

**District Government Agency  
Ranking Chart Telephone Tester FY04 Third Quarter Results  
(As Compared to the District Average)**

<i>Agency</i>	<i>Courtesy</i>	<i>Knowledge</i>	<i>Etiquette</i>	<i>Overall</i>	<i>Average</i>	<i>Pass/Fail</i>
<b>Planning and Economic Development, Office of</b>						
<b>Consumer and Regulatory Affairs, Department of</b>						
<b>Policy and Legislative Affairs, Office of</b>						
<b>Planning, Office of</b>						
<b>Chief of Staff, Office of the</b>						
<b>City Administrator, Office of the</b>						
<b>Public Safety and Justice, Office of the Deputy</b>						
<b>Health, Department of</b>						
<b>Mayor's Suite</b>						
<b>Contracting and Procurement, Office of</b>						
<b>Arts and Humanities, Commission on</b>						
<b>Cable Television and Telecommunications, Office</b>						
<b>Chief Financial Officer, Office of the</b>						
<b>Transportation, District Division of</b>						
<b>Aging, Office on</b>						
<b>Banking and Financial Institutions, Office of</b>						
<b>Chief Technology Officer, Office of the</b>						
<b>Secretary, Office of the</b>						
<b>Metropolitan Police Department</b>						
<b>Human Rights</b>						
<b>Children, Youth and Families and Elders, Office of</b>						
<b>Mental Health, Department of</b>						
<b>Public Works Director's Office, Department of</b>						
<b>Property Management, Office of</b>						
<b>Parks &amp; Recreation, Department of</b>						
<b>Mayor's Call Center</b>						
<b>Fire and Emergency Medical Services, Department</b>						
<b>Documents and Administrative Issuances, Office</b>						
<b>Housing and Community Development,</b>						
<b>Child and Family Services</b>						
<b>Local Business Development, Office of</b>						
<b>Corrections, Department of</b>						
<b>Tuition Assistance Grants Program</b>						
<b>Operations, Deputy Mayor for</b>						
<b>Public Library</b>						
<b>Inspector General, Office of the</b>						
<b>Corporation Counsel, Office of the</b>						
<b>Emergency Management Agency</b>						
<b>Employment Services, Department of</b>						
<b>Medical Examiner, Office of the Chief</b>						
<b>Communications, Office of</b>						
<b>Insurance and Securities Regulation, Department</b>						
<b>Personnel, Office of</b>						
<b>Tax and Revenue, Office of</b>						
<b>Child Support Enforcement, Office of</b>						
<b>Public Records Management, Office of</b>						
<b>Motor Vehicles, Department of</b>						
<b>Human Services, Department of</b>						