

Annex 3. Taula de variació anual 2018-2019-2020

| | 2018 | Variació anual | 2019 | Variació anual | 2020 |
|------------------------------|------|----------------|------|----------------|------|
| Nombre de cartes | 59 | 0 | 59 | -1 | 58 |
| Nombre de compromisos | 345 | 0 | 345 | 19 | 364 |
| Complerts | 289 | -6 | 283 | -16 | 267 |
| | 84% | -(2%) | 82% | -(9%) | 73% |
| Incomplerts | 34 | 1 | 35 | 22 | 57 |
| | 10% | (0%) | 10% | (6%) | 16% |
| No avaluats | 22 | 5 | 27 | 13 | 40 |
| | 6% | (2%) | 8% | (3%) | 11% |

| | 2018 | Variació anual | 2019 | Variació anual | 2020 |
|----------------------------------------------------------|------|----------------|------|----------------|------|
| Línia de millora 1. Temps de prestació | | | | | |
| Cartes | 42 | 0 | 42 | -3 | 39 |
| Compromisos | 101 | 0 | 101 | -4 | 97 |
| Complerts | 76 | -3 | 73 | 4 | 77 |
| | 75% | -(3%) | 72% | (7%) | 79% |
| Incomplerts | 16 | -3 | 13 | -2 | 11 |
| | 16% | -(3%) | 13% | -(2%) | 11% |
| No avaluats | 9 | 6 | 15 | -6 | 9 |
| | 9% | (6%) | 15% | -(6%) | 9% |
| Línia de millora 2. Quantitat de serveis | | | | | |
| Cartes | 27 | -1 | 26 | 4 | 30 |
| Compromisos | 60 | -1 | 59 | 7 | 66 |
| Complerts | 53 | -4 | 49 | -9 | 40 |
| | 88% | -(5%) | 83% | -(22%) | 61% |
| Incomplerts | 6 | 1 | 7 | 11 | 18 |
| | 10% | (2%) | 12% | (15%) | 27% |
| No avaluats | 1 | 2 | 3 | 5 | 8 |
| | 2% | (3%) | 5% | (7%) | 12% |
| Línia de millora 3. Qualitat dels serveis | | | | | |
| Cartes | 18 | 1 | 19 | 2 | 21 |
| Compromisos | 34 | 1 | 35 | 7 | 42 |
| Complerts | 30 | 1 | 31 | 1 | 32 |
| | 88% | (1%) | 89% | (13%) | 76% |
| Incomplerts | 3 | -1 | 2 | 5 | 7 |
| | 9% | -(3%) | 6% | (11%) | 17% |
| No avaluats | 1 | 1 | 2 | 1 | 3 |
| | 3% | (3%) | 6% | (1%) | 7% |
| Línia de millora 4. Activitats, plans i projectes | | | | | |
| Cartes | 21 | 0 | 21 | 2 | 23 |
| Compromisos | 48 | 0 | 48 | 7 | 55 |
| Complerts | 42 | -3 | 39 | -8 | 31 |
| | 88% | -(7%) | 81% | -(25%) | 56% |
| Incomplerts | 5 | 1 | 6 | 11 | 17 |
| | 10% | (3%) | 13% | (18%) | 31% |
| No avaluats | 1 | 2 | 3 | 4 | 7 |
| | 2% | (4%) | 6% | (7%) | 13% |
| Línia de millora 5. Informació pública | | | | | |
| Cartes | 28 | -1 | 27 | 3 | 30 |
| Compromisos | 55 | 0 | 55 | 1 | 56 |
| Complerts | 51 | -5 | 46 | 2 | 48 |
| | 93% | -(9%) | 84% | (2%) | 86% |
| Incomplerts | 3 | 3 | 6 | -2 | 4 |
| | 5% | (6%) | 11% | -(4%) | 7% |
| No avaluats | 1 | 2 | 3 | 1 | 4 |
| | 2% | (3%) | 5% | (2%) | 7% |
| Línia de millora 6. Valoració usuaris/àries | | | | | |
| Cartes | 30 | 1 | 31 | -2 | 29 |
| Compromisos | 47 | 0 | 47 | 1 | 48 |
| Complerts | 37 | 8 | 45 | -6 | 39 |
| | 79% | (17%) | 96% | -(15%) | 81% |
| Incomplerts | 1 | 0 | 1 | -1 | 0 |
| | 2% | (0%) | 2% | (2%) | 0% |
| No avaluats | 9 | -8 | 1 | 8 | 9 |
| | 19% | (17%) | 2% | (17%) | 19% |