附件11

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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **1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 | 深圳市东部公共交通有限公司 | 74 | 58 | 58 | 0 | 100.00 | 27 | 46.55 | 31 | 53.45 | 0 | 0.00 | 100.00 |
| 2 | 深圳巴士集团股份有限公司 | 15 | 11 | 11 | 0 | 100.00 | 5 | 45.45 | 6 | 54.55 | 0 | 0.00 | 100.00 |
| 3 | 深圳市西部公共汽车有限公司 | 72 | 57 | 57 | 0 | 100.00 | 25 | 43.86 | 32 | 56.14 | 0 | 0.00 | 100.00 |
| 合 计 | | 161 | 126 | 126 | 0 | 100.00 | 57 | 45.24 | 69 | 54.76 | 0 | 0.00 | 100.00 |