

附錄 Appendix



有關渡輪公司服務投訴及建議的分類

Breakdown of Complaints and Suggestions on the Services of Ferry Companies

渡輪公司 Ferry Companies	2002	2003	增 / 減 Difference
新世界第一渡輪 New World First Ferry	40 (2.69)	36 (2.55)	-10.0% (-5.2%)
天星小輪 'Star' Ferry	2 (0.07)	8 (0.29)	+300.0% (+314.3%)
其他渡輪 Minor Ferries	12 (1.05)	24 (2.01)	+100.0% (+91.4%)
合計 Total	54 (0.98)	68 (1.27)	+25.9% (+29.6%)

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.