**天桥区三级街道办热线考核成绩**

**日期：4月1日00:00:00-4月30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 | 堤口路 | 567 | 177 | 177 | 100% | 175 | 98.87% | 99.44% | 69.86 | 6 | 0 | 0.00% | 7.00 | 0 | 0.00% | 0 | 0.00% | 9.00 | 0 | 0.00% | 0 | 0.00% | 9 | 4.9 | 99.76 |
| 2 | 北坦 | 204 | 80 | 80 | 100% | 80 | 100% | 100.00% | 70.00 | 1 | 0 | 0.00% | 7.00 | 2 | 0.98% | 0 | 0.00% | 8.95 | 0 | 0.00% | 0 | 0.00% | 9 | 4.8 | 99.75 |
| 3 | 北村 | 430 | 142 | 142 | 100% | 142 | 100% | 100.00% | 70.00 | 1 | 4 | 0.93% | 6.93 | 1 | 0.23% | 1 | 0.23% | 8.98 | 0 | 0.00% | 0 | 0.00% | 9 | 4.8 | 99.71 |
| 4 | 制锦市 | 191 | 71 | 71 | 100% | 71 | 100% | 100.00% | 70.00 | 1 | 1 | 0.52% | 6.96 | 0 | 0.00% | 0 | 0.00% | 9.00 | 0 | 0.00% | 0 | 0.00% | 9 | 4.7 | 99.66 |
| 4 | 宝华街 | 174 | 58 | 58 | 100% | 58 | 100% | 100.00% | 70.00 | 1 | 1 | 0.57% | 6.96 | 0 | 0.00% | 0 | 0.00% | 9.00 | 0 | 0.00% | 0 | 0.00% | 9 | 4.7 | 99.66 |
| 6 | 南村 | 600 | 240 | 238 | 99.17% | 238 | 99.17% | 99.17% | 69.79 | 8 | 1 | 0.17% | 6.99 | 3 | 0.50% | 1 | 0.17% | 8.97 | 0 | 0.00% | 0 | 0.00% | 9 | 4.9 | 99.65 |
| 7 | 天桥东街 | 121 | 48 | 48 | 100% | 48 | 100% | 100.00% | 70.00 | 1 | 1 | 0.83% | 6.94 | 0 | 0.00% | 0 | 0.00% | 9.00 | 0 | 0.00% | 0 | 0.00% | 9 | 4.7 | 99.64 |
| 8 | 泺口 | 1243 | 367 | 362 | 98.64% | 357 | 97.28% | 97.96% | 69.49 | 11 | 10 | 0.80% | 6.94 | 5 | 0.40% | 2 | 0.16% | 8.97 | 0 | 0.00% | 0 | 0.00% | 9 | 5 | 99.41 |
| 9 | 药山 | 1124 | 271 | 268 | 98.89% | 262 | 96.68% | 97.79% | 69.45 | 12 | 15 | 1.33% | 6.91 | 2 | 0.18% | 0 | 0.00% | 8.99 | 0 | 0.00% | 0 | 0.00% | 9 | 5 | 99.34 |
| 9 | 纬北路 | 378 | 128 | 128 | 100% | 124 | 96.88% | 98.44% | 69.61 | 10 | 0 | 0.00% | 7.00 | 5 | 1.32% | 0 | 0.00% | 8.93 | 0 | 0.00% | 0 | 0.00% | 9 | 4.8 | 99.34 |
| 11 | 无影山 | 381 | 152 | 152 | 100% | 150 | 98.68% | 99.34% | 69.84 | 7 | 15 | 3.94% | 6.72 | 3 | 0.79% | 3 | 0.79% | 8.93 | 0 | 0.00% | 0 | 0.00% | 9 | 4.8 | 99.29 |
| 12 | 官扎营 | 328 | 94 | 94 | 100% | 92 | 97.87% | 98.94% | 69.73 | 9 | 16 | 4.88% | 6.66 | 1 | 0.30% | 0 | 0.00% | 8.98 | 0 | 0.00% | 0 | 0.00% | 9 | 4.8 | 99.18 |
| 13 | 北园 | 2185 | 590 | 587 | 99.49% | 559 | 94.75% | 97.12% | 69.28 | 13 | 27 | 1.24% | 6.91 | 12 | 0.55% | 5 | 0.23% | 8.96 | 0 | 0.00% | 0 | 0.00% | 9 | 5 | 99.16 |
| 14 | 桑梓店 | 471 | 109 | 108 | 99.08% | 101 | 92.66% | 95.87% | 68.97 | 14 | 1 | 0.21% | 6.99 | 0 | 0.00% | 0 | 0.00% | 9.00 | 0 | 0.00% | 0 | 0.00% | 9 | 4.8 | 98.75 |