**天桥区三级街道办热线考核成绩**

**日期：10月1日00:00:00-10月31日23:59:59**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **排名** | **三级单位** | **考核转办量** | **回访数** | **综合满意度(70 基础分45)** | | | | | | | **按期办理**  **（7）** | | | **转办回退（9）** | | | | | **回访重办(9)** | | | | | **承办量考核(5)** | **总得分** |
| **服务过程**  **（权重50）** | | **办理结果**  **（权重50）** | | **群众满意率** | **得分** | **群众满意率排名** | **一次推诿**  **（5）** | | **多次推诿（4）** | | **得分** | **一次重办（5）** | | **多次重办**  **（4）** | | **得分** |
| **量** | **率** | **量** | **率** | **量** | **率** | **得分** | **量** | **率** | **量** | **率** | **量** | **率** | **量** | **率** |
| 1 | 纬北路 | 1447 | 579 | 579 | 100% | 579 | 100% | 100% | 70.00 | 1 | 0 | 0.00% | 7.00 | 1 | 0.07% | 0 | 0.00% | 8.99 | 0 | 0.00% | 0 | 0.00% | 9 | 5 | 99.99 |
| 2 | 堤口路 | 831 | 242 | 242 | 100% | 242 | 100% | 100% | 70.00 | 1 | 0 | 0.00% | 7.00 | 1 | 0.12% | 0 | 0.00% | 8.99 | 0 | 0.00% | 0 | 0.00% | 9 | 4.9 | 99.89 |
| 3 | 无影山 | 605 | 164 | 164 | 100% | 164 | 100% | 100% | 70.00 | 1 | 3 | 0.50% | 6.97 | 0 | 0.00% | 0 | 0.00% | 9.00 | 0 | 0.00% | 0 | 0.00% | 9 | 4.9 | 99.87 |
| 4 | 北园 | 2370 | 580 | 580 | 100% | 575 | 99.14% | 99.57% | 69.89 | 10 | 13 | 0.55% | 6.96 | 3 | 0.13% | 0 | 0.00% | 8.99 | 0 | 0.00% | 0 | 0.00% | 9 | 5 | 99.85 |
| 5 | 泺口 | 1725 | 420 | 420 | 100% | 416 | 99.05% | 99.52% | 69.88 | 12 | 9 | 0.52% | 6.96 | 1 | 0.06% | 0 | 0.00% | 8.99 | 0 | 0.00% | 0 | 0.00% | 9 | 5 | 99.83 |
| 6 | 药山 | 1448 | 351 | 349 | 99.43% | 349 | 99.43% | 99.43% | 69.86 | 13 | 8 | 0.55% | 6.96 | 0 | 0.00% | 0 | 0.00% | 9.00 | 0 | 0.00% | 0 | 0.00% | 9 | 5 | 99.82 |
| 7 | 宝华街 | 410 | 147 | 147 | 100% | 147 | 100% | 100% | 70.00 | 1 | 0 | 0.00% | 7.00 | 0 | 0.00% | 0 | 0.00% | 9.00 | 0 | 0.00% | 0 | 0.00% | 9 | 4.8 | 99.80 |
| 7 | 南村 | 329 | 104 | 104 | 100% | 104 | 100% | 100% | 70.00 | 1 | 0 | 0.00% | 7.00 | 0 | 0.00% | 0 | 0.00% | 9.00 | 0 | 0.00% | 0 | 0.00% | 9 | 4.8 | 99.80 |
| 7 | 北坦 | 216 | 60 | 60 | 100% | 60 | 100% | 100% | 70.00 | 1 | 0 | 0.00% | 7.00 | 0 | 0.00% | 0 | 0.00% | 9.00 | 0 | 0.00% | 0 | 0.00% | 9 | 4.8 | 99.80 |
| 10 | 北村 | 300 | 73 | 73 | 100% | 73 | 100% | 100% | 70.00 | 1 | 0 | 0.00% | 7.00 | 1 | 0.33% | 0 | 0.00% | 8.98 | 0 | 0.00% | 0 | 0.00% | 9 | 4.8 | 99.78 |
| 11 | 桑梓店 | 687 | 117 | 117 | 100% | 116 | 99.15% | 99.58% | 69.89 | 9 | 3 | 0.44% | 6.97 | 0 | 0.00% | 0 | 0.00% | 9.00 | 0 | 0.00% | 0 | 0.00% | 9 | 4.9 | 99.76 |
| 12 | 天桥东街 | 111 | 39 | 39 | 100% | 39 | 100% | 100% | 70.00 | 1 | 0 | 0.00% | 7.00 | 0 | 0.00% | 0 | 0.00% | 9.00 | 0 | 0.00% | 0 | 0.00% | 9 | 4.7 | 99.70 |
| 13 | 官扎营 | 460 | 110 | 109 | 99.09% | 110 | 100% | 99.55% | 69.89 | 11 | 0 | 0.00% | 7.00 | 0 | 0.00% | 0 | 0.00% | 9.00 | 0 | 0.00% | 0 | 0.00% | 9 | 4.8 | 99.69 |
| 14 | 制锦市 | 298 | 78 | 78 | 100% | 71 | 91.03% | 95.52% | 68.88 | 14 | 0 | 0.00% | 7.00 | 1 | 0.34% | 0 | 0.00% | 8.98 | 0 | 0.00% | 0 | 0.00% | 9 | 4.8 | 98.66 |