

**District Government Agency
FY04 3rd Quarter Overall Performance Results Sheet**

Agency	Correspondence	E-Mail	US Mail	Voicemail	Telephone	Staffing	% Passed	Tester Rating
Office on Aging								
Citywide Call Center								
Mayor's Suite								
Emergency Management Agency								
Office of the City Administrator								
Office of Planning and Economic Development								
Commission on Arts and Humanities								
Department of Banking and Financial Institutions								
Department of Housing and Community Development								
Office of the Chief Technology Officer								
Office Cable Television and Telecommunications								
Office of the Chief Financial Officer								
Department of Consumer and Regulatory Affairs								
Office of Local Business Development								
Department of Employment Services								
Office of the Chief Medical Examiner								
Office of the Deputy Mayor for Public Safety and								
Office of Policy and Legislative Affairs								
Department of Fire and Emergency Medical Services								
Office of Planning								
State Education Office								
Child and Family Services								
Human Rights								
Department of Parks & Recreation								
Public Library								
Department of Corrections								
Metropolitan Police Department								
Deputy Mayor for Operations								
Office of the Chief of Staff								
Office of Public Records Management								
Office of Personnel								
Office of Contracting and Procurement								
Department of Insurance and Securities Regulation								
Office of the Secretary								
Department of Motor Vehicles								
Office of Documents and Administrative Issuances								
Department of Mental Health								
Office of Children, Youth, and Families								
Office of Communications								
Department of Public Works Directors Office								
District Department of Transportation								
Department of Health								
Department of Human Services								
Office of the Corporation Counsel								
Office of the Inspector General								
Office of Property Management								
Office of Tax and Revenue								
Office of Child Support Enforcement								
Number Tested	45	37	40	47	48	48		
Number Passed	27	16	18	9	41	14		
Percentage Passed - FY	60%	43%	45%	19%	85%	29%		

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

FY04 Comparison

FY04 -1st Quarter Averages	56%	38%	30%	19%	63%	23%
FY04 -2nd Quarter Averages	60%	43%	45%	19%	85%	29%
Variance	4%	5%	15%	0%	22%	6%

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

6/30/2004