附件6

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **12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** | **多收费** | **误导乘客** | **服务态度** | **危险驾驶** | **不按规定免票** | **拒载** | **擅自停运** | **甩客** | **越线行驶** |
| 1 | 深圳市华程交通有限公司 | 12 | 8 | 1 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| 2 | 深圳市金华南巴士股份有限公司 | 11 | 7 | 0 | 0 | 0 | 2 | 1 | 0 | 0 | 1 | 0 |
| 3 | 深圳天诚运输实业有限公司 | 7 | 3 | 2 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 |
| 4 | 深圳市鹏运国旅运输有限公司 | 7 | 5 | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 |
| 5 | 深圳市恒誉光明运输集团有限公司 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 0 |
| 合计 | | 39 | 23 | 4 | 3 | 2 | 2 | 1 | 1 | 1 | 1 | 1 |
| 占投诉比（%） | |  | 58.97 | 10.26 | 7.69 | 5.13 | 5.13 | 2.56 | 2.56 | 2.56 | 2.56 | 2.56 |