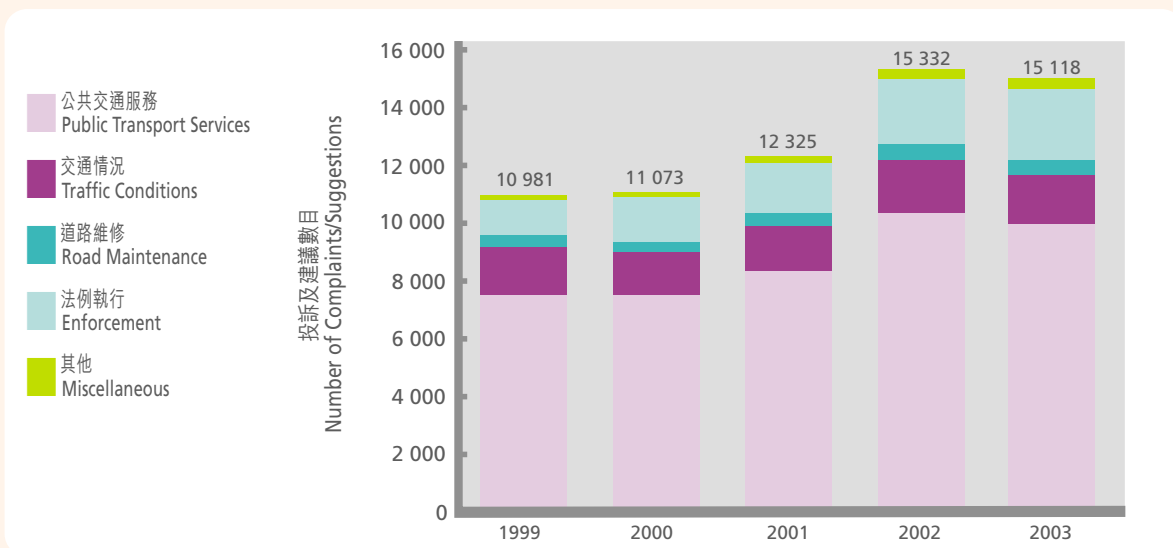




交通投訴組在一九九九至二零零三年間接獲的投訴及建議

Complaints and Suggestions Received by TCU during 1999 - 2003



投訴/建議性質 Nature of Complaints/Suggestions	投訴/建議數目 Number of Complaints/Suggestions				
	1999	2000	2001	2002	2003
I. 公共交通服務 Public Transport Services					
(a) 服務質量 Adequacy of service	1 064	937	862	1 041 [92]	961 [65]
(b) 服務水準 Standard of service	5 820	6 112	6 647	8 123 [14]	8 025 [7]
(c) 一般性質 General	633	491	835	1 193 [7]	1 073 [15]
	7 517	7 540	8 344	10 357 [113]	10 059 [87]
II. 交通情況 Traffic Conditions					
(a) 交通擠塞 Traffic congestion	964	928	924	1 098	978
(b) 交通管理 Traffic management	323	260	303	365 [26]	365 [25]
(c) 增設交通標誌及設備 Additional traffic signs and aids	266	198	201	231 [18]	217 [11]
(d) 泊車設施 Parking facilities	90	72	118	129 [18]	134 [18]
	1 643	1 458	1 546	1 823 [62]	1 714 [54]
III. 道路維修 Road maintenance					
(a) 道路情況 Road conditions	223	184	249	340	250
(b) 交通標誌及設備 Traffic signs and aids	165	148	184	200	248
(c) 行車道標記 Carriageway markings	28	27	24	26	17
	416	359	457	566	515
IV. 法例執行 Enforcement					
(a) 違例泊車 Illegal parking	634	797	926	1 164	1 169
(b) 其他執法事宜 Other enforcement matters	600	727	808	1 066	1 192
	1 234	1 524	1 734	2 230	2 361
V. 其他 Miscellaneous	171	192	244	356 [7]	469 [5]
合計 Total	10 981	11 073	12 325	15 332[182]	15 118[146]

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。方括號內是年內接獲的純粹建議數目。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 pure suggestions received in the year. The figures have been included in the overall number of cases received.