

**District Government Agency  
Ranking Chart Telephone Tester FY05 First 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>
Mayor's Suite	5.00	5.00	4.97	4.97	4.985	Pass
Planning, Office of	5.00	5.00	4.96	4.98	4.985	Pass
Parks & Recreation, Department of	5.00	5.00	4.98	4.90	4.970	Pass
Aging, Office on	5.00	5.00	4.99	4.89	4.970	Pass
Planning and Economic Development, Deputy Mayor	5.00	5.00	4.98	4.88	4.965	Pass
Arts and Humanities, Commission on	5.00	5.00	4.92	4.94	4.965	Pass
Public Library	5.00	5.00	4.90	4.94	4.960	Pass
Department of Public Works	5.00	5.00	4.93	4.89	4.955	Pass
Mayor's Call Center	5.00	5.00	4.88	4.90	4.945	Pass
City Administrator, Office of the	5.00	5.00	4.98	4.79	4.943	Pass
Consumer and Regulatory Affairs, Department of	5.00	5.00	5.00	4.76	4.940	Pass
Public Safety and Justice, Office of the Deputy Mayor for	4.98	5.00	4.98	4.78	4.935	Pass
Secretary, Office of the	4.95	5.00	4.95	4.84	4.935	Pass
Policy and Legislative Affairs, Office of	5.00	5.00	4.93	4.74	4.918	Pass
Local Business Development, Office of	5.00	4.91	4.90	4.86	4.918	Pass
Office of Zoning	5.00	5.00	4.86	4.81	4.918	Pass
Fire and Emergency Medical Services, Department of	5.00	5.00	4.82	4.81	4.908	Pass
Cable Television and Telecommunications, Office of	5.00	4.88	4.91	4.81	4.900	Pass
Public Service Commission	5.00	5.00	4.88	4.70	4.895	Pass
Transportation, District Division of	5.00	4.93	4.98	4.66	4.893	Pass
Office of Asian and Pacific Islanders	5.00	5.00	4.84	4.73	4.893	Pass
Human Services, Department of	4.98	5.00	4.77	4.81	4.890	Pass
Veterans Affairs	5.00	5.00	4.85	4.69	4.885	Pass
Child and Family Services	5.00	4.99	4.79	4.75	4.883	Pass
Office of the Unified Communications	4.91	4.96	4.78	4.76	4.853	Pass
Mental Health, Department of	5.00	5.00	4.80	4.60	4.850	Pass
Chief Technology Officer, Office of the	5.00	4.80	4.78	4.78	4.840	Pass
Chief Financial Officer, Office of the	5.00	5.00	4.68	4.67	4.838	Pass
Contracting and Procurement, Office of	4.98	4.78	4.80	4.78	4.835	Pass
Attorney General, Office of	5.00	4.98	4.92	4.44	4.835	Pass
Housing and Community Development, Department of	5.00	4.89	4.75	4.61	4.813	Pass
Operations, Deputy Mayor for	5.00	4.90	4.82	4.50	4.805	Pass
Communications, Office of	5.00	4.95	4.57	4.67	4.798	Pass
Property Management, Office of	4.96	4.92	4.76	4.52	4.790	Pass
Inspector General, Office of the	5.00	4.98	4.51	4.56	4.763	Pass
Medical Examiner, Office of the Chief	4.98	4.90	4.71	4.43	4.755	Pass
Emergency Management Agency	5.00	4.94	4.50	4.54	4.745	Pass
Labor Relations	5.00	5.00	4.61	4.25	4.715	Pass
Chief of Staff, Office of the	5.00	4.97	4.51	4.33	4.703	Pass
Office of Civilian Complaint Review	5.00	4.98	4.30	4.48	4.690	Pass
<b>District Average</b>	4.99	4.97	4.82	4.72	4.68	
Personnel, Office of	5.00	4.97	4.28	4.47	4.680	Pass
Children, Youth and Families and Elders, Office of the	5.00	4.90	4.44	4.33	4.668	Pass
Tax and Revenue, Office of	5.00	4.84	4.66	4.08	4.645	Pass
Insurance and Securities Banking, Department of	4.91	4.56	4.58	4.49	4.635	Pass
Corrections, Department of	4.96	4.87	4.23	4.43	4.623	Pass
Office Risk Management	5.00	5.00	4.00	4.30	4.575	Pass
Human Rights	4.98	4.98	4.00	4.07	4.508	Pass
Health, Department of	5.00	4.95	4.43	3.63	4.503	Fail
Employment Services, Department of	5.00	4.92	4.18	3.66	4.440	Fail
State Education Office	4.98	4.97	3.61	4.12	4.420	Fail
DC Lottery and Charity Game Board	5.00	5.00	3.46	4.18	4.410	Fail
Alcohol Beverage Regulation Administration	4.96	4.86	3.89	3.88	4.398	Fail
Motor Vehicles, Department of	4.94	5.00	4.78	2.20	4.230	Fail
Office of Community Affairs	5.00	4.31	3.16	3.41	3.970	Fail
DC Energy Office	5.00	4.55	3.65	2.31	3.878	Fail
Office of Latino Affairs	5.00	4.65	2.69	3.10	3.860	Fail
University of the District of Columbia	5.00	5.00	2.45	2.73	3.795	Fail
DC Taxi Cab Commission	5.00	3.63	3.47	2.50	3.650	Fail
DC Advisory Commission and Sentencing	4.94	4.94	2.56	1.74	3.545	Fail