

Reported Negative Error Rates

9/24/2012

BY RANK

State	Oct - Apr Sample Months	
	FY2012	Rank
SOUTH DAKOTA	1.50	1
IDAHO	3.60	2
ALASKA	5.61	3
MISSISSIPPI	7.13	4
NEW HAMPSHIRE	7.93	5
NORTH DAKOTA	9.63	6
MINNESOTA	11.95	7
MAINE	12.35	8
MISSOURI	12.98	9
NEBRASKA	13.23	10
MASSACHUSETTS	13.28	11
MICHIGAN	14.22	12
FLORIDA	14.32	13
WEST VIRGINIA	14.54	14
OREGON	14.88	15
KENTUCKY	15.37	16
LOUISIANA	15.41	17
WASHINGTON	15.74	18
VIRGINIA	15.79	19
IOWA	16.84	20
NEW MEXICO	17.61	21
UTAH	17.83	22
INDIANA	18.44	23
MONTANA	18.59	24
NEW YORK	19.47	25
TEXAS	19.74	26
HAWAII	21.45	27
VIRGIN ISLANDS	21.67	28
NORTH CAROLINA	21.68	29
DIST. OF COL.	21.76	30
KANSAS	21.86	31
OHIO	22.62	32
OKLAHOMA	23.45	33
WISCONSIN	23.64	34
PENNSYLVANIA	24.42	35
RHODE ISLAND	24.49	36
TENNESSEE	25.00	37
SOUTH CAROLINA	25.15	38
DELAWARE	25.85	39
CALIFORNIA	25.85	39
ALABAMA	25.87	41
ARKANSAS	25.91	42
ILLINOIS	30.73	43
MARYLAND	31.28	44
WYOMING	32.41	45
ARIZONA	34.72	46
NEVADA	35.82	47
GEORGIA	35.95	48
VERMONT	39.77	49
CONNECTICUT	45.30	50
GUAM	45.35	51
NEW JERSEY	53.02	52
COLORADO	68.87	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.