附件11

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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **12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 | 76 | 68 | 68 | 0 | 100.00 | 34 | 50.00 | 34 | 50.00 | 0 | 0.00 | 100.00 |
| 2 | 深圳市东部公共交通有限公司 | 59 | 49 | 49 | 0 | 100.00 | 19 | 38.78 | 30 | 61.22 | 0 | 0.00 | 100.00 |
| 3 | 深圳巴士集团股份有限公司 | 31 | 25 | 25 | 0 | 100.00 | 10 | 40.00 | 15 | 60.00 | 0 | 0.00 | 100.00 |
| 合 计 | | 166 | 142 | 142 | 0 | 100.00 | 63 | 44.37 | 79 | 55.63 | 0 | 0.00 | 100.00 |