

Reported Negative Error Rates

1/7/2013

BY RANK

State	Oct - Aug		Sample Months
	FY2012	Rank	
SOUTH DAKOTA	2.06	1	
IDAHO	3.55	2	
MISSISSIPPI	6.56	3	
ALASKA	7.40	4	
NEW HAMPSHIRE	7.68	5	
NORTH DAKOTA	8.72	6	
MASSACHUSETTS	11.14	7	
MAINE	12.07	8	
VIRGINIA	12.74	9	
WEST VIRGINIA	12.75	10	
WASHINGTON	13.63	11	
FLORIDA	13.64	12	
MICHIGAN	13.90	13	
IOWA	14.59	14	
MISSOURI	15.34	15	
KENTUCKY	15.83	16	
MONTANA	16.23	17	
OREGON	16.84	18	
LOUISIANA	16.98	19	
UTAH	17.02	20	
MINNESOTA	17.12	21	
NEBRASKA	17.21	22	
INDIANA	17.28	23	
NEW YORK /3	19.76	24	
VIRGIN ISLANDS	20.92	25	
ARKANSAS	21.01	26	
HAWAII	22.26	27	
DIST. OF COL.	22.66	28	
KANSAS	22.76	29	
RHODE ISLAND	23.44	30	
OHIO	23.50	31	
NORTH CAROLINA	23.51	32	
OKLAHOMA	23.85	33	
WISCONSIN	24.38	34	
ALABAMA	24.79	35	
TEXAS	25.11	36	
DELAWARE	25.43	37	
SOUTH CAROLINA	26.39	38	
TENNESSEE	27.32	39	
CALIFORNIA	27.52	40	
ILLINOIS	27.96	41	
NEW MEXICO	27.98	42	
PENNSYLVANIA	29.05	43	
WYOMING	29.79	44	
MARYLAND	29.97	45	
ARIZONA	30.59	46	
GEORGIA	33.68	47	
VERMONT	42.42	48	
NEVADA	45.56	49	
GUAM	45.80	50	
CONNECTICUT	46.92	51	
NEW JERSEY	48.53	52	
COLORADO	69.45	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.