

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	15	1	0	0	0	16	98.13%	98.13%	97.50%	99.38%	100.00%	96.25%	99.38%	98.50%
1	0418	41	7	1	0	0	49	98.57%	99.39%	99.18%	98.78%	98.37%	97.71%	98.51%	98.89%
1	0424	46	0	0	0	0	46	99.35%	99.13%	98.04%	99.13%	98.70%	99.32%	98.64%	98.86%
1	1809	93	4	2	1	1	100	99.30%	99.30%	98.80%	98.88%	99.20%	99.29%	99.10%	99.08%
1	1812	87	24	4	0	0	115	97.65%	98.00%	98.16%	97.30%	97.22%	95.44%	96.17%	97.46%
1	1814	29	1	2	0	0	32	96.13%	96.77%	96.13%	96.13%	92.58%	94.52%	93.23%	95.68%
1	1817	162	12	1	1	1	176	98.92%	99.37%	99.31%	98.39%	98.75%	98.78%	98.74%	98.95%
1	1820	16	1	1	0	0	18	98.33%	98.33%	97.78%	98.89%	97.22%	95.00%	94.44%	97.56%
1	1826	42	0	1	0	0	43	97.91%	98.84%	96.98%	98.14%	99.07%	98.84%	97.62%	97.90%
1	1829	43	8	1	0	0	52	97.69%	97.50%	97.69%	98.20%	97.69%	97.31%	97.50%	97.72%
1	1838	76	1	0	0	0	77	98.93%	98.92%	97.73%	98.63%	97.60%	97.73%	98.78%	98.60%
1	1846	45	15	2	2	2	64	93.44%	94.06%	95.63%	94.84%	92.86%	92.66%	91.59%	93.91%
1	1852	39	2	3	2	2	46	97.17%	96.67%	97.39%	97.11%	96.74%	97.56%	96.09%	96.89%
1	1855	35	0	0	0	0	35	99.14%	98.57%	95.14%	97.71%	99.43%	99.43%	97.94%	97.70%
1	1856	65	2	1	0	0	68	98.53%	97.94%	96.76%	97.79%	98.97%	98.38%	98.97%	98.00%
1	1861	297	5	8	0	0	310	98.38%	98.26%	98.10%	98.38%	98.71%	98.90%	98.32%	98.29%
1	1891	15	1	3	0	0	19	97.37%	98.95%	97.89%	97.89%	95.79%	94.21%	96.11%	97.64%
1	1896	48	5	0	0	0	53	98.30%	96.98%	96.98%	97.17%	98.68%	98.65%	98.49%	97.58%
1	2812	20	3	0	0	0	23	97.83%	97.39%	96.52%	96.52%	96.96%	99.57%	96.96%	97.04%
1	2817	31	1	0	0	0	32	98.75%	98.13%	97.81%	97.81%	93.13%	87.50%	95.81%	97.66%
1	4305	14	2	0	0	0	16	99.38%	99.38%	97.50%	96.88%	92.50%	89.38%	94.38%	97.50%
1	4327	95	11	3	0	0	109	97.71%	97.61%	97.61%	96.61%	96.97%	97.98%	95.52%	97.01%
1	4328	120	2	1	0	0	123	98.93%	99.18%	99.10%	99.02%	97.54%	94.02%	97.42%	98.73%
1	4334	218	30	11	0	0	259	98.76%	98.68%	99.15%	98.60%	98.07%	97.83%	97.64%	98.57%
1	4718	80	1	0	0	0	81	99.51%	99.75%	99.75%	99.50%	99.14%	99.01%	99.51%	99.60%

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		0-15	15-30	30-45	45-60	60 +	Returned	Promptness	Efficiency	Courtesy	Appearance	Location	Parking	Cleanliness	Average
1	4721	119	5	1	0	0	125	98.72%	98.88%	98.48%	98.23%	98.88%	98.24%	98.24%	98.51%
1	4723	71	4	1	1	1	77	97.53%	97.40%	96.75%	98.57%	96.88%	96.23%	97.53%	97.56%
1	4740	78	15	3	3	3	99	94.55%	94.69%	93.37%	95.36%	94.65%	92.58%	96.12%	94.82%
1	5008	145	15	4	0	0	164	98.78%	98.65%	98.23%	98.09%	96.59%	95.49%	96.50%	98.05%
1	5010	21	4	0	0	0	25	98.40%	99.60%	100.00%	98.75%	96.80%	97.60%	96.40%	98.63%
1	5024	109	26	9	2	2	146	96.71%	98.28%	98.07%	98.60%	96.92%	93.22%	97.93%	97.92%
1	5029	10	3	0	0	0	13	97.50%	100.00%	100.00%	98.46%	96.15%	97.69%	99.17%	99.03%
1	5032	104	4	0	0	0	108	99.35%	98.88%	98.60%	98.56%	97.66%	97.59%	97.08%	98.49%
1	5047	81	4	0	1	1	86	99.65%	100.00%	99.88%	99.19%	96.40%	95.81%	97.18%	99.18%
1	5209	175	27	5	5	5	212	97.08%	97.81%	98.29%	97.08%	94.39%	89.48%	96.57%	97.37%
1	5215	78	2	0	0	0	80	99.00%	98.75%	98.38%	98.50%	98.88%	93.75%	97.88%	98.50%
1	6704	44	15	6	1	1	66	94.55%	95.47%	94.31%	94.62%	94.39%	94.77%	95.69%	94.93%
1	6715	49	1	0	0	0	50	99.20%	98.80%	97.40%	98.00%	96.60%	99.39%	99.39%	98.56%
1	6724	32	5	1	0	0	38	97.63%	98.42%	97.63%	97.84%	97.37%	96.32%	97.30%	97.76%
1	7721	107	2	0	0	0	109	99.36%	98.99%	98.26%	98.80%	98.90%	99.08%	98.98%	98.88%
1	7726	448	1	0	1	1	450	99.91%	99.91%	99.93%	99.78%	99.64%	99.64%	99.80%	99.87%
1	7731	16	1	0	0	0	17	97.65%	96.88%	95.63%	95.00%	95.88%	96.88%	96.25%	96.28%
1	7732	401	18	3	2	2	424	99.36%	99.67%	99.41%	99.45%	99.10%	98.97%	99.31%	99.44%
1	7737	110	5	4	1	1	120	98.33%	99.17%	99.08%	97.88%	98.25%	98.40%	95.88%	98.07%
1	7742	75	1	0	0	0	76	99.47%	99.20%	98.93%	98.67%	98.00%	99.07%	98.77%	99.01%
1	7744	63	2	0	1	1	66	96.52%	96.62%	95.08%	95.69%	96.36%	94.62%	94.22%	95.62%
1	7748	147	18	4	0	0	169	99.05%	99.59%	99.17%	98.51%	98.58%	95.92%	98.05%	98.87%
1	7760	1	0	0	0	0	1	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
1	7832	17	0	0	0	0	17	97.65%	97.65%	97.06%	96.47%	97.06%	94.71%	96.47%	97.06%
1	7835	98	13	3	0	0	114	98.68%	99.12%	98.68%	98.50%	95.79%	95.49%	97.95%	98.59%

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		0-15	15-30	30-45	45-60	60 +	Returned	Promptness	Efficiency	Courtesy	Appearance	Location	Parking	Cleanliness	Average
1	7840	53	4	1	0	0	58	98.10%	97.72%	96.32%	95.79%	97.07%	94.56%	96.32%	96.85%
1	7841	4	1	0	0	0	5	98.00%	98.00%	92.00%	98.00%	94.00%	88.00%	96.00%	96.40%
Totals for District 1 - 52 Agencies							4877	98.17%	98.33%	97.72%	97.89%	97.17%	96.32%	97.27%	97.88%

2	0503	124	11	0	0	0	135	98.89%	99.63%	99.70%	99.41%	96.96%	95.82%	99.19%	99.36%
2	0705	78	4	2	0	0	84	99.52%	99.76%	99.88%	99.64%	98.10%	96.79%	99.29%	99.62%
2	0706	196	42	8	2	2	248	98.15%	98.59%	98.75%	98.46%	98.34%	98.66%	98.65%	98.52%
2	0707	103	0	0	0	0	103	99.61%	99.51%	99.71%	98.92%	99.22%	96.73%	98.61%	99.27%
2	1011	373	2	0	0	0	375	99.71%	99.79%	99.87%	99.73%	97.89%	94.95%	98.95%	99.61%
2	1508	104	4	1	0	0	109	99.45%	99.72%	99.72%	98.98%	98.61%	98.61%	99.07%	99.39%
2	1525	94	1	0	0	0	95	99.16%	98.82%	98.28%	98.28%	97.37%	96.24%	97.74%	98.46%
2	1530	208	1	0	0	0	209	99.47%	99.52%	99.23%	99.26%	97.74%	96.84%	98.35%	99.17%
2	1604	36	0	0	0	0	36	100.00%	100.00%	99.72%	99.44%	99.72%	98.33%	99.17%	99.67%
2	2301	76	6	0	1	1	83	98.07%	97.59%	97.11%	98.19%	96.75%	98.31%	98.77%	97.95%
2	2308	126	36	8	5	5	175	97.43%	98.51%	98.74%	98.61%	96.74%	97.59%	97.47%	98.15%
2	2705	221	8	0	0	0	229	99.26%	99.34%	99.61%	99.21%	98.69%	98.52%	98.94%	99.27%
2	3005	233	5	0	0	0	238	99.33%	99.32%	98.95%	98.99%	97.52%	97.29%	97.80%	98.88%
2	3410	88	1	0	0	0	89	99.89%	99.89%	99.55%	99.78%	99.33%	97.87%	99.77%	99.77%
2	3704	55	0	0	0	0	55	99.27%	99.27%	98.91%	98.89%	98.36%	95.37%	98.91%	99.05%
2	3805	69	0	0	0	0	69	99.71%	99.71%	99.86%	99.42%	99.86%	99.57%	99.56%	99.65%
2	3810	56	0	0	0	0	56	100.00%	100.00%	100.00%	100.00%	99.29%	98.57%	99.29%	99.86%
2	4039	35	1	0	0	0	36	98.29%	96.76%	94.12%	96.18%	96.00%	95.43%	97.14%	96.50%
2	4102	18	0	0	0	0	18	96.67%	97.22%	97.22%	97.06%	93.89%	82.22%	95.00%	96.63%
2	4103	1	0	0	0	0	1	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
2	4127	79	25	12	7	7	123	95.93%	98.13%	98.29%	98.61%	97.46%	98.05%	97.69%	97.73%

Business Application Services System Comment Cards Summary

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		0-15	15-30	30-45	45-60	60 +	Returned	Promptness	Efficiency	Courtesy	Appearance	Location	Parking	Cleanliness	Average
2	4407	103	9	0	0	0	112	98.83%	99.27%	98.64%	98.70%	96.88%	99.18%	98.70%	98.83%
2	4410	174	6	0	0	0	180	99.11%	99.33%	99.50%	98.93%	98.10%	97.77%	98.77%	99.13%
2	5312	66	0	0	0	0	66	99.85%	99.85%	99.85%	100.00%	99.69%	99.23%	99.54%	99.82%
2	5606	18	2	0	0	0	20	95.00%	94.50%	91.50%	94.00%	94.50%	92.50%	92.63%	93.53%
2	5811	128	0	0	0	0	128	99.77%	99.53%	99.92%	99.76%	97.94%	96.06%	99.68%	99.73%
2	6015	244	21	2	1	1	268	98.96%	99.17%	99.44%	99.17%	94.29%	94.01%	97.72%	98.89%
2	6103	93	4	0	0	0	97	99.69%	99.59%	99.48%	98.87%	98.35%	98.23%	98.85%	99.30%
2	6420	102	2	0	0	0	104	99.81%	99.81%	99.71%	99.42%	98.75%	97.12%	98.85%	99.52%
2	7605	3	0	0	0	0	3	96.67%	96.67%	100.00%	96.67%	86.67%	83.33%	90.00%	96.00%
2	7614	309	4	1	0	0	314	99.65%	99.42%	99.65%	99.32%	98.69%	99.07%	98.39%	99.29%
2	7619	164	9	0	1	1	174	99.54%	99.66%	99.71%	99.31%	98.68%	98.62%	98.83%	99.41%
2	7623	938	35	2	0	0	975	99.24%	99.45%	99.51%	99.01%	95.66%	93.94%	96.76%	98.80%
2	7633	134	3	1	0	0	138	99.64%	99.57%	99.78%	99.39%	98.41%	97.30%	98.54%	99.38%
2	7635	135	6	1	1	1	143	97.39%	97.45%	97.30%	96.93%	97.59%	96.67%	95.91%	97.00%
2	7691	17	3	1	1	1	22	98.18%	97.73%	99.09%	98.64%	98.64%	99.09%	98.64%	98.45%
2	7692	2820	47	4	0	0	2871	99.60%	99.60%	99.65%	99.27%	98.44%	98.63%	98.75%	99.38%
2	7901	98	11	2	1	1	112	97.23%	96.76%	95.77%	96.88%	96.07%	94.91%	96.76%	96.68%
2	7914	50	3	0	0	0	53	99.43%	99.81%	99.43%	99.25%	97.92%	95.85%	99.25%	99.43%
2	8203	117	2	0	0	0	119	99.83%	99.92%	99.92%	99.92%	99.33%	99.16%	99.66%	99.85%
2	8420	172	8	0	0	0	180	99.39%	99.44%	98.89%	99.10%	96.89%	97.43%	97.64%	98.89%
2	8514	146	20	8	0	0	174	98.16%	98.02%	97.09%	97.50%	97.53%	98.15%	97.38%	97.63%
2	8526	90	2	0	0	0	92	99.35%	99.24%	99.24%	98.35%	98.04%	95.82%	97.69%	98.77%
Totals for District 2 - 43 Agencies							8911	98.89%	98.95%	98.84%	98.73%	97.56%	96.60%	98.10%	98.70%
3	0103	23	0	0	0	0	23	99.13%	99.13%	99.13%	99.57%	96.96%	96.52%	99.13%	99.22%

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		0-15	15-30	30-45	45-60	60 +	Returned	Promptness	Efficiency	Courtesy	Appearance	Location	Parking	Cleanliness	Average
3	0808	25	0	0	0	0	25	98.00%	98.40%	97.60%	97.20%	96.40%	97.60%	96.80%	97.60%
3	0901	79	9	1	1	1	90	97.67%	97.75%	98.20%	97.53%	95.67%	96.56%	96.59%	97.55%
3	0915	180	61	25	2	2	268	96.59%	97.71%	98.50%	97.80%	97.20%	95.13%	97.49%	97.62%
3	0918	30	9	5	0	0	44	90.68%	89.30%	89.07%	92.14%	92.27%	94.09%	92.38%	90.72%
3	0944	32	0	1	0	0	33	96.36%	97.58%	97.58%	97.27%	96.97%	97.27%	96.36%	97.03%
3	1301	14	4	3	2	2	23	95.22%	95.22%	95.65%	92.61%	93.48%	90.87%	94.35%	94.61%
3	1305	4	4	0	0	0	8	97.50%	98.75%	98.75%	97.50%	92.50%	97.50%	98.75%	98.25%
3	1311	21	0	0	0	0	21	99.52%	99.50%	99.05%	99.05%	98.10%	98.57%	97.37%	98.90%
3	1313	150	11	1	1	1	163	98.96%	99.14%	99.51%	98.76%	97.91%	98.22%	97.63%	98.80%
3	1450	123	15	2	0	0	140	98.14%	98.19%	98.42%	98.20%	97.00%	96.26%	96.72%	97.93%
3	2436	15	1	1	0	0	17	98.82%	98.82%	98.82%	98.24%	97.06%	98.24%	98.24%	98.59%
3	2902	86	5	2	0	0	93	97.63%	97.31%	96.67%	97.20%	98.46%	97.07%	98.22%	97.41%
3	2910	16	0	0	0	0	16	95.00%	93.75%	93.75%	95.00%	94.38%	98.13%	95.00%	94.50%
3	2918	8	1	0	0	0	9	95.56%	95.56%	96.67%	94.44%	94.44%	93.33%	93.33%	95.11%
3	2919	13	0	0	0	0	13	98.46%	99.23%	96.92%	98.46%	97.69%	99.23%	97.27%	98.07%
3	2921	49	7	1	1	1	58	93.79%	93.28%	94.83%	95.96%	92.59%	92.46%	93.45%	94.26%
3	3105	19	1	0	0	0	20	99.50%	100.00%	99.00%	100.00%	98.50%	99.00%	99.50%	99.60%
3	3120	27	4	2	1	1	34	95.00%	96.47%	97.35%	96.47%	96.18%	96.76%	95.88%	96.24%
3	3129	45	7	2	0	0	54	98.30%	98.49%	97.17%	97.69%	95.28%	96.42%	96.08%	97.55%
3	3141	67	36	10	2	2	115	96.40%	97.08%	97.11%	95.49%	92.35%	90.96%	93.72%	95.96%
3	3150	78	1	1	1	1	81	98.27%	98.40%	99.01%	98.13%	97.90%	93.46%	98.02%	98.37%
3	3155	70	1	1	0	0	72	99.03%	99.30%	99.30%	99.01%	98.06%	94.72%	98.29%	98.98%
3	3159	152	4	2	0	0	158	99.30%	99.43%	99.30%	99.24%	97.47%	93.72%	96.90%	98.84%
3	3168	21	1	0	0	0	22	99.55%	100.00%	100.00%	100.00%	99.09%	100.00%	99.55%	99.82%
3	3170	84	3	0	0	0	87	99.30%	99.54%	99.54%	99.43%	98.97%	98.51%	98.95%	99.35%

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3	3182	36	5	0	0	0	41	98.78%	98.75%	99.25%	99.00%	99.27%	99.25%	98.75%	98.91%
3	3188	76	8	3	0	0	87	97.82%	98.05%	98.05%	97.79%	95.52%	97.56%	97.23%	97.79%
3	3191	29	0	0	0	0	29	98.97%	98.62%	98.62%	97.93%	95.86%	96.21%	95.86%	98.00%
3	3628	39	4	0	0	0	43	98.60%	98.60%	98.57%	99.07%	96.19%	97.38%	97.62%	98.49%
3	5720	197	62	14	1	1	274	99.38%	99.23%	99.08%	99.12%	98.91%	98.61%	98.97%	99.16%
3	5740	525	115	19	2	2	661	97.88%	98.28%	98.20%	97.60%	95.48%	96.36%	95.97%	97.59%
3	5754	166	44	14	1	1	225	98.13%	98.97%	99.28%	98.54%	96.49%	96.13%	96.01%	98.19%
3	5758	57	2	0	0	0	59	98.98%	98.97%	98.79%	98.97%	97.59%	94.04%	98.28%	98.80%
3	5764	53	8	3	0	0	64	98.28%	97.50%	96.88%	97.94%	96.09%	95.94%	97.42%	97.60%
3	5765	35	1	0	0	0	36	96.94%	98.06%	96.11%	97.50%	98.06%	98.33%	96.00%	96.92%
3	5772	233	12	1	0	0	246	99.02%	99.51%	99.26%	98.82%	98.29%	97.32%	98.05%	98.93%
3	6606	256	12	1	0	0	269	99.63%	99.81%	99.96%	99.81%	98.88%	96.03%	99.18%	99.68%
3	6803	2	0	0	0	0	2	100.00%	100.00%	100.00%	100.00%	100.00%	90.00%	90.00%	98.00%
3	6805	92	1	0	1	1	94	98.94%	99.15%	99.04%	99.35%	98.51%	98.49%	99.35%	99.17%
3	7129	27	8	5	4	4	44	92.95%	94.55%	95.91%	95.91%	95.91%	95.68%	94.19%	94.70%
3	7312	9	0	0	0	0	9	96.67%	98.75%	95.00%	95.00%	93.33%	94.44%	98.89%	96.86%
3	8307	117	63	42	18	18	240	95.42%	97.33%	98.04%	97.86%	95.92%	90.33%	95.45%	96.82%
3	8310	95	1	0	1	1	97	99.48%	99.28%	98.44%	98.35%	97.42%	95.36%	97.60%	98.63%
3	8311	23	11	5	2	2	41	93.66%	95.50%	96.00%	95.25%	96.59%	96.75%	95.64%	95.21%
Totals for District 3 - 45 Agencies							4248	97.58%	97.92%	97.81%	97.69%	96.60%	96.11%	96.81%	97.56%

4	0212	6	1	0	1	1	8	95.00%	95.00%	95.00%	94.29%	96.25%	96.25%	94.29%	94.71%
4	0215	70	1	0	1	1	72	96.53%	96.81%	95.35%	97.08%	96.11%	96.53%	97.78%	96.71%
4	0218	32	0	0	0	0	32	99.38%	99.68%	100.00%	99.00%	98.44%	96.77%	98.28%	99.27%
4	0302	100	13	3	0	0	116	97.76%	98.35%	97.83%	98.43%	97.41%	96.84%	98.50%	98.17%

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	102	2	1	0	0	105	99.71%	99.81%	99.81%	99.62%	97.88%	98.46%	99.12%	99.61%
4	1108	126	20	8	2	2	156	96.19%	97.23%	98.12%	97.83%	97.45%	97.83%	97.39%	97.35%
4	1703	59	8	0	0	0	67	98.79%	99.24%	99.55%	98.79%	96.97%	98.18%	98.18%	98.91%
4	1708	36	0	0	0	0	36	99.17%	99.17%	98.33%	98.53%	96.11%	99.72%	97.78%	98.59%
4	1906	98	0	0	0	0	98	98.47%	98.25%	97.96%	98.75%	97.86%	98.16%	98.14%	98.31%
4	2011	92	2	1	0	0	95	98.74%	99.15%	99.47%	99.46%	96.11%	98.94%	98.70%	99.10%
4	2207	125	1	0	0	0	126	99.29%	99.52%	99.44%	99.43%	95.79%	97.02%	97.52%	99.04%
4	2608	89	3	0	0	0	92	99.46%	99.46%	99.78%	99.67%	99.46%	99.24%	99.67%	99.61%
4	3211	309	26	4	2	2	341	98.39%	98.65%	98.40%	98.96%	96.80%	98.76%	98.72%	98.62%
4	3306	180	1	0	0	0	181	99.34%	99.28%	99.22%	99.00%	98.45%	99.12%	98.90%	99.15%
4	3503	29	5	0	0	0	34	98.53%	99.39%	99.71%	98.13%	97.06%	93.82%	95.16%	98.18%
4	3917	123	1	2	0	0	126	99.29%	99.44%	99.44%	99.37%	95.12%	95.28%	96.48%	98.80%
4	4606	158	14	4	1	1	177	97.85%	98.18%	97.34%	97.54%	96.88%	98.47%	98.51%	97.89%
4	4807	205	29	4	0	0	238	98.57%	98.95%	98.78%	98.21%	97.23%	95.13%	96.95%	98.29%
4	4808	119	34	13	4	4	170	96.80%	97.89%	98.37%	97.67%	95.27%	97.02%	95.84%	97.32%
4	4811	85	20	6	0	0	111	96.31%	96.85%	96.27%	95.64%	94.95%	96.22%	94.91%	95.99%
4	4841	31	1	1	1	1	34	97.35%	96.45%	96.33%	94.84%	94.41%	93.13%	91.29%	95.25%
4	4844	123	30	4	1	1	158	97.72%	98.35%	98.29%	98.15%	96.52%	96.58%	96.73%	97.85%
4	4857	93	31	6	1	1	131	98.31%	98.99%	99.54%	98.14%	97.91%	96.23%	98.03%	98.60%
4	5113	345	13	2	0	0	360	99.33%	99.58%	99.58%	99.13%	97.99%	97.69%	98.48%	99.22%
4	5408	68	5	1	0	0	74	97.30%	97.57%	97.26%	97.30%	95.68%	96.44%	96.76%	97.24%
4	5507	120	8	1	2	2	131	98.24%	97.98%	98.54%	98.37%	98.32%	98.20%	98.60%	98.35%
4	5512	258	10	2	0	0	270	98.96%	99.22%	98.69%	98.58%	97.17%	94.29%	97.79%	98.65%
4	6212	123	2	0	0	0	125	98.32%	97.84%	98.32%	98.06%	96.24%	93.95%	97.04%	97.92%
4	6310	21	0	0	0	0	21	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	Average
5	2528	218	83	20	5	5	326	97.02%	97.59%	98.27%	97.47%	96.43%	95.54%	96.43%	97.36%
5	2530	59	12	1	0	0	72	97.78%	96.34%	95.63%	96.34%	96.53%	97.61%	96.06%	96.43%
5	2561	62	12	7	0	0	81	95.31%	96.05%	96.05%	94.94%	95.31%	96.67%	94.81%	95.43%
5	2562	185	98	66	20	20	369	94.48%	96.26%	97.16%	95.18%	96.14%	97.35%	94.90%	95.60%
5	2565	89	10	0	0	0	99	97.78%	98.02%	97.01%	97.01%	96.06%	97.27%	96.26%	97.22%
5	2566	44	21	4	0	0	69	96.38%	98.09%	96.96%	96.38%	94.20%	90.72%	94.78%	96.52%
5	2575	30	10	7	2	2	49	93.27%	95.51%	97.76%	96.73%	93.88%	97.14%	95.10%	95.67%
5	2580	25	5	9	5	5	44	95.91%	97.95%	96.14%	97.73%	94.55%	92.27%	94.09%	96.36%
5	2586	46	4	0	0	0	50	99.40%	99.39%	99.17%	98.78%	98.20%	99.00%	98.00%	98.95%
5	2590	0	1	0	0	0	1	100.00%	100.00%	100.00%	100.00%	100.00%	90.00%	100.00%	100.00%
5	4203	64	8	2	1	1	75	98.53%	98.93%	99.33%	98.53%	95.68%	95.87%	97.20%	98.51%
5	4501	8	0	0	0	0	8	98.75%	98.75%	96.25%	97.50%	97.50%	97.50%	97.50%	97.75%
5	4510	162	26	3	2	2	193	98.39%	98.81%	99.07%	98.80%	97.88%	98.29%	98.19%	98.65%
5	4515	113	17	5	1	1	136	97.94%	98.50%	98.13%	98.06%	95.74%	98.80%	98.03%	98.13%
5	4522	67	1	0	0	0	68	99.26%	99.10%	99.40%	99.70%	99.12%	99.55%	99.39%	99.37%
5	4901	89	2	0	0	0	91	99.78%	99.77%	99.89%	99.44%	98.24%	94.89%	99.78%	99.73%
5	4906	14	1	1	0	0	16	100.00%	100.00%	100.00%	100.00%	98.67%	97.33%	97.14%	99.43%
5	5904	6	1	0	0	0	7	100.00%	100.00%	100.00%	98.57%	97.14%	98.57%	98.57%	99.43%
5	6509	56	6	1	0	0	63	99.21%	99.52%	99.68%	99.19%	98.57%	96.61%	97.54%	99.03%
5	8014	77	13	2	1	1	93	98.37%	98.06%	98.17%	98.06%	97.96%	97.20%	97.72%	98.08%
Totals for District 5 - 32 Agencies							3028	97.92%	98.32%	98.23%	97.87%	96.96%	96.34%	96.87%	97.84%
Totals for all Districts: 212 Agencies							26712	98.21%	98.43%	98.20%	98.10%	97.09%	96.49%	97.36%	98.06%