

附錄 Appendix



有關居民巴士服務投訴及建議的分類

Breakdown of Complaints and Suggestions on Residents' 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) 班次 Frequency	1	-	-100.0%
(2) 路線 Routeing	1	22	+2100.0%
(3) 服務時間 Hours of operation	1	-	-100.0%
(4) 設置車站 Provision of stops	1	3	+200.0%
小計 Sub-total	4	25	+525.0%
(B) 服務水準 Standard of Service			
(1) 服務班次 Regularity of service	6	7	+16.7%
(2) 路線依循情況 Adherence to routeing	2	2	-
(3) 駕駛行為不當 Improper driving behaviour	4	9	+125.0%
(4) 員工 (包括司機) 行為及工作表現 Conduct and performance of staff(including drivers)	4	1	-75.0%
(5) 濫收車費 Overcharging	-	-	-
(6) 清潔 Cleanliness	-	1	-
(7) 車輛狀況 Conditions of vehicles	-	2	-
(8) 乘客服務及設施 Passenger services and facilities	2	2	-
小計 Sub-total	18	24	+33.3%
(C) 一般性質 General*	37	22	-40.5%
合計 Total	59	71	+20.3%

* 這些投訴 / 建議主要是有關提供居民巴士服務的旅遊巴士引致交通阻塞。
These complaints are mainly related to obstruction caused by coaches of residents' services.