

Attachment  
ACSI Formula Weights

<b>State Name</b>	<b>Overall Satisfaction (Question 1)</b>	<b>Met Expectations (Question 2)</b>	<b>Compared to Ideal (Question 3)</b>
AL	0.4002	0.3258	0.2741
AK	0.3920	0.3204	0.2876
AZ	0.3763	0.3224	0.3013
AR	0.3939	0.3220	0.2841
CA	0.3920	0.3223	0.2857
CO	0.3970	0.3219	0.2811
CT	0.3894	0.3240	0.2866
DE	0.4065	0.2984	0.2951
DC	0.3967	0.3248	0.2785
FL	0.3940	0.3179	0.2881
GA	0.3944	0.3173	0.2883
HI	0.3920	0.3204	0.2876
ID	0.3691	0.3357	0.2952
IL	0.3824	0.3250	0.2925
IN	0.3897	0.3249	0.2854
IA	0.4125	0.3099	0.2777
KS	0.3929	0.3187	0.2884
KY	0.3896	0.3195	0.2909
LA	0.3976	0.3280	0.2744
ME	0.4175	0.2980	0.2845
MD	0.4023	0.3183	0.2794
MA	0.4029	0.3119	0.2853
MI	0.3804	0.3247	0.2949
MN	0.3880	0.3190	0.2931
MS	0.4223	0.3102	0.2675
MO	0.3937	0.3146	0.2917
MT	0.4127	0.3115	0.2758
NE	0.3827	0.3209	0.2964
NV	0.3925	0.3162	0.2913
NH	0.3800	0.3221	0.2979
NJ	0.3875	0.3280	0.2845
NM	0.3937	0.3241	0.2822
NY	0.3902	0.3261	0.2837
NC	0.4023	0.3178	0.2800
ND	0.3977	0.3103	0.2920
OH	0.3885	0.3190	0.2925

<b>State Name</b>	<b>Overall Satisfaction (Question 1)</b>	<b>Met Expectations (Question 2)</b>	<b>Compared to Ideal (Question 3)</b>
<b>OK</b>	0.3926	0.3164	0.2909
<b>OR</b>	0.3924	0.3208	0.2868
<b>PA</b>	0.3936	0.3188	0.2875
<b>PR</b>	0.3920	0.3204	0.2876
<b>RI</b>	0.3913	0.3210	0.2878
<b>SC</b>	0.3937	0.3243	0.2820
<b>SD</b>	0.3893	0.3258	0.2850
<b>TN</b>	0.4000	0.3158	0.2842
<b>TX</b>	0.3985	0.3184	0.2831
<b>UT</b>	0.3813	0.3212	0.2975
<b>VT</b>	0.3964	0.3107	0.2929
<b>VA</b>	0.3877	0.3215	0.2908
<b>VI</b>	0.3920	0.3204	0.2876
<b>WA</b>	0.3902	0.3207	0.2891
<b>WV</b>	0.4092	0.3283	0.2625
<b>WI</b>	0.3868	0.3131	0.3000
<b>WY</b>	0.3706	0.3404	0.2890