附件11

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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **10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 | 70 | 61 | 61 | 0 | 100.00 | 19 | 31.15 | 42 | 68.85 | 0 | 0.00 | 100.00 |
| 2 | 深圳市东部公共交通有限公司 | 63 | 55 | 55 | 0 | 100.00 | 18 | 32.73 | 37 | 67.27 | 0 | 0.00 | 100.00 |
| 3 | 深圳巴士集团股份有限公司 | 20 | 19 | 19 | 0 | 100.00 | 1 | 5.26 | 18 | 94.74 | 0 | 0.00 | 100.00 |
| 合 计 | | 153 | 135 | 135 | 0 | 100.00 | 38 | 28.15 | 97 | 71.85 | 0 | 0.00 | 100.00 |