

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	28	0	0	0	0	28	100.00%	99.26%	99.63%	99.63%	98.89%	96.67%	99.26%	99.56%
1	0413	28	0	0	0	0	28	98.93%	99.29%	98.93%	98.93%	97.50%	97.14%	98.57%	98.93%
1	0418	4	0	0	0	0	4	100.00%	100.00%	90.00%	97.50%	100.00%	100.00%	100.00%	97.50%
1	0424	34	1	1	0	0	36	97.78%	98.00%	98.00%	98.29%	96.94%	97.43%	98.00%	98.01%
1	1809	31	1	0	0	0	32	99.06%	99.38%	98.13%	98.75%	99.38%	99.06%	98.13%	98.69%
1	1812	88	17	5	1	1	111	97.78%	98.64%	99.09%	97.73%	96.70%	96.45%	96.00%	97.85%
1	1814	19	2	1	1	1	23	98.70%	98.70%	98.26%	99.09%	98.26%	98.26%	97.39%	98.43%
1	1817	35	2	0	0	0	37	98.92%	99.19%	97.84%	98.65%	98.65%	98.92%	97.84%	98.49%
1	1820	18	2	0	0	0	20	98.95%	98.50%	99.00%	99.00%	96.50%	97.50%	99.00%	98.89%
1	1826	48	0	0	0	0	48	99.58%	99.38%	98.51%	98.51%	98.54%	97.08%	97.92%	98.78%
1	1829	21	2	0	0	0	23	97.39%	98.70%	98.70%	98.26%	92.61%	91.30%	93.48%	97.30%
1	1838	245	4	0	0	0	249	99.16%	99.15%	98.71%	98.95%	97.46%	97.89%	98.83%	98.96%
1	1846	29	8	5	2	2	44	90.00%	93.64%	92.05%	92.50%	90.00%	91.40%	87.91%	91.22%
1	1852	77	6	4	0	0	87	97.01%	97.13%	97.13%	97.36%	96.90%	96.78%	96.90%	97.10%
1	1855	47	0	0	0	0	47	99.15%	98.48%	97.17%	98.41%	97.87%	98.26%	97.39%	98.12%
1	1856	43	5	1	0	0	49	96.25%	96.25%	95.10%	96.46%	96.88%	95.71%	96.17%	96.05%
1	1861	44	5	3	0	0	52	95.38%	93.27%	90.58%	92.94%	95.00%	97.12%	93.65%	93.17%
1	1891	11	3	2	1	1	17	88.13%	86.25%	86.47%	90.63%	90.59%	93.53%	92.35%	88.76%
1	1896	44	4	2	1	1	51	96.86%	98.04%	98.24%	96.67%	96.08%	96.67%	96.94%	97.35%
1	2812	22	3	1	1	1	27	92.69%	92.31%	92.69%	93.46%	96.92%	96.92%	94.62%	93.15%
1	2817	65	4	0	0	0	69	97.68%	98.41%	99.13%	98.41%	93.97%	90.14%	97.54%	98.23%
1	2818	24	1	1	0	0	26	98.80%	97.50%	97.92%	98.70%	98.00%	97.20%	97.60%	98.10%
1	4305	18	2	0	2	2	22	90.95%	83.64%	84.09%	87.14%	91.82%	89.09%	88.64%	86.89%
1	4327	28	7	1	2	2	38	91.84%	89.46%	86.49%	88.38%	92.63%	94.32%	89.19%	89.07%
1	4328	52	3	0	0	0	55	97.96%	98.11%	97.17%	97.92%	97.74%	94.15%	98.49%	97.93%

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	4334	169	15	1	0	0	185	98.86%	99.07%	98.85%	98.79%	97.99%	97.87%	98.09%	98.73%
1	4705	13	0	0	0	0	13	96.15%	94.62%	91.54%	94.62%	94.62%	93.85%	90.77%	93.54%
1	4718	37	1	0	0	0	38	99.47%	99.21%	99.47%	99.46%	99.21%	99.21%	98.68%	99.26%
1	4721	262	5	2	0	0	269	99.59%	99.63%	99.33%	99.59%	98.96%	99.03%	99.29%	99.49%
1	4723	72	6	0	0	0	78	98.33%	98.33%	98.21%	98.97%	97.31%	96.41%	98.21%	98.41%
1	4727	2	0	0	0	0	2	100.00%	100.00%	100.00%	100.00%	85.00%	95.00%	95.00%	99.00%
1	4730	1	0	0	0	0	1	100.00%	100.00%	100.00%	100.00%	90.00%	90.00%	90.00%	98.00%
1	4755	92	7	2	1	1	102	96.67%	96.18%	95.20%	95.59%	97.25%	98.24%	97.16%	96.16%
1	5004	0	1	0	0	0	1	90.00%	100.00%	100.00%	90.00%	100.00%	100.00%	90.00%	94.00%
1	5008	52	3	1	0	0	56	97.68%	98.39%	96.61%	96.79%	96.07%	93.57%	94.82%	96.86%
1	5024	31	0	0	0	0	31	99.35%	99.35%	98.71%	98.71%	98.71%	96.13%	99.68%	99.16%
1	5029	9	1	2	1	1	13	91.54%	93.08%	93.85%	92.31%	88.46%	92.31%	90.77%	92.31%
1	5032	24	0	0	0	0	24	98.75%	99.17%	98.75%	98.75%	97.92%	97.92%	98.75%	98.83%
1	5047	40	0	0	0	0	40	99.25%	99.50%	99.50%	99.25%	94.25%	92.82%	96.41%	98.78%
1	5209	62	3	0	0	0	65	98.31%	98.31%	98.77%	97.69%	94.38%	86.31%	95.85%	97.78%
1	5215	17	0	0	0	0	17	99.41%	98.82%	99.41%	98.13%	95.88%	89.41%	95.88%	98.33%
1	6704	4	0	0	0	0	4	100.00%	100.00%	100.00%	100.00%	92.50%	97.50%	92.50%	98.50%
1	6710	9	1	0	0	0	10	96.00%	97.00%	98.00%	95.00%	94.00%	91.00%	94.00%	96.00%
1	6715	27	1	0	0	0	28	98.21%	98.93%	98.57%	98.21%	97.50%	97.14%	97.41%	98.27%
1	6724	23	1	0	0	0	24	97.08%	97.50%	96.67%	98.33%	97.08%	96.67%	98.33%	97.58%
1	7721	73	0	1	0	0	74	99.86%	99.46%	99.86%	99.86%	98.78%	98.24%	99.18%	99.65%
1	7726	69	1	0	0	0	70	99.29%	99.43%	99.29%	99.86%	98.71%	97.86%	99.14%	99.40%
1	7731	10	2	0	0	0	12	95.83%	95.83%	97.50%	95.00%	96.67%	97.50%	97.50%	96.33%
1	7732	80	6	0	0	0	86	99.30%	99.42%	99.07%	99.29%	97.67%	97.33%	98.72%	99.16%
1	7737	92	7	1	0	0	100	97.98%	98.89%	99.19%	97.37%	98.23%	98.59%	96.08%	97.90%

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
2	3704	19	0	0	0	0	19	98.42%	97.89%	97.37%	97.37%	95.79%	93.16%	97.89%	97.79%
2	3805	18	1	0	0	0	19	99.47%	100.00%	100.00%	100.00%	96.84%	95.26%	97.22%	99.34%
2	4039	11	0	0	0	0	11	98.18%	99.00%	99.00%	98.00%	96.36%	98.00%	96.00%	98.04%
2	4102	20	0	0	0	0	20	100.00%	100.00%	100.00%	100.00%	94.50%	79.00%	99.44%	99.89%
2	4103	3	1	0	0	0	4	100.00%	100.00%	100.00%	97.50%	95.00%	100.00%	97.50%	99.00%
2	4127	24	6	4	2	2	36	91.67%	93.33%	94.72%	95.00%	96.39%	97.22%	96.18%	94.18%
2	4407	11	2	1	0	0	14	97.14%	97.86%	98.57%	98.57%	95.00%	95.71%	94.29%	97.29%
2	4408	9	2	0	0	0	11	96.00%	96.36%	99.09%	99.09%	97.27%	94.55%	97.27%	97.56%
2	4410	6	0	0	0	0	6	98.33%	100.00%	100.00%	100.00%	98.33%	96.00%	98.33%	99.33%
2	5312	28	0	0	0	0	28	99.29%	99.29%	98.93%	99.29%	97.86%	97.14%	98.21%	99.00%
2	5606	20	1	0	0	0	21	95.71%	93.33%	93.81%	93.81%	93.33%	89.52%	93.81%	94.10%
2	5806	4	0	0	0	0	4	100.00%	100.00%	100.00%	100.00%	97.50%	97.50%	100.00%	100.00%
2	5811	41	2	0	0	0	43	98.37%	98.60%	98.84%	98.54%	95.35%	91.40%	97.67%	98.40%
2	6010	1	0	0	0	0	1	100.00%	100.00%	100.00%	100.00%	80.00%	90.00%	90.00%	98.00%
2	6015	67	5	2	1	1	75	98.00%	98.27%	97.73%	98.13%	92.67%	96.35%	95.33%	97.49%
2	6103	49	2	0	0	0	51	99.02%	99.41%	99.02%	99.02%	97.45%	95.88%	98.80%	99.05%
2	6420	15	2	1	0	0	18	96.11%	96.67%	96.11%	96.67%	96.11%	93.89%	96.67%	96.44%
2	7605	3	0	0	0	0	3	93.33%	93.33%	100.00%	96.67%	76.67%	76.67%	93.33%	95.33%
2	7613	31	0	0	0	0	31	99.67%	99.67%	99.67%	99.33%	98.06%	98.39%	98.39%	99.34%
2	7619	21	1	0	0	0	22	97.27%	97.73%	97.27%	97.27%	99.09%	97.27%	98.64%	97.64%
2	7623	45	2	0	1	1	48	98.75%	97.66%	98.30%	98.72%	96.04%	93.83%	96.60%	98.01%
2	7633	115	4	1	0	0	120	98.17%	97.83%	98.50%	98.33%	97.23%	96.05%	97.65%	98.10%
2	7635	29	1	0	0	0	30	96.33%	97.00%	95.67%	96.33%	96.33%	95.67%	95.52%	96.17%
2	7691	36	9	1	1	1	47	95.11%	95.53%	96.38%	97.02%	97.66%	96.81%	97.02%	96.21%
2	7901	20	3	1	1	1	25	93.20%	93.60%	93.20%	94.80%	94.00%	94.00%	93.75%	93.71%

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
2	7909	4	0	0	0	0	4	95.00%	87.50%	95.00%	87.50%	95.00%	87.50%	95.00%	92.00%
2	7914	26	0	0	0	0	26	97.69%	98.00%	98.00%	98.00%	98.08%	97.60%	98.40%	98.02%
2	8203	44	0	0	0	0	44	99.77%	99.77%	99.77%	99.77%	98.86%	99.55%	99.53%	99.73%
2	8407	15	1	0	0	0	16	99.38%	100.00%	100.00%	100.00%	100.00%	98.75%	99.38%	99.75%
2	8420	30	4	2	1	1	37	94.59%	94.86%	95.14%	96.49%	95.68%	94.86%	95.41%	95.30%
2	8514	21	5	0	0	0	26	97.69%	97.31%	97.31%	97.69%	95.77%	98.46%	97.31%	97.46%
2	8526	68	2	0	0	0	70	99.26%	99.29%	99.29%	98.43%	95.86%	92.57%	98.12%	98.88%
Totals for District 2 - 47 Agencies							1637	97.64%	97.57%	97.78%	97.71%	95.79%	94.88%	96.93%	97.53%
3	0103	25	2	0	0	0	27	98.89%	99.23%	99.23%	99.23%	96.30%	96.92%	97.69%	98.85%
3	0808	12	2	0	0	0	14	97.86%	97.69%	96.92%	98.46%	97.14%	98.46%	97.69%	97.73%
3	0901	128	8	2	0	0	138	98.41%	98.03%	98.18%	97.52%	95.29%	93.14%	96.25%	97.68%
3	0915	210	24	5	1	1	240	97.92%	97.78%	97.91%	97.85%	97.54%	95.92%	97.69%	97.83%
3	0918	37	4	1	0	0	42	96.19%	96.90%	95.71%	95.95%	94.76%	95.95%	93.33%	95.62%
3	0944	32	2	0	0	0	34	98.24%	97.65%	97.06%	97.94%	98.24%	97.94%	98.24%	97.82%
3	1305	30	10	5	1	1	46	95.00%	95.87%	96.96%	96.74%	96.30%	94.67%	95.68%	96.05%
3	1311	54	0	0	0	0	54	99.81%	99.81%	99.63%	99.43%	98.52%	98.89%	98.52%	99.44%
3	1313	31	3	0	0	0	34	96.76%	96.76%	94.41%	94.41%	95.45%	97.35%	95.00%	95.47%
3	1450	149	11	1	0	0	161	98.06%	98.20%	98.06%	97.88%	97.20%	95.84%	97.00%	97.84%
3	2436	21	0	0	0	0	21	97.14%	97.62%	96.67%	96.67%	96.19%	93.81%	96.19%	96.86%
3	2902	83	3	2	1	1	89	97.61%	97.98%	97.75%	97.39%	97.98%	97.39%	98.16%	97.78%
3	2918	57	7	3	1	1	68	97.65%	97.35%	97.65%	96.47%	96.91%	96.47%	97.06%	97.24%
3	2919	45	2	0	0	0	47	98.72%	98.30%	97.66%	98.09%	97.23%	98.94%	97.66%	98.09%
3	3105	45	1	0	0	0	46	98.48%	98.26%	97.61%	97.39%	99.13%	98.89%	99.11%	98.17%
3	3120	15	7	0	4	4	26	91.92%	93.85%	95.38%	96.15%	91.92%	96.54%	94.23%	94.31%

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	3129	58	5	4	0	0	67	96.97%	96.67%	96.06%	96.52%	95.37%	97.31%	95.97%	96.44%
3	3141	54	13	2	0	0	69	97.83%	98.82%	98.64%	97.79%	94.06%	91.18%	94.12%	97.44%
3	3150	70	3	0	0	0	73	97.81%	97.81%	97.40%	97.12%	97.81%	95.00%	96.71%	97.37%
3	3155	34	1	0	0	0	35	99.14%	98.82%	98.82%	99.71%	96.00%	94.00%	97.71%	98.84%
3	3159	122	10	2	0	0	134	97.91%	98.36%	98.36%	97.63%	95.67%	88.65%	92.48%	96.95%
3	3168	23	0	0	0	0	23	98.70%	99.13%	98.26%	99.13%	97.39%	98.70%	98.26%	98.70%
3	3170	44	0	2	0	0	46	98.26%	98.48%	98.04%	98.91%	99.35%	98.70%	97.17%	98.17%
3	3176	43	1	0	0	0	44	95.45%	95.00%	91.82%	93.64%	95.23%	93.86%	91.59%	93.50%
3	3179	30	8	1	1	1	40	96.75%	97.50%	97.75%	95.25%	93.00%	96.50%	95.00%	96.45%
3	3180	18	0	0	0	0	18	99.44%	99.44%	99.44%	97.22%	95.56%	94.44%	97.78%	98.67%
3	3182	26	2	0	0	0	28	98.93%	98.57%	97.14%	97.86%	98.21%	98.93%	97.50%	98.00%
3	3188	38	3	0	0	0	41	97.25%	96.25%	95.25%	93.75%	93.41%	97.07%	95.37%	95.57%
3	3191	38	2	0	0	0	40	97.50%	98.00%	97.95%	97.50%	92.50%	94.75%	96.25%	97.44%
3	3628	36	1	0	0	0	37	98.92%	98.92%	99.19%	98.38%	96.49%	96.22%	97.57%	98.59%
3	5720	39	6	1	0	0	46	97.83%	96.74%	96.30%	97.39%	96.30%	95.22%	97.39%	97.13%
3	5740	388	54	8	3	3	453	97.79%	98.14%	98.65%	97.92%	95.58%	97.37%	96.42%	97.78%
3	5754	59	15	7	0	0	81	96.54%	97.53%	97.78%	97.04%	95.06%	94.50%	94.25%	96.63%
3	5758	44	5	1	0	0	50	95.20%	96.73%	97.14%	97.55%	95.31%	92.08%	96.73%	96.67%
3	5764	27	5	0	0	0	32	98.44%	98.39%	97.74%	98.06%	95.63%	96.77%	96.45%	97.82%
3	5765	31	2	0	0	0	33	98.48%	98.48%	97.88%	96.06%	95.76%	95.76%	93.94%	96.97%
3	5772	502	22	3	0	0	527	98.82%	99.07%	98.97%	98.80%	98.04%	97.23%	98.33%	98.80%
3	6606	121	4	2	0	0	127	98.98%	99.29%	99.37%	99.61%	98.90%	96.77%	99.06%	99.26%
3	6803	24	0	0	0	0	24	99.17%	98.75%	99.17%	99.17%	97.92%	98.33%	98.33%	98.92%
3	7129	25	9	1	2	2	37	95.00%	96.11%	96.94%	96.94%	95.56%	95.56%	95.56%	96.11%
3	7312	22	1	0	0	0	23	95.65%	96.96%	95.22%	97.73%	92.61%	94.78%	96.36%	96.38%

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
3	8307	91	34	19	5	5	149	96.24%	97.77%	97.96%	98.24%	96.98%	93.45%	96.35%	97.31%
3	8310	68	2	0	0	0	70	99.29%	99.29%	98.43%	98.99%	98.14%	95.71%	98.53%	98.90%
3	8311	16	5	4	1	1	26	91.92%	94.23%	93.08%	95.77%	96.15%	96.15%	94.62%	93.92%
Totals for District 3 - 44 Agencies							3460	97.47%	97.74%	97.40%	97.44%	96.23%	95.96%	96.48%	97.31%

4	0212	26	1	0	0	0	27	100.00%	100.00%	100.00%	99.63%	97.78%	95.77%	98.46%	99.62%
4	0215	62	2	4	1	1	69	96.67%	97.25%	97.54%	97.97%	95.51%	95.51%	98.26%	97.54%
4	0302	90	6	0	0	0	96	98.23%	98.65%	98.02%	98.40%	96.35%	96.63%	98.75%	98.41%
4	0607	23	0	0	0	0	23	98.26%	96.96%	98.26%	97.83%	97.83%	95.65%	96.96%	97.65%
4	1108	95	0	0	0	0	95	99.16%	99.47%	99.58%	98.72%	98.53%	98.84%	99.26%	99.24%
4	1703	37	1	0	0	0	38	98.16%	96.49%	98.38%	97.03%	92.37%	96.32%	96.32%	97.27%
4	1906	44	1	0	1	1	46	98.04%	98.48%	96.96%	97.83%	97.39%	97.39%	97.39%	97.74%
4	2011	98	5	1	0	0	104	98.94%	99.12%	99.31%	98.73%	96.25%	98.22%	98.82%	98.98%
4	2207	89	0	1	0	0	90	98.67%	99.11%	98.78%	98.65%	95.78%	97.22%	97.78%	98.60%
4	2608	71	1	0	0	0	72	98.19%	98.33%	98.06%	98.61%	97.50%	97.04%	98.47%	98.33%
4	3211	22	4	0	0	0	26	95.77%	96.15%	93.46%	95.77%	95.38%	97.31%	97.31%	95.69%
4	3306	46	1	0	0	0	47	99.79%	99.57%	99.57%	99.36%	98.94%	99.79%	99.57%	99.57%
4	3503	45	4	1	0	0	50	97.60%	98.75%	98.96%	98.54%	95.20%	90.63%	96.25%	98.02%
4	3917	61	5	0	0	0	66	98.48%	98.18%	98.64%	97.88%	94.39%	94.39%	95.76%	97.79%
4	4606	152	18	4	1	1	175	97.24%	97.71%	97.43%	97.60%	95.00%	98.23%	97.87%	97.57%
4	4802	1	0	0	0	0	1	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
4	4807	121	20	0	0	0	141	97.59%	98.23%	98.43%	97.66%	97.23%	95.60%	97.45%	97.87%
4	4811	240	66	15	5	5	326	97.23%	98.12%	98.14%	96.94%	94.52%	96.84%	94.15%	96.92%
4	4828	78	4	1	0	0	83	96.75%	96.39%	97.35%	96.14%	93.86%	95.06%	94.70%	96.27%
4	4841	56	3	0	0	0	59	96.55%	95.26%	96.32%	94.91%	93.90%	94.39%	93.79%	95.37%

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	4844	107	17	3	1	1	128	97.06%	97.86%	98.02%	97.52%	96.61%	97.38%	96.51%	97.39%
4	4857	107	17	1	0	0	125	98.56%	99.68%	99.44%	98.16%	98.08%	98.40%	97.76%	98.72%
4	5113	63	4	0	0	0	67	98.51%	99.10%	99.25%	99.25%	98.21%	98.81%	99.25%	99.07%
4	5408	50	1	0	0	0	51	97.80%	97.80%	96.60%	96.80%	96.20%	97.80%	97.35%	97.27%
4	5506	26	1	0	0	0	27	97.04%	98.15%	97.41%	97.41%	97.04%	93.33%	97.41%	97.48%
4	5507	135	3	0	0	0	138	99.49%	99.49%	99.49%	98.60%	98.33%	98.62%	99.05%	99.22%
4	5512	90	2	0	0	0	92	99.57%	99.34%	99.13%	98.90%	96.96%	94.62%	97.67%	98.92%
4	6212	96	0	0	0	0	96	98.33%	97.66%	97.66%	97.10%	94.63%	92.77%	95.85%	97.32%
4	6310	28	0	0	0	0	28	99.64%	99.64%	99.64%	98.93%	99.29%	99.29%	99.29%	99.43%
4	6903	48	1	1	0	0	50	98.60%	98.80%	98.00%	98.78%	97.60%	96.80%	98.13%	98.46%
4	6911	33	0	0	0	0	33	97.58%	97.58%	98.18%	98.18%	94.85%	96.36%	98.18%	97.94%
4	7008	257	20	1	2	2	280	98.46%	98.64%	98.39%	98.35%	95.25%	94.86%	97.11%	98.19%
4	7009	61	1	0	0	0	62	99.52%	99.03%	98.85%	98.06%	99.02%	98.87%	98.55%	98.80%
4	7209	119	10	1	0	0	130	98.38%	98.77%	98.08%	97.69%	95.77%	96.38%	96.20%	97.82%
4	7419	119	2	1	0	0	122	98.61%	98.18%	98.61%	98.60%	95.90%	94.51%	97.19%	98.24%
4	7502	48	0	0	0	0	48	98.96%	98.33%	97.50%	98.54%	95.00%	96.67%	97.23%	98.11%
4	8107	66	1	0	1	1	68	99.12%	98.82%	98.53%	99.10%	97.91%	98.24%	98.38%	98.79%
4	8613	252	16	2	0	0	270	99.26%	99.25%	99.44%	99.33%	97.74%	98.59%	98.91%	99.24%
4	8712	159	5	2	1	1	167	98.55%	98.38%	97.54%	97.49%	95.93%	97.07%	97.71%	97.94%
4	8713	73	5	0	0	0	78	98.21%	98.46%	97.95%	98.08%	97.44%	97.44%	98.08%	98.15%
4	8812	80	5	1	0	0	86	98.49%	99.19%	99.07%	98.95%	97.21%	95.93%	97.98%	98.73%
Totals for District 4 - 41 Agencies							3780	98.32%	98.40%	98.29%	98.10%	96.55%	96.67%	97.59%	98.14%
5	1213	143	3	0	0	0	146	99.04%	98.90%	98.33%	98.28%	97.38%	97.72%	97.39%	98.39%
5	1214	25	2	0	0	0	27	98.52%	98.52%	97.41%	97.04%	97.41%	93.70%	97.41%	97.78%

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	1215	33	0	0	0	0	33	99.70%	99.70%	99.70%	98.79%	99.39%	99.70%	99.39%	99.45%
5	2172	47	3	1	0	0	51	95.10%	95.88%	94.90%	96.08%	96.27%	97.84%	98.24%	96.04%
5	2188	5	0	0	0	0	5	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
5	2503	37	2	3	2	2	44	97.73%	97.73%	97.95%	97.05%	96.59%	98.60%	98.60%	97.81%
5	2509	21	5	1	0	0	27	96.67%	97.41%	97.78%	96.30%	96.67%	98.89%	95.56%	96.74%
5	2511	13	2	0	0	0	15	96.67%	97.33%	96.67%	97.86%	97.86%	98.57%	97.33%	97.17%
5	2512	32	6	2	0	0	40	96.75%	96.50%	96.75%	96.58%	96.15%	94.62%	95.13%	96.34%
5	2519	41	2	1	0	0	44	96.28%	95.91%	96.36%	96.82%	97.73%	98.18%	96.51%	96.38%
5	2524	2	0	0	0	0	2	80.00%	80.00%	80.00%	80.00%	80.00%	80.00%	80.00%	80.00%
5	2528	233	16	7	1	1	257	97.90%	98.37%	98.45%	97.21%	97.35%	97.26%	97.45%	97.88%
5	2541	5	0	0	0	0	5	98.00%	98.00%	98.00%	98.00%	98.00%	98.00%	98.00%	98.00%
5	2561	13	3	3	0	0	19	96.84%	98.95%	97.37%	96.84%	96.84%	97.89%	95.79%	97.16%
5	2562	119	41	19	13	13	192	95.16%	96.20%	96.98%	95.76%	94.79%	96.61%	94.84%	95.79%
5	2565	19	3	0	0	0	22	93.64%	92.38%	87.62%	91.43%	93.18%	95.71%	93.33%	91.68%
5	2566	33	5	2	1	1	41	94.15%	93.66%	94.15%	92.68%	90.00%	87.07%	92.20%	93.37%
5	2580	19	9	13	7	7	48	92.71%	94.38%	95.42%	93.96%	94.79%	94.38%	95.00%	94.29%
5	2586	88	4	2	0	0	94	97.55%	98.06%	97.23%	96.91%	97.23%	97.98%	97.20%	97.39%
5	2590	21	10	6	6	6	43	86.28%	88.84%	90.00%	90.70%	92.09%	88.84%	90.47%	89.26%
5	4203	85	17	4	0	0	106	97.74%	98.68%	99.06%	98.96%	96.32%	95.57%	97.81%	98.45%
5	4510	23	3	1	1	1	28	96.07%	96.43%	96.07%	95.00%	95.71%	96.07%	97.50%	96.21%
5	4515	29	11	1	2	2	43	96.28%	96.74%	96.28%	95.95%	93.49%	98.33%	96.74%	96.40%
5	4522	38	2	1	0	0	41	99.51%	99.51%	100.00%	99.51%	98.05%	99.02%	99.27%	99.56%
5	4906	12	1	0	0	0	13	93.85%	95.38%	96.15%	93.08%	96.15%	96.15%	96.15%	94.92%
5	5904	19	0	0	0	0	19	100.00%	97.89%	100.00%	100.00%	95.79%	93.16%	97.89%	99.16%
5	6504	12	1	1	0	0	14	92.86%	96.43%	96.43%	95.00%	92.86%	87.14%	90.71%	94.29%

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
5	6509	12	3	0	0	0	15	99.33%	100.00%	100.00%	100.00%	97.33%	93.33%	98.00%	99.47%
5	8014	77	12	4	0	0	93	98.17%	98.60%	99.46%	99.02%	98.26%	99.14%	98.89%	98.83%
Totals for District 5 - 29 Agencies							1527	95.95%	96.43%	96.36%	96.03%	95.65%	95.50%	95.96%	96.14%
Totals for all Districts: 219 Agencies							13323	97.42%	97.56%	97.37%	97.32%	96.05%	95.70%	96.62%	97.26%