

State Service Quality Metrics	Target 2008
Connecticut OOS<24Hrs	>90%
Illinois OOS Over 24 Hrs	<5%
Indiana OOS Within 24 Hrs	>92%
Michigan MTTR	<36 Hours
Ohio OOS Cleared in 24 Hrs	>90%
Wisconsin OOS Over 24 Hrs - 95% w/switch events	>95%
Alabama % Receipt to Final Status	72%
Florida OOS Cleared within 24Hrs	95%
Kentucky OOS Cleared within 24Hrs	85%
Louisiana OOS Cleared within 24Hrs	>59.14
North Carolina OOS Cleared within 24hrs	95%
South Carolina OOS Cleared within 24hrs	85%
Arkansas Reports Cleared in 24Hrs	95%
Kanasa Repair Interval Hrs	<30hrs
Missouri % OOS cleared within 24Hrs Working Hrs	90.00%
Oklahoma OOS Cleared in 24Hrs	90%
Texas OOS Cleared in 8Hrs	90%
California Initial OOS / Excl CRA	29.3hrs
California Repeat OOS / Excl CRA	39.4hrs

Georgia: No OOS Measure
 Mississippi: No longer reports
 Tennessee: No OOS Measure
 Nevada: No longer reportsfa