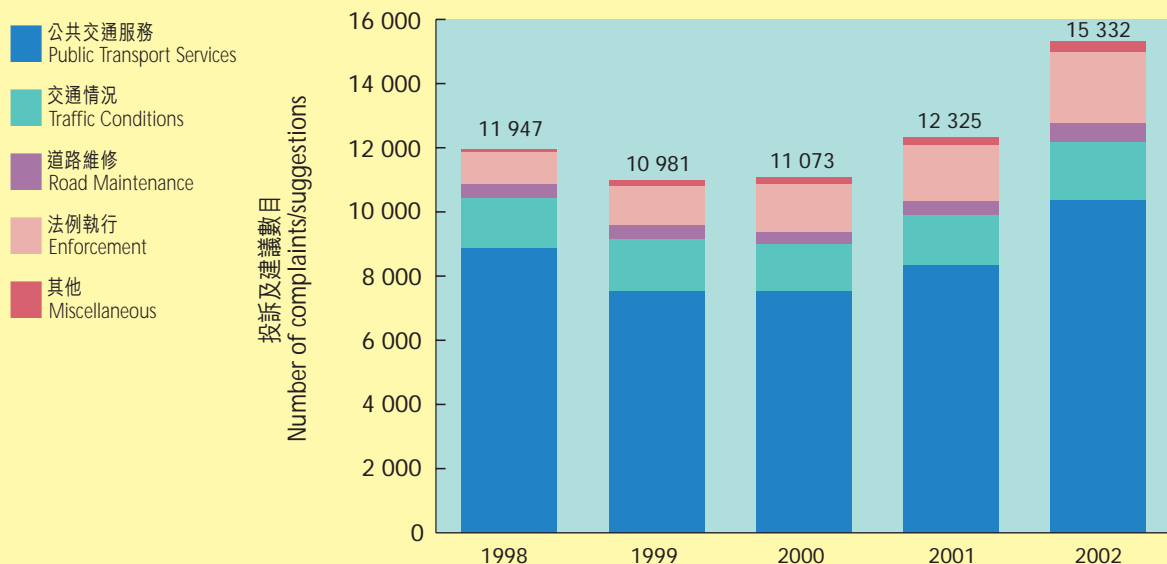


附錄 1 Appendix 1

交通投訴組在一九九八至二零零二年間接獲的投訴及建議 Complaints and Suggestions Received by TCU during 1998 - 2002



投訴/建議性質 Nature of Complaints/Suggestions	投訴/建議數目 Number of Complaints/Suggestions				
	1998	1999	2000	2001	2002
I. 公共交通服務 Public Transport Services					
(a) 服務質量 Adequacy of service	1 496	1 064	937	862	1 041 [92]
(b) 服務水準 Standard of service	6 982	5 820	6 112	6 647	8 123 [14]
(c) 一般性質 General	380	633	491	835	1 193 [7]
	8 858	7 517	7 540	8 344	10 357 [113]
II. 交通情況 Traffic Conditions					
(a) 交通擠塞 Traffic congestion	891	964	928	924	1 098
(b) 交通管理 Traffic management	302	323	260	303	365 [26]
(c) 增設交通標誌及設備 Additional traffic signs and aids	263	266	198	201	231 [18]
(d) 泊車設施 Parking facilities	120	90	72	118	129 [18]
	1 576	1 643	1 458	1 546	1 823 [62]
III. 道路維修 Road maintenance					
(a) 道路情況 Road conditions	254	223	184	249	340
(b) 交通標誌及設備 Traffic signs and aids	137	165	148	184	200
(c) 行車道標記 Carriageway markings	21	28	27	24	26
	412	416	359	457	566
IV. 法例執行 Enforcement					
(a) 違例泊車 Illegal parking	561	634	797	926	1 164
(b) 其他執法事宜 Other enforcement matters	448	600	727	808	1 066
	1 009	1 234	1 524	1 734	2 230
V. 其他 Miscellaneous	92	171	192	244	356 [7]
合計 Total	11 947	10 981	11 073	12 325	15 332 [182]

註：由二零零二年起，交通投訴組從接獲的個案中，區分出投訴及純粹建議的數目。方括號內是本年接獲的建議數目。個案總數已包括這些數目在內。

Notes : TCU has identified the number of pure suggestions among the complaints received starting from 2002. Figures in square brackets are the number of suggestions received in the year. The figures have been included in the overall number of cases received.

附錄 2 (i) Appendix 2 (i)

投訴及建議的調查結果一覽表

Summary of Results of Investigations into Complaints and Suggestions (1.1.2002 - 31.12.2002)

調查結果 Outcome of Investigations 投訴/建議性質 Nature of Complaints/Suggestions	A1	A2	B	C	合計 Total
I. 公共交通服務 Public Transport Services					
(a) 服務質量 Adequacy of service	226	541	357	3	1 127
(b) 服務水準 Standard of service	1 755	2 254	393	3 355	7 757
(c) 一般性質 General	638	421	136	4	1 199
	2 619	3 216	886	3 362	10 083
II. 交通情況 Traffic Conditions					
(a) 交通擠塞 Traffic congestion	528	441	178	4	1 151
(b) 交通管理 Traffic management	153	107	165	3	428
(c) 增設交通標誌及設備 Additional traffic signs and aids	90	87	63	-	240
(d) 泊車設施 Parking facilities	28	47	76	-	151
	799	682	482	7	1 970
III. 道路維修 Road maintenance					
(a) 道路情況 Road conditions	214	66	46	2	328
(b) 交通標誌及設備 Traffic signs and aids	122	32	48	-	202
(c) 行車道標記 Carriageway markings	13	5	12	-	30
	349	103	106	2	560
IV. 法例執行 Enforcement					
(a) 違例泊車 Illegal parking	688	427	34	6	1 155
(b) 其他執法事宜 Other enforcement matters	331	481	24	173	1 009
	1 019	908	58	179	2 164
V. 其他 Miscellaneous	148	149	45	5	347
合計 Total	4 934 (33%)	5 058 (33%)	1 577 (10%)	3 555 (24%)	15 124 (100%)

說明 Legend:

A1 - 成立的個案 (行動已完成 / 已著手採取行動的個案) Substantiated (Action completed/in hand)

A2 - 成立的個案 (需待進一步考慮才採取行動的個案) Substantiated (Action requiring further consideration)

B - 不成立的個案 Unsubstantiated

C - 無法追查的個案 Non-pursuable

附錄 2 (ii) Appendix 2 (ii)

有關公共交通服務的投訴及建議的調查結果一覽表 Summary of Results of Investigations into Complaints and Suggestions on Public Transport Services (1.1.2002 - 31.12.2002)

調查結果 Outcome of Investigations	A1	A2	B	C	合計 Total
交通工具類別 Mode of Transport					
九巴 Kowloon Motor Bus	322	828	250	5	1 405
城巴 (第一類專營權) Citybus (Franchise 1)	127	177	56	3	363
城巴 (第二類專營權) Citybus (Franchise 2)	19	16	11	1	47
新巴 New World First Bus	87	136	65	-	288
新大嶼山巴士 New Lantau Bus	14	29	21	-	64
龍運巴士 Long Win Bus	8	21	8	-	37
過海隧巴 Cross Harbour Bus Services	226	355	134	9	724
九廣鐵路 / 輕鐵接駁巴士 KCR / LRT Feeder Bus	16	29	6	-	51
居民巴士服務 Residents' Services	27	42	9	1	79
專線小巴 Green Minibus	1 188	531	219	9	1 947
紅色小巴 Red Minibus	75	145	7	13	240
的士 Taxi	431	671	16	3 319	4 437
地下鐵路 Mass Transit Railway	45	146	41	1	233
九廣鐵路 Kowloon-Canton Railway	7	20	7	-	34
輕便鐵路 Light Railway Transit	11	27	10	1	49
電車 Hongkong Tramways	3	13	5	-	21
山頂纜車 Peak Tramways	-	1	-	-	1
新渡輪 New World First Ferry	9	21	16	-	46
天星小輪 'Star' Ferry	1	1	2	-	4
其他渡輪 Minor Ferries	3	7	3	-	13
合計 Total	2 619 (26%)	3 216 (32%)	886 (9%)	3 362 (33%)	10 083 (100%)

說明 Legend :

A1 - 成立的個案 (行動已完成 / 已著手採取行動的個案) Substantiated (Action completed/in hand)

A2 - 成立的個案 (需待進一步考慮才採取行動的個案) Substantiated (Action requiring further consideration)

B - 不成立的個案 Unsubstantiated

C - 無法追查的個案 Non-pursuable

附錄 3 Appendix 3

有關當局採納的市民建議 Public Suggestions Taken on Board by Relevant Authorities (1.1.2002 - 31.12.2002)

I. 公共交通服務 Public Transport Services

- 在德輔道中及海泓道的巴士站設置欄杆，以方便乘客輪候。
Provide queue railings at bus stops at Des Voeux Road Central and Hoi Wang Road to facilitate passengers.
- 在旺角道、彩明街及青衣西路加設巴士站，以滿足乘客的需求。
Add bus stops at Mong Kok Road, Choi Ming Street and Tsing Yi Road West to meet the demand of passengers.
- 減少在鯉魚門道車站停站的巴士線，以紓緩巴士阻塞交通的情況。
Reduce bus routes observing stops at Lei Yue Mun Road to alleviate bus obstruction.
- 在德立街及海濱道加設的士落客點，以方便的士落客。
Add taxi drop-off points at Drake Street and Hoi Bun Road to facilitate unloading activities of taxis.
- 在太古城道設置「不准停車」限制區，以防止的士阻塞交通。
Impose "No Stopping Restriction" at Taikoo Shing Road to prevent taxi obstruction.
- 遷移海帆道的專線小巴士站，以紓緩交通阻塞。
Relocate green minibus stops at Hoi Fan Road to alleviate obstruction.
- 將青山道的兩個巴士站遷移至較為方便乘客的位置。
Relocate two bus stops at Castle Peak Road to facilitate passengers.
- 遷移青山道的一個巴士站，以紓緩交通阻塞。
Relocate a bus stop at Castle Peak Road to alleviate obstruction.

II. 交通管理 Traffic Management

- 在以下地點設置行人過路處，以改善道路安全：橫頭磡東道、嘉林邊道、葵盛圍、露明道、達之路、小西灣道、淺水灣道及大坑道。
Provide pedestrian crossings at the following locations to improve road safety: Wang Tau Hom East Road, Grampian Road, Kwai Shing Circuit, Lomond Road, Tat Chee Avenue, Siu Sai Wan Road, Repulse Bay Road and Tai Hang Road.
- 延長以下地點交通燈的行車綠燈時間，以紓緩交通擠塞：般含道、佛光街、榮芳路、欣景路、欽州街、暢運道、長沙灣道、渡船街、彌敦道、蒲崗村道、沙頭角公路、環保大道、海興路、長臣道、皇后大道東、干諾道中、銅鑼灣道、樂活道、告士打道、順安道、福民路、西貢公路、和泰街、屯門鄉事會路、西沙路、連德道、衛理道、界限街、梳士巴利道、大涌橋路、鞍源街、佐敦道、常寧路及聯福道。
Increase the vehicular green time of traffic lights at the following locations to alleviate traffic congestion: Bonham Road, Fat Kwong Street, Wing Fong Road, Yan King Road, Yen Chow Street, Cheong Wan Road, Cheung Sha Wan Road, Ferry Street, Nathan Road, Po Kong Village Road, Sha Tau Kok Road, Wan Po Road, Hoi Hing Road, Jackson Road, Queen's Road East, Connaught Road Central, Tung Lo Wan Road, Broadwood Road, Gloucester Road, Shun On Road, Fuk Man Road, Hiram's Highway, Wo Tai Street, Tuen Mun Heung Sze Wui Road, Sai Sha Road, Lin Tak Road, Wylie Road, Boundary Street, Salisbury Road, Tai Chung Kiu Road, On Yuen Street, Jordan Road, Sheung Ning Road and Renfrew Road.

有關當局採納的市民建議 Public Suggestions Taken on Board by Relevant Authorities (1.1.2002 - 31.12.2002)

- 延長以下地點交通燈的行人綠燈時間，以方便行人：廣東道、長沙灣道、良田里、朗日路、基堤道、佛光街、聯合道、英皇道、電氣道、雷鳴路、石排灣道、海珠路、皇后大道東、太康街及青山道。

Increase the pedestrian green time of traffic lights at the following locations to facilitate pedestrians: Canton Road, Cheung Sha Wan Road, Leung Tin Lane, Long Yat Road, Embankment Road, Fat Kwong Street, Junction Road, King's Road, Electric Road, Lui Ming Road, Shek Pai Wan Road, Hoi Chu Road, Queen's Road East, Tai Hong Street and Castle Peak Road.

- 延長海帆道、馬頭圍道及梳士巴利道交通燈的行人綠燈時間，以改善交通流量。
Increase the vehicular green time of traffic lights at Hoi Fan Road, Ma Tau Wai Road and Salisbury Road to improve traffic flow.

- 在青山道北行的交通燈加設長亮直去綠色箭咀燈，以改善道路安全。
Add constant straight ahead green signals to traffic lights at Castle Peak Road north bound to improve road safety.

- 在培正道及筲箕灣道的交通燈設置發聲訊號，以方便視覺受損的行人。
Provide audible signal for traffic lights at Pui Ching Road and Shau Kei Wan Road to facilitate visually-impaired pedestrians.

- 在以下地點設置「不准停車」限制區，以防止違例泊車：啟田道、和域道、記利佐治街、美新里、普仁街、富怡道及永泰道。
Impose "No Stopping Restriction" at the following locations to deter illegal parking: Kai Tin Road, Warwick Road, Great George Street, Mei Sun Lane, Po Yan Street, Fu Yee Road and Wing Tai Road.

- 在福祥街設置上落客貨區，以方便駕車人士。
Provide a loading/unloading area at Fuk Cheung Street to facilitate motorists.

- 取消海帆道的“不准右轉”限制，以改善交通流量。
Cancel "No right turn" restriction at Hoi Fan Road to improve traffic flow.

- 重新劃定茶果嶺道及鶴園街的行車道，以紓緩交通擠塞。
Realign carriageways at Cha Kwo Ling Road and Hok Yuen Street to alleviate traffic congestion.

- 取消窩打老道的巴士專用線安排，以改善交通流量。
Cancel bus-only lane arrangement at Waterloo Road to improve traffic flow.

- 在城西道加設道路標記，以提醒駕車人士注意速度限制。
Add road marking at Shing Sai Road to remind motorists of the speed limit.

- 在石竹路加設道路標記，以提醒駕車人士讓大路上的車輛先行。
Add road marking at Dianthus Road to remind motorists to give way to traffic.

- 更改或取消上海街的交通標誌，以免阻礙道路使用者的視線。
Modify/remove traffic signs at Shanghai Street to avoid sightline obstruction.

- 遷移及加大告士打道的交通標誌，以提醒駕車人士前面有道路工程。
Relocate and enlarge traffic signs at Gloucester Road to alert motorists of road works ahead.

附錄 3 Appendix 3

有關當局採納的市民建議 Public Suggestions Taken on Board by Relevant Authorities (1.1.2002 - 31.12.2002)

- 縮短登打士街的欄杆，以方便行人。
Shorten railings at Dundas Street to facilitate pedestrians.
- 更換青敬路的欄杆，以免阻礙駕車人士的視線。
Replace railings at Tsing King Road to avoid sightline obstruction to motorists.
- 在黃麻角徑設置電單車泊車位，以方便駕駛電單車的人士。
Provide motorcycle parking spaces at Wong Ma Kok Path to facilitate motorcyclists.
- 為合一道的咪錶加標籤，以指明那些類型的車輛可使用有關泊車位。
Add labels to parking meters at Hop Yat Road to specify the types of vehicles permitted to use the parking spaces.
- 提高天影路的速度限制，以改善交通流量。
Increase speed limit at Tin Ying Road to improve traffic flow.
- 調整清水灣道衝紅燈攝影機的閃光燈角度及強度，以免騷擾駕車人士。
Adjust the angle and intensity of flash light of red light camera at Clear Water Bay Road to avoid disturbance to motorists.
- 重新油漆吐露港公路的行車道，覆蓋已被取消的道路標記，以免混淆駕車人士。
Repaint the carriageway at Tolo Highway to conceal cancelled road markings and avoid causing confusion to motorists.
- 在車公廟道及和宜合道設置矮柱，以防止違例泊車。
Install steel posts at Che Kung Miu Road and Wo Yee Hop Road to deter illegal parking.
- 在堅彌地街設置欄杆，以防止違例泊車。
Install railings at Kennedy Street to deter illegal parking.
- 在城門隧道加設道路標記，以引導駕車人士駛向自動繳費行車線。
Add road markings at Shing Mun Tunnel to guide motorists to the "Autotoll" lanes.
- 在崇齡街加設欄杆，以防止行人不遵守交通規則過馬路。
Install railings at Shung Ling Street to prevent jaywalking.
- 在警校道、西九龍公路及新深路加設虛實白線，以管制車輛切線。
Add solid-cum-broken white line at Police School Road, West Kowloon Highway and San Sham Road to regulate lane-cutting activities.
- 在清水灣道及普善街加設交通標誌及道路標記，以提醒駕車人士讓大路上的車輛先行。
Add traffic signs and road markings at Clear Water Bay Road and Po Shin Street to remind motorists to give way to traffic.
- 在土瓜灣道、協和街和城門道加設交通燈，以改善道路安全。
Add traffic lights at To Kwa Wan Road, Hip Wo Street and Shing Mun Road to improve road safety.
- 調校奶路臣街及紅磡道的交通燈使之互相配合，以紓緩交通擠塞。
Synchronise traffic lights at Nelson Street and Hung Hom Road to alleviate traffic congestion.

有關當局採納的市民建議 Public Suggestions Taken on Board by Relevant Authorities (1.1.2002 - 31.12.2002)

- 提高安足街交通燈車輛探測器的敏感度，以方便電單車司機。
Enhance the sensitivity of vehicle detector of traffic lights at On Chuk Street to facilitate motorcyclists.
- 加大粉嶺車站路的交通標誌，以提醒駕車人士「不准右轉」的限制。
Enlarge traffic signs at Fanling Station Road to alert motorists of "No right turn" restriction.
- 遷移丹桂村路的交通標誌，以免混淆駕車人士。
Relocate a traffic sign at Tan Kwai Tsuen Road to avoid causing confusion to motorists.
- 拆去曹公街的欄杆，以方便上落客貨。
Remove railings at Tso Kung Street to facilitate loading/unloading activities.
- 在雅賓利道及聯合道的交通燈增設行人過路燈號，以改善道路安全。
Add pedestrian signals to traffic lights at Albany Road and Junction Road to improve road safety.
- 在鞍祿街加設黃色路口方格，以防止車輛阻塞交通。
Add a junction box at On Luk Street to prevent vehicle obstruction.
- 在以下地點加設交通標誌，以改善道路安全：大潭水塘道、錦田公路、青山公路和湖翠路。
Add traffic signs at the following locations to improve road safety: Tai Tam Reservoir Road, Kam Tin Road, Castle Peak Road and Wu Chui Road.
- 在沙頭角公路加設雙白線，以管制車輛切線。
Add double white lines at Sha Tau Kok Road to regulate lane-cutting activities.
- 重新劃定土瓜灣道的一條停車線，以改善道路安全。
Reposition a stop line at To Kwa Wan Road to improve road safety.
- 拆去田廈路的一個違例斜板，以改善道路安全。
Remove an illegal ramp at Tin Ha Road to improve road safety.
- 在天耀路加設分隔牆，以分隔行人路及行車道。
Add a barrier at Tin Yiu Road to segregate pedestrian and vehicular traffic.
- 調整青山公路的速度限制，以改善道路安全。
Adjust speed limit at Castle Peak Road to improve road safety.
- 取消屯隆街的“直去”箭咀道路標記，以免混淆駕車人士。
Remove a "go straight" arrow road marking at Tuen Lung Street to avoid causing confusion to motorists.
- 在錦英路加設交通標誌及道路標記以提醒駕車人士前面有彎路及應減低車速。
Add traffic signs and road markings at Kam Ying Road to remind motorists of the road bend ahead and to slow down.

附錄 4 Appendix 4

有關公共交通服務的投訴及建議

Complaints and Suggestions on Public Transport Services

(1.1.2002 - 31.12.2002)

投訴/建議性質 Nature of Complaints/Suggestions	交通工具 Mode		陸上交通工具 Vehicular Transport										鐵路運輸					水路交通工具				合計 Total/ Sub total
			專利巴士 Franchised Buses										Taxi	Rail Transport				Waterborne Transport				
	KMB	CTB1	CTB2	FB	NLB	LWB	XHT	KLF	RS		GMB	RMB		MTR	KCR	LRT	HT	PT	FF	SF	MF	
(A) 服務質量 Adequacy of Service	173	20	2	18	4	2	51	8	1	249	-	1	11	1	6	-	-	6	-	1	554	
1) 班次 / 載客量 Frequency / carrying capacity	124	12	4	13	-	8	50	2	1	53	-	-	1	-	-	-	-	2	-	2	272	
2) 路線 Routing	11	3	1	2	1	-	8	1	1	15	-	-	-	-	-	-	-	-	-	-	43	
3) 服務時間 Hours of operation	56	19	1	17	1	2	25	1	1	31	4	12	1	1	-	-	-	-	-	-	172	
4) 設置車站 Provision of stops	364	54	8	50	6	12	134	12	4	348	4	13	13	2	6	-	-	8	-	3	1041	
小計 Sub-total																						
(B) 服務水平 Standard of Service	399	98	20	49	7	15	145	27	6	364	-	-	64	8	5	3	1	7	1	1	1220	
1) 服務班次 Regularity of service	2	-	1	1	2	-	5	-	2	114	3	885	-	-	-	-	-	-	-	-	1015	
2) 路線依循情況 Adherence to routing	5	5	-	1	1	-	1	-	1	18	6	-	-	-	-	-	-	-	-	1	39	
3) 超載 Overloading	165	71	9	44	8	2	100	8	7	756	71	2450	18	3	8	8	-	9	1	2	3740	
4) 員工行為及其工作表現 Conduct & performance of staff	-	1	-	-	-	-	1	-	-	16	1	828*	-	-	-	-	-	-	-	-	847	
5) 濫收車 / 船費 Overcharging	11	2	1	1	-	1	-	-	-	8	-	-	1	-	-	-	-	-	-	-	25	
6) 清潔 Cleanliness	24	22	2	12	5	2	23	-	-	29	-	7	15	1	-	2	-	5	-	1	150	
7) 車輛 / 船隻狀況 Conditions of vehicles/vessels	394	145	10	115	8	2	170	5	2	87	3	11	103	8	16	3	-	5	-	-	1087#	
8) 乘客服務及設施 Passenger services & facilities	1000	344	43	223	31	22	445	40	18	1392	84	4181	201	20	29	16	1	26	2	5	8123	
小計 Sub-total	128	21	1	23	3	3	88	1	37	110	136	591	15	7	14	5	-	6	-	4	1193	
(C) 一般性質 General	1492	419	52	296	40	37	667	53	59	1850	224	4785	229	29	49	21	1	40	2	12	10357	
今年合計 Total this year																						
總數 Grand-total	1137	324	43	235	81	33	695	20	57	1263	174	4110	49	22	28	14		39	2	18	8344	
上年合計 Total previous year																						

說明 Legend:

KMB 九巴 Kowloon Motor Bus
 CTB1 城巴第一類專營權 Citybus (Franchise 1)
 CTB2 城巴第二類專營權 Citybus (Franchise 2)
 FB 新巴 New World First Bus
 NLB 新大嶼山巴士 New Lantau Bus
 LWB 龍運巴士 Long Win Bus
 XHT 過海隧巴 Cross Harbour Bus Services
 KLF 九廣鐵路輕鐵接駁巴士 KCR/LRT Feeder Bus

* 包括有關的士咪錶的連例行為 including taximeter offences

有關公共交通工具上播放視聽節目的投訴共有646宗，其中400宗是由45位投訴人提出。 There were 646 complaints about audio-visual broadcasting on public transport. These included 400 repeated complaints from 45 complainants.

附錄5 Appendix 5

有關專利巴士公司服務的投訴及建議的分類 Breakdown of Complaints and Suggestions on the Services of Franchised Bus Companies

巴士公司 Bus Companies	2001		2002		增 / 減 Difference	
九巴 Kowloon Motor Bus	1 137	(1.15)	1 492	(1.47)	+31.2%	(+27.8%)
城巴 (第一類專營權) Citybus (Franchise 1)	324	(2.07)	419	(2.64)	+29.3%	(+27.5%)
城巴 (第二類專營權) Citybus (Franchise 2)	43	(2.91)	52	(3.26)	+20.9%	(+12.0%)
新巴 New World First Bus	235	(1.79)	296	(2.22)	+26.0%	(+24.0%)
新大嶼山巴士 New Lantau Bus	81	(11.86)	40	(4.46)	-50.6%	(-62.4%)
龍運巴士 Long Win Bus	33	(1.74)	37	(1.82)	+12.1%	(+4.6%)
過海隧道巴士 Cross Harbour Bus Services	695	(3.29)	667	(3.19)	-4.0%	(-3.0%)
九廣鐵路/輕鐵接駁巴士 KCR/LRT Feeder Bus	20	(0.54)	53	(1.25)	+165.0%	(+131.5%)
合計 Total	2 568	(1.64)	3 056	(1.90)	+19.0%	(+15.9%)

註：1. 括號內是每百萬乘客人次的投訴及建議數字。

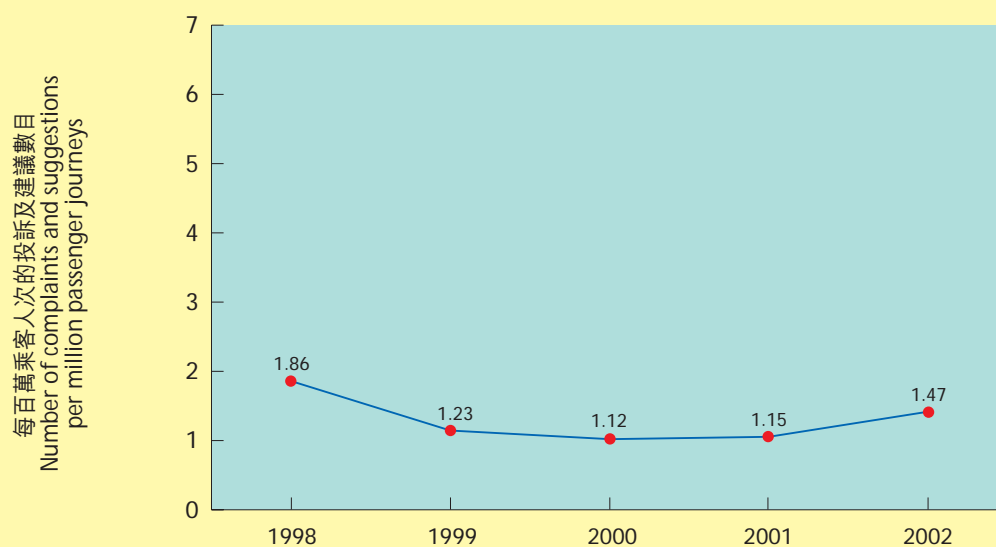
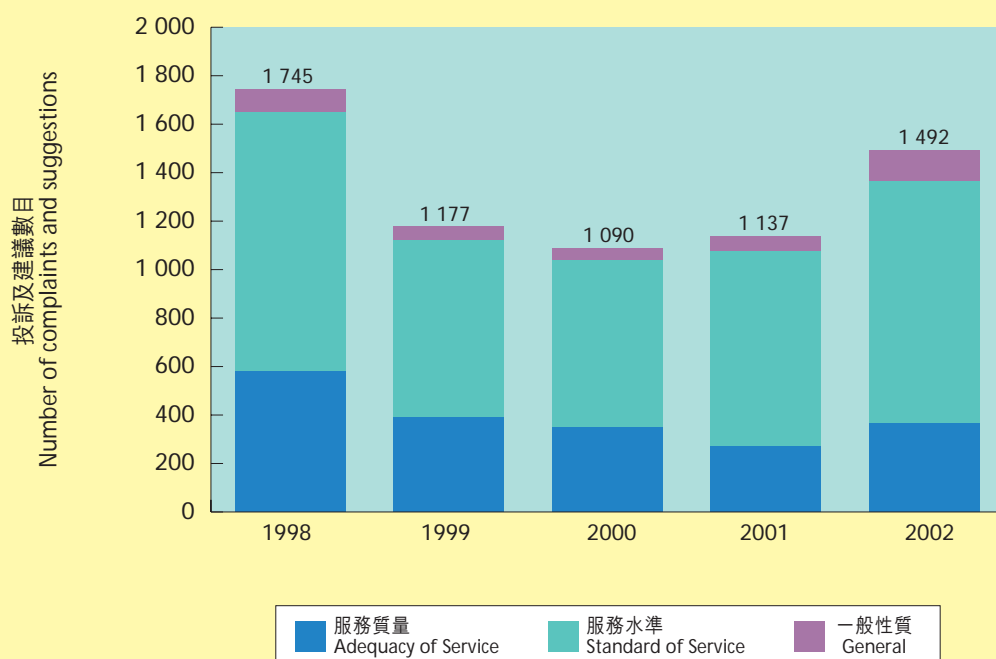
2. 涉及過海隧道巴士服務的投訴及建議不能再按各間巴士公司分類，因為有關服務是九巴、城巴及新巴聯合經營的。

Notes : 1. Figures for complaints/suggestions per million passenger journeys are in brackets.

2. Complaints and suggestions on cross harbour bus services could not be further broken down by bus company as the services are jointly operated by Kowloon Motor Bus, Citybus and New World First Bus.

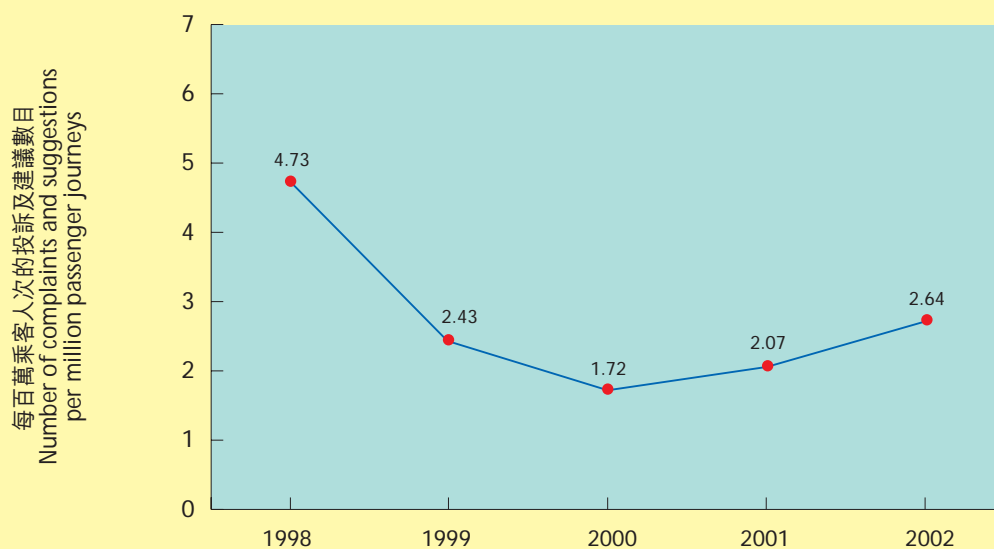
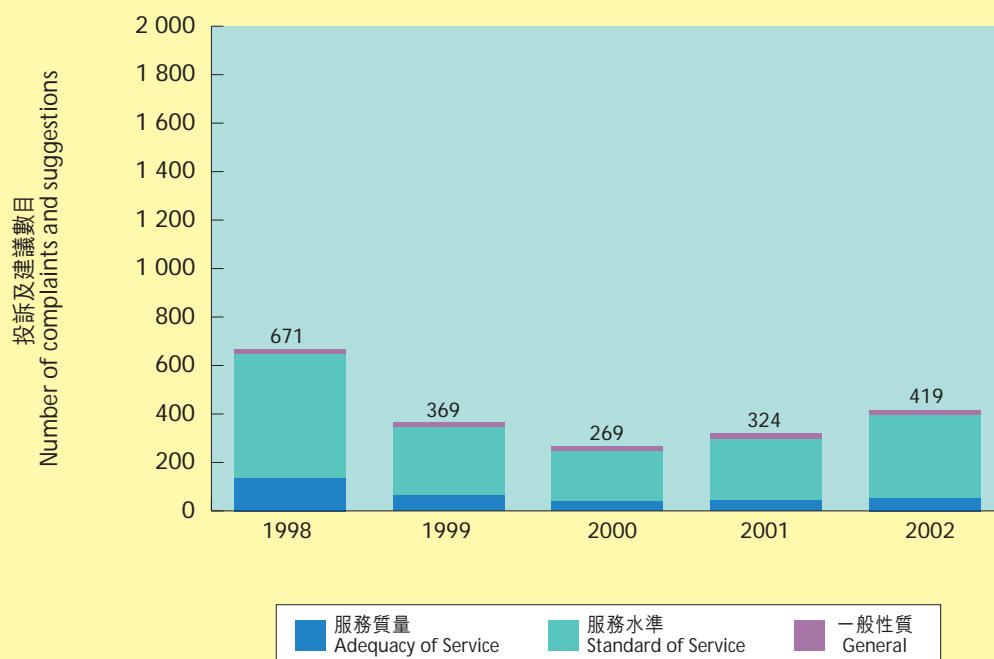
附錄 6 (i) Appendix 6(i)

在一九九八至二零零二年間接獲有關九巴的投訴及建議 Complaints and Suggestions on KMB Services during 1998 - 2002



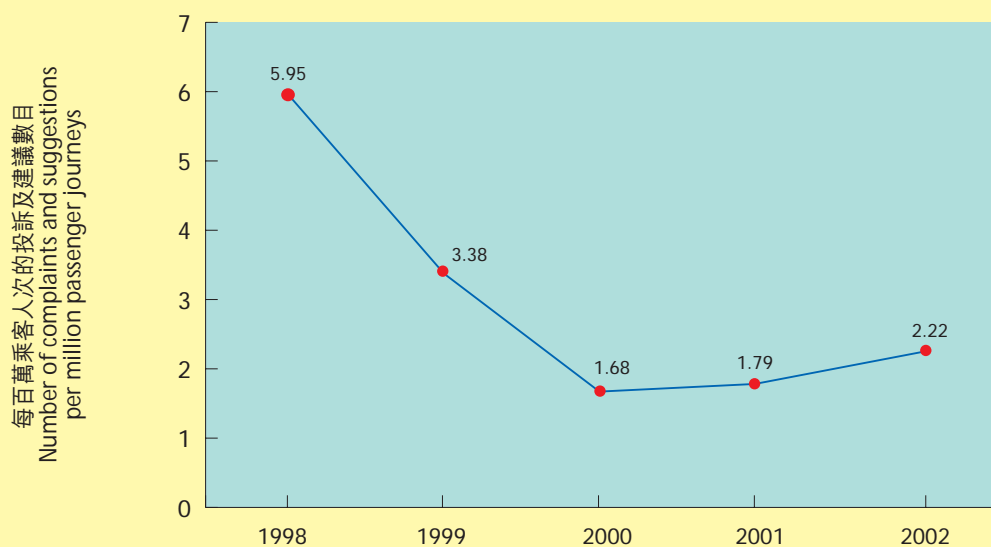
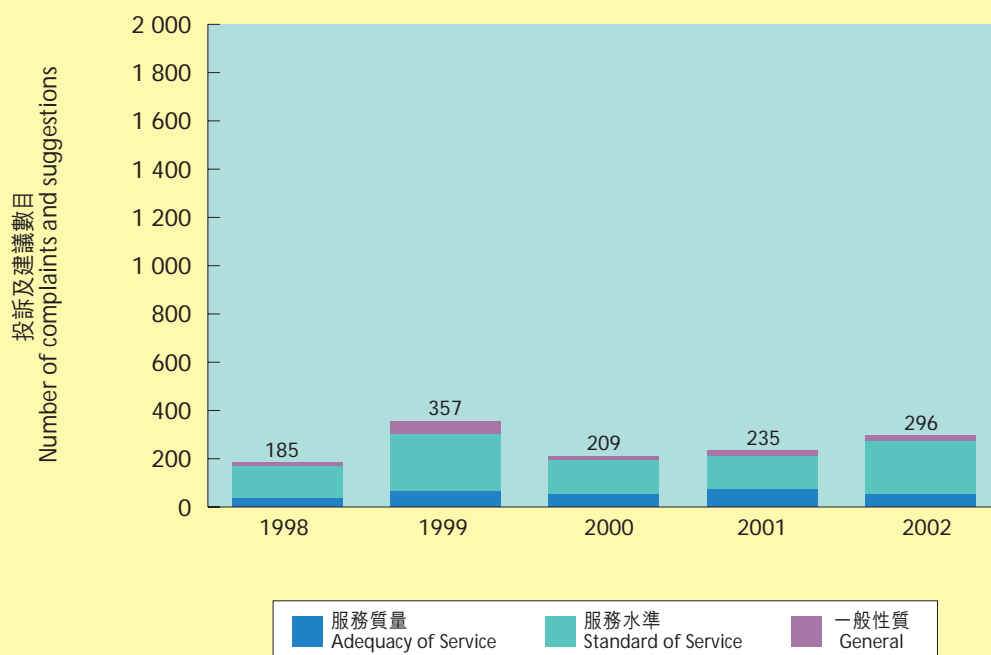
附錄 6(ii) Appendix 6(ii)

在一九九八至二零零二年間接獲有關城巴(第一類專營權)的投訴及建議 Complaints and Suggestions on Citybus (Franchise 1) Services during 1998 - 2002



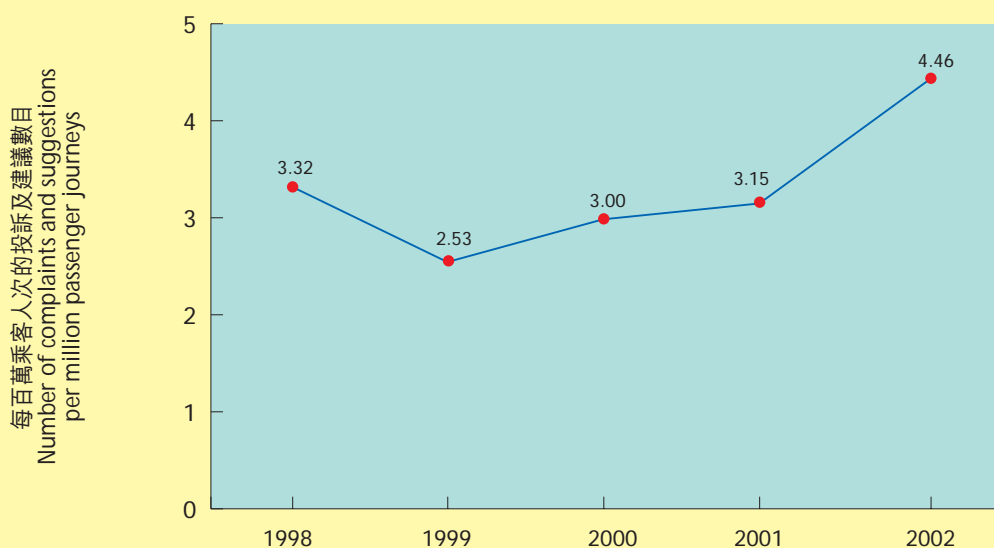
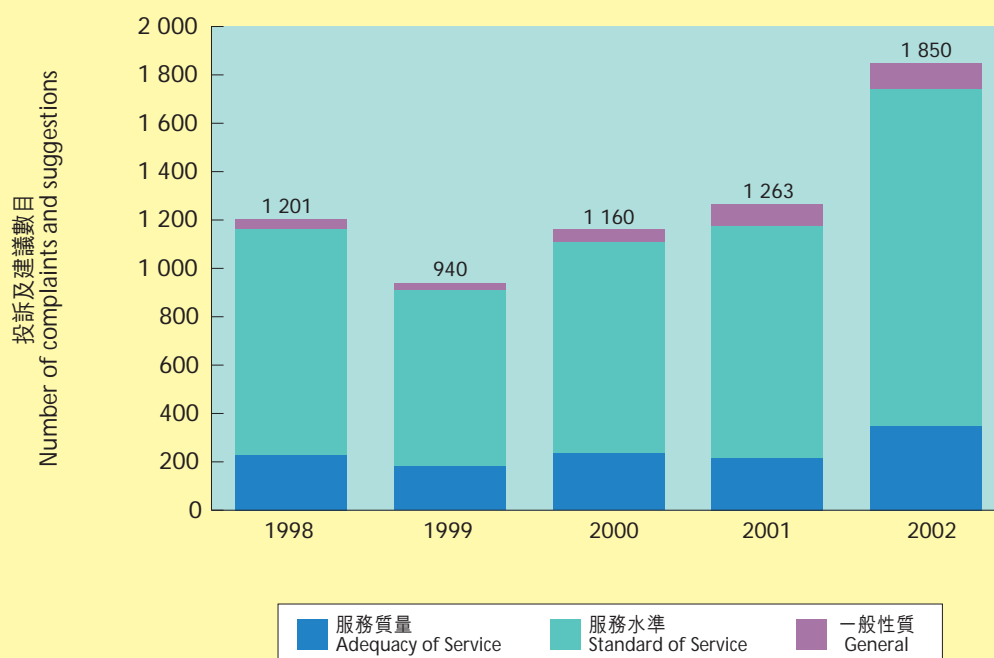
附錄 6(iii) Appendix 6(iii)

在一九九八至二零零二年間接獲有關新巴的投訴及建議 Complaints and Suggestions on NWFB Services during 1998 - 2002



附錄 7 Appendix 7

在一九九八至二零零二年間接獲有關專線小巴服務的投訴及建議 Complaints and Suggestions on Green Minibus Services during 1998 - 2002



附錄 8 Appendix 8

有關專線小巴服務投訴及建議的分類

Breakdown of Complaints and Suggestions on Green Minibus Services

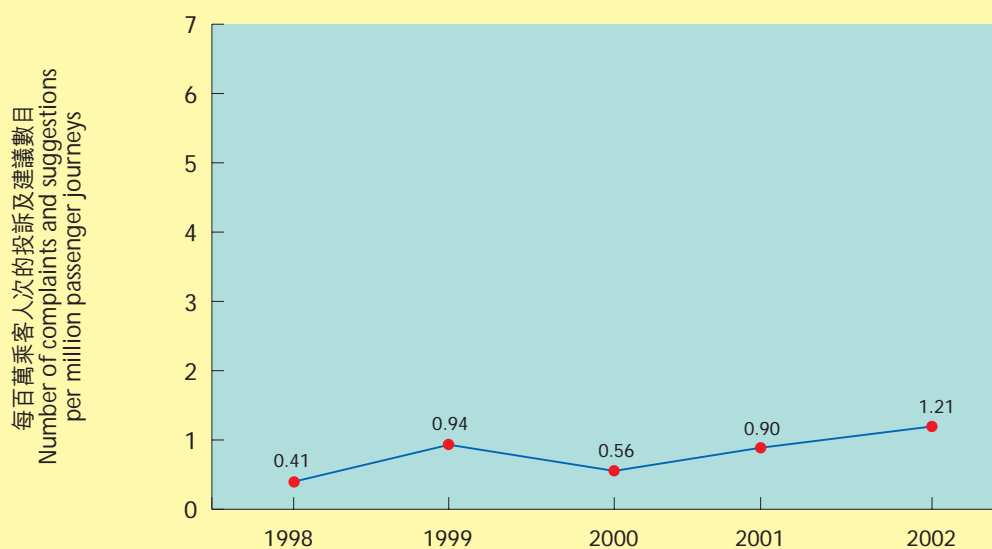
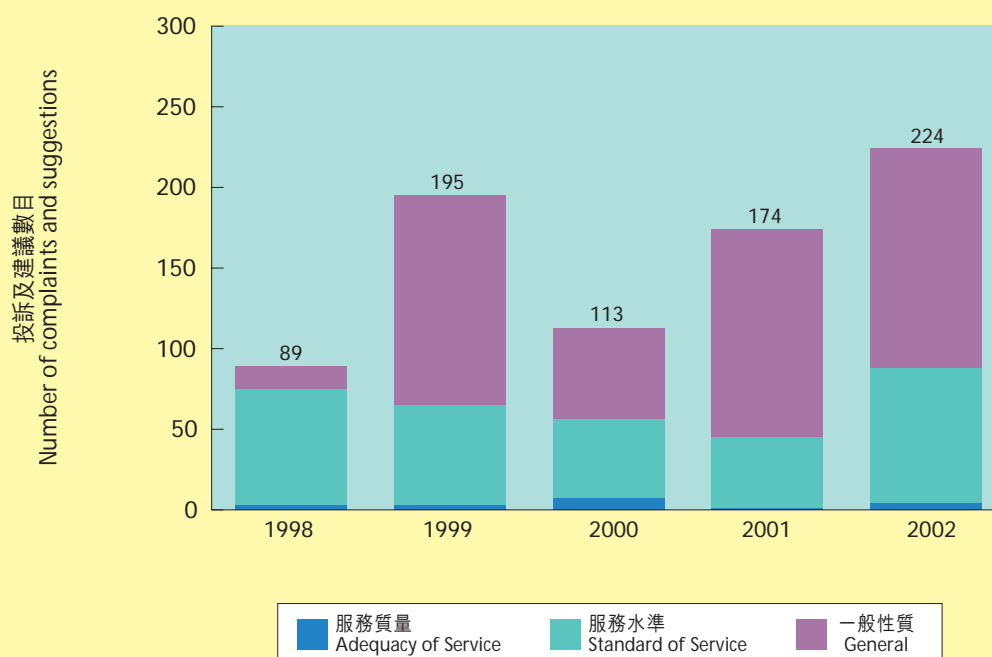
投訴/建議性質 Nature of Complaints/Suggestions	2001	2002	增 / 減 Difference
(A) 服務質量 Adequacy of Service			
(1) 班次 Frequency	148	249	+68.2%
(2) 路線 Routeing	47	53	+12.8%
(3) 服務時間 Hours of operation	6	15	+150.0%
(4) 設置車站 Provision of stops	15	31	+106.7%
小計 Sub-total	216	348	+61.1%
(B) 服務水準 Standard of Service			
(1) 服務班次 Regularity of service	252	364	+44.4%
(2) 路線依循情況 Adherence to routeing	97	114	+17.5%
(3) 超載 Overloading	12	18	+50.0%
(4) 員工行為及工作表現 Conduct and performance of staff	514	756	+47.1%
(5) 濫收車費 Overcharging	6	16	+166.7%
(6) 清潔 Cleanliness	9	8	-11.1%
(7) 車輛狀況 Conditions of vehicles	17	29	+70.6%
(8) 乘客服務及設施 Passenger services and facilities	49	87	+77.6%
小計 Sub-total	956	1 392	+45.6%
(C) 一般性質 General*	91	110	+20.9%
合計 Total	1 263	1 850	+46.5%

* 這些投訴/建議主要是有關專線小巴引致交通阻塞。

These complaints/suggestions are mainly related to obstruction caused by green minibuses.

附錄9 Appendix 9

在一九九八至二零零二年間接獲有關紅色小巴服務的投訴 Complaints and Suggestions on Red Minibus Services during 1998 - 2002



附錄 10 Appendix 10

有關紅色小巴服務的投訴及建議的分類

Breakdown of Complaints and Suggestions on Red Minibus Services

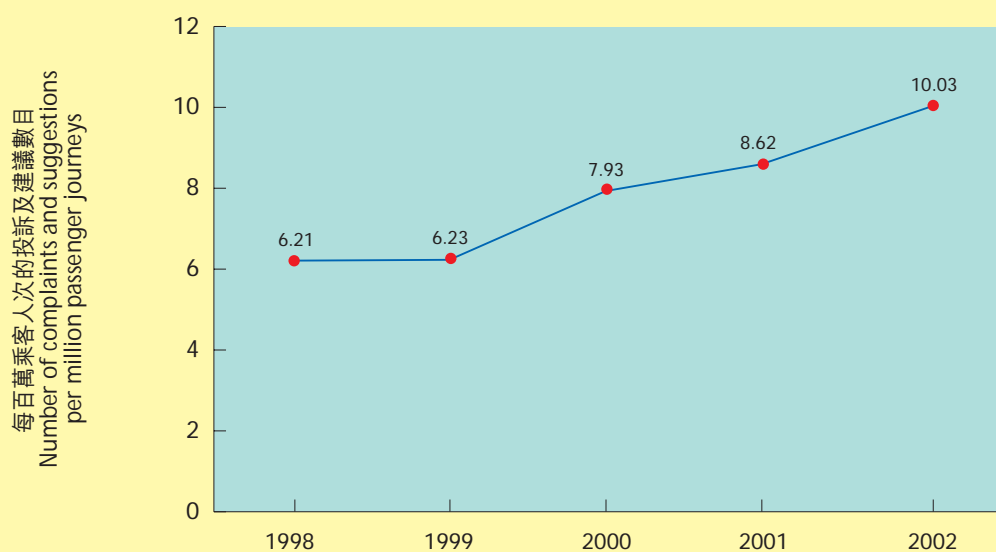
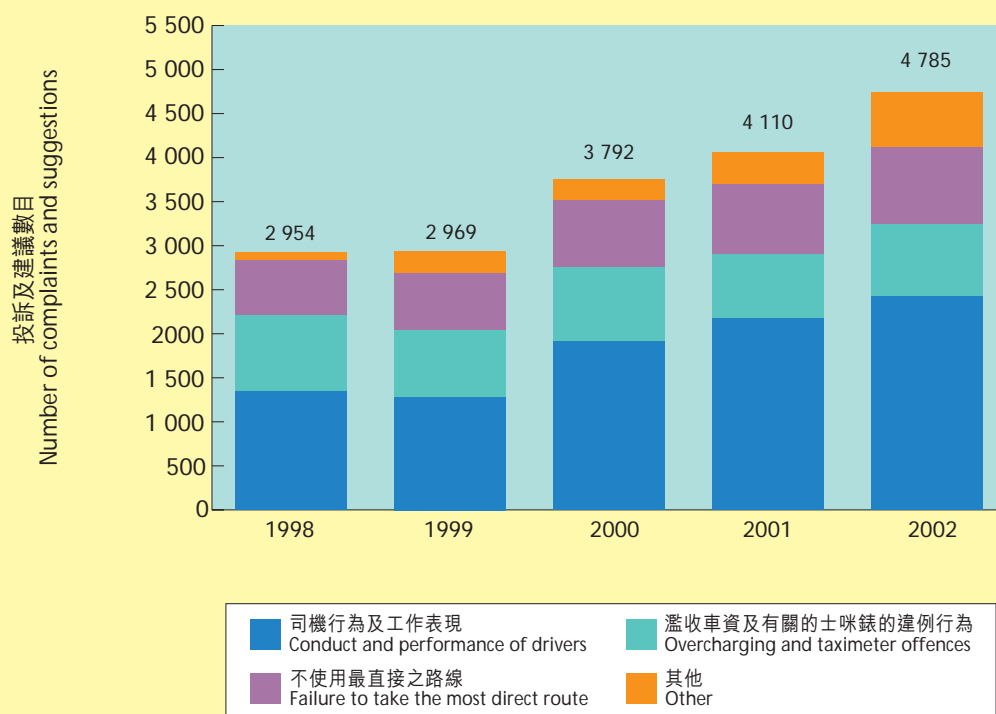
投訴/建議性質 Nature of Complaints/Suggestions	2001	2002	增 / 減 Difference
(A) 服務質量 Adequacy of Service			
設置車站 Provision of stops	1	4	+300.0%
小計 Sub-total	1	4	+300.0%
(B) 服務水準 Standard of Service			
(1) 路線依循情況 Adherence to routeing	2	3	+50.0%
(2) 超載 Overloading	2	6	+200.0%
(3) 員工行為及工作表現 Conduct and performance of staff	40	71	+77.5%
(4) 濫收車費 Overcharging	-	1	-
(5) 清潔 Cleanliness	-	-	-
(6) 車輛狀況 Conditions of vehicles	-	-	-
(7) 乘客服務及設施 Passenger services and facilities	-	3	-
小計 Sub-total	44	84	+90.9%
(C) 一般性質 General*	129	136	+5.4%
合計 Total	174	224	+28.7%

* 這些投訴/建議主要是有關紅色小巴引致交通阻塞。

These complaints/suggestions are mainly related to obstruction caused by red minibuses.

附錄 11 Appendix 11

在一九九八至二零零二年間接獲有關的士服務的投訴及建議 Complaints and Suggestions on Taxi Services during 1998 - 2002



附錄 12 Appendix 12

有關的士服務投訴及建議的分類

Breakdown of Complaints and Suggestions on Taxi Services

投訴/建議性質 Nature of Complaints/Suggestions	2001	2002	增 / 減 Difference
的士司機違例行為 Taxi driver malpractice			
(a) 司機行為及工作表現 Conduct and performance of drivers			
(i) 行為不斯文及不檢點 Behaving other than in a civil & orderly manner	1 273	1 518	+19.2%
(ii) 拒載 Refusing hire	711	692	-2.7%
(iii) 兜客 Soliciting passengers	10	29	+190.0%
(iv) 拒絕駛達目的地 Refusing to drive to destination	186	185	-0.5%
(v) 未有展示司機證 Failure to display driver identity plate	11	18	+63.6%
(vi) 不正確展示司機證 Failure to display driver identity plate properly	10	8	-20.0%
(b) 濫收車資 Overcharging	260	280	+7.7%
(c) 有關的士咪錶的違例行為 Taximeter offences	468	548	+17.1%
(d) 不使用最直接的路線 Failure to take the most direct route	804	885	+10.1%
小計 Sub-total	3 733	4 163	+11.5%
其他 Others			
(a) 的士阻塞 Taxi obstruction	332	579	+74.4%
(b) 其他 Miscellaneous	45	43	-4.4%
小計 Sub-total	377	622	+65.0%
合計 Total	4 110	4 785	+16.4%

附錄 13 Appendix 13

轉交警方處理之的士司機違例行為個案的調查結果 Results of Taxi Driver Malpractice Cases referred to the Police (1.1.2002 - 31.12.2002)

	個案數目 No. of Cases		百分比 Percentage	
(i) 已被檢控 Summoned	59	(103)	5	(8)
(ii) 投訴人撤銷投訴 Withdrawal by complainants	899	(850)	71	(62)
(iii) 警方認為無足夠證據進一步處理 Evidence considered insufficient by the Police for further processing	298	(384)	24	(30)
合計 Total	1 256	(1 337)	100	(100)

註：括號內是二零零一年的比較數字。

Note : Comparative figures for 2001 are in brackets.

附錄 14 Appendix 14

有關鐵路公司投訴及建議的分類 Breakdown of Complaints and Suggestions on the Services of Railway Companies

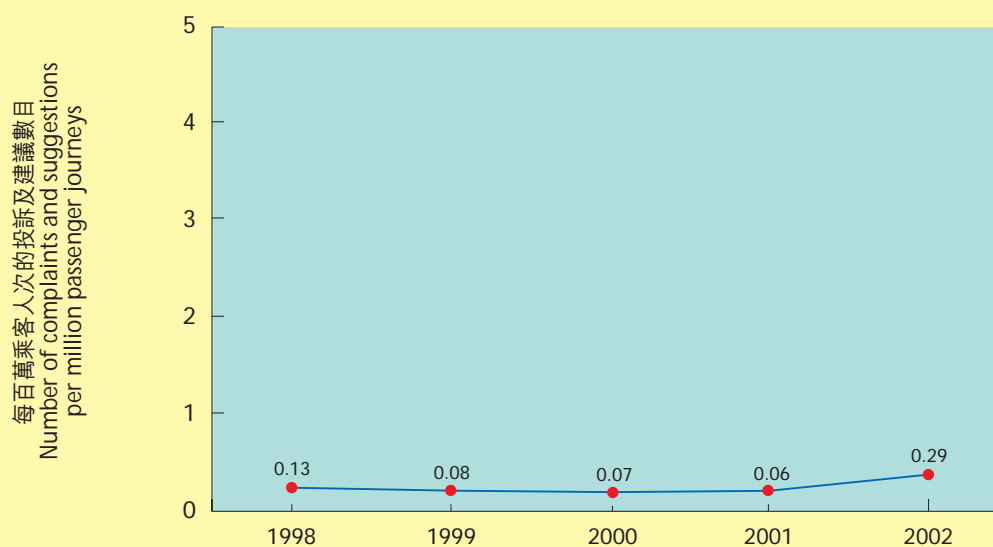
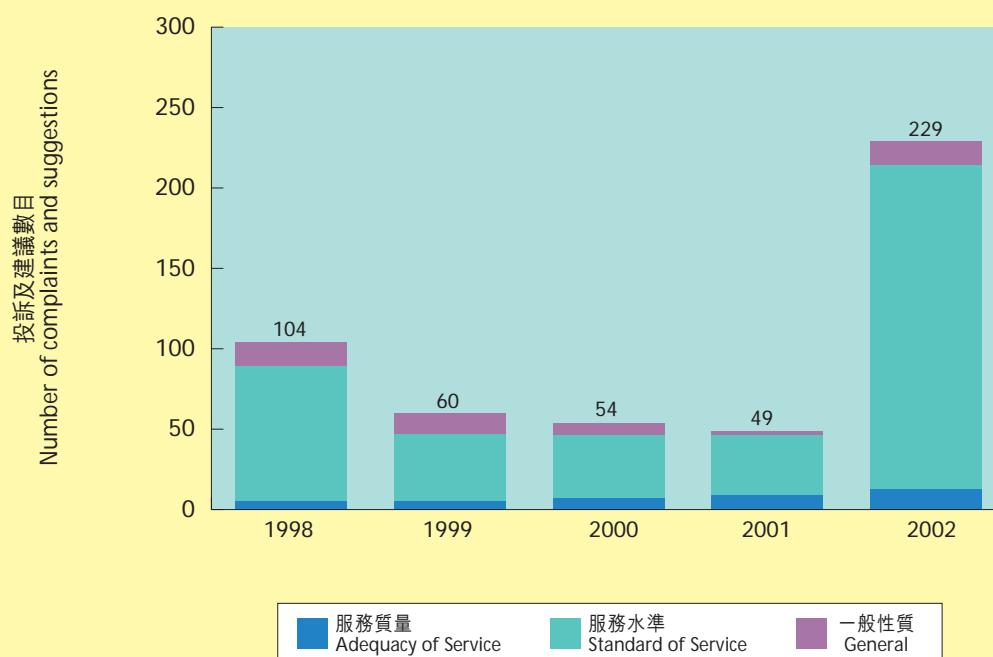
鐵路公司 Railway Companies	2001	2002	增 / 減 Difference
地下鐵路 Mass Transit Railway	49 (0.06)	229 (0.29)	+367.3% (+383.3%)
九廣鐵路(東鐵) Kowloon-Canton Railway (East Rail)	22 (0.08)	29 (0.10)	+31.8% (+25.0%)
九廣鐵路(輕鐵) Kowloon-Canton Railway (Light Rail)	28 (0.24)	49 (0.43)	+75.0% (+79.2%)
電車 Hongkong Tramways	14 (0.16)	21 (0.24)	+50.0% (+50.0%)
山頂纜車 Peak Tramways	- (-)	1 (0.27)	- (-)
合計 Total	113 (0.09)	329 (0.26)	+191.2% (+188.9%)

註：括號內是每百萬乘客人次的投訴及建議數字。

Note : Figures for complaints/suggestions per million passenger journeys are in brackets.

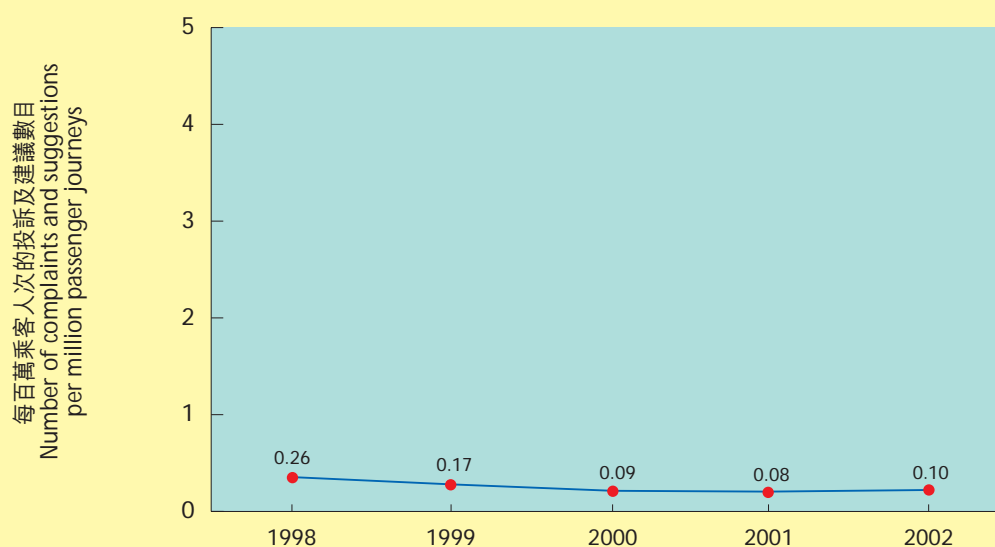
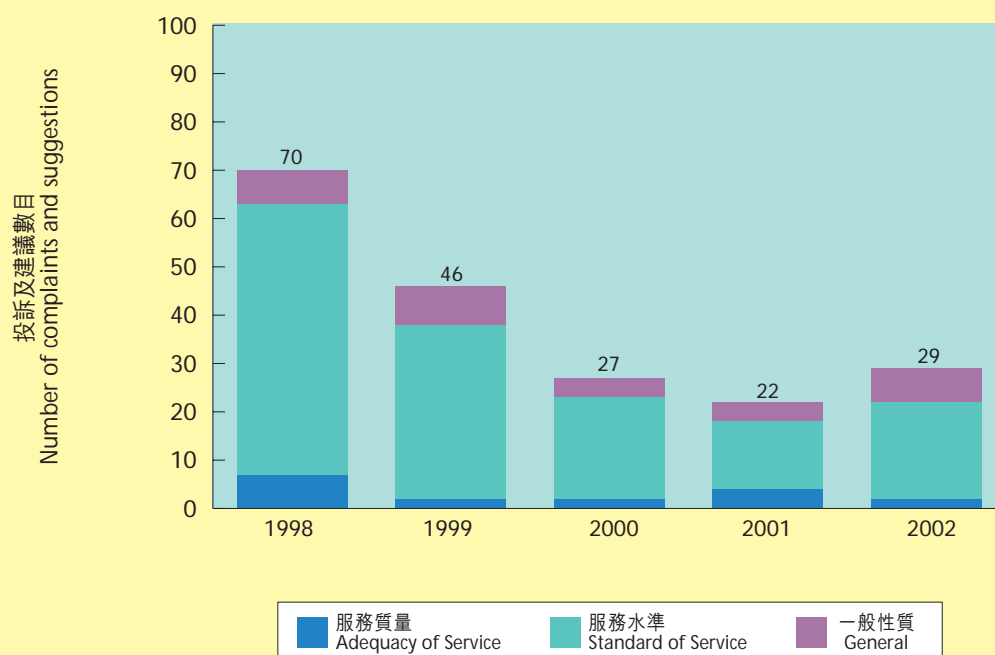
附錄 15(i) Appendix 15(i)

在一九九八至二零零二年間接獲有關地鐵服務的投訴及建議 Complaints and Suggestions on MTR Services during 1998 - 2002



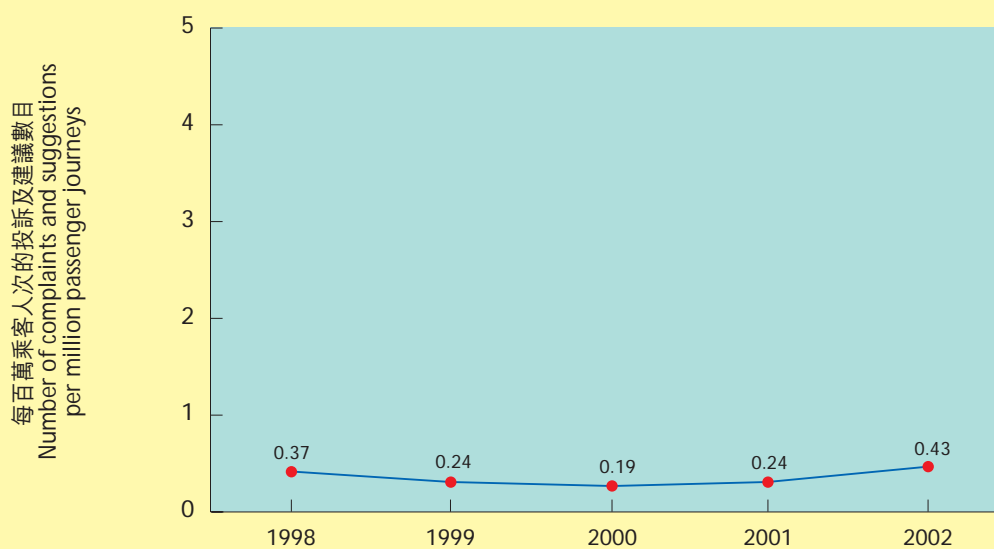
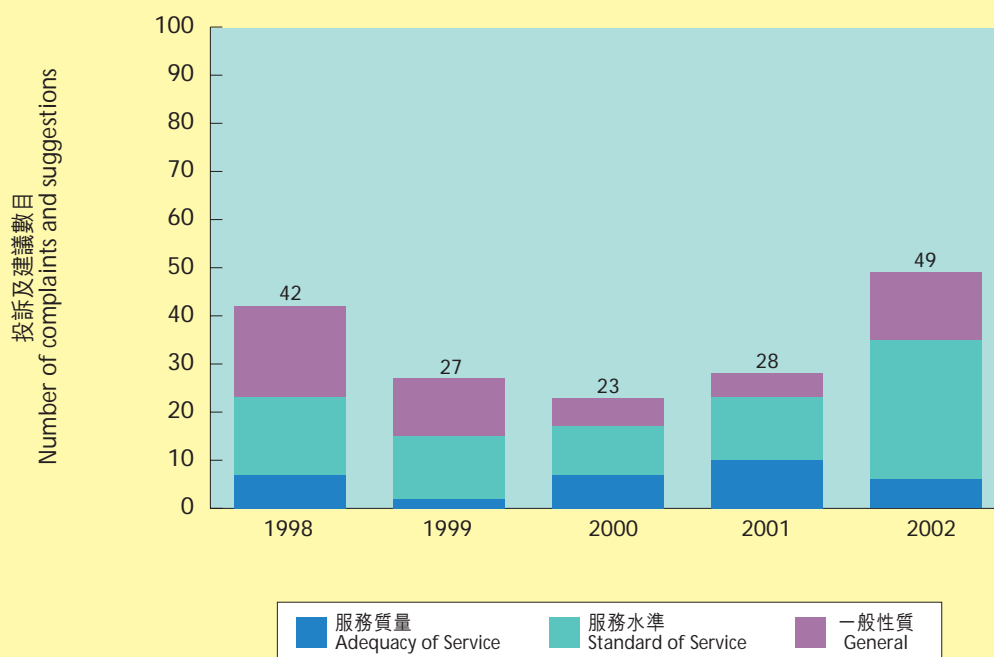
附錄 15(ii) Appendix 15(ii)

在一九九八至二零零二年間接獲有關九廣鐵路(東鐵)的投訴及建議 Complaints and Suggestions on KCRC (East Rail) Services during 1998 - 2002



附錄 15 (iii) Appendix 15(iii)

在一九九八至二零零二年間接獲有關九廣鐵路(輕鐵)的投訴及建議
Complaints and Suggestions on KCRC (Light Rail)
Services during 1998 - 2002



附錄 16 Appendix 16

有關渡輪公司服務的投訴及建議的分類 Breakdown of Complaints and Suggestions on the Services of Ferry Companies

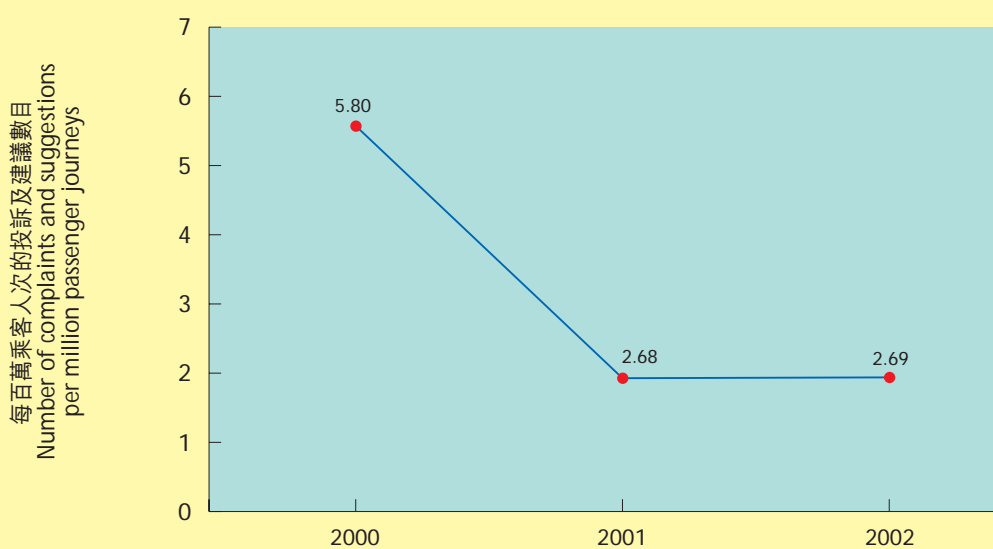
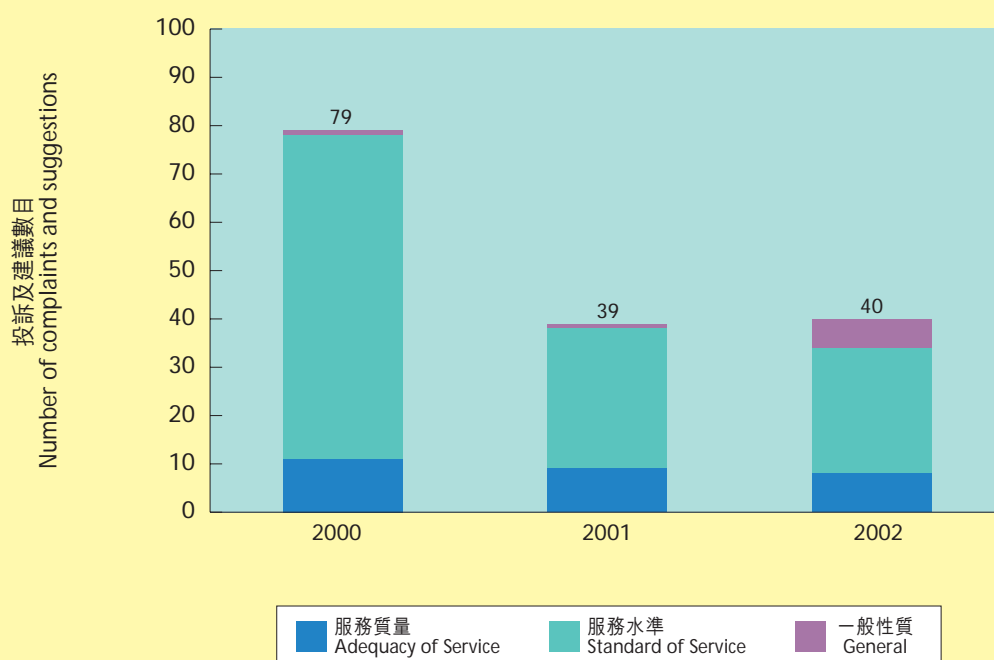
渡輪公司 Ferry Companies	2001	2002	增 / 減 Difference
新世界第一渡輪 New World First Ferry	39 (2.68)	40 (2.69)	+2.6% (+0.4%)
天星小輪 'Star' Ferry	2 (0.07)	2 (0.07)	- (-)
其他渡輪 Minor Ferries	18 (1.45)	12 (1.05)	-33.3% (-27.6%)
合計 Total	59 (1.06)	54 (0.98)	-8.5% (-7.5%)

註：括號內是每百萬乘客人次的投訴及建議數字。

Note: Figures for complaints and suggestions per million passenger journeys are in brackets.

附錄 17(i) Appendix 17(i)

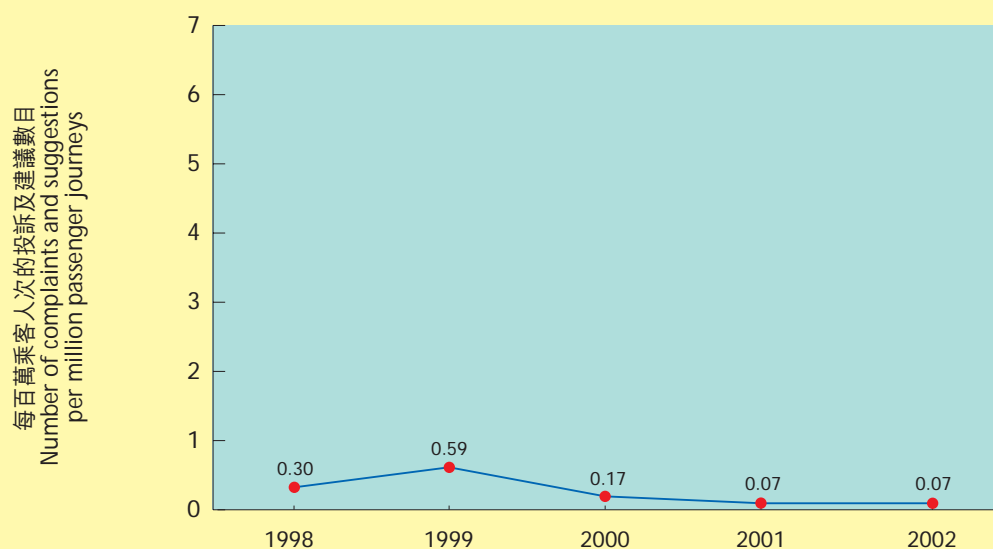
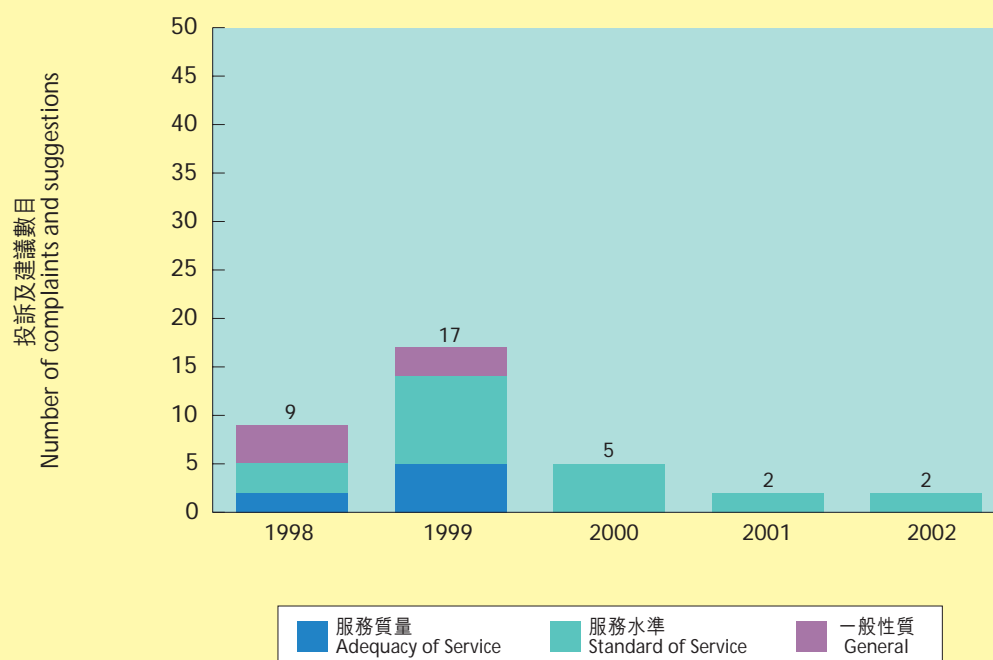
在二零零零至二零零二年間接獲有關新渡輪的投訴及建議
Breakdown of Complaints and Suggestions on
NWFF Services during 2000 - 2002



註：新渡輪由二零零零年一月十五日起開始提供服務。
Note: NWFF commenced services on 15 January 2000.

附錄 17(ii) Appendix 17(ii)

在一九九八至二零零二年間接獲有關天星小輪的投訴及建議 Complaints and Suggestions on 'Star' Ferry Services during 1998 - 2002



附錄 18 Appendix 18

有關交通及道路情況的投訴及建議的分類

Breakdown of Complaints and Suggestions on Traffic and Road Conditions

投訴/建議性質 Nature of Complaints/Suggestions	2001	2002	增 / 減 Difference
交通情況 Traffic Conditions			
(a) 交通擠塞 Traffic congestion	924	1 098	+18.8%
(b) 交通管理 Traffic management	303	365	+20.5%
(c) 增設交通標誌及設備 Additional traffic signs and aids	201	231	+14.9%
(d) 泊車設施 Parking facilities	118	129	+9.3%
小計 Sub-total	1 546	1 823	+17.9%
道路維修 Road Maintenance			
(a) 道路情況 Road conditions	249	340	+36.5%
(b) 交通標誌及設備 Traffic signs and aids	184	200	+8.7%
(c) 行車道標記 Carriageway markings	24	26	+8.3%
小計 Sub-total	457	566	+23.9%
法例執行 Enforcement			
(a) 違例泊車 Illegal parking	926	1 164	+25.7%
(b) 其他執法事宜 Other enforcement matters	808	1 066	+31.9%
小計 Sub-total	1 734	2 230	+28.6%
合計 Total	3 737	4 619	+23.6%

附錄 19 Appendix 19

各區有關交通及道路情況投訴及建議的分類

Breakdown of Complaints and Suggestions on Traffic and Road Conditions by District (1.1.2002 - 31.12.2002)

地區 District	東區 Eastern	灣仔 Wan Chai	中西區 Central & Western	南區 Southern	觀塘 Kwun Tong	黃大仙 Wong Tai Sin	九龍城 Kowloon City	深水埗 Sham Shui Po	油尖旺 Yau Tsim Mong	北區 North	大埔 Tai Po	沙田 Sha Tin	元朗 Yuen Long	屯門 Tuen Mun	荃灣 Tsuen wan	葵青 Kwai Tsing	西貢 Sai Kung	離島 Islands	其他 (一般事宜及隧道區域等) Others (e.g. general issues and tunnels areas)	合計 Total
投訴/建議性質 Nature of Complaints/Suggestions																				
交通情況 Traffic Conditions																				
(a) 交通擠塞 Traffic congestion	66	88	111	45	72	43	113	52	173	22	26	64	77	40	24	47	32	3	-	1 098
(b) 交通管理 Traffic management	16	22	35	13	14	17	32	26	42	14	6	23	18	25	14	18	20	7	3	365
(c) 增設交通標誌及設備 Additional traffic signs and aids	14	18	17	7	10	9	18	18	22	6	1	20	24	13	3	11	16	2	2	231
(d) 泊車設施 Parking facilities	12	2	2	3	8	8	11	15	15	1	3	9	3	9	1	14	8	1	4	129
小計 Sub-total	108	130	165	68	104	77	174	111	252	43	36	116	122	87	42	90	76	13	9	1 823
道路維修 Road Maintenance																				
(a) 道路情況 Road conditions	30	24	19	17	22	14	18	20	26	11	22	35	26	10	16	12	17	1	-	340
(b) 交通標誌及設備 Traffic signs & aids	18	11	16	2	16	11	16	13	18	10	8	7	18	8	4	17	5	2	-	200
(c) 行車道標記 Carriageway markings	-	3	2	-	1	2	4	2	2	-	3	1	-	2	-	-	4	-	-	26
小計 Sub-total	48	38	37	19	39	27	38	35	46	21	33	43	44	20	20	29	26	3	-	566
法例執行 Enforcement																				
(a) 違例泊車 Illegal parking	93	66	68	55	90	37	97	73	109	59	44	71	78	58	62	45	58	1	-	1 164
(b) 其他執法事宜 Other enforcement matters	95	89	75	37	60	21	97	74	141	26	35	61	70	60	49	42	27	3	4	1 066
小計 Sub-total	188	155	143	92	150	58	194	147	250	85	79	132	148	118	111	87	85	4	4	2 230
合計 Total	344	323	345	179	293	162	406	293	548	149	148	291	314	225	173	206	187	20	13	4 619

交通諮詢委員會
TRANSPORT ADVISORY COMMITTEE

