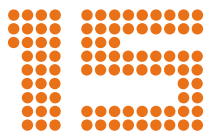


附錄 Appendix



有關鐵路服務投訴及建議的分類

Breakdown of Complaints and Suggestions on the Services of Railway Companies

鐵路公司 Railway Companies	2002	2003	增 / 減 Difference
地下鐵路 Mass Transit Railway	229 (0.29)	123 (0.16)	-46.3% (-44.8%)
九廣鐵路 (東鐵) Kowloon-Canton Railway (East Rail)	29 (0.10)	50 (0.18)	+72.4% (+80.0%)
九廣鐵路 (西鐵) Kowloon-Canton Railway (West Rail)	不適用 NA	7 (5.52)	不適用 NA
九廣鐵路 (輕鐵) Kowloon-Canton Railway (Light Rail)	49 (0.43)	69 (0.65)	+40.8% (+51.2%)
電車 Hongkong Tramways	21 (0.24)	31 (0.38)	+47.6% (+58.3%)
山頂纜車 Peak Tramways	1 (0.27)	- (-)	-100.0% (-100.0%)
合計 Total	329 (0.26)	280 (0.22)	-14.9% (-15.4%)

註：1. 括號內是每百萬乘客人次的投訴及建議數字。

2. 九廣鐵路 (西鐵) 於2003年12月20日投入運作。

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

2. Kowloon-Canton Railway (West Rail) came into operation on 20 December 2003.