

# 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	18	1	0	1	1	20	96.50%	96.32%	95.79%	98.95%	98.50%	99.50%	98.00%	97.11%
1	0418	46	7	0	0	0	53	98.11%	98.87%	97.74%	98.11%	97.55%	98.08%	98.27%	98.22%
1	0424	78	2	2	0	0	82	98.78%	98.90%	97.78%	98.75%	97.80%	98.77%	98.41%	98.53%
1	1809	61	5	1	0	0	67	99.10%	99.10%	98.81%	99.25%	99.10%	99.55%	98.21%	98.90%
1	1812	115	28	5	2	2	150	98.07%	98.59%	98.99%	98.24%	96.93%	96.85%	96.91%	98.16%
1	1814	15	4	2	0	0	21	98.10%	97.62%	96.00%	97.62%	95.24%	95.71%	95.24%	96.91%
1	1817	68	4	0	0	0	72	98.45%	98.71%	99.29%	98.00%	98.31%	98.26%	98.43%	98.58%
1	1820	16	1	0	0	0	17	98.24%	98.24%	97.65%	97.06%	95.88%	95.29%	95.88%	97.41%
1	1826	66	3	0	0	0	69	98.41%	98.70%	97.54%	97.83%	98.12%	96.23%	98.06%	98.10%
1	1829	31	6	0	1	1	38	95.79%	93.42%	95.26%	94.21%	91.58%	91.05%	90.79%	93.89%
1	1838	180	4	0	1	1	185	98.70%	98.76%	98.70%	98.37%	97.34%	97.73%	98.21%	98.55%
1	1846	21	7	3	0	0	31	91.94%	94.19%	95.16%	95.48%	93.55%	91.94%	92.26%	93.81%
1	1852	66	9	2	0	0	77	97.53%	97.92%	97.79%	98.05%	98.31%	96.75%	96.97%	97.65%
1	1855	37	0	0	0	0	37	97.57%	97.03%	93.78%	96.39%	97.84%	98.11%	97.22%	96.40%
1	1856	92	3	1	0	0	96	99.06%	99.05%	98.44%	98.54%	99.27%	98.85%	98.53%	98.72%
1	1861	309	4	0	2	2	315	99.21%	99.33%	99.14%	99.52%	99.24%	99.46%	99.36%	99.31%
1	1891	9	3	1	0	0	13	89.23%	90.77%	89.23%	90.77%	93.08%	93.85%	93.85%	90.77%
1	1896	53	2	3	0	0	58	97.24%	97.19%	97.41%	98.25%	96.90%	97.93%	98.79%	97.78%
1	2812	15	2	0	1	1	18	95.00%	91.11%	92.22%	93.89%	97.22%	96.67%	95.00%	93.44%
1	2817	37	2	0	0	0	39	98.21%	98.46%	98.21%	97.95%	95.38%	91.28%	96.41%	97.85%
1	2818	3	0	0	0	0	3	100.00%	100.00%	100.00%	100.00%	96.67%	96.67%	96.67%	99.33%
1	4305	26	1	1	0	0	28	97.86%	98.57%	98.21%	96.79%	96.07%	95.71%	96.79%	97.64%
1	4327	61	18	7	0	0	86	92.09%	92.91%	92.44%	93.72%	95.35%	96.67%	92.67%	92.77%
1	4328	157	8	1	0	0	166	99.04%	99.04%	98.36%	98.61%	97.59%	94.16%	97.88%	98.58%
1	4334	237	21	7	2	2	267	98.91%	99.25%	99.21%	98.91%	98.58%	98.22%	98.52%	98.96%

# 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	4705	1	0	0	0	0	1	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	90.00%	98.00%
1	4718	72	3	0	0	0	75	99.73%	99.32%	100.00%	99.46%	99.33%	98.92%	99.73%	99.65%
1	4721	56	5	2	0	0	63	98.73%	98.57%	97.62%	98.55%	98.41%	98.41%	98.41%	98.38%
1	4723	47	3	2	1	1	53	97.69%	98.27%	96.73%	97.69%	96.92%	92.50%	96.73%	97.42%
1	4740	99	10	6	3	3	118	96.19%	96.86%	96.78%	96.44%	96.69%	97.37%	96.86%	96.63%
1	4755	6	0	0	0	0	6	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
1	5008	154	12	1	0	0	167	98.80%	99.28%	99.04%	98.55%	96.77%	95.24%	97.58%	98.65%
1	5024	106	27	11	3	3	147	97.69%	98.68%	98.48%	98.06%	97.41%	94.58%	98.67%	98.32%
1	5029	8	2	1	0	0	11	98.18%	99.09%	98.18%	98.18%	96.36%	97.27%	95.45%	97.82%
1	5032	121	4	0	0	0	125	99.04%	99.28%	99.28%	98.87%	97.84%	97.40%	97.34%	98.76%
1	5047	95	2	0	0	0	97	99.79%	99.79%	99.68%	99.48%	97.29%	95.96%	98.11%	99.37%
1	5209	135	20	3	2	2	160	97.06%	97.31%	97.69%	97.81%	94.81%	90.13%	96.46%	97.27%
1	5215	62	2	0	0	0	64	99.38%	99.22%	99.38%	98.89%	97.81%	94.38%	98.91%	99.15%
1	6704	39	12	21	1	1	73	94.52%	95.75%	97.67%	96.39%	92.60%	93.01%	94.66%	95.80%
1	6715	50	1	0	0	0	51	98.24%	97.45%	97.20%	98.04%	98.63%	99.22%	99.60%	98.11%
1	6724	21	6	0	0	0	27	94.23%	94.23%	93.70%	95.56%	97.78%	98.52%	99.23%	95.39%
1	7721	173	2	0	0	0	175	99.71%	99.48%	99.60%	99.31%	99.14%	99.20%	99.14%	99.45%
1	7726	866	0	0	0	0	866	99.94%	99.94%	99.92%	99.91%	99.91%	99.88%	99.88%	99.92%
1	7731	45	2	0	0	0	47	98.72%	98.91%	99.35%	97.39%	97.66%	94.35%	98.09%	98.49%
1	7732	982	29	8	4	4	1023	99.64%	99.70%	99.68%	99.74%	99.18%	98.91%	99.41%	99.64%
1	7737	84	14	6	1	1	105	96.38%	97.60%	98.56%	96.47%	97.62%	98.37%	95.10%	96.82%
1	7742	76	3	0	0	0	79	99.62%	99.36%	99.24%	99.37%	98.23%	98.35%	99.22%	99.36%
1	7744	14	4	1	0	0	19	93.16%	95.00%	92.11%	93.33%	96.84%	95.26%	94.21%	93.56%
1	7748	93	12	1	0	0	106	98.58%	99.06%	99.06%	97.55%	98.11%	96.98%	97.83%	98.42%
1	7760	1	0	0	0	0	1	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

# 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
1	7832	10	0	1	0	0	11	95.45%	96.36%	98.18%	97.27%	97.27%	97.27%	96.91%
1	7835	46	3	1	2	2	52	96.92%	97.31%	97.50%	97.88%	95.38%	95.19%	98.24%
1	7840	29	2	0	0	0	31	97.74%	98.67%	96.00%	96.67%	97.10%	96.77%	95.81%
1	7841	2	0	0	0	0	2	100.00%	100.00%	100.00%	100.00%	90.00%	90.00%	100.00%

<b>Totals for District 1 - 54 Agencies</b>							<b>5763</b>	<b>97.71%</b>	<b>97.90%</b>	<b>97.66%</b>	<b>97.78%</b>	<b>97.16%</b>	<b>96.61%</b>	<b>97.21%</b>	<b>97.65%</b>
--	--	--	--	--	--	--	-------------	---------------	---------------	---------------	---------------	---------------	---------------	---------------	---------------

2	0503	68	3	0	0	0	71	99.01%	99.15%	98.57%	98.68%	94.71%	89.29%	97.43%	98.57%
2	0705	94	5	1	2	2	102	98.63%	98.63%	98.43%	98.24%	97.55%	97.65%	98.71%	98.53%
2	0706	48	13	3	0	0	64	97.19%	97.50%	98.59%	97.46%	97.50%	98.28%	98.13%	97.77%
2	0707	10	0	0	0	0	10	100.00%	100.00%	99.00%	99.00%	100.00%	98.00%	99.00%	99.40%
2	1010	69	1	0	0	0	70	99.43%	99.42%	99.42%	99.42%	99.00%	95.65%	99.42%	99.42%
2	1011	110	3	0	0	0	113	99.82%	99.82%	99.82%	99.73%	97.96%	96.07%	99.38%	99.72%
2	1508	74	4	1	0	0	79	98.61%	98.21%	97.05%	98.05%	97.97%	98.73%	98.08%	98.00%
2	1525	19	0	0	0	0	19	96.84%	96.84%	95.56%	98.33%	94.21%	94.74%	94.74%	96.46%
2	1530	34	3	0	0	0	37	99.46%	99.44%	99.44%	99.17%	94.59%	94.72%	97.43%	98.99%
2	1604	6	0	0	0	0	6	90.00%	88.33%	86.67%	93.33%	96.67%	96.67%	96.00%	90.87%
2	2301	36	3	1	0	0	40	98.75%	98.21%	96.15%	97.69%	96.75%	97.50%	98.25%	97.81%
2	2307	10	2	4	0	0	16	93.75%	95.00%	95.63%	96.25%	97.50%	96.88%	95.33%	95.19%
2	2308	20	6	3	0	0	29	96.55%	99.66%	98.62%	99.31%	97.93%	99.31%	97.93%	98.41%
2	2705	17	1	0	0	0	18	96.11%	96.11%	96.67%	97.06%	98.33%	98.33%	97.78%	96.75%
2	3005	143	2	0	0	0	145	99.24%	99.38%	99.31%	98.96%	98.00%	97.45%	98.76%	99.13%
2	3410	23	0	0	0	0	23	98.70%	98.70%	98.70%	99.13%	97.83%	97.83%	99.13%	98.87%
2	3704	56	0	0	0	0	56	99.29%	99.29%	100.00%	99.29%	97.32%	94.29%	99.11%	99.39%
2	3805	19	0	0	0	0	19	100.00%	99.47%	100.00%	98.42%	98.42%	97.89%	99.47%	99.47%
2	4039	25	0	0	0	0	25	99.60%	99.60%	99.60%	99.20%	96.80%	96.40%	98.00%	99.20%

# 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	4102	18	0	0	0	0	18	100.00%	100.00%	100.00%	99.44%	93.89%	81.11%	97.22%	99.33%
2	4103	1	0	0	0	0	1	100.00%	100.00%	100.00%	100.00%	90.00%	90.00%	90.00%	98.00%
2	4127	26	14	8	2	2	50	93.00%	95.80%	96.12%	96.12%	96.53%	97.96%	97.45%	95.70%
2	4407	7	2	0	0	0	9	91.11%	93.33%	92.22%	93.33%	92.22%	92.22%	95.00%	93.00%
2	4410	27	0	0	0	0	27	98.15%	98.89%	97.78%	98.08%	98.15%	95.93%	96.15%	97.81%
2	5312	19	0	0	0	0	19	100.00%	99.47%	100.00%	100.00%	98.42%	98.95%	99.47%	99.79%
2	5606	13	0	0	0	0	13	96.92%	96.15%	96.92%	96.92%	96.15%	91.54%	96.15%	96.62%
2	5811	135	1	0	0	0	136	99.93%	99.93%	99.93%	99.70%	97.65%	97.26%	99.26%	99.75%
2	6015	83	9	0	0	0	92	97.39%	97.39%	97.61%	98.11%	90.43%	91.30%	96.30%	97.36%
2	6103	55	0	0	0	0	55	99.45%	99.27%	99.64%	99.27%	98.91%	98.55%	98.91%	99.31%
2	6420	17	0	0	1	1	18	97.22%	96.67%	97.22%	96.11%	94.44%	93.89%	95.00%	96.44%
2	7605	1	0	0	0	0	1	100.00%	90.00%	100.00%	100.00%	100.00%	90.00%	90.00%	96.00%
2	7613	39	1	0	0	0	40	99.50%	99.25%	98.50%	99.00%	99.00%	98.75%	98.75%	99.00%
2	7619	14	0	0	0	0	14	98.57%	96.43%	94.29%	97.14%	99.29%	98.46%	97.86%	96.86%
2	7623	395	7	1	0	0	403	99.63%	99.67%	99.53%	99.05%	97.00%	96.05%	97.75%	99.13%
2	7633	47	1	0	1	1	49	99.39%	99.39%	99.80%	99.39%	97.35%	97.76%	98.37%	99.27%
2	7635	58	9	0	0	0	67	96.87%	97.76%	97.76%	97.54%	97.76%	97.61%	97.16%	97.42%
2	7691	95	23	14	2	2	134	97.22%	98.12%	97.89%	97.86%	97.22%	96.17%	97.31%	97.68%
2	7901	12	3	4	0	0	19	92.11%	92.11%	90.00%	94.21%	94.74%	96.32%	95.79%	92.84%
2	7909	1	0	0	0	0	1	100.00%	100.00%	100.00%	0.00%	0.00%	0.00%	0.00%	100.00%
2	7914	37	0	0	0	0	37	98.65%	98.65%	98.92%	98.38%	97.57%	96.76%	97.30%	98.38%
2	8203	26	1	0	0	0	27	98.52%	98.15%	98.52%	98.52%	99.63%	99.63%	99.63%	98.67%
2	8420	49	6	0	0	0	55	98.18%	96.55%	96.55%	97.64%	96.18%	96.73%	96.11%	97.00%
2	8514	66	8	2	1	1	77	97.79%	97.53%	98.05%	96.75%	96.88%	98.18%	97.14%	97.45%

# 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	8526	18	0	0	0	0	18	96.67%	96.11%	96.11%	97.22%	95.56%	93.89%	95.56%	96.33%
<b>Totals for District 2 - 44 Agencies</b>							<b>2322</b>	<b>97.89%</b>	<b>97.71%</b>	<b>97.74%</b>	<b>98.06%</b>	<b>96.84%</b>	<b>95.83%</b>	<b>97.25%</b>	<b>97.75%</b>
3	0103	24	1	2	0	0	27	98.52%	98.52%	98.52%	98.89%	98.52%	97.41%	99.26%	98.74%
3	0808	27	0	0	0	0	27	98.52%	98.85%	98.15%	98.52%	98.52%	98.89%	98.15%	98.44%
3	0901	80	6	1	0	0	87	98.05%	98.74%	99.19%	98.49%	96.09%	96.47%	97.13%	98.32%
3	0915	165	52	13	6	6	236	96.88%	97.98%	98.38%	97.60%	97.28%	95.15%	97.46%	97.66%
3	0918	28	3	5	1	1	37	94.05%	95.68%	92.97%	94.05%	95.14%	97.03%	93.78%	94.11%
3	0944	60	5	1	0	0	66	99.24%	99.24%	99.23%	98.46%	97.42%	98.31%	98.03%	98.84%
3	1305	26	9	6	1	1	42	95.95%	96.43%	97.38%	97.62%	95.95%	94.29%	96.00%	96.68%
3	1311	28	0	0	0	0	28	99.29%	99.64%	98.89%	98.93%	98.57%	99.64%	98.21%	98.99%
3	1313	41	5	0	0	0	46	98.26%	98.91%	99.13%	98.70%	98.70%	98.91%	97.61%	98.52%
3	1450	152	8	0	0	0	160	99.06%	98.81%	98.56%	98.49%	97.30%	96.23%	97.66%	98.52%
3	2436	26	0	0	0	0	26	100.00%	100.00%	100.00%	99.23%	98.85%	98.85%	99.23%	99.69%
3	2902	103	7	2	0	0	112	98.13%	97.68%	97.68%	98.48%	98.84%	98.48%	98.92%	98.18%
3	2918	150	13	6	2	2	171	98.07%	98.59%	98.35%	98.27%	97.02%	97.24%	97.62%	98.18%
3	2919	62	4	1	0	0	67	98.66%	99.09%	97.31%	98.96%	97.46%	98.96%	98.03%	98.41%
3	3105	29	1	1	0	0	31	99.68%	99.68%	99.35%	98.71%	100.00%	98.71%	99.68%	99.42%
3	3120	21	5	1	0	0	27	97.04%	98.15%	98.52%	97.31%	94.44%	97.04%	95.56%	97.31%
3	3129	52	5	0	0	0	57	98.77%	98.25%	98.60%	98.07%	94.91%	97.72%	96.67%	98.07%
3	3141	59	25	9	2	2	95	96.53%	97.45%	97.20%	96.17%	94.21%	90.32%	94.42%	96.35%
3	3150	86	4	1	0	0	91	97.91%	98.35%	97.47%	97.00%	96.92%	95.16%	96.92%	97.53%
3	3155	104	0	0	0	0	104	99.52%	99.23%	99.23%	99.42%	98.27%	93.17%	98.56%	99.19%
3	3159	288	13	0	1	1	302	99.11%	99.37%	99.20%	98.70%	97.78%	94.01%	96.79%	98.63%
3	3168	10	0	0	0	0	10	99.00%	100.00%	99.00%	99.00%	97.78%	98.00%	98.00%	99.00%

# 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	3170	84	8	0	0	0	92	98.26%	98.57%	97.83%	98.04%	97.83%	98.15%	97.80%	98.10%
3	3176	7	1	0	0	0	8	85.00%	86.25%	82.50%	90.00%	90.00%	90.00%	90.00%	86.75%
3	3182	18	1	0	0	0	19	97.89%	97.37%	93.68%	95.26%	98.95%	98.42%	96.84%	96.21%
3	3188	30	4	1	0	0	35	98.29%	99.14%	95.71%	96.86%	94.00%	98.57%	97.06%	97.41%
3	3191	19	0	0	0	0	19	100.00%	100.00%	100.00%	100.00%	100.00%	99.47%	100.00%	100.00%
3	3628	20	2	0	0	0	22	99.09%	100.00%	100.00%	99.09%	97.27%	98.64%	98.64%	99.36%
3	5720	147	29	3	0	0	179	99.55%	99.50%	99.50%	99.22%	98.49%	96.87%	98.77%	99.31%
3	5740	858	130	19	3	3	1010	98.38%	98.86%	99.06%	98.36%	95.87%	97.11%	96.55%	98.24%
3	5754	194	27	10	0	0	231	97.88%	98.65%	98.39%	98.37%	98.23%	98.00%	97.51%	98.16%
3	5758	104	6	4	0	0	114	97.11%	98.05%	97.26%	98.23%	97.28%	93.87%	96.93%	97.51%
3	5764	122	4	0	0	0	126	98.97%	99.44%	99.21%	98.29%	97.20%	97.42%	97.44%	98.67%
3	5765	87	4	1	0	0	92	99.24%	99.13%	98.46%	98.59%	97.17%	96.85%	97.39%	98.56%
3	5772	396	44	5	2	2	447	98.84%	99.28%	99.21%	98.70%	98.46%	97.79%	98.70%	98.94%
3	6606	262	10	0	0	0	272	99.74%	99.74%	99.82%	99.48%	98.82%	96.72%	99.22%	99.60%
3	6803	74	1	0	1	1	76	99.21%	98.82%	98.95%	98.42%	98.16%	97.63%	98.00%	98.68%
3	7129	27	7	6	4	4	44	94.77%	96.59%	96.36%	97.91%	95.45%	95.45%	95.23%	96.17%
3	7312	6	1	0	0	0	7	97.14%	92.86%	97.14%	95.71%	95.71%	95.71%	95.71%	95.71%
3	8307	163	64	37	15	15	279	96.73%	98.28%	98.39%	98.51%	96.76%	93.41%	96.63%	97.71%
3	8310	61	1	0	1	1	63	99.05%	98.73%	98.10%	98.89%	97.62%	96.35%	98.57%	98.67%
3	8311	35	20	12	6	6	73	96.16%	96.25%	96.44%	95.89%	95.62%	96.03%	95.21%	95.99%
<b>Totals for District 3 - 42 Agencies</b>							<b>5057</b>	<b>97.89%</b>	<b>98.19%</b>	<b>97.82%</b>	<b>97.93%</b>	<b>97.12%</b>	<b>96.72%</b>	<b>97.28%</b>	<b>97.82%</b>
4	0212	29	1	0	0	0	30	99.33%	100.00%	100.00%	99.33%	97.33%	97.00%	99.00%	99.53%
4	0215	130	11	1	2	2	144	97.64%	97.90%	98.09%	98.45%	97.29%	97.55%	98.66%	98.15%
4	0302	95	7	1	0	0	103	98.63%	98.82%	98.43%	98.80%	97.03%	96.93%	98.90%	98.72%

# 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	0607	119	5	0	0	0	124	99.35%	99.76%	99.76%	99.10%	98.21%	97.90%	98.78%	99.35%
4	1108	125	14	0	0	0	139	98.56%	98.99%	99.20%	99.12%	98.99%	99.35%	99.34%	99.04%
4	1703	131	2	1	0	0	134	99.18%	99.02%	99.25%	98.12%	95.82%	96.09%	98.03%	98.72%
4	1906	89	4	1	0	0	94	98.94%	99.26%	99.14%	99.36%	98.19%	98.19%	98.72%	99.08%
4	2011	133	4	0	1	1	138	98.83%	98.91%	99.12%	99.05%	96.57%	98.91%	99.04%	98.99%
4	2207	60	3	1	0	0	64	97.81%	97.97%	98.75%	98.89%	95.16%	96.94%	96.88%	98.06%
4	2608	156	2	0	0	0	158	99.68%	100.00%	99.81%	99.87%	99.81%	99.11%	99.87%	99.85%
4	3211	402	18	3	0	0	423	99.00%	99.29%	99.00%	99.02%	97.09%	98.88%	98.76%	99.01%
4	3306	78	2	1	0	0	81	98.77%	98.64%	99.01%	98.63%	97.90%	98.89%	98.77%	98.76%
4	3503	57	3	0	0	0	60	98.50%	98.17%	97.83%	98.33%	95.00%	92.67%	97.17%	98.00%
4	3917	114	2	0	2	2	118	98.39%	98.39%	97.97%	98.64%	94.58%	94.66%	95.56%	97.79%
4	4606	114	11	4	1	1	130	98.00%	98.28%	97.52%	98.29%	96.08%	98.37%	97.87%	97.99%
4	4807	228	46	13	3	3	290	97.55%	98.28%	97.99%	97.67%	96.72%	95.16%	96.69%	97.64%
4	4811	157	57	30	5	5	249	96.83%	97.61%	97.98%	96.79%	94.78%	96.61%	94.12%	96.67%
4	4828	35	2	0	0	0	37	96.76%	95.95%	95.14%	93.89%	96.49%	96.49%	95.95%	95.53%
4	4841	16	2	0	0	0	18	98.89%	97.78%	99.44%	97.78%	92.78%	91.11%	92.78%	97.33%
4	4844	165	37	11	1	1	214	97.18%	97.08%	97.12%	97.06%	96.16%	96.32%	96.23%	96.93%
4	4857	197	36	5	2	2	240	98.79%	99.20%	99.37%	98.66%	97.75%	97.15%	97.72%	98.75%
4	5113	268	10	0	0	0	278	99.57%	99.53%	99.49%	98.81%	98.13%	97.93%	98.55%	99.19%
4	5408	84	3	1	0	0	88	98.41%	98.62%	97.36%	96.98%	96.25%	97.91%	96.98%	97.67%
4	5507	120	6	1	0	0	127	99.76%	99.69%	99.84%	99.37%	98.98%	98.66%	99.36%	99.60%
4	5512	280	11	3	0	0	294	98.91%	99.28%	98.60%	98.63%	97.17%	93.75%	97.41%	98.57%
4	6212	112	1	0	0	0	113	98.94%	99.47%	98.85%	98.67%	96.02%	93.81%	96.25%	98.44%
4	6310	32	0	0	0	0	32	97.81%	96.88%	96.25%	97.19%	98.44%	98.75%	98.13%	97.25%
4	6911	153	4	0	0	0	157	99.24%	99.11%	99.49%	99.15%	97.20%	96.56%	98.34%	99.07%



# 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
5	2565	95	7	1	0	0	103	97.48%	98.35%	97.16%	97.77%	96.70%	98.25%	96.80%	97.51%
5	2566	102	27	7	2	2	138	96.81%	97.08%	96.76%	96.18%	95.72%	93.09%	95.51%	96.47%
5	2580	47	13	15	11	11	86	94.42%	96.40%	97.44%	98.14%	94.53%	93.37%	95.65%	96.41%
5	2586	51	6	2	0	0	59	99.15%	99.83%	98.64%	98.64%	98.14%	98.47%	97.63%	98.78%
5	2590	31	16	9	6	6	62	92.58%	94.19%	93.71%	92.74%	92.74%	90.81%	90.97%	92.84%
5	4203	65	14	6	1	1	86	98.49%	98.95%	99.53%	98.47%	96.94%	95.70%	98.59%	98.81%
5	4510	85	14	2	1	1	102	99.12%	99.49%	99.70%	99.09%	98.43%	99.00%	98.67%	99.22%
5	4515	108	17	5	2	2	132	97.02%	98.24%	97.86%	96.64%	94.24%	97.42%	96.26%	97.21%
5	4522	69	2	0	0	0	71	99.72%	99.72%	99.30%	99.58%	98.71%	99.72%	99.58%	99.58%
5	4906	18	2	0	0	0	20	98.50%	97.00%	94.50%	95.79%	97.00%	97.50%	98.00%	96.76%
5	5904	6	0	0	0	0	6	100.00%	100.00%	98.33%	98.33%	96.67%	95.00%	98.33%	99.00%
5	6509	12	1	0	0	0	13	96.92%	96.15%	96.15%	98.46%	96.15%	94.62%	96.15%	96.77%
5	8014	75	10	4	1	1	90	97.78%	98.33%	98.44%	98.64%	96.67%	96.63%	97.56%	98.15%
<b>Totals for District 5 - 26 Agencies</b>							<b>2544</b>	<b>97.57%</b>	<b>97.91%</b>	<b>97.48%</b>	<b>97.51%</b>	<b>96.54%</b>	<b>96.65%</b>	<b>96.85%</b>	<b>97.47%</b>
<b>Totals for all Districts: 204 Agencies</b>							<b>21641</b>	<b>97.94%</b>	<b>98.08%</b>	<b>97.86%</b>	<b>97.96%</b>	<b>96.97%</b>	<b>96.54%</b>	<b>97.30%</b>	<b>97.83%</b>