

Reported Negative Error Rates

10/3/2012

BY RANK

State	Oct - May Sample Months	
	FY2012	Rank
SOUTH DAKOTA	2.09	1
IDAHO	3.32	2
ALASKA	5.76	3
MISSISSIPPI	6.57	4
NEW HAMPSHIRE	8.13	5
NORTH DAKOTA	9.35	6
MINNESOTA	12.07	7
MASSACHUSETTS	12.26	8
MAINE	12.80	9
WEST VIRGINIA	13.05	10
FLORIDA	13.27	11
NEBRASKA	13.29	12
MICHIGAN	13.90	13
MISSOURI	13.94	14
WASHINGTON	14.19	15
OREGON	14.81	16
KENTUCKY	15.01	17
VIRGINIA	15.28	18
IOWA	15.80	19
LOUISIANA	17.41	20
UTAH	17.45	21
MONTANA	17.65	22
INDIANA	18.01	23
NEW YORK	20.51	24
KANSAS	21.43	25
DIST. OF COL.	21.50	26
VIRGIN ISLANDS	21.58	27
HAWAII	21.82	28
OKLAHOMA	22.06	29
TEXAS	22.35	30
NEW MEXICO	22.49	31
OHIO	22.61	32
NORTH CAROLINA	23.36	33
RHODE ISLAND	24.35	34
ARKANSAS	24.89	35
TENNESSEE	25.00	36
WISCONSIN	25.49	37
PENNSYLVANIA	25.60	38
ALABAMA	25.77	39
DELAWARE	26.10	40
SOUTH CAROLINA	26.26	41
CALIFORNIA	27.22	42
ILLINOIS	30.37	43
MARYLAND	31.49	44
ARIZONA	33.62	45
GEORGIA	34.30	46
WYOMING	34.73	47
NEVADA	35.54	48
VERMONT	40.48	49
GUAM	45.83	50
CONNECTICUT	46.52	51
NEW JERSEY	51.21	52
COLORADO	68.99	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.