

Reported Negative Error Rates

4/23/2012

BY RANK

State	Oct - Nov		Sample Months
	FY2012	Rank	
SOUTH DAKOTA	0.00	1	
MONTANA	2.56	2	
IDAHO	2.63	3	
NEW HAMPSHIRE	6.25	4	
ALASKA	6.25	4	
MISSISSIPPI	8.26	6	
NORTH DAKOTA	8.77	7	
MAINE	10.60	8	
TEXAS	10.67	9	
MICHIGAN	13.33	10	
KENTUCKY	14.36	11	
MINNESOTA	14.39	12	
WEST VIRGINIA	14.55	13	
OREGON	14.63	14	
ARKANSAS	14.75	15	
CALIFORNIA	14.81	16	
LOUISIANA	15.00	17	
MISSOURI	15.32	18	
NEW MEXICO	15.48	19	
WISCONSIN	15.58	20	
VIRGINIA	15.65	21	
WASHINGTON	16.22	22	
NEBRASKA	17.59	23	
DIST. OF COL.	17.91	24	
KANSAS	18.09	25	
IOWA	18.18	26	
SOUTH CAROLINA	18.24	27	
FLORIDA	18.57	28	
NORTH CAROLINA	19.67	29	
UTAH	19.71	30	
MASSACHUSETTS	19.84	31	
INDIANA	20.63	32	
HAWAII	20.93	33	
NEW YORK	21.62	34	
ALABAMA	23.27	35	
VIRGIN ISLANDS	23.33	36	
RHODE ISLAND	23.81	37	
OHIO	24.00	38	
OKLAHOMA	25.00	39	
ILLINOIS	27.03	40	
PENNSYLVANIA	28.13	41	
DELAWARE	28.15	42	
TENNESSEE	31.51	43	
MARYLAND	33.57	44	
ARIZONA	34.43	45	
CONNECTICUT	36.70	46	
WYOMING	37.78	47	
VERMONT	40.26	48	
GEORGIA	40.74	49	
NEVADA	40.97	50	
GUAM	50.00	51	
NEW JERSEY	58.88	52	
COLORADO	67.68	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.