3	15.9	18.3	19.4	19.4	20.5	21.1	20.5	14.8	11.1	12.5		17.50	Average
	Avg. Talk Time (min)	34.4	27.4	38.5	27.5	26.8	27.1	32.0	30.3	25.0	36.3	31.5	26.5	26.0	27.2	27.9		29.64	Average
	Text	Routed	677	536	720	960	871	1,059	1,074	955	1,003	985	832	873	967	865	1,000		13,377
Answered		347	377	507	626	631	636	677	534	542	485	447	531	586	541	552		8,019	Sum
Answer Rate		51.3%	70.3%	70.4%	65.2%	72.4%	60.1%	63.0%	55.9%	54.0%	49.2%	53.7%	60.8%	60.6%	62.5%	55.2%		60.3%	Average
Abandoned		0	0	1	0	0	0	1	0	1	0	0	0	0	0	0		3	Sum
Abandon Rate		0.0%	0.0%	0.1%	0.0%	0.0%	0.0%	0.1%	0.0%	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%		0.0%	Average
Flowout to National Backup		330	159	212	334	240	423	396	421	460	500	385	342	381	324	448		5,355	Sum
Flowout to National Backup Rate		48.7%	29.7%	29.4%	34.8%	27.6%	39.9%	36.9%	44.1%	45.9%	50.8%	46.3%	39.2%	39.4%	37.5%	44.8%		39.7%	Average
State ASA (sec)		19.9	18.2	19.4	18.6	17.7	17.9	18.3	21.3	20.7	19.9	20.2	19.6	13.1	13.2	13.9		18.13	Average
Avg. Talk Time (min)		58.0	48.8	48.8	44.6	42.6	41.5	42.8	43.1	39.8	42.1	41.7	44.2	44.1	42.8	44.8		44.65	Average

Center Level Metrics		SFY24	SFY24	SFY24	SFY24	SFY24	SFY24	SFY25	Sums and Averages														
Center	Modality	Jan 24	Feb 24	Mar 24	Apr 24	May 24	Jun 24	Jul 24	Aug 24	Sep 24	Oct 24	Nov 24	Dec 24	Jan 25	Feb 25	Mar 25							
		Wyandot	Routed to Center						667.0	849.0	859.0	869.0	623.0	530.0	465.0	321.0	378.0	388.0	463.0	6,432	Sum		
Answered by Center							536.0	672.0	693.0	683.0	522.0	477.0	432.0	278.0	303.0	195.0	421.0	5,212	Sum				
Center Answer Rate							80.4%	79.2%	80.7%	78.6%	83.8%	90.0%	89.1%	86.6%	80.2%	50.3%	90.9%	80.9%	Average				
Abandoned at Center							47.0	65.0	58.0	98.0	45.0	30.0	35.0	20.0	46.0	130.0	22.0	596	Sum				
Flowout from Center							84.0	112.0	108.0	88.0	56.0	23.0	18.0	23.0	29.0	63.0	20.0	224	Sum				
Avg. Speed to Answer (Sec)							16.1	17.0	18.1	21.2	19.2	21.7	22.1	21.0	21.7	25.7	19.7	20.3	Average				
Avg. Talk Time (Min)							18.7	19.2	18.4	18.8	18.9	16.9	15.9	17.5	15.2	22.6	15.8	18.0	Average				
Routed to Center	275.0		267.0	314.0	361.0	324.0	323.0	370.0	380.0	369.0	384.0	344.0	303.0	401.0	343.0	374.0		5,132	Sum				
Answered by Center	220.0		230.0	267.0	301.0	278.0	268.0	311.0	314.0	295.0	298.0	271.0	242.0	343.0	277.0	315.0		4,230	Sum				
Center Answer Rate	80.0%		86.1%	85.0%	83.4%	85.8%	83.0%	84.1%	82.6%	79.9%	77.6%	78.8%	79.9%	85.5%	80.8%	84.2%		82.4%	Average				
Abandoned at Center							26.0	25.0	34.0	23.0	25.0	29.0	41.0	53.0	36.0	34.0	42.0	470	Sum				
Flowout from Center							11.0	22.0	26.0	23.0	30.0	32.0	37.0	33.0	37.0	27.0	16.0	24.0	377	Sum			
Avg. Speed to Answer (Sec)	18.0	19.2	17.7	18.6	19.1	17.8	17.2	16.9	16.7	18.5	17.8	17.7	16.5	16.7	17.2		17.7	Average					
Avg. Talk Time (Min)	13.9	12.8	16.6	11.5	13.2	13.0	14.5	15.9	12.4	17.4	12.8	15.0	16.3	16.4			14.4	Average					
Comcare	Routed to Center	209.0	190.0	217.0	156.0	231.0	290.0	327.0	350.0	474.0	595.0	618.0	575.0	526.0	388.0	591.0		5,737	Sum				
	Answered by Center	196.0	166.0	204.0	142.0	210.0	268.0	301.0	326.0	436.0	536.0	572.0	538.0	487.0	360.0	565.0		5,307	Sum				
	Center Answer Rate	94.0%	87.4%	94.0%	91.0%	90.9%	92.4%	92.0%	93.1%	92.0%	90.1%	92.6%	93.6%	92.6%	92.8%	95.6%		92.3%	Average				
	Abandoned at Center	19.0	8.0	13.0	15.0	15.0	19.0	18.0	15.0	31.0	23.0	20.0	24.0	10.0	18.0			248	Sum				
	Flowout from Center							5.0	5.0	1.0	6.0	7.0	6.0	23.0	28.0	17.0	15.0	18.0	169	Sum			
	Avg. Speed to Answer (Sec)	5.0	13.9	13.8	14.1	13.8	13.8	13.5	13.9	13.0	13.4	13.0	12.9	13.2	12.3	11.5		12.7	Average				
	Avg. Talk Time (Min)							16.0	17.1	15.2	13.8	13.3	12.5	13.0	12.4	14.1	13.6	15.3	16.2	18.0	14.8	Average	
	Routed to Center	1,646	1,721	1,958	2,104	1,572	1,639	1,683	1,511	1,610	1,504	1,259	1,158	1,430	1,359	1,433		23,587	Sum				
	Answered by Center	1,440	1,534	1,672	1,773	1,255	1,362	1,382	1,243	1,338	1,289	1,063	930	1,176	1,125	1,178		19,760	Sum				
	Center Answer Rate	87.0%	89.1%	85.4%	84.3%	79.8%	83.1%	82.1%	82.3%	83.1%	85.7%	84.4%	80.3%	82.2%	82.8%	82.2%		83.6%	Average				
Abandoned at Center	124	184	176	168	150	162	160	143	113	100	145	140	157	162			2,084	Sum					
Flowout from Center	63	102	155	149	127	139	108	129	102	96	83	114	77	93			1,537	Sum					
Avg. Speed to Answer (Sec)	16.0	16.5	17.3	16.9	17.3	17.1	17.8	17.9	18.9	20.3	19.3	22.8	23.6	23.5	24.7		19.3	Average					
Avg. Talk Time (Min)							14.2	12.9	12.1	13.3	12.6	12.1	13.4	14.4	15.2	15.1	17.7	16.0	14.9	14.3	Average		
HIS	Routed to Center	66.0	66.0	177.0	164.0	274.0	287.0	311.0	248.0	277.0	190.0	301.0	252.0	177.0	185.0	154.0		3,131	Sum				
	Answered by Center	45.0	41.0	97.0	71.0	124.0	142.0	143.0	128.0	161.0	133.0	215.0	178.0	122.0	125.0	90.0		1,815	Sum				
	Center Answer Rate	66.0%	62.1%	54.8%	43.3%	45.3%	49.5%	46.0%	51.6%	58.1%	70.0%	71.4%	70.6%	68.9%	67.6%	58.4%		58.9%	Average				
	Abandoned at Center							8.0	19.0	29.0	48.0	56.0	43.0	32.0	22.0	34.0	29.0	22.0	457	Sum			
	Flowout from Center							17.0	61.0	64.0	102.0	89.0	112.0	77.0	84.0	35.0	52.0	45.0	28.0	38.0	836	Sum	
	Avg. Speed to Answer (Sec)	26.0	25.5	32.0	30.5	30.1	29.3	31.0	27.6	29.2	23.3	24.6	23.8	27.6	30.1	35.6		28.4	Average				
	Avg. Talk Time (Min)							15.9	11.2	16.8	15.9	18.9	21.0	22.6	20.8	17.2	18.2	18.7	20.7	18.4	18.3	Average	
	HQ nat	Answered by Center						238.00	210.00	201.00	231.00	236.00	165.00	223.00	300.00	344.00	314.00	416.00	375.00	372.00	349.00	3,974.00	Sum
		Avg. Talk Time (Min)						27.4	38.5	27.5	26.8	27.1	32.2	30.3	25.0	38.3	28.0	26.2	26.2	25.8	28.0	29.0	Average

HIS	HC	HIS	Ch														Sums and Averages											
				Jan 24	Feb 24	Mar 24	Apr 24	May 24	Jun 24	Jul 24	Aug 24	Sep 24	Oct 24	Nov 24	Dec 24	Jan 25			Feb 25	Mar 25								
HIS	HC	HIS	Ch	Answered by Center																		41.00	63.00	48.00	83.00	79.00	314.00	Sum
				Avg. Talk Time (Min)																				58.0	28.4	27.9	33.5	27.1
HIS	HC	HIS	Text	Answered by Center	377.00	507.00	626.00	631.00	636.00	677.00	534.00	542.00	485.00	399.00	467.00	506.00	437.00	448.00									7,272.00	Sum
				Avg. Talk Time (Min)	48.8	48.8	44.6	42.6	41.5	42.8	43.1	39.8	42.1	40.1	42.3	43.0	41.8	42.0										
HIS	HC	HIS	Text	Answered by Center																							399.00	Sum
				Avg. Talk Time (Min)																								
				Jan 24	Feb 24	Mar 24	Apr 24	May 24	Jun 24	Jul 24	Aug 24	Sep 24	Oct 24	Nov 24	Dec 24	Jan 25	Feb 25	Mar 25	Sums and Averages									