



Research

# 創新用心 研究發展品質

Development  
Evaluation



臺中市政府  
研究發展考核委員會  
Research, Development and Evaluation Commission,  
Taichung City Government

# Contents

01

組織架構圖  
Organization Chart

綜合規劃  
Comprehensive  
Planning

02

04

研究發展  
Research and  
Development

管制考核  
Supervision and  
Evaluation

06

08

工程品質  
Construction  
Quality Control

為民服務  
Citizen Services

10

12

話務管理  
1999 Hotline Management

封面封底之藝術作品意象  
取自本會藝術空間  
藝術家：黃輝雄、丘瓊珍、朱幼華  
陳光國、鹿鶴松、姜禹等

# 組織架構圖

## Organization Chart

### 【施政願景】

引領施政，追求卓越

### 【核心價值】

前瞻規劃・透明共享  
創新治理・提升品質

主任委員  
Chairperson

副主任委員  
Deputy Chairperson

主任秘書  
Chief Secretary

專門委員  
Senior Executive Officer

研究發展組

Research and Development Division

工程品質管理組

Construction Quality Control Division

管制考核組

Supervision and Evaluation Division

綜合規劃組

Comprehensive Planning Division

為民服務組

Citizen Services Division

話務管理組

1999 Hotline Management Division

人事室

Personnel Office

政風室

Civil Service Ethics Office

會計室

Accounting Office

秘書室

Secretariat

# 綜合規劃 Comprehensive Planning



盧秀燕 市長

臺中市的大家長  
也是大家口中的媽媽市長

## 市長政見 13大面向

拚經濟!!

智慧交通

交通建設

社福政策

活力城市

救空氣!!

空氣環保

產業經濟

市容轉型

永續臺中

透明臺中

青秀臺中

務實教育

農業政策

其他建設及福祉



1

市長政見

## Mayor's political views

盧秀燕市長提出「陽光政治、空氣環保及活水經濟」作為施政主軸，並提出13大面向之市長政見，打造臺中成為美好又富強的城市。

Mayor Lu Xiuyan has proposed "sunshine politics, air-environmental protection and living water economy" as the main axis of governance. It also provided the 13-faced of mayor's political views to build a beautiful and prosperous city in Taichung.

2

中臺灣區域治理

## Mid Taiwan Regional Governance Platform

在原本中彰投苗區域治理平台的合作基礎下，盧市長上任後擴大邀請新竹縣、雲林縣及嘉義市加入，於108年4月12日邀集七位縣市首長共同簽署「中臺灣區域治理合作宣言」，七縣市合計人口數高達690萬人，土地面積占全國三分之一。

未來將針對「空污環保」、「經濟發展」、「交通建設」、「觀光旅遊」、「農產行銷」等議題擴大合作，展現亮麗合作成果。

Under the cooperation of the original "Governance Platform of Central Taiwan for Taichung, Chang-hua, Nantou and Miaoli", Mayor Lu extended her invitation to Hsinchu County, Yunlin County and Chiayi City. On April 12, 2019, the seven heads of counties and cities were invited to sign the "Mid Taiwan Regional Governance Cooperation Declaration". The total population of the seven counties and cities is as high as 6.9 million people, and the land area accounts for one-third of the country.

In the future, we will expand cooperation on topics such as "Air Pollution Control", "Economic Development", "Traffic Construction", "Sightseeing Tourism" and "Agricultural Marketing" to show the results of bright cooperation.



108年4月12日簽署「中臺灣區域治理合作宣言」

"Mid Taiwan Regional Governance Cooperation Declaration" Signed on April 12, 108

## 3

## 行動市政會議

## Mobile Municipal Conferences

市政會議為本府最高決策會議，透過網路直播開放市民參與，並將專案報告內容簡報檔公布於市府網站。為了「接地氣」，市政會議定期走出市府大樓，深入本市山海屯都各區，讓市民感受政府關懷，也讓市府團隊深入各區，親身感受地方的需要。



隔週召開行動市政會議  
Mobile Municipal Conferences call  
a meeting in every two weeks

Municipal conferences are the highest decision-making meeting of the government. It is of the city's to let the public feel the govopen to the public through the webcast, and the briefing presentation of the project report is published on the city website.

In order to Listen to the local voice, the municipal council regularly walks out of the city government building and goes deep into every district of the city. It can not only let our citizen feel the government's concern, but also let our team go deep into the districts to experience the local's needs.

## 4

## 中央協調合作事項

## Coordination with the Central Government

研考會為臺中市政府各局處爭取中央資源挹注或請求協助之單一窗口，透過本府臺北聯絡處(中央工作小組)，提送說帖向中央表達本府之訴求，落實中央與地方合作夥伴關係。

The Research, Development and Evaluation Commission (RDEC) serves as a one-stop window for city government agencies to request resources or assistance from the central government. Requests are submitted through our Taichung City Government office in Taipei(central government task force) to realize the local-central partnership.



立法院交通委員會前來臺中考察交通建設  
Legislative Yuan, Republic of China Transportation  
Committee to conduct a survey of traffic construction  
in Taichung.

### 1

#### 市政研究

### Municipal Development and Research

鼓勵國內大學院校研究臺中市政有關議題。院校教師或碩、博士生與臺中市政發展有關之研究，每年均可參與公開徵求，優秀論文可獲獎金及公開表揚。

Research on municipal development of Taichung City is encouraged among universities. Annual call for papers is open to teachers or higher education graduates. Outstanding papers are publicly awarded.



市政發展研究論文選集

Municipal Development Research Paper Selections

### 臺中市政府傑出績優人

Taichung City Government Outstanding Performance Person Awards Ceremony

### 頒獎典禮



市長頒獎予107年度市政發展研究論文得獎人

the Mayor presenting awards to

the 2018 winners of the Municipal Development Research Paper



研習營活動展現青年活力  
Active Youth at the Public Affairs Workshop

## 2

### 大專青年研習營

## Youth Public Affairs Workshop

運用審議式民主精神，與大專以上學生進行主題式雙向溝通，讓青年學子理解社會參與的重要並激發對公共事務的興趣，為公共議題注入創意與活力。

To help the youth understand the importance of social participation and spur their interest in public affairs so as to inject creativity and vitality on this front, topic-based communication with college students and graduates are conducted in the spirit of deliberative democracy.

## 3

### 中彰投苗大學互動

## Interaction between Government and Universities in Central Taiwan

透過推動市政座談會、工作會議等方式，串聯大學研發能量及資源共享，並主動赴各校辦理政策諮詢座談會，深化與各校合作關係。

Municipal affairs symposiums and working conferences are held to connect research and development capacities and share resources among universities. The city government also holds policy consultation meetings at various universities to deepen the cooperative relationships.



各大學校長提供市政建言  
University Presidents Offering Advices on  
Municipal Affairs

## 4

### 公共政策網路參與平臺-臺中專區

## Public Policy Participation Platform Network—Taichung Area

為建立公共政策網路參與機制，鼓勵關心臺中市政發展之民眾就公共政策提供創意見解或政策建言，並於各機關研訂重大政策或執行重大政策時，開放政策討論，特運用「公共政策網路參與平臺-臺中專區」，以增進政府與民眾互動及溝通。

In order to establish the system of public policy participation online, encouraging citizens who care about municipal development to introduce creative energy in civil society and to widen the participation of policies, also creating a platform for policy discussion, Taichung City Government uses "Public Policy Participation Platform Network—Taichung Area" to increase the communication between government and citizen.



公共政策網路參與平臺說明會  
Public Policy Participation Platform Network Seminar

# 管制考核 Supervision and Evaluation

## 1 Official Document Management

公文時效管理

結合文書流程管理及資訊系統，全面策進市府各機關公文時效。

Document management and the information system are incorporated to comprehensively improve document processing efficiency across the city government.



前往各機關檢核公文  
Reviewing and Evaluating Official Documents  
at Various City Government Agencies

## 2 Opening Construction Progress for Citizens

工程進度資訊公開

臺中市政府工程進度查詢系統提供民眾查詢及瀏覽本府工程進度，使本府各項工程資訊公開透明化，擴大民眾監督和促進民主參與的效果。

(網址：<https://assess-public.taichung.gov.tw/>)

Taichung City Government Construction Progress Management System allows citizens to check and browse the progress of government constructions. It can enlarge the effect of citizen monitoring the constructions and participation by transparent information.



臺中市政府工程進度查詢系統(民眾網站)  
Taichung City Government Construction Progress  
Management System (for Citizens)

## 3 City Council's Resolution Cases Supervision and Hot Topic Tracking

議員關心議題追蹤  
議會決議案件管制與

追蹤管制本市議會各項質詢案件及決議案件之辦理情形，並彙整議員關心議題供府層級長官與各機關施政參考，以創造市民最大福祉。

Control and supervision the interpellation cases and resolution cases status inquiries of city council, data collecting and compaction of the hot topics that our city councilors concern about, which can provide governance reference and creating the greatest prosperity and happiness for citizens.



議員質詢或議會決議事項全部列入管考追蹤  
Control and supervision every councilors'  
interpellation and city council's resolutions

## Project Control Assessment

辦理各項專案考核、抽查或視察，以策進各項市政相關建設，並確保市民權益。

Projects are reviewed, inspected or spot checked so as to upgrade municipal development projects and ensure the rights of citizens.



抽查登山步道邊坡坍方問題  
Spot Check of Hiking Trails



抽查自行車道維護情形  
Spot Check of Bikeways



視察騎樓行人通行空間  
Inspection of Sidewalk and  
Pedestrian Arcade



抽查高美濕地周邊交通問題  
Spot Check of the traffic jam  
at Gaomei Wetland

# 工程品質

## Construction Quality Control

1

工程  
施工  
查核

### Construction Check

依〈政府採購法〉第七十條成立工程施工查核小組，並參照工程施工查核作業參考基準，每年查核件數約130件。

The city government established a construction surveillance team according to Article 70 of the Government Procurement Act. Based on the construction surveillance guidelines, the team inspects approximately 130 projects per year.



施工查核小組召集人帶隊查核  
Inspection Led by Convener of the  
Construction Surveillance Team

2

建築  
工程  
維護  
管理  
品質  
訪查

### Construction Engineering Maintenance Management Quality Inspect

為健全維護管理機制延長建築物使用期限，本府聘請土建、機電專家組成建築訪查小組，針對建築物進行使用中之訪查，加強落實建築使用單位之維護管理。

For the purpose of protecting the management system and extending the availability period, the city government recruits engineering specialists as an inspection team. Base on the using situation of the building, strengthen the maintenance management.



建築維護訪查  
Construction maintenance inspect



全民監督案件通報處理  
Processing Complaints from  
Citizen Supervision Hotline

3

全民監督

## Citizen Supervision

藉由行政院公共工程委員會全民督工通報專線0800-009609或全民督工通報系統,對本市相關公共工程之舉報快速通報、快速處置、快速回應及快速結案。

Both the "Citizen Supervision Hotline" and "Citizen Supervision system" of the Public Construction Commission allow public construction defect cases related to Taichung City to be reported, processed, responded and closed rapidly.

# 全民監督工程 全方位服務簡要通報

通報工程缺失及檢視進度，輕鬆6步驟



1 選地點

一鍵快速選取工程缺失地點位置

2 填內容

簡潔描述您所看到的問題

3 傳照片

從相片圖庫或手機拍照上傳缺失照片

4 查改善

隨時檢視您所通報案件的進度

5 反映滿意度

填寫改善結果是否滿意

6 就完成

具實務公共利益之通報案件將予以評選獎勵



我們需要您的力量，協助及早發現工程疏失、謀求改善，加速推動公共建設，提供工程品質，您也可以一頁速覽通報及檢視改善情形。



手機行動裝置通報 QR Code

臺中市政府

行政院公共工程委員會

全民督工通報專線：0800-009-609

# 為民服務 Citizen Services

1

服務稽核

## CSI (Customer Service Indication)

以市民角度，透過不定期、不通知方式辦理服務稽核，檢視本府各機關所屬單位同仁服務標準是否落實，配合訓練課程、現場輔導，提供改進建議。

Undercover service inspection is conducted aperiodically from the citizen's perspective to examine whether our government staff is reaching service standards. Improvement recommendations are offered in combination with training courses and on-site coaching.



服務稽核演練，與民眾打招呼。奉茶  
Greeting Rehearsal at Service Inspection



市長頒獎予107年度最佳服務績優機關  
The Mayor presenting awards to the 2018 Best Service Agency of the year.

2

輔導參加政府服務獎

## Facilitating Participation in Government Service Award

輔導本府各機關參加中央主辦政府服務獎評獎，108年推薦9個機關參獎，共有4個機關入圍，其中消防局、地方稅務局及清水戶政事務所從激烈評比中脫穎而出，分別獲得專案規劃類機關及整體服務機關獎。

The RDEC coaches our government agencies to participate in the Government Service Award presented by the central government. In 2019, nine agencies were nominated with four of them shortlisted. The Fire Bureau, Local Tax Bureau and Qingshui District Household Registration Office stood out despite fierce competition to win the "Project Planning Agencies Award" and "Overall Service Agencies Award" respectively.



每年均有豐碩成績  
Splendid Results Every Year

## 陳情系統整合與優化

廉能  
公開  
透明  
創新

### 服務理念

#### 公平共享

- 多元通報管道
- 簡化程序
- 縮短時間

#### 公開透明

- 透明處理
- 全程監督

#### 品質保證

- 標準作業流程
- 品質保證
- 追蹤督考

### 廉能透明措施

- 整合多元陳情管道，案件集中管理，解決一案多投
- 自動分派案件，增加案件處理效能
- 加強機關間橫向連結，統一檢閱資料，自動資料整合再製
- 精改市府人民陳情法規，簡化處理流程
- 去除重複、贅餘資料
- 導入 GIS 地圖定位，案件地點明確化
- 提升操作便捷度，分類視覺化
- OpenAPI 提供民眾、民間企業或機關自行開發系統，介接查詢及運用

資料公開  
系統便捷、安全  
民眾使用  
創新

#### 【異料-整合多元陳情管道】



#### 【異料-系統自動分派】



#### 【內部監督】



臺中市政府研究發展考核委員會

3

## 陳情案件質量分析

## Qualitative and Quantitative Analysis of Complaints and Suggestions

本府受理人民陳情案件，除利用系統線上管制外，並利用科技工具，整合各類陳情管道，由原有的量化分析，精進為質與量的分析，提供機關改善方向，以減少民怨，有效降低人民陳情比例。

Besides online system control of accepted complaints and suggestions, technologies are leveraged to integrate various petition channels. Qualitative analysis has also been added to the existing quantitative study to advance service quality and reduce public discontent so that petition ratio is lowered effectively.

4

## Service Centers

落實便民服務，本府設立新市政、陽明兩大服務中心，除由市府有關局處派駐人員外，尚有志工為民衆親切服務。

New City Government and Yangming service centers, have been established to implement convenient services. In addition to government staff, volunteers are available to offer friendly assistance.

多元便民服務



新市政服務中心多元服務  
Citizens Served at the New City Government Service Center



陽明服務中心志工  
Volunteers at the Yangming Service Center

# 話務管理

## 1999 Hotline Management



1999市民專線再升級 服務品質連獲肯定

1999 Hotline Further Upgraded, Service Quality Recognized Repeatedly

### 1 Public Service Hotline Award-First Prize

全國首獎

1999市民專線自98年開辦至今已超過1,300萬通的進話量，統計至106年，已連續3年榮獲遠見雜誌五星服務評比-「便民專線類」首獎，並於107年獲得工商時報《2018臺灣服務業大評鑑》縣市政府便民專線類金牌獎。

After its inception in 2009, the 1999 Public Service Hotline has received 13 million phone calls. It has been a consecutive champion of Global Vision Magazine's Best Public Service Hotline Award since 2015, and also awarded the gold medal in the 'Government's Public Service Hotline' genre, which is nominated by the Commercial Time, of its 2018 Service Survey in Taiwan.



107年榮獲工商時報《2018臺灣服務業大評鑑》  
縣市政府便民專線類金牌獎

2018 Commercial Time Awarded the Gold Medal

### 2 Flashing Operator

快閃接線生

透過各局處長官接聽民眾來電，瞭解話務人員的重要性，提升市政服務品質。

The heads of various city government agencies answer citizens' phone calls so that they can appreciate the importance of the hotline staff and help facilitate municipal services.

### 4 Close Collaboration

緊密合作

與公用事業(如台電)建立良好合作夥伴關係，共同回應民眾需求。

By partnering with the facilities sector (such as Taipower), we jointly respond to the needs of our people.



台灣電力公司參訪1999話務中心  
Taipower Company Visiting the 1999 Call Center



市長視察1999話務中心 (賴永祥拍攝)  
Mayor Lu Visiting the 1999 Call Center



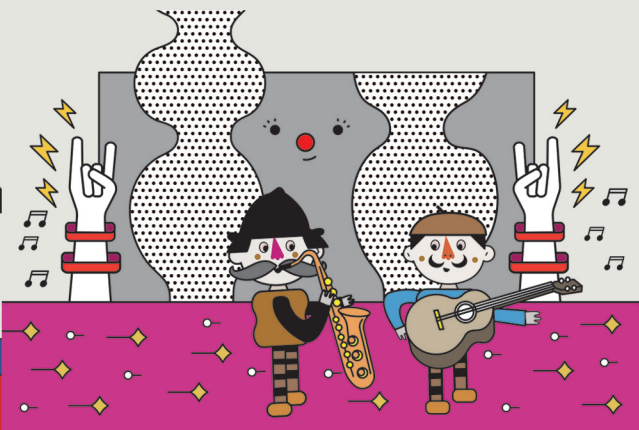
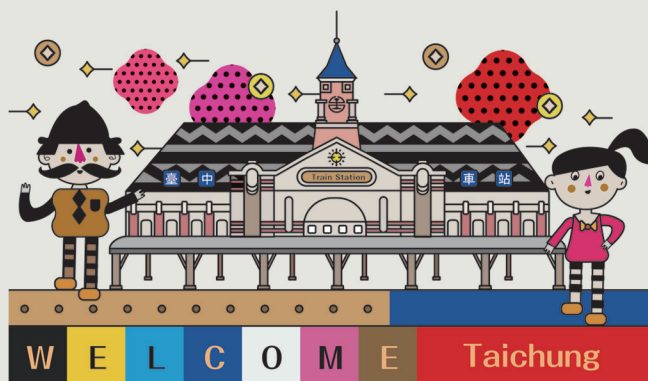
話務同仁創意壁畫彩繪  
Staff painting the office wall

### 3 Service Quality Improvement

服務品質躍升

107年話務滿意度98.86%，派工結案滿意度76.04%，不僅以「量」為評斷指標，更著重於「質」的提升，期許提供市民更為貼心周到的服務。

In 2017, satisfaction rate was 98.86% for advisory service and 76.04% for urgent case reporting service. Quantity is not our only indicator, but quality improvement is our focus because we aim to offer more thoughtful services.





# 拓展創意思維



臺中市政府研考會網站  
<http://www.rdec.taichung.gov.tw/>

臺中市政府陳情整合服務平臺  
<https://talk.taichung.gov.tw/Home/Case>

