

**District Government Agency
Ranking Chart Telephone Tester FY06 Second Quarter Results
(As Compared to the District Average)**

Agency	Courtesy	Knowledge	Etiquette	Overall	Average	Pass/Fail
Chief Technology Officer, Office of the	5.00	5.00	5.00	4.93	4.983	PASS
Cable Television and Telecommunications,	5.00	4.98	4.98	4.96	4.980	PASS
City Administrator, Office of the	5.00	5.00	5.00	4.90	4.975	PASS
Aging, Office on	5.00	5.00	4.92	4.94	4.965	PASS
Mayor's Call Center	5.00	5.00	4.92	4.94	4.965	PASS
Housing and Community Development, Department of	5.00	4.97	4.94	4.94	4.963	PASS
Office of Asian and Pacific Islanders	5.00	5.00	5.00	4.84	4.960	PASS
Human Services, Department of	5.00	5.00	4.88	4.94	4.955	PASS
Planning, Office of	5.00	5.00	4.98	4.81	4.948	PASS
Insurance and Securities Regulation, Department of	5.00	5.00	4.98	4.81	4.948	PASS
Transportation, District Division of	5.00	5.00	4.96	4.82	4.945	PASS
Arts and Humanities, Commission on	4.98	5.00	4.86	4.91	4.938	PASS
Operations, Deputy Mayor for	5.00	5.00	4.92	4.83	4.938	PASS
Office of Latino Affairs	5.00	5.00	4.96	4.79	4.938	PASS
Parks & Recreation, Department of	5.00	4.89	5.00	4.83	4.930	PASS
Fire and Emergency Medical Services, Department of	5.00	4.92	4.98	4.79	4.923	PASS
Mental Health, Department of	4.98	4.93	4.89	4.87	4.918	PASS
Department of Public Works	4.98	4.96	5.00	4.73	4.918	PASS
Corrections, Department of	5.00	4.93	4.87	4.87	4.918	PASS
Medical Examiner, Office of the Chief	4.98	4.94	4.86	4.88	4.915	PASS
Chief Financial Officer, Office of the	5.00	4.97	4.83	4.83	4.908	PASS
Mayor's Suite	5.00	5.00	4.84	4.76	4.900	PASS
Public Service Commission	5.00	4.93	4.96	4.69	4.895	PASS
Health, Department of	4.97	5.00	4.95	4.63	4.888	PASS
Chief of Staff, Office of the	5.00	4.97	4.82	4.75	4.885	PASS
Office of the Unified Communications	5.00	5.00	4.76	4.76	4.880	PASS
Labor Relations	5.00	4.90	4.85	4.75	4.875	PASS
Planning and Economic Development, Office of	5.00	5.00	4.82	4.62	4.860	PASS
Public Safety and Justice, Office of the Deputy Mayor	5.00	4.89	4.92	4.63	4.860	PASS
Property Management, Office of	4.98	4.90	4.81	4.74	4.858	PASS
Policy and Legislative Affairs, Office of	5.00	4.87	4.79	4.70	4.840	PASS
Office Risk Management	4.96	4.88	4.72	4.76	4.830	PASS
DC Lottery and Charity Game Board	5.00	4.78	4.78	4.75	4.828	PASS
Local Business Development, Office of	5.00	4.98	4.90	4.39	4.818	PASS
Metropolitan Police Department	5.00	4.91	4.82	4.50	4.808	PASS
Veterans Affairs	4.97	4.66	4.82	4.68	4.783	PASS
Emergency Management Agency	4.89	4.80	4.74	4.70	4.783	PASS
Public Library	4.95	4.77	4.72	4.65	4.773	PASS
Contracting and Procurement, Office of	4.92	4.75	4.83	4.53	4.758	PASS
Office of Community Affairs	5.00	4.87	4.65	4.50	4.755	PASS
Office of Zoning	4.94	4.94	4.74	4.37	4.748	PASS
State Education Office	4.79	4.79	4.79	4.61	4.745	PASS
District Average	4.98	4.93	4.88	4.75	4.739	
Communications, Office of	4.97	4.92	4.62	4.43	4.735	PASS
Children, Youth and Families and Elders, Office of the	5.00	5.00	4.87	3.90	4.693	FAIL
Personnel, Office of	4.95	4.91	4.36	4.52	4.685	PASS
Inspector General, Office of the	4.98	4.73	4.73	4.27	4.678	PASS
Office of Motion Picture and Television Development	5.00	4.92	4.32	4.39	4.658	PASS
Office of Police Complaints	5.00	4.98	4.20	4.35	4.633	PASS
Consumer and Regulatory Affairs, Department of	5.00	5.00	4.96	3.50	4.615	FAIL
Secretary, Office of the	5.00	4.86	4.26	4.10	4.555	PASS
DC Energy Office	4.89	4.86	4.67	3.77	4.548	FAIL
Attorney General, Office of	5.00	4.88	4.88	3.42	4.545	FAIL
Employment Services, Department of	4.95	4.84	4.80	3.42	4.503	FAIL
Department of Motor Vehicle	4.87	4.78	4.50	3.83	4.495	FAIL
Human Rights	4.80	4.87	4.10	4.19	4.490	PASS
Alcohol and Beverage Regulation Administration	4.88	4.88	4.39	3.68	4.458	FAIL
DC Advisory Commission and Sentencing	4.86	4.71	4.23	3.60	4.350	FAIL
Child and Family Services	4.68	4.32	3.97	3.75	4.180	FAIL
Department of Youth Rehabilitation Services	4.84	4.80	3.56	2.97	4.043	FAIL
DC Taxi Cab Commission	4.43	3.59	3.05	2.98	3.513	FAIL
Tax and Revenue, Office of	4.22	4.56	3.78	1.47	3.508	FAIL