

**District Government Agency
FY04 1st Quarter Overall Performance Results Sheet**

Agency	Correspondence	E-Mail	US Mail	Voicemail	Telephone	Staffing	% Passed	Tester Rating
Office on Aging	YES	YES	YES	YES	YES	YES	100%	5
Citywide Call Center	N/A	N/A	N/A	N/A	YES	YES	100%	5
Office of Planning and Economic Development	YES	YES	NO	NO	YES	YES	67%	3
Mayor's Suite	YES	YES	YES	YES	NO	NO	67%	3
Office of Personnel	YES	NO	YES	YES	NO	YES	67%	3
Commission on Arts and Humanities	YES	NO	N/A	NO	YES	YES	60%	2
Department of Fire and Emergency Medical Services	YES	NO	NO	YES	YES	NO	50%	2
Department of Public Works Directors Office	NO	YES	YES	NO	YES	NO	50%	2
Office of Contracting and Procurement	NO	YES	NO	NO	YES	YES	50%	2
District Department of Transportation	NO	YES	YES	NO	YES	NO	50%	2
Department of Banking and Financial Institutions	YES	NO	NO	YES	YES	NO	50%	2
Department of Housing and Community Development	NO	YES	NO	NO	YES	YES	50%	2
Office of the Chief Technology Officer	YES	NO	NO	YES	YES	NO	50%	2
Office of the Deputy Mayor for Public Safety and	NO	NO	YES	NO	YES	YES	50%	2
Office of Planning	NO	YES	YES	NO	YES	NO	50%	2
Department of Employment Services	YES	NO	YES	YES	NO	NO	50%	2
Department of Health	YES	YES	NO	NO	YES	NO	50%	2
Emergency Management Agency	YES	YES	NO	NO	NO	YES	50%	2
Department of Insurance and Securities Regulation	YES	NO	YES	NO	YES	NO	50%	2
Deputy Mayor for Operations	YES	N/A	N/A	YES	NO	NO	50%	2
Office of the Chief of Staff	YES	N/A	N/A	NO	YES	NO	50%	2
Public Library	YES	YES	NO	NO	NO	NO	33%	1
Office of the City Administrator	YES	N/A	NO	NO	YES	NO	40%	1
Office Cable Television and Telecommunications	YES	NO	NO	NO	YES	NO	33%	1
Office of the Chief Financial Officer	YES	NO	NO	NO	YES	NO	33%	1
Department of Human Services	NO	YES	YES	NO	NO	NO	33%	1
State Education Office	NO	YES	NO	NO	NO	YES	33%	1
Child and Family Services	YES	YES	NO	NO	NO	NO	33%	1
Metropolitan Police Department	NO	NO	NO	NO	YES	YES	33%	1
Human Rights	NO	NO	YES	NO	YES	NO	33%	1
Office of Public Records Management	N/A	N/A	N/A	YES	NO	NO	33%	1
Office of Policy and Legislative Affairs	NO	N/A	N/A	NO	YES	NO	25%	1
Office of the Chief Medical Examiner	YES	N/A	NO	NO	NO	NO	20%	1
Office of Communications	NO	N/A	NO	NO	YES	NO	20%	1
Office of the Corporation Counsel	NO	NO	NO	NO	YES	NO	17%	1
Department of Parks & Recreation	YES	NO	NO	NO	NO	NO	17%	1
Office of the Inspector General	NO	NO	NO	NO	YES	NO	17%	1
Office of Children, Youth, and Families	NO	N/A	YES	NO	YES	NO	40%	1
Department of Corrections	NO	NO	NO	NO	YES	NO	17%	1
Office of the Secretary	NO	NO	NO	NO	YES	NO	17%	1
Office of Property Management	NO	NO	NO	NO	YES	NO	17%	1
Department of Consumer and Regulatory Affairs	YES	NO	NO	NO	NO	NO	17%	1
Department of Motor Vehicles	NO	YES	NO	NO	NO	NO	17%	1
Office of Local Business Development	NO	NO	NO	NO	YES	NO	17%	1
Office of Tax and Revenue	YES	NO	NO	NO	NO	NO	17%	1
Office of Documents and Administrative Issuances	N/A	N/A	N/A	NO	NO	NO	0%	1
Office of Child Support Enforcement	NO	N/A	N/A	NO	NO	NO	0%	1
Department of Mental Health	NO	NO	NO	NO	NO	NO	0%	1
Number Tested	45	37	40	47	48	48		
Number Passed	25	15	12	9	30	11		
Percentage Passed	56%	41%	30%	19%	63%	23%		

N/A (Not Applicable) = Test not performed during reporting period.

5-Significantly Exceeds Expectations:Meets 100% of standards that apply
4-Exceeds Expectations:Meets 75-90%
3-meets Expectations:Meets 63-74%
3-Needs Improvement:Meets 50-62%
1-Below Expectations:Meets less than 50%