附件6

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **6月份非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** | **服务态度** | **拒载** | **危险驾驶** | **多收费** | **擅自停运** | **甩客** | **越线行驶** | **不给车票** | **车容车貌** | **误导乘客** | **载客加油** | **其他投诉** |
| 1 | 深圳市金华南巴士股份有限公司 | 27 | 22 | 1 | 1 | 1 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 2 | 深圳天诚运输实业有限公司 | 8 | 7 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 3 | 深圳市恒誉光明运输集团有限公司 | 8 | 2 | 0 | 1 | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 |
| 4 | 深圳市鹏运国旅运输有限公司 | 3 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 |
| 5 | 深圳市运发集团股份有限公司 | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 合计 | | 44 | 33 | 3 | 2 | 2 | 1 | 1 | 1 | 1 | 0 | 0 | 0 | 0 | 0 |
| 占投诉比（%） | |  | 75.00 | 6.82 | 4.55 | 4.55 | 2.27 | 2.27 | 2.27 | 2.27 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |