**天桥区三级街道办热线考核成绩**

 **日期：5月1日00:00:00-5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 | 南 村 | 723 | 297 | 297 | 100% | 297 | 100% | 100% | 70.00  | 1 | 3 | 0.41% | 6.97  | 2 | 0.28% | 0 | 0.00% | 8.99  | 0 | 0.00% | 0 | 0.00% | 9 | 4.9 | 99.86  |
| 2 | 泺 口 | 1204 | 327 | 326 | 99.69% | 325 | 99.39% | 99.54% | 69.89  | 9 | 11 | 0.91% | 6.94  | 5 | 0.42% | 0 | 0.00% | 8.98  | 0 | 0.00% | 0 | 0.00% | 9 | 5 | 99.80  |
| 3 | 北 村 | 457 | 165 | 165 | 100% | 165 | 100% | 100% | 70.00  | 1 | 1 | 0.22% | 6.98  | 1 | 0.22% | 0 | 0.00% | 8.99  | 0 | 0.00% | 0 | 0.00% | 9 | 4.8 | 99.77  |
| 4 | 无影山 | 342 | 108 | 108 | 100% | 108 | 100% | 100% | 70.00  | 1 | 4 | 1.17% | 6.92  | 1 | 0.29% | 0 | 0.00% | 8.99  | 0 | 0.00% | 0 | 0.00% | 9 | 4.8 | 99.70  |
| 4 | 制锦市 | 179 | 77 | 77 | 100% | 77 | 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  |
| 6 | 宝华街 | 217 | 66 | 66 | 100% | 66 | 100% | 100% | 70.00  | 1 | 1 | 0.46% | 6.97  | 2 | 0.92% | 2 | 0.92% | 8.92  | 0 | 0.00% | 0 | 0.00% | 9 | 4.8 | 99.68  |
| 6 | 药 山 | 1068 | 259 | 259 | 100% | 255 | 98.46% | 99.23% | 69.81  | 10 | 18 | 1.69% | 6.88  | 2 | 0.19% | 0 | 0.00% | 8.99  | 0 | 0.00% | 0 | 0.00% | 9 | 5 | 99.68  |
| 8 | 北 园 | 1873 | 512 | 509 | 99.41% | 505 | 98.63% | 99.02% | 69.76  | 12 | 20 | 1.07% | 6.93  | 3 | 0.16% | 2 | 0.11% | 8.99  | 0 | 0.00% | 0 | 0.00% | 9 | 5 | 99.67  |
| 9 | 堤口路 | 479 | 175 | 175 | 100% | 175 | 100% | 100% | 70.00  | 1 | 8 | 1.67% | 6.88  | 2 | 0.42% | 3 | 0.63% | 8.95  | 0 | 0.00% | 0 | 0.00% | 9 | 4.8 | 99.64  |
| 10 | 纬北路 | 389 | 131 | 131 | 100% | 130 | 99.24% | 99.62% | 69.91  | 8 | 4 | 1.03% | 6.93  | 0 | 0.00% | 0 | 0.00% | 9.00  | 0 | 0.00% | 0 | 0.00% | 9 | 4.8 | 99.63  |
| 10 | 天桥东街 | 178 | 64 | 64 | 100% | 64 | 100% | 100% | 70.00  | 1 | 1 | 0.56% | 6.96  | 1 | 0.56% | 0 | 0.00% | 8.97  | 0 | 0.00% | 0 | 0.00% | 9 | 4.7 | 99.63  |
| 12 | 北 坦 | 327 | 130 | 129 | 99.23% | 128 | 98.46% | 98.85% | 69.71  | 13 | 0 | 0.00% | 7.00  | 1 | 0.31% | 0 | 0.00% | 8.98  | 0 | 0.00% | 0 | 0.00% | 9 | 4.8 | 99.50  |
| 13 | 官扎营 | 501 | 160 | 159 | 99.38% | 158 | 98.75% | 99.06% | 69.77  | 11 | 13 | 2.59% | 6.82  | 2 | 0.40% | 0 | 0.00% | 8.98  | 0 | 0.00% | 0 | 0.00% | 9 | 4.9 | 99.46  |
| 14 | 桑梓店 | 411 | 70 | 69 | 98.57% | 69 | 98.57% | 98.57% | 69.64  | 14 | 0 | 0.00% | 7.00  | 0 | 0.00% | 0 | 0.00% | 9.00  | 0 | 0.00% | 0 | 0.00% | 9 | 4.8 | 99.44  |