



MEMORIA ANUAL SyR 2020



ENTRADA INICIAL: SyR Generales y Tributarias

| | 2015 | | 2016 | | 2017 | | 2018 | | 2019 | | 2020 |
|----------------------|--------|--------|--------|-------|--------|-------|--------|--------|---------|---------|--------|
| ENTRADA INICIAL | 77.084 | | 76.858 | | 83.612 | | 87.851 | | 115.545 | | 75.383 |
| VARIACIÓN INTERANUAL | | -0,29% | | 8,79% | | 5,07% | | 31,52% | | -34,76% | |

| SyR Generales + SyR Tributarias | 2015 | 2016 | 2017 | 2018 | 2019 | 2020 |
|---------------------------------|---------------|---------------|---------------|---------------|----------------|---------------|
| Sugerencias | 15.018 | 14.164 | 16.577 | 16.132 | 18.076 | 10.504 |
| Reclamaciones | 60.032 | 60.501 | 64.358 | 68.423 | 94.391 | 62.234 |
| Felicitaciones | 1.780 | 1.881 | 2.184 | 2.611 | 2.405 | 1.858 |
| Peticiones de información | 254 | 312 | 493 | 685 | 673 | 787 |
| TOTAL ENTRADA INICIAL | 77.084 | 76.858 | 83.612 | 87.851 | 115.545 | 75.383 |

ENTRADA TOTAL: Número final de solicitudes incorporadas en el Sistema SyR

| | 2015 | | 2016 | | 2017 | | 2018 | | 2019 | | 2020 |
|----------------------|--------|-------|--------|-------|--------|-------|--------|--------|---------|---------|--------|
| ENTRADA TOTAL | 88.237 | | 88.583 | | 90.753 | | 95.745 | | 123.162 | | 83.613 |
| VARIACIÓN INTERANUAL | | 0,39% | | 2,45% | | 5,50% | | 28,64% | | -32,11% | |

| SyR Generales +SyR Tributarias | 2015 | 2016 | 2017 | 2018 | 2019 | 2020 |
|-----------------------------------|---------------|---------------|---------------|---------------|----------------|---------------|
| Telemático | 51.457 | 51.945 | 55.290 | 61.835 | 85.758 | 59.980 |
| Telefónico | 28.109 | 28.047 | 27.117 | 24.208 | 27.811 | 19.784 |
| Presencial | 8.580 | 8.529 | 8.244 | 9.549 | 9.472 | 3.769 |
| Correo postal | 91 | 62 | 102 | 153 | 121 | 80 |
| TOTAL | 88.237 | 88.583 | 90.753 | 95.745 | 123.162 | 83.613 |



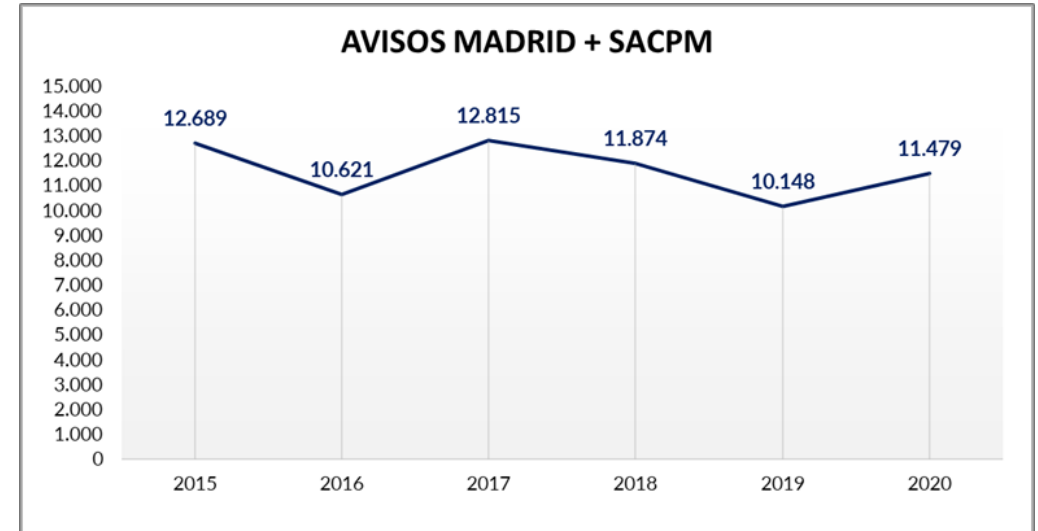
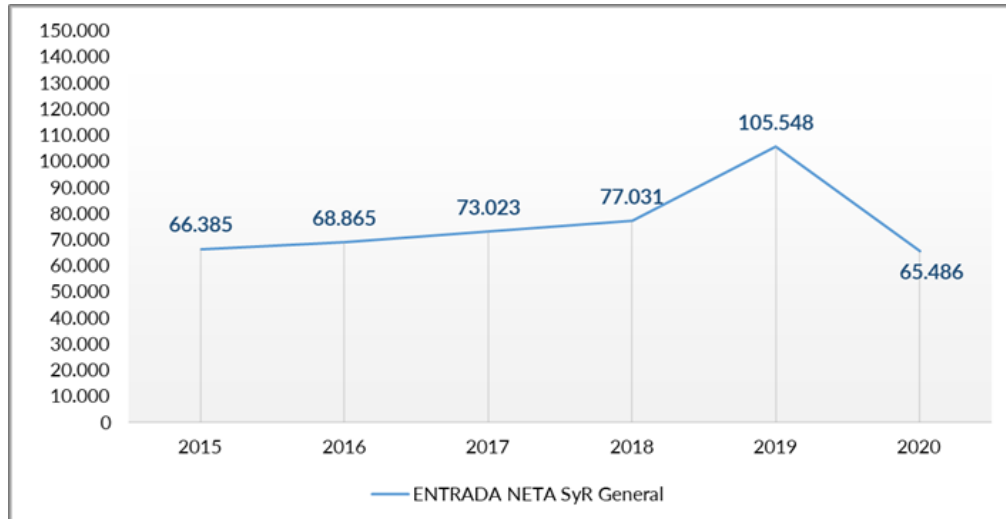
SyR
GENERALES

SyR GENERALES: Tramitación Unidades Gestoras

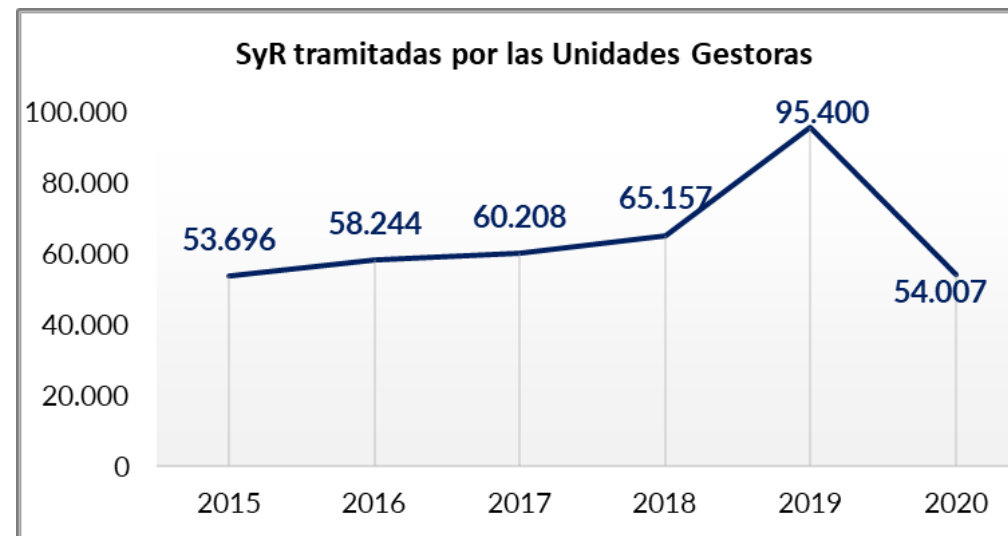
SyR asignadas



SyR derivadas



Tramitación final:
54.007

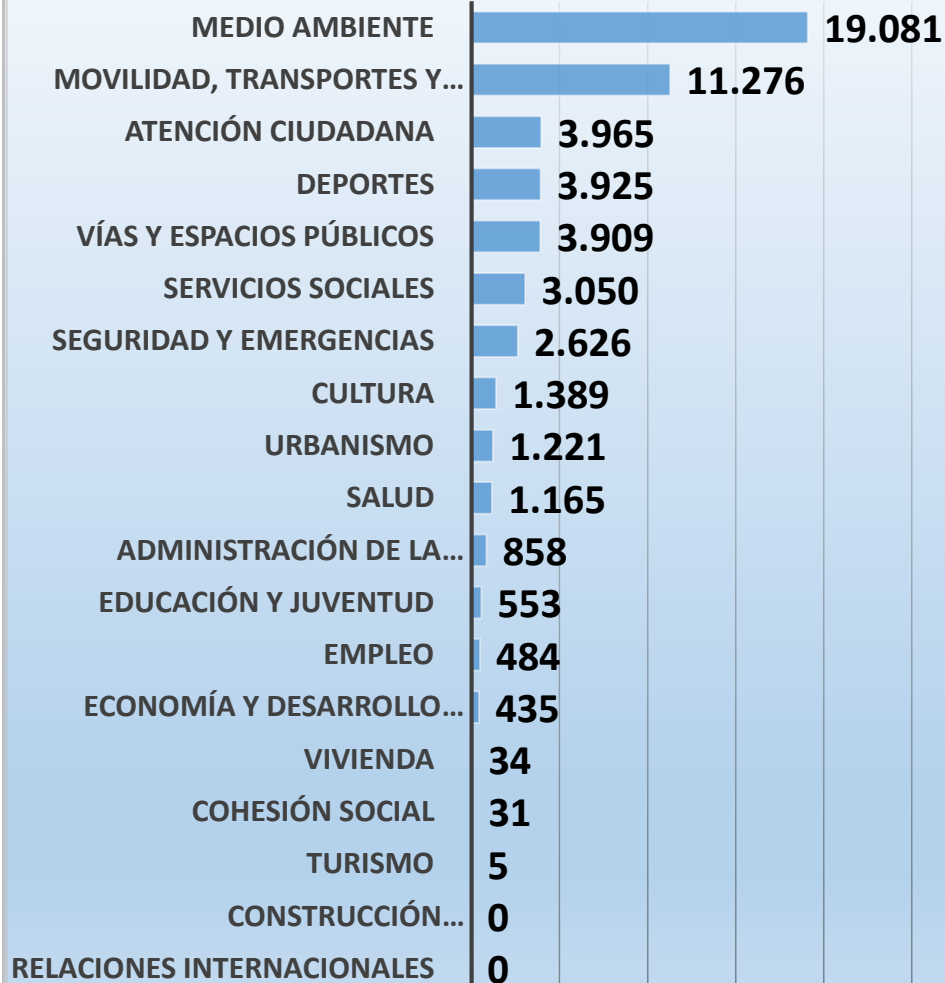




SyR GENERALES: Materias

MATERIAS

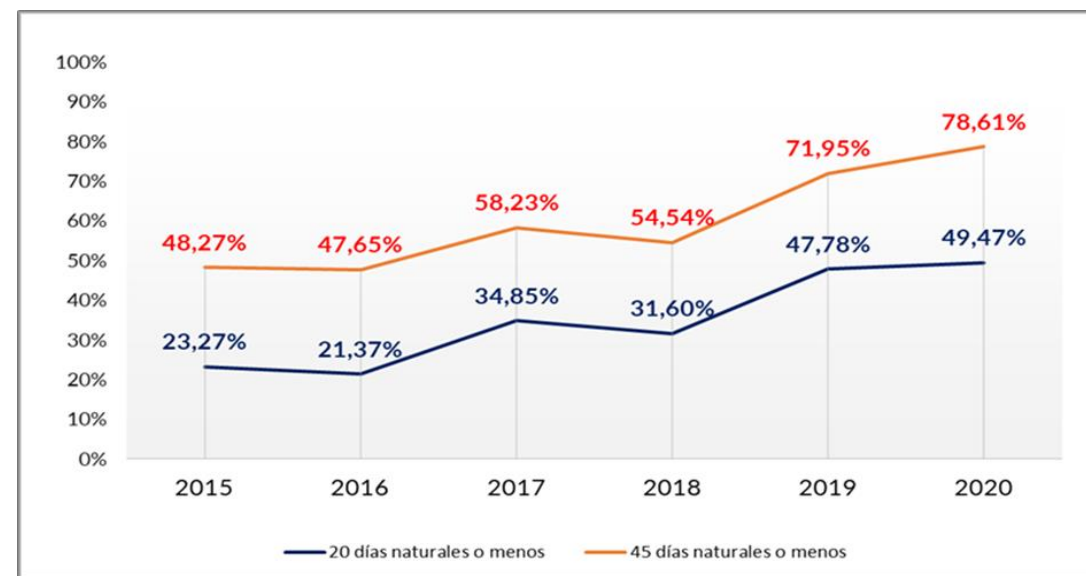
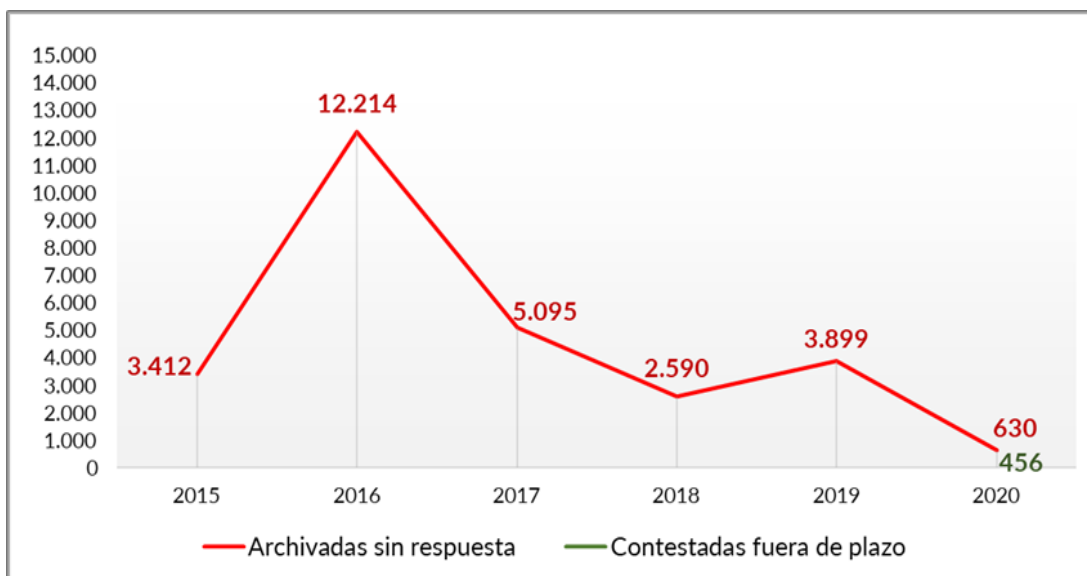
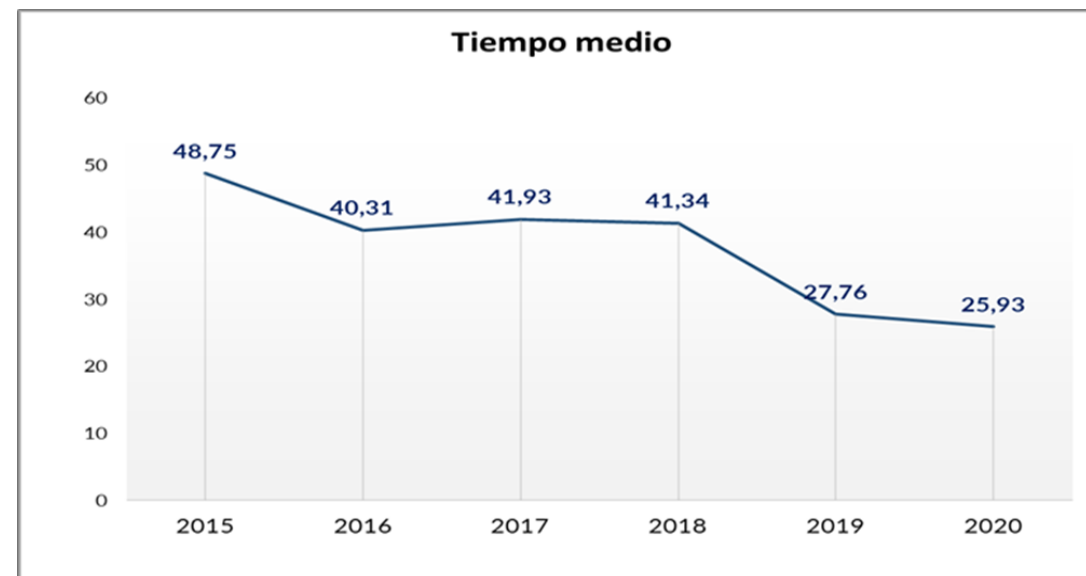
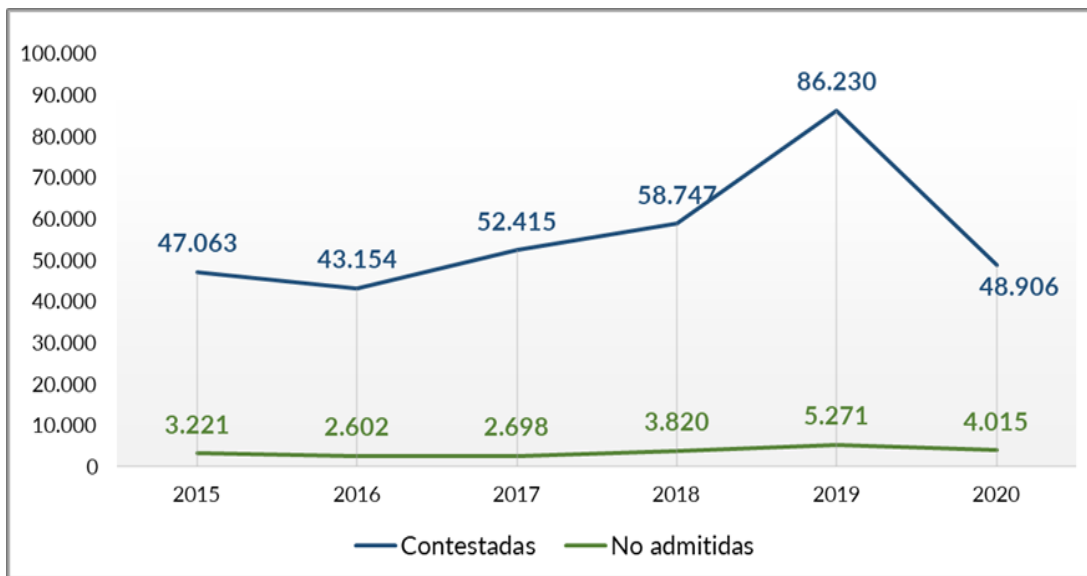
0 5.000 10.000 15.000 20.000 25.000




| Materia | 2015 | 2016 | 2017 | 2018 | 2019 | 2020 |
|--|---------------|---------------|---------------|---------------|---------------|---------------|
| Medio Ambiente | 16.734 | 20.464 | 19.487 | 23.081 | 22.862 | 19.081 |
| Movilidad, Transportes y Multas | 14.388 | 13.504 | 14.152 | 13.391 | 40.011 | 11.276 |
| Atención Ciudadana | 2.636 | 3.010 | 3.138 | 3.325 | 4.992 | 3.965 |
| Deportes | 4.239 | 5.528 | 5.634 | 6.059 | 6.268 | 3.925 |
| Vías y Espacios Públicos | 3.399 | 4.316 | 6.089 | 7.019 | 6.884 | 3.909 |
| Servicios Sociales | 2.264 | 2.041 | 2.470 | 3.269 | 2.875 | 3.050 |
| Seguridad y Emergencias | 2.278 | 2.173 | 2.214 | 2.010 | 1.997 | 2.626 |
| Cultura | 3.147 | 2.246 | 2.269 | 2.772 | 2.787 | 1.389 |
| Urbanismo | 1.692 | 1.943 | 1.382 | 986 | 1.107 | 1.221 |
| Salud | 1.008 | 1.004 | 928 | 841 | 2.688 | 1.165 |
| Administración de la Ciudad y Hacienda | 715 | 836 | 873 | 579 | 1.036 | 858 |
| Educación y Juventud | 509 | 483 | 718 | 828 | 511 | 553 |
| Empleo | 113 | 273 | 203 | 263 | 588 | 484 |
| Economía y Desarrollo Tecnológico | 474 | 311 | 499 | 514 | 534 | 435 |
| Vivienda | 27 | 24 | 34 | 28 | 20 | 34 |
| Cohesión Social | 67 | 81 | 109 | 68 | 72 | 31 |
| Turismo | 3 | 4 | 2 | 5 | 153 | 5 |
| Construcción Infraestructuras | 0 | 1 | 4 | 118 | 14 | 0 |
| Relaciones Internacionales | 3 | 2 | 3 | 1 | 1 | 0 |
| Total | 53.696 | 58.244 | 60.208 | 65.157 | 95.400 | 54.007 |



SyR GENERALES: TRAMITACIÓN

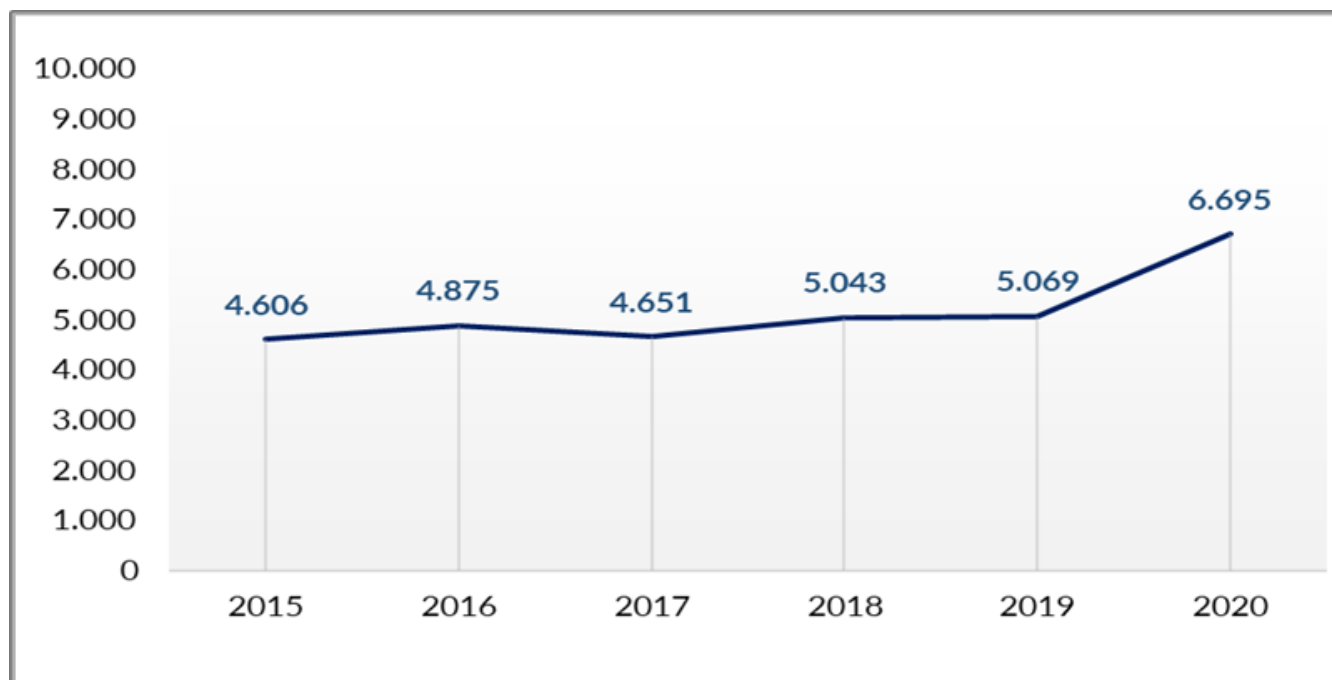


The background of the image consists of a dense, overlapping pattern of blue and white brushstrokes, creating a textured, painterly effect. The strokes are of varying lengths and directions, giving the impression of a busy, abstract composition.

SyR
TRIBUTARIAS



SyR TRIBUTARIAS: Número total y tipos de solicitudes

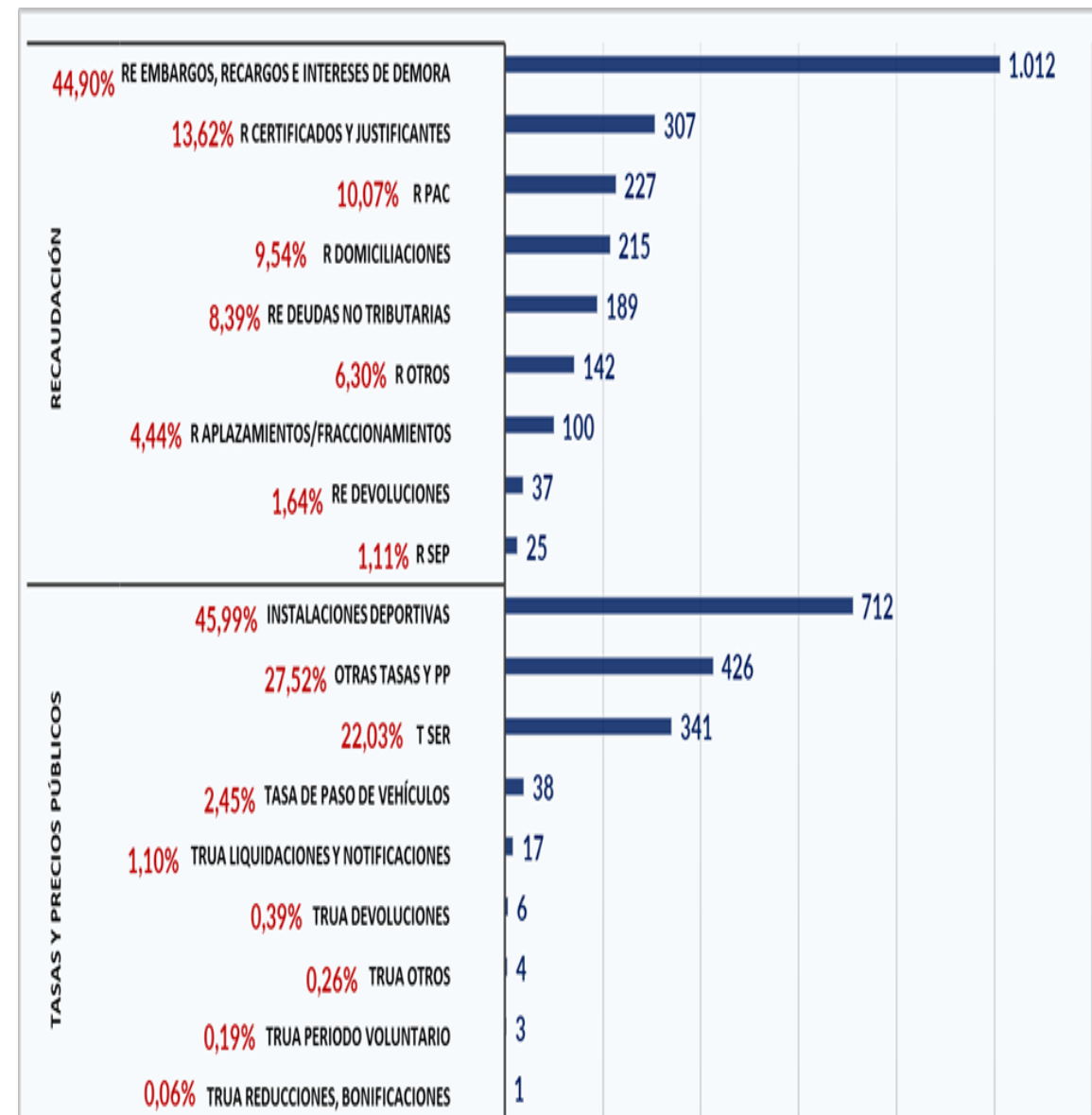


| | 2015 | 2016 | 2017 | 2018 | 2019 | 2020 |
|---------------------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Sugerencias | 427 | 302 | 241 | 223 | 227 | 173 |
| Reclamaciones | 3.858 | 4.184 | 3.867 | 4.082 | 4.131 | 5.660 |
| Felicitaciones | 90 | 114 | 106 | 107 | 82 | 98 |
| Peticiones de información | 231 | 275 | 437 | 631 | 629 | 764 |
| TOTAL | 4.606 | 4.875 | 4.651 | 5.043 | 5.069 | 6.695 |



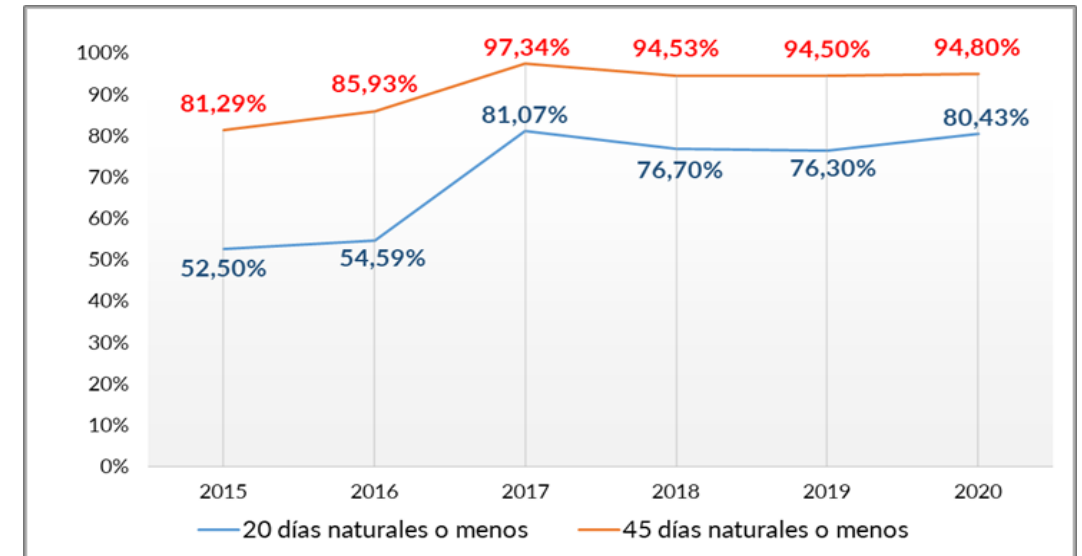
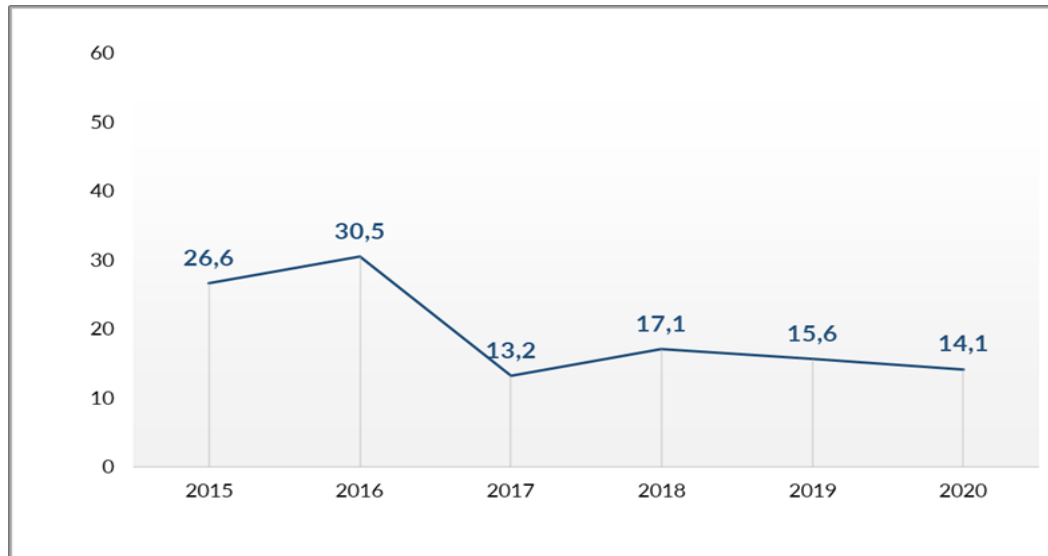
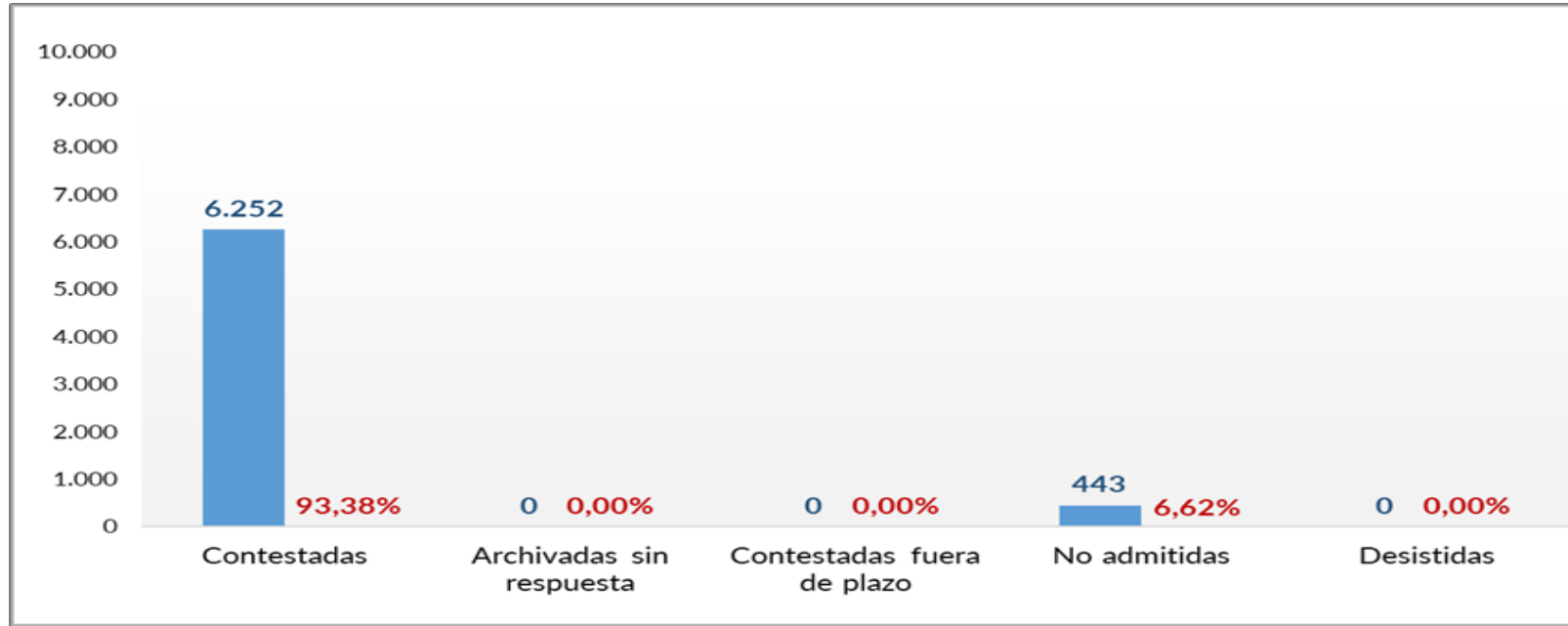
SYR TRIBUTARIAS: MATERIAS Y SUBMATERIAS

| Materia | 2015 | 2016 | 2017 | 2018 | 2019 | 2020 |
|--------------------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Recaudación | 2.029 | 2.125 | 1.633 | 1.454 | 1.235 | 2.254 |
| Tasas y precios públicos | 340 | 583 | 735 | 1.425 | 1.518 | 1.548 |
| Atención contribuyente | 512 | 790 | 817 | 792 | 924 | 1.182 |
| I.B.I. | 714 | 618 | 573 | 530 | 394 | 632 |
| I.V.T.M. | 681 | 562 | 476 | 431 | 539 | 541 |
| I.I.V.T.N.U. | 205 | 144 | 287 | 283 | 328 | 369 |
| Asuntos generales | 98 | 17 | 99 | 83 | 78 | 68 |
| I.A.E. | 11 | 18 | 16 | 26 | 22 | 52 |
| I.C.I.O. | 16 | 18 | 15 | 19 | 31 | 49 |
| TOTAL | 4.606 | 4.875 | 4.651 | 5.043 | 5.069 | 6.695 |



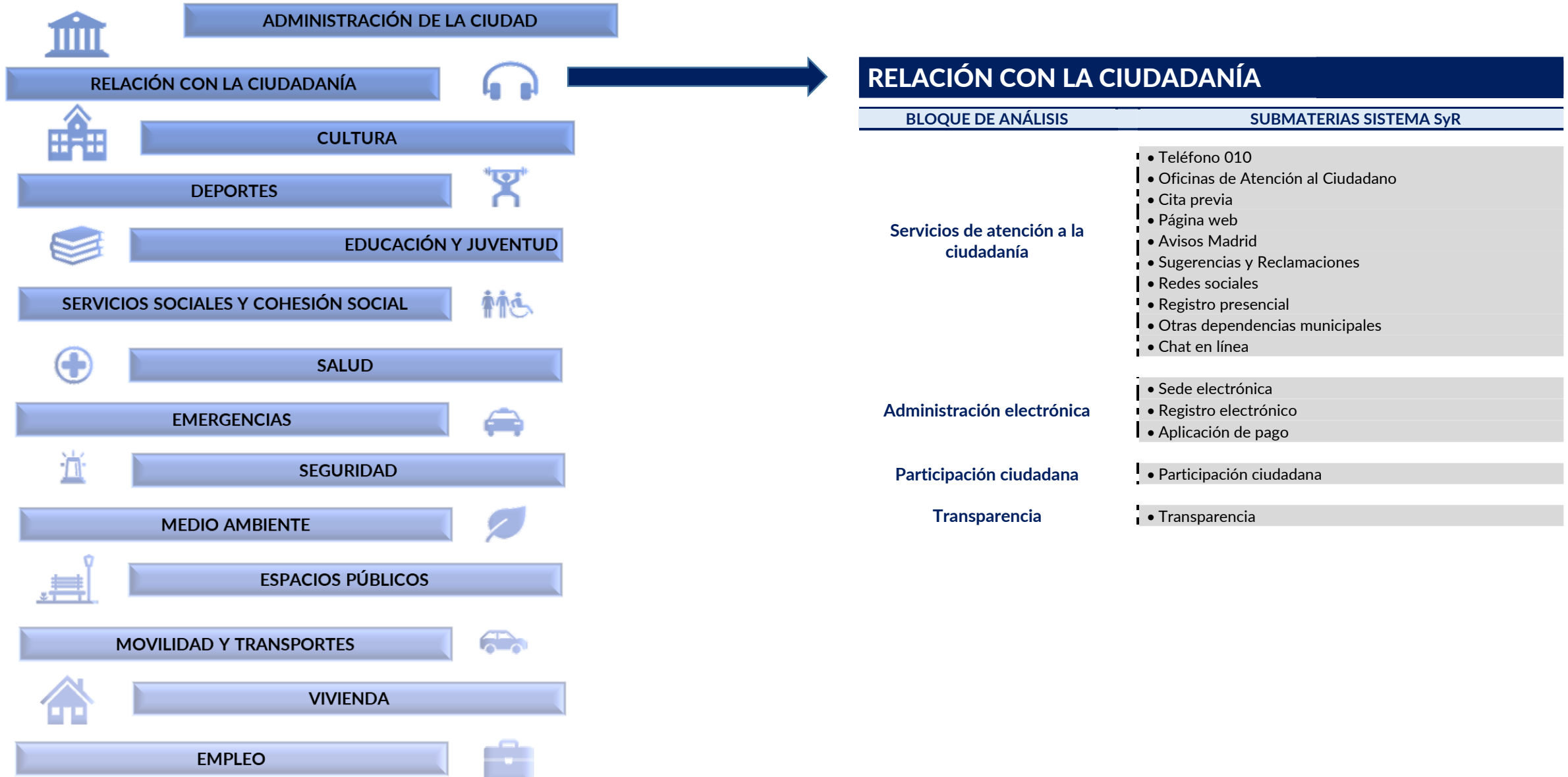


SyR TRIBUTARIAS: Estado de tramitación y tiempos medios





ANÁLISIS CUALITATIVO



The image features a blue background with a fine, textured pattern. A white, brushstroke-like shape is positioned in the lower right quadrant, containing the word "GRACIAS" in a bold, black, sans-serif font.

GRACIAS