**天桥区三级街道办热线考核成绩**

 **日期：9月1日00:00:00-9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 | 纬北路 | 1642 | 653 | 653 | 100% | 653 | 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 | 5 | 100  |
| 2 | 药山 | 1240 | 260 | 260 | 100% | 260 | 100% | 100% | 70.00  | 1 | 1 | 0.08% | 6.99  | 0 | 0.00% | 0 | 0.00% | 9.00  | 0 | 0.00% | 0 | 0.00% | 9 | 5 | 99.99  |
| 3 | 堤口路 | 665 | 168 | 168 | 100% | 168 | 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 | 4.9 | 99.90  |
| 4 | 无影山 | 761 | 202 | 202 | 100% | 202 | 100% | 100% | 70.00  | 1 | 5 | 0.66% | 6.95  | 0 | 0.00% | 0 | 0.00% | 9.00  | 0 | 0.00% | 0 | 0.00% | 9 | 4.9 | 99.85  |
| 5 | 官扎营 | 336 | 69 | 69 | 100% | 69 | 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  |
| 5 | 北村 | 317 | 72 | 72 | 100% | 72 | 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  |
| 5 | 宝华街 | 285 | 61 | 61 | 100% | 61 | 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  |
| 5 | 南村 | 266 | 78 | 78 | 100% | 78 | 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  |
| 9 | 北坦 | 170 | 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  |
| 9 | 天桥东街 | 117 | 35 | 35 | 100% | 35 | 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  |
| 11 | 制锦市 | 262 | 55 | 55 | 100% | 54 | 98.18% | 99.09% | 69.77  | 11 | 0 | 0.00% | 7.00  | 0 | 0.00% | 0 | 0.00% | 9.00  | 0 | 0.00% | 0 | 0.00% | 9 | 4.8 | 99.57  |
| 12 | 桑梓店 | 631 | 68 | 68 | 100% | 66 | 97.06% | 98.53% | 69.63  | 12 | 2 | 0.32% | 6.98  | 0 | 0.00% | 0 | 0.00% | 9.00  | 0 | 0.00% | 0 | 0.00% | 9 | 4.9 | 99.51  |
| 13 | 泺口 | 1461 | 280 | 278 | 99.40% | 271 | 96.79% | 98.09% | 69.52  | 13 | 4 | 0.27% | 6.98  | 0 | 0.00% | 0 | 0.00% | 9.00  | 0 | 0.00% | 0 | 0.00% | 9 | 5 | 99.50  |
| 14 | 北园 | 2546 | 437 | 433 | 99.08% | 422 | 96.57% | 97.83% | 69.46  | 14 | 3 | 0.12% | 6.99  | 1 | 0.04% | 0 | 0.00% | 8.99  | 0 | 0.00% | 0 | 0.00% | 9 | 5 | 99.44  |