附件11

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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **8月份专营公交投诉办理回访情况统计表** | | | | | | | | | | | | | |
| **序号** | **单位名称** | **抽查办理结果** | | | | | **满意度** | | | | | | **满意及基本满意率**  **（%）** |
| **抽查 件数** | **成功 回访** | **告知 答复** | **未告知 答复** | **告知答复率 (%)** | **满意宗数** | **满意率 (%)** | **基本满意宗数** | **基本满意率 (%)** | **不满意宗数** | **不满意率(%)** |
| 1 | 深圳市西部公共汽车有限公司 | 80 | 68 | 68 | 0 | 100.00 | 26 | 38.24 | 42 | 61.76 | 0 | 0.00 | 100.00 |
| 2 | 深圳市东部公共交通有限公司 | 76 | 62 | 62 | 0 | 100.00 | 16 | 25.81 | 46 | 74.19 | 0 | 0.00 | 100.00 |
| 3 | 深圳巴士集团股份有限公司 | 16 | 15 | 15 | 0 | 100.00 | 2 | 13.33 | 13 | 86.67 | 0 | 0.00 | 100.00 |
| 合 计 | | 172 | 145 | 145 | 0 | 100.00 | 44 | 30.34 | 101 | 69.66 | 0 | 0.00 | 100.00 |