

Business Application Services System Comment Cards Summary

District	Agency	Wait	Wait	Wait	Wait	Wait	Cards					Total			
		0-15	15-30	30-45	45-60	60 +	Returned	Promptness	Efficiency	Courtesy	Appearance	Location	Parking	Cleanliness	Average
1	0411	91	4	0	0	0	95	97.87%	98.00%	97.79%	97.58%	98.09%	95.91%	97.20%	97.69%
1	0413	79	7	1	0	0	87	97.21%	97.82%	97.82%	98.02%	96.05%	95.93%	96.86%	97.55%
1	0414	48	2	0	0	0	50	96.94%	96.94%	97.35%	95.92%	93.27%	94.90%	93.06%	96.04%
1	0424	29	1	1	0	0	31	97.42%	96.77%	95.81%	96.13%	95.81%	97.42%	97.33%	96.69%
1	1804	15	1	0	0	0	16	96.25%	96.25%	96.88%	94.38%	93.75%	94.67%	92.67%	95.28%
1	1809	111	4	0	0	0	115	96.93%	97.19%	96.84%	97.11%	98.25%	98.33%	98.25%	97.26%
1	1812	61	12	2	0	0	75	96.13%	96.53%	97.47%	96.67%	94.86%	95.07%	94.93%	96.35%
1	1814	23	7	1	0	0	31	96.77%	96.77%	97.10%	95.81%	95.67%	95.33%	95.36%	96.36%
1	1817	82	8	0	0	0	90	97.00%	97.50%	97.05%	96.55%	97.00%	96.93%	97.24%	97.07%
1	1820	32	3	0	0	0	35	96.86%	97.71%	97.43%	96.29%	94.86%	93.14%	94.00%	96.46%
1	1826	97	10	0	0	0	107	97.55%	97.52%	97.62%	96.06%	97.52%	95.00%	96.25%	97.00%
1	1829	22	11	0	0	0	33	90.65%	91.94%	92.81%	92.58%	88.44%	83.03%	88.44%	91.28%
1	1836	10	3	0	0	0	13	96.15%	96.15%	96.15%	96.15%	96.92%	88.46%	96.15%	96.15%
1	1838	101	2	1	0	0	104	98.35%	98.63%	98.45%	97.77%	97.21%	97.38%	98.16%	98.27%
1	1846	9	6	6	1	1	22	82.73%	84.55%	85.45%	84.55%	91.90%	90.45%	86.82%	84.82%
1	1851	54	2	1	0	0	57	96.49%	96.67%	95.26%	95.26%	96.32%	96.67%	95.89%	95.92%
1	1852	16	2	0	2	2	20	93.16%	93.16%	94.00%	94.50%	92.50%	89.47%	93.68%	93.70%
1	1855	120	5	0	0	0	125	98.79%	98.85%	98.77%	98.03%	98.56%	98.43%	98.21%	98.53%
1	1856	33	2	1	0	0	36	98.89%	98.33%	98.61%	98.06%	98.29%	97.78%	97.50%	98.28%
1	1861	48	15	1	0	0	64	95.00%	95.40%	95.24%	94.29%	94.06%	94.44%	93.49%	94.68%
1	1891	21	16	3	2	2	42	89.76%	91.75%	94.50%	92.44%	92.44%	93.00%	92.25%	92.14%
1	1896	45	13	4	0	0	62	96.29%	97.05%	97.21%	96.56%	95.90%	94.67%	96.17%	96.66%
1	2812	98	13	2	0	0	113	96.55%	97.35%	96.81%	95.66%	96.61%	97.70%	95.84%	96.44%
1	2817	73	8	2	0	0	83	95.78%	95.18%	95.90%	95.98%	95.90%	90.12%	95.54%	95.68%
1	2818	112	5	0	0	0	117	99.48%	99.47%	99.65%	99.04%	97.67%	97.67%	97.93%	99.12%

Business Application Services System Comment Cards Summary

District	Agency	Wait	Wait	Wait	Wait	Wait	Cards					Total			
		0-15	15-30	30-45	45-60	60 +	Returned	Promptness	Efficiency	Courtesy	Appearance	Location	Parking	Cleanliness	Average
1	4305	52	9	0	0	0	61	94.75%	96.07%	94.92%	93.93%	94.59%	90.82%	94.26%	94.79%
1	4327	45	9	5	2	2	61	94.75%	95.17%	95.25%	94.75%	96.03%	96.55%	94.39%	94.86%
1	4328	71	2	0	1	1	74	97.70%	97.84%	97.70%	97.67%	96.44%	92.19%	96.30%	97.44%
1	4334	66	20	2	1	1	89	96.82%	97.19%	97.75%	97.30%	96.07%	95.28%	96.29%	97.07%
1	4705	41	3	1	0	0	45	96.82%	97.05%	96.14%	95.45%	95.78%	91.56%	94.42%	95.97%
1	4718	102	3	0	0	0	105	98.95%	98.95%	98.86%	98.86%	98.57%	98.76%	99.05%	98.93%
1	4721	113	7	2	0	0	122	97.05%	97.77%	97.52%	96.69%	94.18%	94.20%	95.38%	96.88%
1	4723	73	9	1	0	0	83	97.44%	98.19%	98.31%	97.71%	96.39%	96.39%	97.47%	97.83%
1	4727	23	2	0	0	0	25	98.00%	98.40%	98.00%	96.80%	96.80%	96.00%	97.60%	97.76%
1	4730	11	0	0	0	0	11	96.36%	97.27%	97.27%	100.00%	91.82%	88.18%	97.27%	97.64%
1	4755	78	11	4	0	0	93	95.11%	95.76%	95.00%	94.13%	96.09%	96.41%	95.87%	95.17%
1	5004	41	9	2	0	0	52	95.77%	96.54%	97.31%	95.77%	90.00%	90.38%	90.77%	95.23%
1	5008	105	12	2	0	0	119	97.14%	97.71%	97.56%	97.23%	94.79%	93.45%	95.55%	97.04%
1	5024	99	12	8	2	2	121	96.08%	96.47%	96.81%	97.31%	92.83%	91.34%	96.55%	96.65%
1	5029	29	6	2	0	0	37	95.95%	96.76%	96.49%	96.22%	93.71%	93.71%	91.39%	95.36%
1	5032	103	2	0	0	0	105	98.38%	97.50%	98.06%	97.18%	96.76%	96.48%	96.38%	97.50%
1	5047	96	5	0	0	0	101	98.50%	98.70%	98.61%	98.20%	95.35%	95.25%	96.04%	98.01%
1	5209	65	12	2	1	1	80	95.88%	96.63%	97.63%	96.63%	92.75%	86.20%	95.26%	96.40%
1	5214	1	0	0	0	0	1	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
1	5215	95	4	0	0	0	99	98.69%	98.79%	98.88%	97.98%	96.16%	89.09%	96.26%	98.12%
1	6710	48	5	2	0	0	55	96.67%	97.31%	96.54%	96.73%	92.41%	92.31%	94.31%	96.31%
1	6714	51	5	0	0	0	56	98.04%	98.21%	98.75%	97.50%	97.50%	96.96%	97.50%	98.00%
1	6715	81	6	0	0	0	87	97.01%	97.24%	98.05%	97.36%	96.78%	96.98%	97.09%	97.35%
1	6724	23	2	1	1	1	27	96.30%	98.15%	97.78%	97.41%	95.19%	94.44%	97.78%	97.48%
1	7721	84	1	0	0	0	85	98.71%	98.33%	98.57%	98.57%	97.53%	97.62%	98.10%	98.46%

Business Application Services System Comment Cards Summary

District	Agency	Wait	Wait	Wait	Wait	Wait	Cards					Total			
		0-15	15-30	30-45	45-60	60 +	Returned	Promptness	Efficiency	Courtesy	Appearance	Location	Parking	Cleanliness	Average
1	7726	80	0	0	0	0	80	99.13%	99.00%	98.75%	97.63%	97.59%	97.88%	98.13%	98.53%
1	7731	35	3	1	0	0	39	95.64%	96.41%	96.92%	95.64%	96.67%	94.62%	95.90%	96.10%
1	7732	60	9	1	0	0	70	97.86%	98.70%	98.70%	97.68%	96.09%	96.32%	95.00%	97.59%
1	7737	86	8	4	0	0	98	95.41%	96.22%	96.12%	95.67%	96.22%	96.80%	94.33%	95.55%
1	7742	103	3	1	1	1	108	97.87%	97.87%	98.06%	97.50%	97.22%	97.41%	97.22%	97.70%
1	7744	43	6	0	0	0	49	95.51%	96.33%	96.33%	94.69%	95.83%	95.92%	94.69%	95.51%
1	7748	101	7	0	0	0	108	97.96%	98.87%	98.49%	97.08%	96.67%	94.02%	97.26%	97.93%
1	7760	45	2	0	0	0	47	98.51%	98.09%	98.51%	98.72%	95.87%	95.22%	97.61%	98.29%
1	7832	115	12	0	0	0	127	97.54%	98.13%	97.80%	97.80%	96.32%	95.12%	96.80%	97.62%
1	7835	69	25	5	1	1	100	94.85%	95.40%	95.70%	95.20%	93.80%	93.70%	94.60%	95.15%
1	7840	90	10	2	1	1	103	95.98%	96.24%	95.94%	95.80%	95.83%	94.60%	94.30%	95.65%
1	7841	45	6	0	0	0	51	96.86%	98.04%	98.24%	97.45%	92.75%	84.51%	94.90%	97.10%
Totals for District 1 - 62 Agencies							4397	96.53%	96.95%	97.02%	96.45%	95.54%	94.33%	95.67%	96.52%
2	0503	59	1	3	1	1	64	97.81%	97.50%	97.66%	97.19%	95.94%	94.38%	97.03%	97.44%
2	0705	54	9	0	0	0	63	96.19%	96.56%	97.05%	97.33%	95.71%	93.93%	97.54%	96.93%
2	0706	82	11	1	0	0	94	97.66%	98.60%	98.71%	98.39%	96.49%	97.20%	97.96%	98.26%
2	0707	86	1	0	0	0	87	99.42%	99.29%	99.41%	98.71%	97.70%	95.65%	98.71%	99.11%
2	1010	99	6	0	0	0	105	98.08%	98.08%	97.81%	97.79%	95.15%	92.84%	96.41%	97.63%
2	1508	58	9	1	0	0	68	98.24%	98.51%	98.66%	98.36%	97.94%	98.09%	97.94%	98.34%
2	1520	76	3	0	0	0	79	99.24%	98.99%	99.10%	98.35%	96.20%	95.95%	97.59%	98.66%
2	1525	124	3	2	0	0	129	97.73%	97.46%	95.87%	97.38%	95.35%	94.02%	96.61%	97.01%
2	1604	106	6	0	0	0	112	98.75%	98.36%	98.18%	98.09%	98.04%	98.09%	97.82%	98.24%
2	2301	66	10	1	0	0	77	96.88%	97.27%	97.01%	96.10%	93.64%	96.36%	97.01%	96.86%
2	2307	46	14	3	2	2	65	95.23%	95.78%	95.78%	95.47%	95.54%	96.25%	94.76%	95.40%

Business Application Services System Comment Cards Summary

Date: 12/31/2011

District	Agency	Wait	Wait	Wait	Wait	Wait	Cards					Total			
		0-15	15-30	30-45	45-60	60 +	Returned	Promptness	Efficiency	Courtesy	Appearance	Location	Parking	Cleanliness	Average
2	2705	67	6	2	0	0	75	97.87%	97.60%	98.27%	97.87%	96.80%	96.67%	98.00%	97.92%
2	3005	87	4	1	0	0	92	97.72%	97.58%	96.37%	96.26%	95.76%	95.78%	95.00%	96.59%
2	3410	67	3	1	0	0	71	99.15%	99.12%	98.97%	98.97%	97.46%	97.14%	98.14%	98.87%
2	3704	103	5	1	0	0	109	98.90%	98.99%	99.08%	98.90%	96.51%	93.12%	97.71%	98.72%
2	3805	109	2	0	0	0	111	98.56%	98.74%	98.92%	98.38%	98.07%	97.73%	98.17%	98.55%
2	4039	56	4	0	0	0	60	97.00%	97.24%	97.59%	97.07%	95.67%	95.00%	96.55%	97.09%
2	4102	45	5	2	0	0	52	97.45%	97.06%	97.65%	97.25%	92.94%	87.88%	96.15%	97.11%
2	4103	38	2	0	0	0	40	99.00%	99.50%	99.50%	99.00%	95.00%	94.75%	99.00%	99.20%
2	4127	55	22	3	0	0	80	94.30%	95.97%	96.88%	97.53%	96.33%	97.11%	96.97%	96.33%
2	4407	42	7	0	0	0	49	96.12%	96.67%	97.08%	97.29%	94.90%	96.67%	96.67%	96.77%
2	4408	62	6	0	0	0	68	97.61%	97.46%	96.12%	97.12%	95.44%	94.03%	96.57%	96.98%
2	5312	83	3	0	0	0	86	98.60%	98.95%	99.07%	98.37%	97.44%	97.09%	98.14%	98.63%
2	5606	56	2	2	0	0	60	96.83%	96.83%	96.83%	95.33%	93.83%	89.50%	94.17%	96.00%
2	5806	85	0	0	0	0	85	98.82%	98.67%	99.04%	98.67%	96.94%	95.83%	98.10%	98.66%
2	6010	65	8	5	0	0	78	96.54%	96.45%	96.71%	96.05%	91.92%	92.56%	93.72%	95.89%
2	6103	59	2	1	0	0	62	98.55%	98.39%	98.06%	97.90%	96.61%	96.56%	97.38%	98.06%
2	6420	86	5	0	0	0	91	96.92%	97.69%	97.14%	97.14%	94.84%	91.65%	96.15%	97.01%
2	7605	18	1	1	0	0	20	92.50%	93.16%	91.58%	94.21%	93.68%	85.79%	94.50%	93.19%
2	7612	25	2	2	0	0	29	92.41%	92.76%	94.48%	92.41%	94.48%	94.48%	92.76%	92.97%
2	7613	49	2	0	0	0	51	97.45%	97.96%	98.16%	97.14%	96.40%	96.67%	96.88%	97.52%
2	7619	67	12	2	0	0	81	96.30%	97.41%	97.53%	97.16%	97.00%	96.00%	97.00%	97.08%
2	7623	88	9	0	0	0	97	97.22%	97.63%	97.84%	96.60%	92.58%	91.24%	93.71%	96.60%
2	7633	94	13	0	0	0	107	97.66%	98.41%	98.50%	97.76%	96.54%	96.26%	97.38%	97.94%
2	7635	75	10	2	0	0	87	95.86%	95.52%	95.29%	95.12%	94.37%	93.95%	95.58%	95.47%
2	7690	34	4	0	0	0	38	98.42%	98.68%	98.68%	98.68%	99.47%	98.95%	98.95%	98.68%

Business Application Services System Comment Cards Summary

District	Agency	Wait	Wait	Wait	Wait	Wait	Cards					Total			
		0-15	15-30	30-45	45-60	60 +	Returned	Promptness	Efficiency	Courtesy	Appearance	Location	Parking	Cleanliness	Average
3	2918	59	11	5	0	0	75	94.93%	95.41%	95.68%	93.51%	94.59%	94.93%	93.97%	94.70%
3	2919	71	2	1	1	1	75	96.00%	96.53%	95.20%	95.87%	95.95%	97.16%	95.54%	95.83%
3	2920	1	0	0	0	0	1	90.00%	90.00%	90.00%	90.00%	90.00%	80.00%	90.00%	90.00%
3	3105	92	15	5	0	0	112	95.36%	96.94%	96.94%	96.67%	96.88%	97.39%	97.75%	96.73%
3	3109	1	0	0	0	0	1	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
3	3129	52	11	7	0	0	70	94.35%	95.65%	95.80%	95.36%	94.43%	94.29%	94.00%	95.03%
3	3141	36	13	4	1	1	54	93.02%	94.81%	94.44%	94.07%	91.67%	86.85%	92.41%	93.75%
3	3150	54	7	1	0	0	62	96.61%	97.21%	97.05%	96.72%	95.25%	93.67%	96.17%	96.75%
3	3159	31	6	0	1	1	38	95.53%	97.37%	97.11%	95.53%	95.00%	88.06%	91.32%	95.37%
3	3168	97	1	0	0	0	98	99.48%	99.38%	99.27%	99.17%	98.87%	99.27%	99.17%	99.29%
3	3170	124	6	0	0	0	130	98.38%	98.62%	98.08%	97.85%	97.83%	97.77%	97.00%	97.98%
3	3176	57	4	1	0	0	62	92.90%	91.94%	88.39%	92.30%	94.68%	94.26%	93.61%	91.83%
3	3179	29	12	3	1	1	45	93.33%	93.64%	96.14%	95.45%	93.41%	95.91%	93.41%	94.39%
3	3180	86	8	1	0	0	95	96.95%	97.55%	97.45%	96.17%	94.21%	89.79%	94.36%	96.50%
3	3182	80	11	0	0	0	91	96.37%	97.39%	97.73%	97.27%	97.58%	98.00%	97.67%	97.29%
3	3188	63	11	2	0	0	76	96.05%	96.32%	95.66%	94.87%	95.53%	97.37%	96.27%	95.83%
3	3191	84	2	0	0	0	86	98.71%	98.94%	99.07%	98.59%	95.18%	95.29%	95.58%	98.18%
3	3628	84	10	2	0	0	96	97.81%	97.63%	98.28%	98.06%	96.04%	95.64%	96.60%	97.68%
3	5720	69	16	2	0	0	87	97.59%	97.79%	97.33%	97.33%	97.24%	95.83%	96.31%	97.27%
3	5740	56	16	2	1	1	75	93.87%	94.27%	94.00%	92.80%	93.07%	95.47%	93.73%	93.73%
3	5753	16	10	3	0	0	29	94.48%	96.21%	96.21%	95.17%	94.48%	94.83%	93.45%	95.10%
3	5754	17	10	1	1	1	29	93.79%	95.17%	94.83%	95.86%	95.86%	95.36%	93.70%	94.67%
3	5758	31	4	2	0	0	37	96.49%	97.30%	98.11%	95.68%	95.68%	91.76%	95.95%	96.70%
3	5764	52	18	4	1	1	75	94.53%	95.60%	96.00%	94.67%	95.47%	96.00%	95.33%	95.23%
3	5765	56	10	0	0	0	66	96.36%	96.82%	96.97%	96.36%	95.38%	95.30%	94.39%	96.18%

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District	Agency	Wait	Wait	Wait	Wait	Wait	Cards					Total			
		0-15	15-30	30-45	45-60	60 +	Returned	Promptness	Efficiency	Courtesy	Appearance	Location	Parking	Cleanliness	Average
3	5772	84	13	3	0	0	100	97.00%	96.97%	96.97%	96.87%	97.60%	96.80%	97.40%	97.04%
3	6606	78	1	1	0	0	80	98.50%	98.75%	99.13%	99.13%	98.63%	95.70%	98.99%	98.90%
3	6803	91	5	1	0	0	97	98.66%	98.87%	98.76%	97.73%	98.04%	97.53%	98.42%	98.49%
3	7129	31	14	9	1	1	55	94.44%	97.04%	96.73%	97.74%	96.91%	97.45%	96.55%	96.50%
3	7304	26	3	1	0	0	30	96.90%	97.86%	98.21%	96.79%	91.00%	86.90%	94.00%	96.75%
3	7312	47	7	9	0	0	63	94.92%	96.39%	96.39%	96.07%	94.60%	93.11%	95.08%	95.77%
3	8307	57	13	10	2	2	82	93.09%	94.88%	96.34%	96.22%	94.57%	92.22%	95.43%	95.19%
3	8310	104	8	0	0	0	112	98.47%	98.83%	98.47%	98.74%	96.88%	91.70%	97.68%	98.44%
3	8311	45	18	11	1	1	75	93.33%	95.27%	95.00%	95.68%	95.60%	95.14%	95.07%	94.87%

Totals for District 3 - 47 Agencies							3309	96.05%	96.75%	96.69%	96.35%	95.67%	94.88%	95.71%	96.31%
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4	0212	98	7	2	0	0	107	97.76%	98.50%	98.69%	98.13%	96.54%	94.67%	96.73%	97.96%
4	0215	67	7	0	1	1	75	96.76%	97.26%	96.39%	97.92%	95.47%	95.95%	97.97%	97.26%
4	0302	98	3	3	0	0	104	97.60%	98.06%	97.48%	97.48%	95.00%	95.29%	98.27%	97.78%
4	0606	1	0	0	0	0	1	100.00%	100.00%	100.00%	100.00%	100.00%	90.00%	100.00%	100.00%
4	0607	89	2	1	0	0	92	97.72%	98.22%	97.69%	97.30%	95.93%	95.00%	97.30%	97.65%
4	1108	76	6	0	0	0	82	98.17%	98.78%	98.78%	98.05%	97.68%	98.05%	98.05%	98.37%
4	1703	84	8	4	1	1	97	95.46%	96.56%	96.67%	96.46%	94.17%	94.95%	95.31%	96.09%
4	1905	34	0	1	0	0	35	99.14%	98.57%	96.86%	98.29%	97.71%	98.00%	98.57%	98.29%
4	1906	59	4	1	0	0	64	98.28%	98.06%	97.78%	97.62%	97.34%	97.66%	97.34%	97.82%
4	2011	91	6	1	0	0	98	96.43%	97.94%	97.24%	97.14%	93.57%	96.39%	96.98%	97.15%
4	2207	81	5	0	0	0	86	96.31%	96.67%	96.31%	95.71%	92.94%	95.06%	93.37%	95.67%
4	2214	43	0	0	0	0	43	100.00%	100.00%	100.00%	99.53%	97.44%	97.21%	99.53%	99.81%
4	2608	102	8	0	0	0	110	96.97%	96.82%	96.82%	96.64%	96.73%	95.82%	97.34%	96.92%
4	3211	67	11	1	0	0	79	96.62%	97.05%	95.77%	97.56%	96.54%	98.46%	98.33%	97.07%

Business Application Services System Comment Cards Summary

District	Agency	Wait	Wait	Wait	Wait	Wait	Cards					Total			
		0-15	15-30	30-45	45-60	60 +	Returned	Promptness	Efficiency	Courtesy	Appearance	Location	Parking	Cleanliness	Average
4	3306	107	3	1	0	0	111	97.84%	98.47%	99.01%	98.56%	97.84%	98.92%	98.64%	98.50%
4	3503	131	10	2	0	0	143	97.82%	98.44%	98.09%	98.00%	94.37%	90.57%	96.00%	97.67%
4	3917	68	9	1	1	1	79	95.82%	96.92%	96.79%	96.54%	93.97%	93.46%	94.49%	96.11%
4	4606	73	8	2	0	0	83	96.34%	97.32%	97.44%	96.83%	94.46%	97.93%	97.44%	97.07%
4	4807	67	11	0	0	0	78	95.26%	96.49%	96.10%	95.58%	95.00%	94.42%	95.97%	95.88%
4	4811	49	13	2	1	1	65	95.16%	96.09%	96.83%	94.84%	95.31%	97.23%	94.46%	95.48%
4	4828	52	7	3	0	0	62	96.13%	96.94%	97.10%	95.48%	93.55%	93.55%	92.74%	95.68%
4	4832	1	0	0	0	0	1	100.00%	100.00%	100.00%	100.00%	90.00%	90.00%	90.00%	98.00%
4	4841	28	3	0	0	0	31	94.84%	95.16%	95.81%	94.19%	91.29%	89.35%	92.26%	94.45%
4	4844	52	19	3	1	1	75	95.00%	95.75%	97.40%	95.97%	95.73%	94.73%	95.68%	95.96%
4	4852	1	0	0	0	0	1	100.00%	100.00%	100.00%	100.00%	90.00%	90.00%	100.00%	100.00%
4	4857	79	22	3	0	0	104	96.15%	97.55%	97.65%	96.57%	95.83%	94.61%	95.29%	96.64%
4	5103	24	9	3	0	0	36	95.00%	95.56%	96.94%	96.94%	95.00%	97.22%	96.67%	96.22%
4	5113	16	4	1	0	0	21	93.81%	95.24%	94.29%	95.24%	96.50%	93.50%	97.00%	95.11%
4	5408	95	9	1	1	1	106	96.73%	97.52%	97.14%	97.43%	95.81%	96.42%	97.08%	97.18%
4	5506	75	13	0	0	0	88	97.61%	97.93%	98.05%	97.93%	96.82%	93.14%	96.44%	97.59%
4	5507	85	9	0	0	0	94	97.77%	98.19%	98.62%	98.30%	96.81%	96.60%	97.45%	98.06%
4	6212	110	7	1	0	0	118	98.47%	98.81%	98.90%	98.73%	95.81%	93.31%	96.24%	98.23%
4	6310	82	7	0	0	0	89	97.08%	96.48%	97.16%	94.43%	98.54%	98.99%	97.87%	96.60%
4	6903	134	4	0	0	0	138	98.18%	98.46%	98.16%	97.87%	95.91%	95.69%	96.64%	97.86%
4	7008	65	4	0	0	0	69	96.96%	97.39%	97.83%	96.96%	93.48%	93.04%	95.80%	96.99%
4	7009	114	2	1	0	0	117	99.48%	99.48%	99.66%	98.70%	98.12%	98.35%	98.52%	99.17%
4	7209	81	4	5	0	0	90	97.00%	96.97%	96.63%	96.52%	94.67%	95.06%	95.39%	96.50%
4	7419	102	3	1	0	0	106	98.21%	98.30%	97.83%	97.64%	94.06%	91.89%	96.51%	97.70%
4	7502	80	6	1	0	0	87	97.59%	97.86%	97.88%	96.59%	95.98%	96.63%	96.40%	97.26%

Business Application Services System Comment Cards Summary

District	Agency	Wait 0-15	Wait 15-30	Wait 30-45	Wait 45-60	Wait 60 +	Cards Returned	Promptness	Efficiency	Courtesy	Appearance	Location	Parking	Cleanliness	Total Average
4	8107	109	6	0	0	0	115	98.09%	98.25%	97.81%	98.42%	96.09%	97.22%	97.65%	98.04%
4	8603	68	2	0	0	0	70	98.26%	98.68%	98.68%	98.38%	97.43%	97.46%	98.66%	98.53%
4	8613	45	1	0	0	0	46	99.57%	99.35%	99.57%	99.35%	97.56%	98.00%	98.00%	99.17%
4	8712	84	8	0	0	0	92	97.50%	97.33%	97.00%	96.22%	95.00%	95.67%	96.89%	96.99%
4	8713	79	9	0	0	0	88	97.16%	97.47%	97.13%	97.01%	97.39%	97.44%	97.09%	97.17%
4	8812	98	12	0	0	0	110	98.45%	98.64%	99.09%	98.82%	97.00%	95.36%	98.27%	98.65%
Totals for District 4 - 45 Agencies							3586	97.34%	97.77%	97.71%	97.37%	95.61%	95.29%	96.73%	97.38%
5	1213	73	6	1	0	0	80	97.75%	97.88%	98.00%	96.50%	93.63%	93.88%	94.38%	96.90%
5	1214	147	3	1	0	0	151	98.47%	98.99%	98.78%	97.85%	97.81%	95.47%	97.80%	98.38%
5	1215	76	3	0	0	0	79	97.56%	98.08%	98.33%	97.31%	97.09%	97.34%	96.84%	97.62%
5	2172	59	7	1	0	0	67	96.42%	97.61%	96.42%	97.61%	95.52%	98.21%	97.76%	97.16%
5	2503	100	24	8	4	4	136	94.74%	96.06%	95.83%	95.38%	95.07%	95.49%	95.79%	95.56%
5	2507	1	0	0	0	0	1	90.00%	90.00%	90.00%	90.00%	100.00%	100.00%	90.00%	90.00%
5	2509	73	14	0	0	0	87	96.44%	97.29%	97.06%	96.47%	95.52%	96.51%	94.53%	96.36%
5	2511	44	9	1	1	1	55	97.78%	98.52%	98.33%	96.85%	96.11%	97.04%	93.89%	97.07%
5	2512	63	14	2	1	1	80	94.56%	95.25%	95.50%	94.88%	94.75%	93.63%	92.91%	94.62%
5	2519	65	13	0	0	0	78	96.79%	96.97%	96.71%	96.32%	95.71%	96.41%	94.03%	96.16%
5	2524	14	2	0	0	0	16	98.13%	98.75%	98.75%	97.50%	97.50%	98.75%	98.13%	98.25%
5	2528	60	6	3	1	1	70	96.57%	96.96%	96.62%	95.88%	95.94%	95.44%	96.47%	96.50%
5	2541	32	9	0	0	0	41	97.56%	97.07%	96.34%	96.34%	95.12%	96.75%	95.25%	96.51%
5	2561	62	14	1	1	1	78	95.64%	96.79%	94.87%	94.49%	95.00%	96.41%	93.97%	95.15%
5	2562	50	11	2	1	1	64	94.22%	94.06%	94.06%	91.72%	95.00%	95.71%	91.56%	93.13%
5	2565	49	2	0	1	1	52	96.73%	97.50%	96.35%	96.15%	96.73%	97.12%	96.92%	96.73%
5	2566	39	10	1	0	0	50	95.20%	96.33%	95.92%	95.10%	95.20%	91.84%	95.51%	95.61%

Business Application Services System Comment Cards Summary

District	Agency	Wait	Wait	Wait	Wait	Wait	Cards								Total
		0-15	15-30	30-45	45-60	60 +	Returned	Promptness	Efficiency	Courtesy	Appearance	Location	Parking	Cleanliness	Average
5	2572	26	3	0	0	0	29	96.21%	97.24%	95.52%	93.10%	95.86%	91.38%	93.45%	95.10%
5	2580	17	8	5	2	2	32	93.75%	93.13%	95.31%	95.31%	94.69%	90.94%	94.69%	94.44%
5	2586	42	5	4	0	0	51	95.80%	96.80%	98.00%	96.80%	96.40%	98.60%	95.80%	96.64%
5	2590	24	8	3	3	3	38	92.63%	92.43%	94.32%	92.97%	92.63%	90.54%	90.81%	92.63%
5	4202	1	0	0	0	0	1	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
5	4203	71	15	2	1	1	89	96.36%	97.05%	97.73%	96.82%	93.71%	94.72%	95.39%	96.67%
5	4510	91	15	5	0	0	111	98.11%	98.72%	98.99%	98.62%	98.09%	98.89%	98.70%	98.63%
5	4512	70	3	0	0	0	73	98.61%	98.87%	97.92%	98.31%	97.53%	96.94%	97.78%	98.30%
5	4515	45	14	7	5	5	71	92.68%	95.49%	96.76%	95.00%	95.43%	97.00%	95.71%	95.13%
5	4522	34	2	0	0	0	36	98.33%	97.78%	98.33%	98.06%	98.61%	99.44%	98.61%	98.22%
5	4906	112	7	0	0	0	119	99.08%	98.98%	99.07%	98.31%	97.56%	97.65%	97.12%	98.51%
5	5904	109	3	0	0	0	112	98.66%	98.74%	98.65%	98.02%	94.91%	90.27%	96.13%	98.04%
5	6504	61	10	2	0	0	73	95.14%	95.48%	95.48%	95.62%	93.97%	91.81%	94.25%	95.19%
5	8014	80	3	0	0	0	83	98.17%	98.19%	97.95%	98.07%	96.02%	97.11%	97.71%	98.02%
Totals for District 5 - 31 Agencies							2103	96.39%	96.87%	96.84%	96.17%	96.04%	95.85%	95.54%	96.36%
Totals for all Districts: 231 Agencies							16833	96.75%	97.20%	97.19%	96.76%	95.73%	94.97%	96.09%	96.80%