附件5

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **6月份专营公交企业投诉性质分类统计表** | | | | | | | | | | | | | | | |
| **序号** | **公司名称** | **投诉宗数** | **投诉性质分类** | | | | | | | | | | | | |
| **不按站点上下客** | **危险驾驶** | **服务态度** | **拒载** | **越线行驶** | **擅自停运** | **误导乘客** | **甩客** | **不给车票** | **载客加油** | **车容车貌** | **多收费** | **其他投诉** |
| 1 | 深圳巴士集团股份有限公司 | 35 | 26 | 4 | 2 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 2 |
| 2 | 深圳市东部公共交通有限公司 | 55 | 30 | 7 | 2 | 4 | 3 | 0 | 3 | 2 | 1 | 1 | 0 | 0 | 2 |
| 3 | 深圳市西部公共汽车有限公司 | 70 | 38 | 7 | 7 | 4 | 2 | 5 | 0 | 0 | 1 | 0 | 1 | 0 | 5 |
| 合计 | | 160 | 94 | 18 | 11 | 8 | 5 | 5 | 4 | 2 | 2 | 1 | 1 | 0 | 9 |
| 占投诉比（%） | |  | 58.75 | 11.25 | 6.88 | 5.00 | 3.13 | 3.13 | 2.50 | 1.25 | 1.25 | 0.63 | 0.63 | 0.00 | 5.63 |