

Reported Negative Error Rates

11/26/2012

BY RANK

State	Oct - Jul		Sample Months
	FY2012	Rank	
SOUTH DAKOTA	2.09	1	
IDAHO	3.60	2	
MISSISSIPPI	6.34	3	
ALASKA	6.95	4	
NEW HAMPSHIRE	8.08	5	
NORTH DAKOTA	8.61	6	
MASSACHUSETTS	11.17	7	
FLORIDA	11.91	8	
MAINE	12.23	9	
MICHIGAN	12.96	10	
WEST VIRGINIA	13.44	11	
WASHINGTON	13.46	12	
VIRGINIA	13.62	13	
IOWA	14.54	14	
MISSOURI	14.76	15	
KENTUCKY	15.46	16	
MINNESOTA	16.31	17	
OREGON	16.35	18	
NEBRASKA	16.43	19	
MONTANA	16.70	20	
LOUISIANA	17.14	21	
UTAH	17.15	22	
INDIANA	18.29	23	
NEW YORK /3	20.03	24	
HAWAII	20.99	25	
VIRGIN ISLANDS	21.71	26	
ARKANSAS	22.32	27	
DIST. OF COL.	22.35	28	
OHIO	22.56	29	
KANSAS	22.63	30	
OKLAHOMA	23.20	31	
RHODE ISLAND	23.69	32	
NORTH CAROLINA	24.09	33	
TEXAS	25.00	34	
ALABAMA	25.15	35	
WISCONSIN	25.32	36	
DELAWARE	25.82	37	
TENNESSEE	25.84	38	
SOUTH CAROLINA	26.56	39	
PENNSYLVANIA	27.74	40	
CALIFORNIA	27.88	41	
ILLINOIS	28.76	42	
NEW MEXICO	29.78	43	
MARYLAND	30.77	44	
WYOMING	30.92	45	
ARIZONA	31.68	46	
GEORGIA	33.19	47	
VERMONT	41.24	48	
GUAM	43.97	49	
NEVADA	43.98	50	
CONNECTICUT	47.41	51	
NEW JERSEY	49.53	52	
COLORADO	69.58	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.