

**American Customer Satisfaction Index
Formula Weights for PY 2010**

State	Satisfaction (SATIS)	Confirm (CONFIRM)	Ideal (IDEAL)
Alabama	0.3921	0.3280	0.2799
Arizona	0.3553	0.3683	0.2764
Arkansas	0.3927	0.3195	0.2878
California	0.3862	0.3321	0.2817
Colorado	0.3908	0.3291	0.2802
Connecticut	0.3955	0.3272	0.2773
Delaware	0.3857	0.3243	0.2901
District of Columbia	0.3900	0.3276	0.2824
Florida	0.4188	0.3325	0.2486
Georgia	0.3935	0.3277	0.2788
Idaho	0.3772	0.3427	0.2801
Illinois	0.3898	0.3307	0.2795
Indiana	0.3893	0.3283	0.2824
Iowa	0.3898	0.3287	0.2815
Kansas	0.3863	0.3382	0.2755
Kentucky	0.3902	0.3285	0.2813
Louisiana	0.3952	0.3250	0.2798
Maine	0.3796	0.3348	0.2856
Maryland	0.3940	0.3317	0.2743
Massachusetts	0.3847	0.3365	0.2788
Michigan	0.3911	0.3283	0.2806
Minnesota	0.3883	0.3371	0.2746
Mississippi	0.3967	0.3218	0.2814
Missouri	0.3942	0.3294	0.2764
Montana	0.3815	0.3393	0.2792
Nebraska	0.3762	0.3460	0.2778
Nevada	0.3878	0.3306	0.2816
New Hampshire	0.3838	0.3319	0.2843
New Jersey	0.3929	0.3286	0.2785
New Mexico	0.3904	0.3309	0.2787
New York	0.3902	0.3298	0.2800
North Carolina	0.4055	0.3201	0.2744
North Dakota	0.3759	0.3126	0.3115
Ohio	0.3962	0.3264	0.2774
Oklahoma	0.3908	0.3320	0.2772
Oregon	0.3856	0.3215	0.2929

Pennsylvania	0.3971	0.3282	0.2747
Rhode Island	0.3719	0.3248	0.3033
South Carolina	0.4047	0.3190	0.2763
South Dakota	0.3921	0.3501	0.2579
Tennessee	0.4076	0.3142	0.2782
Texas	0.3852	0.3309	0.2838
Utah	0.3770	0.3323	0.2906
Vermont	0.3859	0.3435	0.2706
Virginia	0.3916	0.3298	0.2786
Washington	0.3925	0.3308	0.2767
West Virginia	0.3925	0.3248	0.2828
Wisconsin	0.3845	0.3272	0.2883
Wyoming	0.3642	0.3234	0.3125