

Reported Negative Error Rates

1/24/2013

BY RANK

State	Sample Months	
	Oct - Sep FY2012	Rank
SOUTH DAKOTA	1.89	1
IDAHO	3.58	2
MISSISSIPPI	6.68	3
ALASKA	6.95	4
NEW HAMPSHIRE	8.04	5
NORTH DAKOTA	8.33	6
MASSACHUSETTS	10.92	7
MAINE	12.04	8
WEST VIRGINIA	12.80	9
VIRGINIA	13.20	10
MICHIGAN	13.85	11
WASHINGTON	13.92	12
FLORIDA	14.08	13
IOWA	14.51	14
KENTUCKY	15.03	15
MISSOURI	15.40	16
MONTANA	16.59	17
UTAH	16.82	18
INDIANA	17.44	19
OREGON	18.01	20
NEBRASKA	18.75	21
LOUISIANA	19.03	22
MINNESOTA	19.19	23
ARKANSAS	19.94	24
NEW YORK /3	20.14	25
VIRGIN ISLANDS	21.60	26
DIST. OF COL.	22.25	27
KANSAS	22.73	28
HAWAII	22.82	29
RHODE ISLAND	22.93	30
OHIO	23.19	31
OKLAHOMA	23.37	32
ALABAMA	24.31	33
TEXAS	24.34	34
WISCONSIN	24.38	35
NORTH CAROLINA	24.46	36
DELAWARE	25.49	37
SOUTH CAROLINA	26.39	38
NEW MEXICO	26.50	39
CALIFORNIA	27.09	40
TENNESSEE	28.26	41
ILLINOIS	28.59	42
PENNSYLVANIA	29.29	43
MARYLAND	30.49	44
WYOMING	30.74	45
ARIZONA	31.02	46
GEORGIA	33.09	47
VERMONT	43.29	48
NEVADA	45.78	49
CONNECTICUT	47.18	50
NEW JERSEY	48.04	51
GUAM	48.67	52
COLORADO	68.71	53

Reported Negative Error Rates

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.