

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

Agency	Courtesy	Knowledge	Etiquette	Overall	Average	Pass/Fail
Cable Television and Telecommunications,	4.98	5.00	5.00	4.98	4.990	PASS
Public Library	5.00	5.00	4.96	4.96	4.980	PASS
Office of Zoning	5.00	4.98	4.95	4.93	4.965	PASS
Office of Police Complaints	5.00	5.00	5.00	4.85	4.963	PASS
Planning, Office of	5.00	5.00	4.91	4.93	4.960	PASS
Mayor's Suite	5.00	5.00	4.90	4.90	4.950	PASS
Department of Public Works	5.00	4.96	4.89	4.94	4.948	PASS
Office of Asian and Pacific Islanders	5.00	5.00	4.96	4.82	4.945	PASS
Transportation, District Division of	4.98	5.00	4.87	4.88	4.933	PASS
Chief Financial Officer, Office of the	5.00	4.91	4.93	4.89	4.933	PASS
Children, Youth and Families and Elders, Office of the	4.98	4.91	4.95	4.80	4.910	PASS
Chief Technology Officer, Office of the	5.00	4.96	4.87	4.79	4.905	PASS
Public Safety and Justice, Office of the Deputy Mayor for	5.00	4.91	4.91	4.80	4.905	PASS
Fire and Emergency Medical Services, Department of	5.00	4.87	4.85	4.83	4.888	PASS
Planning and Economic Development, Office of	5.00	4.80	4.95	4.79	4.885	PASS
Human Rights	5.00	4.98	4.79	4.77	4.885	PASS
Chief of Staff, Office of the	5.00	4.87	4.85	4.73	4.863	PASS
Aging, Office on	4.90	4.86	4.83	4.79	4.845	PASS
Mental Health, Department of	4.98	4.94	4.77	4.69	4.845	PASS
Consumer and Regulatory Affairs, Department of	4.93	4.88	4.90	4.63	4.835	PASS
Parks & Recreation, Department of	4.97	4.97	4.79	4.57	4.825	PASS
Office of the Unified Communications	4.99	5.00	4.56	4.74	4.823	PASS
Mayor's Call Center	4.97	4.92	4.66	4.67	4.805	PASS
Policy and Legislative Affairs, Office of	4.98	4.84	4.70	4.67	4.798	PASS
Medical Examiner, Office of the Chief	4.85	4.90	4.76	4.67	4.795	PASS
Housing and Community Development, Department of	4.98	4.68	4.78	4.73	4.793	PASS
Inspector General, Office of the	4.95	4.90	4.88	4.44	4.793	PASS
Operations, Deputy Mayor for	4.97	5.00	4.91	4.26	4.785	PASS
Veterans Affairs	5.00	4.74	4.60	4.64	4.745	PASS
Public Service Commission	5.00	4.96	4.56	4.45	4.743	PASS
City Administrator, Office of the	5.00	4.74	4.83	4.35	4.730	PASS
Arts and Humanities, Commission on	4.98	4.80	4.51	4.50	4.698	PASS
Office of Latino Affairs	5.00	4.38	4.83	4.54	4.688	PASS
Office of Motion Picture and Television Development	5.00	5.00	4.53	4.14	4.668	PASS
Health, Department of	4.92	4.84	4.50	4.40	4.665	PASS
Labor Relations	5.00	4.70	4.70	4.15	4.638	PASS
District Average	4.98	4.89	4.81	4.68	4.63	
Office Risk Management	5.00	4.47	4.76	4.27	4.625	PASS
Corrections, Department of	5.00	4.73	4.45	4.30	4.620	PASS
Secretary, Office of the	4.97	4.79	4.42	4.27	4.613	PASS
Local Business Development, Office of	4.90	4.80	4.59	4.08	4.593	PASS
Human Services, Department of	4.98	4.38	4.71	4.27	4.585	PASS
Attorney General, Office of	5.00	4.59	4.56	4.03	4.545	PASS
Employment Services, Department of	5.00	4.97	4.61	3.60	4.545	FAIL
Insurance and Securities Regulation, Department of	4.90	4.43	4.60	4.24	4.543	PASS
Metropolitan Police Department	4.78	4.66	4.29	4.41	4.535	PASS
Property Management, Office of	4.83	4.68	4.29	4.27	4.518	PASS
DC Lottery and Charity Game Board	4.79	4.69	4.22	4.34	4.510	PASS
Emergency Management Agency	4.87	4.51	4.21	4.36	4.488	PASS
Alcohol and Beverage Regulation Administration	4.97	4.97	4.22	3.79	4.488	FAIL
Department of Motor Vehicle	4.92	4.72	4.16	3.98	4.445	FAIL
Office of Community Affairs	4.80	4.67	4.10	4.09	4.415	PASS
DC Energy Office	4.77	4.66	4.37	3.79	4.398	FAIL
Personnel, Office of	4.82	4.61	4.16	3.98	4.393	FAIL
Contracting and Procurement, Office of	5.00	4.51	4.02	4.00	4.383	PASS
Child and Family Services	4.82	4.45	4.36	3.90	4.383	FAIL
Communications, Office of	4.73	4.65	3.95	4.12	4.363	FAIL
Department of Youth Rehabilitation Services	4.86	5.00	3.62	2.94	4.105	FAIL
State Education Office	4.23	4.27	3.56	3.41	3.868	FAIL
Tax and Revenue, Office of	4.80	3.53	3.76	3.28	3.843	FAIL
DC Advisory Commission and Sentencing	4.94	4.59	3.47	2.24	3.810	FAIL
University of the District of Columbia	4.69	4.49	2.22	2.82	3.555	FAIL

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

Agency	Courtesy	Knowledge	Etiquette	Overall	Average	Pass/Fail
DC Taxi Cab Commission	4.41	4.10	2.72	2.56	3.448	FAIL