

Reported Negative Error Rates

9/5/2012

BY RANK

State	Oct - Mar		Sample Months
	FY2012	Rank	
SOUTH DAKOTA	1.75	1	
IDAHO	3.57	2	
ALASKA	4.26	3	
MISSISSIPPI	7.73	4	
NEW HAMPSHIRE	8.00	5	
NORTH DAKOTA	8.81	6	
MINNESOTA	11.71	7	
MAINE	12.16	8	
MISSOURI	12.77	9	
MICHIGAN	12.98	10	
NEBRASKA	13.37	11	
KENTUCKY	13.92	12	
MASSACHUSETTS	14.05	13	
WEST VIRGINIA	14.71	14	
FLORIDA	14.81	15	
OREGON	14.82	16	
LOUISIANA	14.88	17	
WASHINGTON	16.38	18	
TEXAS	16.56	19	
UTAH	16.75	20	
VIRGINIA	16.87	21	
NEW MEXICO	17.10	22	
IOWA	17.65	23	
INDIANA	19.28	24	
NEW YORK	19.86	25	
HAWAII	20.60	26	
MONTANA	20.62	27	
VIRGIN ISLANDS	21.15	28	
NORTH CAROLINA	21.35	29	
KANSAS	21.68	30	
DIST. OF COL.	21.87	31	
OHIO	22.45	32	
RHODE ISLAND	22.85	33	
PENNSYLVANIA	23.47	34	
OKLAHOMA	23.47	34	
SOUTH CAROLINA	23.60	36	
WISCONSIN	23.98	37	
CALIFORNIA	24.54	38	
DELAWARE	25.55	39	
TENNESSEE	26.50	40	
ARKANSAS	26.84	41	
ALABAMA	27.04	42	
ILLINOIS	32.14	43	
MARYLAND	32.60	44	
WYOMING	33.87	45	
ARIZONA	35.24	46	
NEVADA	35.80	47	
GEORGIA	37.41	48	
VERMONT	41.07	49	
CONNECTICUT	44.63	50	
GUAM	48.68	51	
NEW JERSEY	54.03	52	
COLORADO	68.62	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.