

Reported Negative Error Rates

7/23/2012

BY RANK

State	Oct - Feb		Sample Months
	FY2012	Rank	
MONTANA	0.98	1	
SOUTH DAKOTA	2.11	2	
ALASKA	3.80	3	
IDAHO	4.02	4	
NEW HAMPSHIRE	7.69	5	
MISSISSIPPI	8.44	6	
NORTH DAKOTA	9.09	7	
MAINE	11.83	8	
MICHIGAN	12.00	9	
MINNESOTA	12.06	10	
WEST VIRGINIA	13.04	11	
NEBRASKA	13.43	12	
MISSOURI	13.61	13	
TEXAS	13.89	14	
KENTUCKY	14.53	15	
WASHINGTON	14.64	16	
LOUISIANA	14.86	17	
MASSACHUSETTS	15.03	18	
VIRGINIA	15.27	19	
UTAH	15.36	20	
OREGON	16.13	21	
FLORIDA	16.46	22	
NEW MEXICO	18.42	23	
IOWA	18.71	24	
INDIANA	19.61	25	
DIST. OF COL.	19.87	26	
NORTH CAROLINA	20.14	27	
NEW YORK	20.44	28	
VIRGIN ISLANDS	20.48	29	
HAWAII	20.85	30	
OHIO	21.41	31	
CALIFORNIA	21.81	32	
KANSAS	21.94	33	
WISCONSIN	22.22	34	
ARKANSAS	23.31	35	
SOUTH CAROLINA	23.62	36	
PENNSYLVANIA	24.04	37	
DELAWARE	24.12	38	
OKLAHOMA	24.28	39	
RHODE ISLAND	24.80	40	
ALABAMA	28.61	41	
TENNESSEE	29.07	42	
ILLINOIS	32.48	43	
MARYLAND	32.59	44	
ARIZONA	33.22	45	
NEVADA	36.09	46	
WYOMING	36.19	47	
GEORGIA	38.24	48	
VERMONT	40.43	49	
CONNECTICUT	41.90	50	
GUAM	50.00	51	
NEW JERSEY	57.52	52	
COLORADO	69.42	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.