

Reported Negative Error Rates

11/1/2012

BY RANK

| State | Oct - Jun Sample Months | |
|----------------|-------------------------|------|
| | FY2012 | Rank |
| SOUTH DAKOTA | 1.85 | 1 |
| IDAHO | 3.16 | 2 |
| ALASKA | 5.88 | 3 |
| MISSISSIPPI | 6.44 | 4 |
| NEW HAMPSHIRE | 8.18 | 5 |
| NORTH DAKOTA | 8.26 | 6 |
| MASSACHUSETTS | 11.39 | 7 |
| FLORIDA | 12.52 | 8 |
| MAINE | 12.67 | 9 |
| WEST VIRGINIA | 13.53 | 10 |
| MICHIGAN | 13.65 | 11 |
| VIRGINIA | 13.90 | 12 |
| MISSOURI | 14.21 | 13 |
| WASHINGTON | 14.53 | 14 |
| NEBRASKA | 14.78 | 15 |
| KENTUCKY | 14.87 | 16 |
| IOWA | 14.99 | 17 |
| MINNESOTA | 16.34 | 18 |
| OREGON | 16.40 | 19 |
| UTAH | 16.86 | 20 |
| MONTANA | 16.88 | 21 |
| LOUISIANA | 17.22 | 22 |
| INDIANA | 18.18 | 23 |
| VIRGIN ISLANDS | 19.11 | 24 |
| NEW YORK | 20.03 | 25 |
| HAWAII | 21.51 | 26 |
| DIST. OF COL. | 21.58 | 27 |
| KANSAS | 22.31 | 28 |
| OKLAHOMA | 22.52 | 29 |
| OHIO | 22.55 | 30 |
| ARKANSAS | 23.00 | 31 |
| RHODE ISLAND | 23.38 | 32 |
| NORTH CAROLINA | 23.73 | 33 |
| TEXAS | 24.69 | 34 |
| TENNESSEE | 25.08 | 35 |
| ALABAMA | 25.16 | 36 |
| SOUTH CAROLINA | 25.78 | 37 |
| WISCONSIN | 25.94 | 38 |
| NEW MEXICO | 26.10 | 39 |
| PENNSYLVANIA | 26.44 | 40 |
| DELAWARE | 26.51 | 41 |
| CALIFORNIA | 27.96 | 42 |
| ILLINOIS | 30.25 | 43 |
| MARYLAND | 30.77 | 44 |
| ARIZONA | 32.65 | 45 |
| WYOMING | 32.98 | 46 |
| GEORGIA | 33.66 | 47 |
| VERMONT | 40.75 | 48 |
| NEVADA | 41.95 | 49 |
| GUAM | 43.81 | 50 |
| CONNECTICUT | 47.69 | 51 |
| NEW JERSEY | 48.95 | 52 |
| COLORADO | 69.64 | 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.