

Reported Negative Error Rates

5/9/2012

BY RANK

State	Oct - Dec		Sample Months
	FY2012	Rank	
SOUTH DAKOTA	0.00	1	
MONTANA	1.68	2	
IDAHO	3.23	3	
ALASKA	4.63	4	
NEW HAMPSHIRE	6.61	5	
MISSISSIPPI	7.49	6	
NORTH DAKOTA	8.24	7	
MAINE	9.29	8	
TEXAS	10.92	9	
WEST VIRGINIA	12.35	10	
KENTUCKY	12.81	11	
MINNESOTA	14.01	12	
MICHIGAN	14.44	13	
OREGON	14.89	14	
WASHINGTON	15.34	15	
LOUISIANA	15.54	16	
NEBRASKA	15.72	17	
WISCONSIN	16.51	18	
MASSACHUSETTS	16.75	19	
MISSOURI	17.02	20	
DIST. OF COL.	17.33	21	
VIRGINIA	17.75	22	
CALIFORNIA	18.00	23	
UTAH	18.63	24	
FLORIDA	18.88	25	
NORTH CAROLINA	19.21	26	
HAWAII	19.58	27	
KANSAS	19.86	28	
SOUTH CAROLINA	20.50	29	
NEW MEXICO	20.63	30	
IOWA	20.67	31	
NEW YORK	21.10	32	
INDIANA	21.55	33	
OHIO	21.81	34	
ARKANSAS	22.78	35	
RHODE ISLAND	24.36	36	
PENNSYLVANIA	24.48	37	
DELAWARE	25.62	38	
OKLAHOMA	26.98	39	
ILLINOIS	26.99	40	
VIRGIN ISLANDS	27.08	41	
ALABAMA	28.02	42	
MARYLAND	33.83	43	
TENNESSEE	33.85	44	
ARIZONA	34.86	45	
GEORGIA	36.00	46	
NEVADA	39.23	47	
CONNECTICUT	42.17	48	
WYOMING	43.28	49	
VERMONT	43.36	50	
GUAM	47.62	51	
NEW JERSEY	61.45	52	
COLORADO	70.72	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 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.