

Reported Negative Error Rates

3/7/2012

BY RANK

State	Oct		Sample Months
	FY2012	Rank	
SOUTH DAKOTA	0.00	1	
NORTH DAKOTA	3.57	2	
MONTANA	4.65	3	
IDAHO	5.26	4	
TEXAS	5.33	5	
NEW HAMPSHIRE	7.14	6	
ALASKA	7.69	7	
WEST VIRGINIA	8.62	8	
MINNESOTA	10.34	9	
HAWAII	10.61	10	
ARKANSAS	11.11	11	
MISSISSIPPI	11.29	12	
KENTUCKY	12.00	13	
IOWA	12.16	14	
LOUISIANA	12.24	15	
NEW MEXICO	13.10	16	
MAINE	13.92	17	
CALIFORNIA	14.49	18	
WASHINGTON	14.55	19	
OREGON	15.63	20	
NORTH CAROLINA	15.87	21	
MICHIGAN	16.67	22	
WISCONSIN	17.65	23	
RHODE ISLAND	18.52	24	
INDIANA	18.81	25	
KANSAS	19.00	26	
UTAH	19.05	27	
SOUTH CAROLINA	19.28	28	
MISSOURI	20.00	29	
OKLAHOMA	20.97	30	
NEBRASKA	21.43	31	
VIRGINIA	21.67	32	
TENNESSEE	22.22	33	
DIST. OF COL.	23.19	34	
VIRGIN ISLANDS	23.53	35	
ALABAMA	23.68	36	
FLORIDA	24.66	37	
NEW YORK	24.68	38	
ARIZONA	26.15	39	
MARYLAND	29.17	40	
VERMONT	29.27	41	
OHIO	30.30	42	
PENNSYLVANIA	30.88	43	
ILLINOIS	31.75	44	
CONNECTICUT	32.08	45	
DELAWARE	33.82	46	
GEORGIA	35.29	47	
NEVADA	36.62	48	
GUAM	42.86	49	
WYOMING	43.48	50	
MASSACHUSETTS	43.94	51	
NEW JERSEY	61.82	52	
COLORADO	66.00	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 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.