附件11

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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **2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 | 89 | 70 | 70 | 0 | 100.00 | 35 | 50.00 | 35 | 50.00 | 0 | 0.00 | 100.00 |
| 2 | 深圳市东部公共交通有限公司 | 77 | 68 | 68 | 0 | 100.00 | 34 | 50.00 | 34 | 50.00 | 0 | 0.00 | 100.00 |
| 3 | 深圳巴士集团股份有限公司 | 4 | 4 | 4 | 0 | 100.00 | 1 | 25.00 | 3 | 75.00 | 0 | 0.00 | 100.00 |
| 合 计 | | 170 | 142 | 142 | 0 | 100.00 | 70 | 49.30 | 72 | 50.70 | 0 | 0.00 | 100.00 |