

**District Government Agency
Ranking Chart Telephone Tester FY05 Third Quarter Results
(As Compared to the District Average)**

Agency	Courtesy	Knowledge	Etiquette	Overall	Average	Pass/Fail
Office of Asian and Pacific Islanders	5.00	5.00	5.00	5.00	5.000	Pass
Planning and Economic Development, Office of	5.00	5.00	5.00	5.00	5.000	Pass
Chief Technology Officer, Office of the	5.00	5.00	5.00	5.00	5.000	Pass
Department of Public Works	5.00	5.00	4.98	4.98	4.990	Pass
Children, Youth and Families and Elders, Office of the	5.00	5.00	4.98	4.98	4.990	Pass
Chief Financial Officer, Office of the	5.00	5.00	4.98	4.98	4.990	Pass
Insurance and Securities Regulation, Department of	5.00	5.00	4.98	4.98	4.990	Pass
Arts and Humanities, Commission on	5.00	5.00	5.00	4.92	4.980	Pass
Planning, Office of	5.00	5.00	4.96	4.96	4.980	Pass
Mayor's Suite	5.00	5.00	4.98	4.92	4.975	Pass
Housing and Community Development, Department of	5.00	5.00	4.94	4.94	4.970	Pass
Public Safety and Justice, Office of the Deputy Mayor	5.00	5.00	5.00	4.87	4.968	Pass
City Administrator, Office of the	5.00	5.00	4.98	4.88	4.965	Pass
Labor Relations	5.00	5.00	4.98	4.88	4.965	Pass
Contracting and Procurement, Office of	5.00	5.00	4.96	4.89	4.963	Pass
Emergency Management Agency	5.00	4.97	4.93	4.95	4.963	Pass
Mental Health, Department of	5.00	5.00	4.97	4.86	4.958	Pass
Office of Latino Affairs	5.00	5.00	4.97	4.86	4.958	Pass
Operations, Deputy Mayor for	5.00	5.00	4.98	4.84	4.955	Pass
Office of the Unified Communications	5.00	5.00	4.89	4.92	4.953	Pass
Mayor's Call Center	5.00	5.00	4.88	4.92	4.950	Pass
Chief of Staff, Office of the	5.00	5.00	5.00	4.79	4.948	Pass
Aging, Office on	5.00	4.93	4.95	4.90	4.945	Pass
Transportation, District Division of	5.00	5.00	4.90	4.87	4.943	Pass
Property Management, Office of	5.00	5.00	4.91	4.84	4.938	Pass
Health, Department of	5.00	5.00	4.88	4.86	4.935	Pass
Medical Examiner, Office of the Chief	5.00	5.00	4.93	4.79	4.930	Pass
Policy and Legislative Affairs, Office of	5.00	5.00	4.87	4.80	4.918	Pass
Public Service Commission	5.00	4.96	4.96	4.73	4.913	Pass
Office Risk Management	5.00	5.00	4.97	4.65	4.905	Pass
Public Library	5.00	5.00	4.94	4.66	4.900	Pass
Cable Television and Telecommunications,	5.00	4.93	4.93	4.73	4.898	Pass
Veterans Affairs	5.00	5.00	4.76	4.83	4.898	Pass
Corrections, Department of	5.00	4.97	4.87	4.75	4.898	Pass
Secretary, Office of the	5.00	4.92	4.96	4.67	4.888	Pass
Inspector General, Office of the	5.00	4.94	4.78	4.75	4.868	Pass
Office of Zoning	5.00	5.00	4.72	4.75	4.868	Pass
Parks & Recreation, Department of	5.00	4.91	4.82	4.73	4.865	Pass
Fire and Emergency Medical Services, Department of	4.96	4.92	4.73	4.78	4.848	Pass
Local Business Development, Office of	5.00	4.86	4.93	4.54	4.833	Pass
Police Compliant Review	5.00	4.98	4.71	4.63	4.830	Pass
Communications, Office of	4.90	4.90	4.93	4.57	4.825	Pass
District Average	5.00	4.98	4.92	4.84	4.818	
Alcohol and Beverage Regulation Administration	5.00	5.00	4.73	4.50	4.808	Pass
Employment Services, Department of	4.92	4.85	4.77	4.62	4.790	Pass
DC Taxi Cab Commission	5.00	5.00	4.91	4.15	4.765	Pass
DC Advisory Commission and Sentencing	5.00	5.00	4.63	4.39	4.755	Pass
DC Lottery and Charity Game Board	5.00	4.72	4.61	4.63	4.740	Pass
Attorney General, Office of	5.00	5.00	4.86	4.09	4.738	Pass
Human Services, Department of	5.00	4.86	4.56	4.51	4.733	Pass
Consumer and Regulatory Affairs, Department of	5.00	5.00	4.90	3.96	4.715	Fail
Personnel, Office of	4.98	5.00	4.50	4.37	4.713	Pass
DC Energy Office	4.93	4.84	4.49	4.57	4.708	Pass
Human Rights	5.00	5.00	4.25	4.27	4.630	Pass
State Education Office	4.75	4.75	4.50	4.07	4.518	Pass
Metropolitan Police Department	5.00	4.93	3.85	4.23	4.503	Fail
Tax and Revenue, Office of	5.00	4.66	4.62	3.04	4.330	Fail
Office of Community Affairs	4.91	4.60	3.80	3.89	4.300	Fail
Child and Family Services	4.96	4.36	3.56	3.70	4.145	Fail
Motor Vehicles, Department of	5.00	4.80	4.50	2.03	4.083	Fail

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University of the District of Columbia	4.98	5.00	2.75	2.72	3.863	Fail