**天桥区三级街道办热线考核成绩**

**日期：6月1日00:00:00-6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 | 743 | 186 | 186 | 100% | 186 | 100% | 100% | 70.00 | 1 | 1 | 0.13% | 6.99 | 0 | 0.00% | 0 | 0.00% | 9.00 | 0 | 0.00% | 0 | 0.00% | 9 | 4.9 | 99.89 |
| 2 | 泺 口 | 1855 | 563 | 560 | 99.47% | 559 | 99.29% | 99.38% | 69.84 | 7 | 5 | 0.27% | 6.98 | 2 | 0.11% | 0 | 0.00% | 8.99 | 0 | 0.00% | 0 | 0.00% | 9 | 5 | 99.82 |
| 2 | 南 村 | 978 | 406 | 406 | 100% | 404 | 99.51% | 99.76% | 69.93 | 4 | 2 | 0.20% | 6.99 | 0 | 0.00% | 0 | 0.00% | 9.00 | 0 | 0.00% | 0 | 0.00% | 9 | 4.9 | 99.82 |
| 4 | 桑梓店 | 609 | 150 | 150 | 100% | 149 | 99.33% | 99.67% | 69.91 | 5 | 0 | 0.00% | 7.00 | 0 | 0.00% | 0 | 0.00% | 9.00 | 0 | 0.00% | 0 | 0.00% | 9 | 4.9 | 99.81 |
| 5 | 宝华街 | 368 | 108 | 108 | 100% | 108 | 100% | 100% | 70.00 | 1 | 1 | 0.27% | 6.98 | 0 | 0.00% | 0 | 0.00% | 9.00 | 0 | 0.00% | 0 | 0.00% | 9 | 4.8 | 99.78 |
| 6 | 药 山 | 1592 | 429 | 428 | 99.77% | 425 | 99.07% | 99.42% | 69.85 | 6 | 16 | 1.01% | 6.92 | 1 | 0.06% | 0 | 0.00% | 9.00 | 0 | 0.00% | 0 | 0.00% | 9 | 5 | 99.77 |
| 7 | 无影山 | 456 | 123 | 123 | 100% | 123 | 100% | 100% | 70.00 | 1 | 2 | 0.44% | 6.96 | 0 | 0.00% | 0 | 0.00% | 9.00 | 0 | 0.00% | 0 | 0.00% | 9 | 4.8 | 99.76 |
| 8 | 纬北路 | 542 | 147 | 147 | 100% | 145 | 98.64% | 99.32% | 69.83 | 8 | 1 | 0.18% | 6.99 | 0 | 0.00% | 0 | 0.00% | 9.00 | 0 | 0.00% | 0 | 0.00% | 9 | 4.9 | 99.72 |
| 9 | 北 园 | 2783 | 732 | 728 | 99.45% | 721 | 98.50% | 98.98% | 69.74 | 10 | 12 | 0.43% | 6.96 | 0 | 0.00% | 0 | 0.00% | 9.00 | 0 | 0.00% | 0 | 0.00% | 9 | 5 | 99.70 |
| 10 | 北 坦 | 455 | 140 | 139 | 99.29% | 139 | 99.29% | 99.29% | 69.82 | 9 | 0 | 0.00% | 7.00 | 0 | 0.00% | 0 | 0.00% | 9.00 | 0 | 0.00% | 0 | 0.00% | 9 | 4.8 | 99.62 |
| 11 | 天桥东街 | 222 | 81 | 81 | 100% | 79 | 97.53% | 98.77% | 69.69 | 11 | 0 | 0.00% | 7.00 | 0 | 0.00% | 0 | 0.00% | 9.00 | 0 | 0.00% | 0 | 0.00% | 9 | 4.8 | 99.49 |
| 12 | 北 村 | 569 | 204 | 204 | 100% | 193 | 94.61% | 97.31% | 69.32 | 13 | 0 | 0.00% | 7.00 | 0 | 0.00% | 0 | 0.00% | 9.00 | 0 | 0.00% | 0 | 0.00% | 9 | 4.9 | 99.22 |
| 13 | 官扎营 | 501 | 143 | 141 | 98.60% | 139 | 97.20% | 97.90% | 69.47 | 12 | 11 | 2.20% | 6.84 | 0 | 0.00% | 0 | 0.00% | 9.00 | 0 | 0.00% | 0 | 0.00% | 9 | 4.9 | 99.21 |
| 14 | 制锦市 | 291 | 99 | 97 | 97.98% | 95 | 95.96% | 96.97% | 69.24 | 14 | 0 | 0.00% | 7.00 | 0 | 0.00% | 0 | 0.00% | 9.00 | 0 | 0.00% | 0 | 0.00% | 9 | 4.8 | 99.04 |