District Government Agency
FY06 4th Quarter Overall Performance Results Sheet

Agency	Correspondence	E-Mail	US Mail	Voicemail	Responsiveness	Telephone	Staffing	Face To Face	% Passed	Tester Rating
Office on Aging	Yes	Yes	Yes	Yes	N/A	Yes	Yes	N/A	100%	5.0
Office Cable Television and Telecommunications	Yes	Yes	Yes	Yes	N/A	Yes	Yes	N/A	100%	5.0
Housing and Community Development	Yes	Yes	Yes	Yes	N/A	Yes	Yes	N/A	100%	5.0
Office of Zoning	N/A	Yes	Yes	Yes	N/A	Yes	Yes	N/A	100%	5.0
Citywide Call Center	N/A	N/A	N/A	N/A	N/A	Yes	Yes	N/A	100%	5.0
Department of Public Works	Yes	Yes	Yes	No	N/A	Yes	Yes	N/A	83%	4.0
District Department of Transportation	No	Yes	Yes	Yes	N/A	Yes	Yes	N/A	83%	4.0
Office on Latino Affairs	Yes	Yes	Yes	Yes	N/A	Yes	No	N/A	83%	4.0
Office on Asian and Pacific Islander Affairs	N/A	Yes	Yes	Yes	N/A	Yes	No	N/A	80%	4.0
Deputy Mayor for Public Safety and Justice	Yes	N/A	Yes	Yes	N/A	Yes	No	N/A	80%	4.0
Office of the Attorney General	Yes	Yes	Yes	Yes	N/A	Yes	No	No	71%	3.0
Department of Fire and Emergency Medical Services	Yes	No	No	Yes	N/A	Yes	Yes	N/A	67%	3.0
Office of Contracting and Procurement	Yes	No	Yes	Yes	N/A	Yes	No	N/A	67%	3.0
Emergency Management Agency	Yes	No	Yes	No	N/A	Yes	Yes	N/A	67%	3.0
Office of Planning	Yes	No	Yes	No	N/A	Yes	Yes	N/A	67%	3.0
Office of the Chief Financial Officer	Yes	No	Yes	No	N/A	Yes	Yes	N/A	67%	3.0
Mayor's Suite	No	Yes	Yes	No	N/A	Yes	Yes	N/A	67%	3.0
Office of Property Management	No	Yes	Yes	No	N/A	Yes	Yes	N/A	67%	3.0
Office of the Chief Medical Examiner	Yes	N/A	Yes	No	N/A	Yes	No	N/A	60%	2.0
Risk Management	Yes	N/A	No	Yes	N/A	Yes	No	N/A	60%	2.0
Office of the City Administrator	Yes	N/A	No	Yes	N/A	Yes	No	N/A	60%	2.0
Metropolitan Police Department	No	Yes	No	N/A	N/A	Yes	Yes	N/A	60%	2.0
Department of Human Services	Yes	Yes	No	Yes	N/A	Yes	No	No	57%	2.0
Public Service Commission	No	No	Yes	Yes	N/A	Yes	No	N/A	50%	2.0
Office of Veterans Affairs	No	N/A	No	N/A	N/A	Yes	Yes	N/A	50%	2.0
Office of Labor Relations	N/A	N/A	Yes	No	N/A	Yes	No	N/A	50%	2.0
Commission on Arts and Humanities	Yes	Yes	No	No	N/A	Yes	No	N/A	50%	2.0
Human Rights	Yes	Yes	No	No	N/A	Yes	No	N/A	50%	2.0
Department of Employment Services	Yes	Yes	No	Yes	N/A	No	No	No	43%	1.0
State Education Office	Yes	No	No	Yes	N/A	No	No	Yes	43%	1.0
Department of Health	No	Yes	No	No	N/A	Yes	No	Yes	43%	1.0
Police Compliant Review	N/A	No	No	Yes	N/A	Yes	No	N/A	40%	1.0
Office of Unified Communications	No	No	No	N/A	N/A	Yes	Yes	N/A	40%	1.0
Deputy Mayor for Operations	No	N/A	No	Yes	N/A	Yes	No	N/A	40%	1.0
Lottery and Charitable Games Board	N/A	Yes	No	No	N/A	Yes	No	N/A	40%	1.0
Office of Children, Youth, and Families	No	N/A	Yes	No	N/A	Yes	No	N/A	40%	1.0
Office of Community Affairs	No	N/A	Yes	No	N/A	Yes	No	N/A	40%	1.0
Office of Policy and Legislative Affairs	No	N/A	No	No	N/A	Yes	Yes	N/A	40%	1.0
Department of Parks & Recreation	No	No	Yes	No	N/A	Yes	No	N/A	33%	1.0
Department of Mental Health	No	No	No	Yes	N/A	Yes	No	N/A	33%	1.0
Department of Insurance and Securities and Banking	No	No	Yes	No	N/A	Yes	No	N/A	33%	1.0
Alcohol Beverage Regulation Administration	Yes	No	Yes	No	N/A	No	No	N/A	33%	1.0
Child and Family Services	Yes	Yes	No	No	N/A	No	No	N/A	33%	1.0
Department of Corrections	No	No	Yes	No	N/A	Yes	No	N/A	33%	1.0
Office of Local Business Development	Yes	No	No	No	N/A	Yes	No	N/A	33%	1.0
Office of the Secretary	Yes	No	No	No	N/A	Yes	No	N/A	33%	1.0
Public Library	No	No	No	No	N/A	Yes	Yes	N/A	33%	1.0
Department of Consumer and Regulatory Affairs	No	Yes	No	No	N/A	Yes	No	No	29%	1.0
Office of Motion Picture and Television Development	N/A	No	No	N/A	N/A	Yes	No	N/A	25%	1.0
Office of the Chief of Staff	No	N/A	N/A	No	NA	Yes	No	N/A	25%	1.0
University of the District of Columbia	No	N/A	Yes	N/A	N/A	No	No	N/A	25%	1.0
Taxicab Commission	No	No	Yes	N/A	N/A	No	No	N/A	25%	1.0
Office of Communications	No	N/A	Yes	No	N/A	No	No	N/A	20%	1.0
DC Sentencing Commission	N/A	Yes	No	No	N/A	No	No	N/A	20%	1.0
Office of the Chief Technology Officer	No	No	No	No	N/A	Yes	No	N/A	17%	1.0
Office of the Inspector General	No	No	No	No	N/A	Yes	No	N/A	17%	1.0
Office of Planning and Economic Development	No	No	No	No	N/A	Yes	No	N/A	17%	1.0
Office of Tax and Revenue	No	No	No	No	N/A	No	No	No	0%	1.0
Department of Motor Vehicles	No	No	No	No	N/A	No	No	No	0%	1.0
Office of Energy	No	N/A	No	No	N/A	No	No	N/A	0%	1.0
Office of Personnel	No	No	No	No	N/A	No	No	N/A	0%	1.0
Department of Youth Rehabilitations	No	No	No	N/A	N/A	No	No	N/A	0%	1.0
Number Tested	55	47	58	55	N/A	62	62	8		
Number Passed	24	21	28	20	N/A	49	18	2		
Percentage Passed - FY06 4th QTR	44%	45%	48%	36%	N/A	79%	29%	25%		
N/A (Not Applicable) = Test not performed during reporting period.										
FY06 Comparison										
FY06 - 3rd Quarter Averages	44%	45%	34%	42%	N/A	82%	21%	38%		
FY06 - 4th Quarter Averages	44%	45%	48%	36%	N/A	79%	29%	25%		
Variance	0%	0%	14%	-6%	N/A	-3%	8%	-13%		

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%