附件12

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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **11月份非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 | 深圳市金华南巴士股份有限公司 | 14 | 12 | 12 | 0 | 100.00 | 4 | 33.33 | 8 | 66.67 | 0 | 0.00 | 100.00 |
| 2 | 深圳市恒誉光明运输集团有限公司 | 1 | 1 | 1 | 0 | 100.00 | 0 | 0.00 | 1 | 100.00 | 0 | 0.00 | 100.00 |
| 3 | 深圳市鹏运国旅运输有限公司 | 8 | 5 | 4 | 1 | 80.00 | 0 | 0.00 | 4 | 80.00 | 1 | 20.00 | 80.00 |
| 4 | 深圳天诚运输实业有限公司 | 7 | 5 | 4 | 1 | 80.00 | 0 | 0.00 | 3 | 60.00 | 2 | 40.00 | 60.00 |
| 5 | 深圳市华程交通有限公司 | 5 | 5 | 2 | 3 | 40.00 | 0 | 0.00 | 2 | 40.00 | 3 | 60.00 | 40.00 |
| 合 计 | | 35 | 28 | 23 | 5 | 82.14 | 4 | 14.29 | 18 | 64.29 | 6 | 21.43 | 78.57 |