

Reported Negative Error Rates

3/27/2013

BY RANK

State	Oct Sample Months	
	FY2013	Rank
SOUTH DAKOTA	0.00	1
IDAHO	3.57	2
KENTUCKY	5.36	3
NEW HAMPSHIRE	6.12	4
IOWA	8.22	5
MICHIGAN	8.33	6
MONTANA	9.62	7
MISSISSIPPI	10.14	8
NEW MEXICO	10.59	9
NORTH DAKOTA	11.11	10
VIRGINIA	11.76	11
MASSACHUSETTS	12.31	12
WASHINGTON	12.90	13
KANSAS	13.33	14
ALASKA	13.79	15
ARKANSAS	14.49	16
FLORIDA	14.75	17
DIST. OF COL.	15.00	18
NEBRASKA	16.13	19
NEW YORK	16.67	20
MAINE	16.67	20
TEXAS	17.39	22
SOUTH CAROLINA	18.57	23
MISSOURI	19.44	24
WISCONSIN	19.70	25
DELAWARE	22.41	26
OHIO	22.67	27
HAWAII	23.33	28
OREGON	23.61	29
OKLAHOMA	28.13	30
NEW JERSEY	28.36	31
INDIANA	28.79	32
CALIFORNIA	29.09	33
GEORGIA	29.58	34
ALABAMA	29.63	35
WEST VIRGINIA	30.36	36
PENNSYLVANIA	30.51	37
VIRGIN ISLANDS	30.77	38
WYOMING	31.82	39
MARYLAND	33.33	40
LOUISIANA	33.33	40
UTAH	33.93	42
NEVADA	34.44	43
RHODE ISLAND	34.62	44
NORTH CAROLINA	38.10	45
ILLINOIS	38.89	46
ARIZONA	43.02	47
MINNESOTA	44.00	48
VERMONT	46.94	49
TENNESSEE	51.02	50
CONNECTICUT	51.56	51
GUAM	56.25	52
COLORADO	62.16	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.