

Reported Negative Error Rates

7/2/2012

BY RANK

State	Oct - Jan Sample Months	
	FY2012	Rank
MONTANA	1.19	1
SOUTH DAKOTA	1.61	2
ALASKA	4.55	3
IDAHO	4.65	4
NEW HAMPSHIRE	8.64	5
MISSISSIPPI	8.78	6
NORTH DAKOTA	9.26	7
MAINE	10.13	8
MINNESOTA	12.73	9
WEST VIRGINIA	13.08	10
TEXAS	13.10	11
MICHIGAN	13.33	12
NEBRASKA	14.29	13
KENTUCKY	14.38	14
LOUISIANA	14.72	15
WASHINGTON	15.05	16
MISSOURI	16.08	17
OREGON	16.53	18
UTAH	16.54	19
MASSACHUSETTS	17.54	20
VIRGINIA	17.73	21
NORTH CAROLINA	18.18	22
NEW MEXICO	18.21	23
FLORIDA	19.38	24
IOWA	19.49	25
DIST. OF COL.	19.69	26
WISCONSIN	20.41	27
HAWAII	20.65	28
INDIANA	20.83	29
CALIFORNIA	20.83	29
NEW YORK	20.89	31
OHIO	21.35	32
KANSAS	21.93	33
SOUTH CAROLINA	23.05	34
ARKANSAS	23.53	35
DELAWARE	23.62	36
RHODE ISLAND	23.79	37
PENNSYLVANIA	23.81	38
OKLAHOMA	24.41	39
VIRGIN ISLANDS	24.62	40
ALABAMA	29.21	41
MARYLAND	31.34	42
TENNESSEE	31.36	43
ILLINOIS	32.74	44
ARIZONA	34.78	45
GEORGIA	36.96	46
NEVADA	37.45	47
WYOMING	37.93	48
CONNECTICUT	41.18	49
VERMONT	41.45	50
GUAM	50.94	51
NEW JERSEY	59.45	52
COLORADO	70.66	53

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IMPROVEMENT

FY 2012 negative review process is a change in the measure to focus on customer service. As such the FY 2012 is being used as a base year to measure under the new system. Therefore we are not posting information about improvement over FY 2011. We will resume doing this when FY 2013 results are available.