

附錄 Appendix



有關紅色小巴服務投訴及建議的分類

Breakdown of Complaints and Suggestions on Red Minibus Services

投訴/建議性質 Nature of Complaints/Suggestions	2002	2003	增 / 減 Difference
(A) 服務質量 Adequacy of Service			
(1) 設置車站 Provision of Stops	4	1	-75.0%
小計 Sub-total	4	1	-75.0%
(B) 服務水準 Standard of Service			
(1) 路線依循情況 Adherence to routeing	3	-	-100.0%
(2) 駕駛行為不當 Improper driving behaviour	54	67	+24.1%
(3) 員工 (包括司機) 行為及工作表現 Conduct and performance of staff(including drivers)	23	75	+226.1%
(4) 濫收車費 Overcharging	1	3	+200.0%
(5) 清潔 Cleanliness	-	2	-
(6) 車輛狀況 Conditions of vehicles	-	4	-
(7) 乘客服務及設施 Passenger services and facilities	3	4	+33.3%
小計 Sub-total	84	155	+84.5%
(C) 一般性質 General*	136	125	-8.1%
合計 Total	224	281	+25.4%

* 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.