附件11

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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **11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 | 81 | 75 | 75 | 0 | 100.00 | 32 | 42.67 | 43 | 57.33 | 0 | 0.00 | 100.00 |
| 2 | 深圳市东部公共交通有限公司 | 56 | 50 | 50 | 0 | 100.00 | 15 | 30.00 | 35 | 70.00 | 0 | 0.00 | 100.00 |
| 3 | 深圳巴士集团股份有限公司 | 28 | 26 | 26 | 0 | 100.00 | 10 | 38.46 | 16 | 61.54 | 0 | 0.00 | 100.00 |
| 合 计 | | 165 | 151 | 151 | 0 | 100.00 | 57 | 37.75 | 94 | 62.25 | 0 | 0.00 | 100.00 |