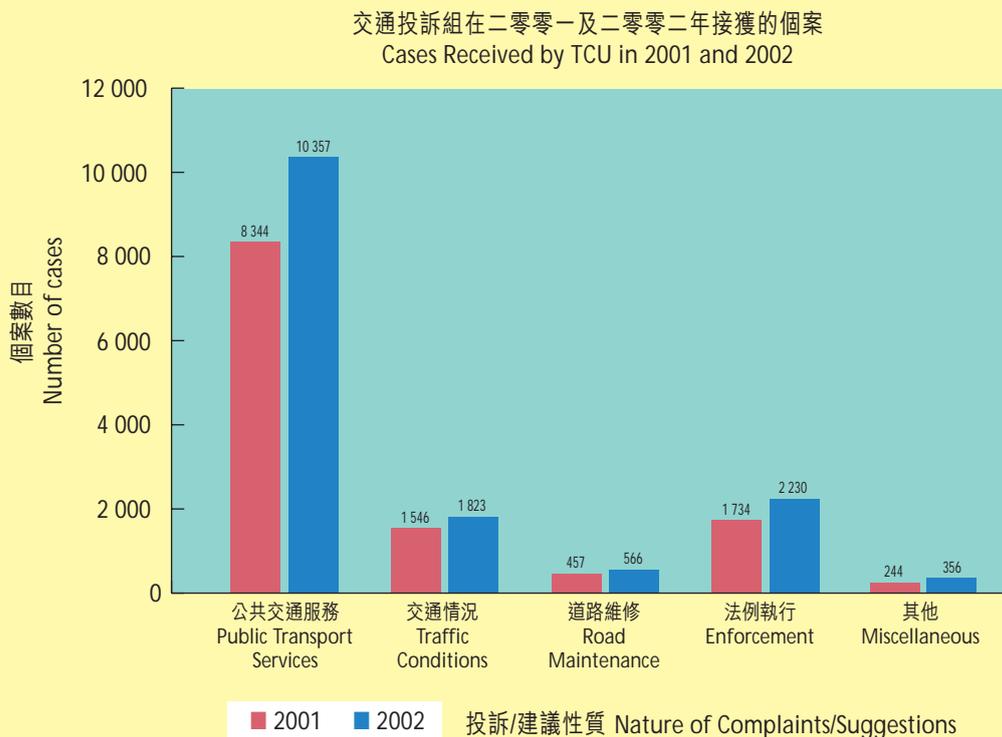


交通投訴組二零零二年工作報告 Transport Complaints Unit Report 2002

二零零二年內接獲的投訴及建議概況

在二零零二年，交通投訴組共接獲15 332宗有關運輸及交通事宜的投訴及建議。在這些個案中，純粹提出建議的共有182宗。個案總數與二零零一年的12 325宗相比，上升了24.4%。本組在過去五年內接獲的投訴及建議的分類列於附錄1。在二零零二年所接獲個案的分類如下：



在二零零二年，用電話提出的投訴及建議佔全年個案總數的83%。其餘的個案(17%)則是以電郵、傳真、信件或交通投訴組投訴表格提出的。

年內，本組完成了15 124宗個案(包括在上一年未決的個案)的調查工作。在這些個案中，有9 992宗(66%)證實成立，而不成立的則有1 577宗(10%)，其餘3 555宗(24%)則因證據不足而無法追查。個案調查結果一覽表列於附錄2。本組注意到：

- 個案成立的百分率由二零零一年的61%增至二零零二年的66%。有關政府部門/公共交通機構就這些個案已採取措施以改善情況，或正考慮可以解決問題的方法；及
- 無法追查個案的百分率由二零零一年的29%降至二零零二年的24%。

在二零零二年，有關的政府部門及機構共採納了144項由市民提出的建議，藉以改善公共交通服務及交通情況。有關個案的概要列於附錄3。交通投訴組小組委員會主席已向有提供聯絡方法的人士發出謝函。

Overview of Complaints and Suggestions in 2002

In 2002, the Transport Complaints Unit (TCU) received a total of 15 332 complaints and suggestions on transport and traffic matters. Among these, 182 of them were purely suggestions. The total number of cases recorded an increase of 24.4% as compared with 12 325 cases received in 2001.

A breakdown of the complaints and suggestions received by TCU in the past five years is at Appendix 1. A breakdown of the cases received in 2002 by category is as follows -

投訴/建議性質 Nature of Complaints/Suggestions	2001	2002	增 / 減 Difference
公共交通服務 Public Transport Services	8 344	10 357	+24.1%
交通情況 Traffic Conditions	1 546	1 823	+17.9%
道路維修 Road Maintenance	457	566	+23.9%
法例執行 Enforcement	1 734	2 230	+28.6%
其他 Miscellaneous	244	356	+45.9%
合計 Total	12 325	15 332	+24.4%

In 2002, complaints and suggestions received through telephone accounted for 83% of the yearly total. The remaining cases (17%) were received in the forms of e-mail, fax, letter or TCU Complaint Form.

During the year, investigations into 15 124 cases (including some outstanding cases carried forward from the previous year) were completed. Of these, 9 992 (66%) were found to be substantiated, 1 577 (10%) unsubstantiated, and the remaining 3 555 (24%) not pursuable due to lack of evidence.

A summary of the results of investigations is at Appendix 2. It is noted that -

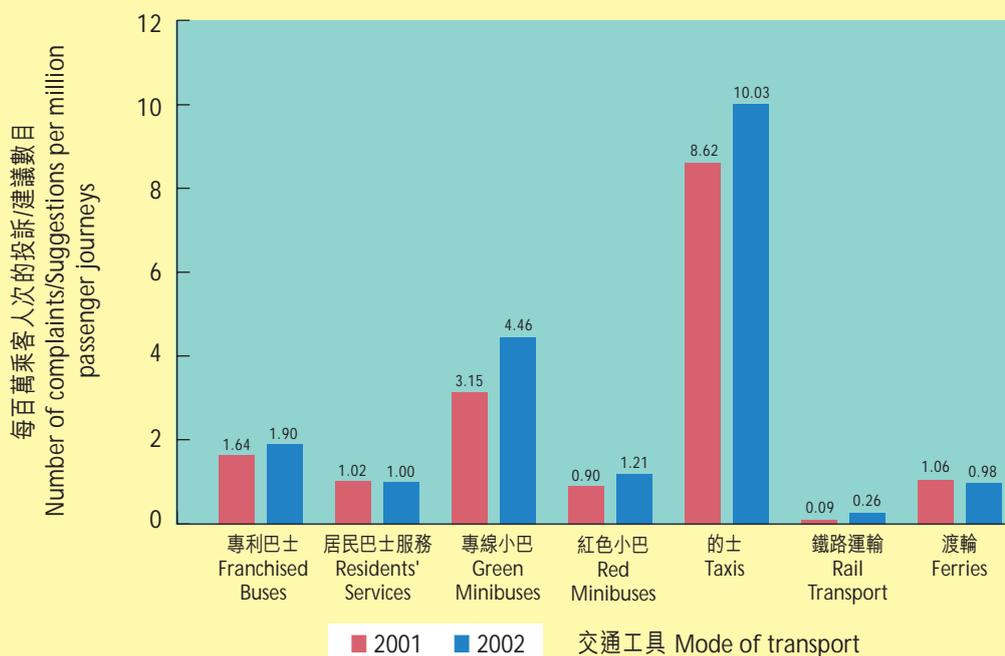
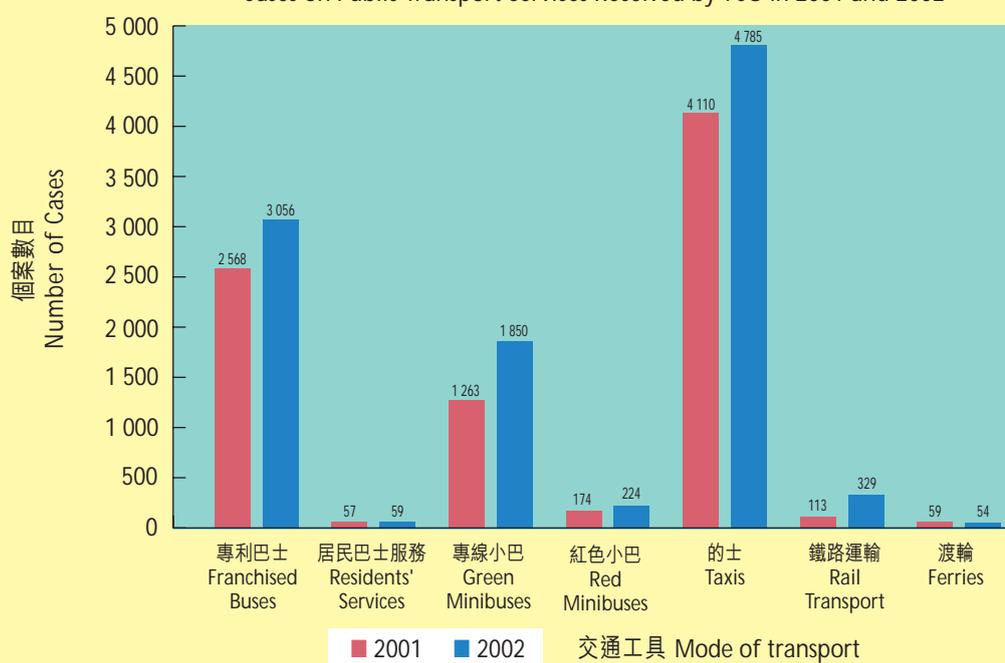
- the percentage of substantiated cases had increased from 61% in 2001 to 66% in 2002. For these cases, the relevant Government departments/public transport operators had either taken steps to rectify the situation or they were considering possible solutions to the problems identified; and
- the percentage of cases not pursuable had decreased from 29% in 2001 to 24% in 2002.

In 2002, the relevant Government departments and organisations had taken on board 144 suggestions made by the public to enhance the public transport services and improve the traffic conditions. A summary of the cases is at Appendix 3. Chairman of the TCU Sub-Committee had issued appreciation letters to those who had provided their contact details.

公共交通服務

交通投訴組接獲的投訴及建議仍以涉及公共交通服務的個案為主。在二零零二年，這些個案共有 10 357宗，佔個案總數約68%。在這些個案中，純粹提出建議的共有 113宗。此類個案數目較二零零一年的8 344宗上升了24.1%。現將有關的投訴及建議按交通工具分類如下：

交通投訴組在二零零一及二零零二年接獲有關公共交通服務的個案
Cases on Public Transport Services Received by TCU in 2001 and 2002



按交通工具及投訴/建議性質作出的詳細分類列於附錄4。

Public Transport Services

Public transport services remained the major area of concern. In 2002, 10 357 complaints and suggestions were received representing about 68% of the total number of cases. Among these, 113 were purely suggestions. The number of cases in this category recorded an increase of 24.1% as compared with 8 344 cases in 2001. A breakdown of the complaints and suggestions by mode of transport is as follows -

交通工具 Mode of Transport	2001	2002	增/減 Difference
專利巴士(包括接駁巴士) Franchised Buses (including feeder buses)	2 568 (1.64)	3 056 (1.90)	+19.0% (+15.9%)
居民巴士服務 Residents' Services	57 (1.02)	59 (1.00)	+3.5% (-2.0%)
專線小巴 Green Minibuses	1 263 (3.15)	1 850 (4.46)	+46.5% (+41.6%)
紅色小巴 Red Minibuses	174 (0.90)	224 (1.21)	+28.7% (+34.4%)
的士 Taxis	4 110 (8.62)	4 785 (10.03)	+16.4% (+16.4%)
鐵路運輸 Rail Transport	113 (0.09)	329 (0.26)	+191.2% (+188.9%)
渡輪 Ferries	59 (1.06)	54 (0.98)	-8.5% (-7.5%)
合計 Total	8 344	10 357	+24.1%

(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)

A more detailed breakdown by mode of transport and nature of the complaints and suggestions is at Appendix 4.

專利巴士服務

在二零零二年，有關專利巴士服務的個案共有3 056宗，即每百萬乘客人次有1.9宗投訴/建議。與二零零一年的2 568宗個案及每百萬乘客人次有1.64宗投訴/建議相比，分別上升了19%及15.9%。

個案數目上升的主要原因，是有關巴士車廂內播放視聽節目及班次欠準的投訴有所增加。

九龍巴士（一九三三）有限公司（九巴）由二零零零年十一月開始在巴士車廂內播放視聽節目，向乘客提供資訊娛樂。繼九巴後，其他巴士公司亦提供同類服務。在二零零二年，本組共接獲630宗有關這類廣播服務的投訴（包括由44名投訴者重複提出的386宗投訴），而二零零一年的投訴數目則是341宗。大部份投訴都是關於廣播的聲量。

交通投訴組小組委員會得悉，運輸署已與各巴士公司緊密合作，擬定規管巴士車廂內廣播聲量的安排。各專利巴士公司現已實施下列安排：

- (a) 把廣播聲量降至與巴士周圍環境接近的聲量水平；
- (b) 使用壓縮器，以確保音調高低變化不大；及
- (c) 把巴士下層左邊車廂劃為靜音區，並關掉該處的揚聲器。

巴士公司最近亦已開始實施進一步的改善措施，把靜音區改設在下層車廂的後部，而下層亦只開啟一個揚聲器。運輸署會留意乘客的反應，並與巴士公司檢討上述新措施的成效。視乎情況所需，該署及巴士公司亦會考慮其他的改善措施。



Franchised Bus Services

There were a total of 3 056 cases on franchised bus services in 2002, representing 1.9 complaints/suggestions per million passenger journeys. These figures represent increases of 19% and 15.9% respectively when compared with 2,568 cases and 1.64 complaints/suggestions per million passenger journeys recorded in 2001.

The increase was mainly attributable to more complaints about audio-visual broadcasting on buses and erratic service.

The Kowloon Motor Bus Co. (1933) Ltd. (KMB) introduced audio-visual broadcasting on buses in November 2000 to provide infotainment programmes to passengers. Following KMB's initiative, other bus companies have also provided audio-visual broadcasting on buses. In 2002, there were a total of 630 complaints against the broadcasting service (including 386 repeated complaints from 44 complainants) as compared with 341 complaints in 2001. Most of the complaints were about the broadcasting volume.

The TCU Sub-Committee noted that the Transport Department had been working closely with the operators to develop arrangements to regulate the broadcasting volume on buses. As a result, the franchised bus companies have put in place the following arrangements -

- (a) lowering the volume of broadcasting to a level in the vicinity of the ambient noise of a bus;
- (b) using compressors to ensure that the variations in pitch are within a narrow range; and
- (c) designating a quiet zone on the left side of the lower deck of the bus where the speakers are turned off.

The bus operators have also started recently to introduce further improvement by relocating the quiet zone to the back portion of the lower deck and allowing only one speaker to be turned on at the lower deck. The Transport Department will review the effectiveness of the new arrangement with the bus operators taking into account passenger feedback. Further improvement measures will be considered where appropriate.

有關專利巴士服務的3 056宗個案，按個別公司作出的分類列於附錄5。現將有關三間主要專利巴士公司的投訴及建議資料列出如下：

- 九巴：每百萬乘客人次計的投訴/建議數目由二零零一年的1.15宗增至二零零二年的1.47宗，上升了27.8%。在二零零二年內接獲的1 492宗個案，主要涉及服務班次（399宗）、乘客服務及設施（394宗）和班次/載客量（173宗）。
- 城巴有限公司（第一類專營權）：每百萬乘客人次計的投訴/建議數目由二零零一年的2.07宗增至二零零二年的2.64宗，上升了27.5%。在二零零二年內接獲的419宗個案，主要涉及乘客服務及設施（145宗）、服務班次（98宗）和員工的行為及表現（71宗）。
- 新世界第一巴士有限公司（新巴）：每百萬乘客人次計的投訴/建議數目由二零零一年的1.79宗增至二零零二年的2.22宗，上升了24%。在二零零二年內接獲的296宗個案，主要涉及乘客服務及設施（115宗）、服務班次（49宗）和員工的行為及表現（44宗）。

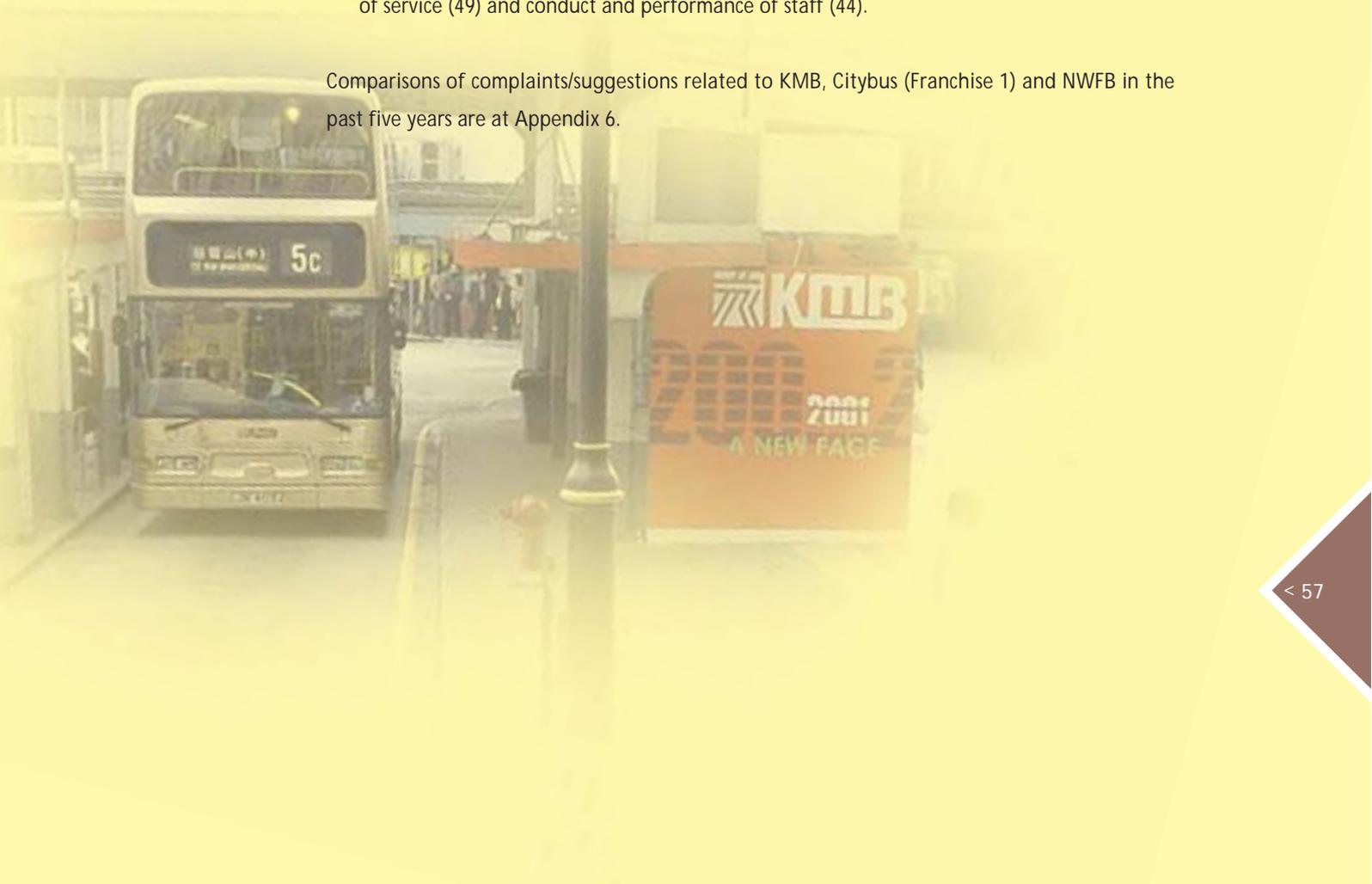
有關九巴、城巴（第一類專營權）和新巴過去五年的投訴/建議的比較列於附錄6。



A breakdown of the 3 056 cases by individual franchised bus companies is at Appendix 5. The complaints and suggestions on the services of the three major franchised bus companies are highlighted below -

- KMB - The number of complaints/suggestions per million passenger journeys increased by 27.8% from 1.15 in 2001 to 1.47 in 2002. As regards the 1 492 cases received in 2002, they were mainly about regularity of service (399), passenger services and facilities (394), and frequency/carrying capacity (173).
- Citybus Limited (Franchise 1) - The number of complaints/suggestions per million passenger journeys increased by 27.5% from 2.07 in 2001 to 2.64 in 2002. As regards the 419 cases received in 2002, they were mainly about passenger services and facilities (145), regularity of service (98) and conduct and performance of staff (71).
- New World First Bus Services Ltd. (NWFB) - The number of complaints/suggestions per million passenger journeys increased by 24% from 1.79 in 2001 to 2.22 in 2002. As regards the 296 cases received in 2002, they were mainly about passenger services and facilities (115), regularity of service (49) and conduct and performance of staff (44).

Comparisons of complaints/suggestions related to KMB, Citybus (Franchise 1) and NWFB in the past five years are at Appendix 6.



公共小巴服務

在二零零二年，有關公共小巴服務的個案共有2 074宗，即每百萬乘客人次有3.5宗投訴/建議。與二零零一年的1 437宗個案及每百萬乘客人次有2.41宗投訴/建議相比，分別上升了44.3%及45.2%。

專線小巴服務

專線小巴須按規定的收費、路線及班次運作。運輸署負責監察專線小巴營辦商的表現。

在二零零二年，有關專線小巴服務的投訴/建議共有1 850宗，佔所有公共小巴服務個案的89.2%，以每百萬乘客人次計的投訴/建議數目是4.46宗。與二零零一年的1 263宗個案和每百萬乘客人次有3.15宗投訴/建議相比，分別上升了46.5%及41.6%。向交通投訴組提出投訴及建議的乘客增加，可能與服務需求上升，以及有較多專線小巴貼上印有本組熱線電話的貼紙有關。有關專線小巴服務過去五年的投訴及建議的比較列於附錄7。

在二零零二年內接獲的1 850宗個案的詳細分類列於附錄8。以下幾類投訴的增幅較為顯著：員工行為及表現（增加242宗，即47.1%）、服務班次（增加112宗，即44.4%）及班次（增加101宗，即68.2%）。



Public Light Bus Services

There were a total of 2 074 cases on public light bus (PLB) services in 2002, representing 3.5 complaints/suggestions per million passenger journeys. These figures represent increases of 44.3% and 45.2% respectively when compared with 1 437 cases and 2.41 complaints/suggestions per million passenger journeys recorded in 2001.

Green Minibus Services

Green minibuses (GMB) are operated in accordance with a schedule of service which regulates the fares, routes and frequency of service. The Transport Department is responsible for monitoring the performance of GMB operators.

In 2002, there were a total of 1 850 complaints/suggestions on GMB services accounting for 89.2% of all PLB cases received. The number of complaints/suggestions per million passenger journeys was 4.46. The figures represent increases of 46.5% and 41.6% respectively as compared with 1 263 cases and 3.15 complaints/suggestions per million passenger journeys recorded in 2001. More passengers had lodged their complaints and suggestions with TCU probably because of an increase in service demand and more GMBs displaying the TCU hotline stickers. A comparison of the complaints and suggestions on GMB services in the past five years is at Appendix 7.

A detailed breakdown of the 1 850 cases received in 2002 is at Appendix 8. It is noted that more significant increases were recorded in complaints about conduct and performance of staff (increased by 242 cases or 47.1%), regularity of service (increased by 112 cases or 44.4%) and frequency of service (increased by 101 cases or 68.2%).

紅色小巴服務

紅色小巴受《道路交通（公共服務車輛）規例》管制。有關紅色小巴服務的投訴及建議均轉交予警務處或運輸署跟進。

在二零零二年，有關紅色小巴服務的投訴/建議共有224宗，佔所有公共小巴服務個案的10.8%，以每百萬乘客人次計的投訴/建議數目是1.21宗。與二零零一年的174宗個案和每百萬乘客人次有0.90宗投訴/建議相比，分別上升了28.7%及34.4%。有關紅色小巴服務過去五年的投訴及建議的比較列於附錄9。

在二零零二年內接獲的224宗個案的詳細分類列於附錄10。其中有關司機行為及表現的投訴顯著上升（增加31宗，即77.5%）。

交通投訴組小組委員會已向運輸署表達各委員對投訴增加的關注。該署推行了多項措施，以推動營辦商提供安全、優質及以客為本的公共小巴服務。運輸署已與有關營辦商擬定措施，以改善個別專線小巴路線的服務。此外，由交諮會委員楊家聲先生擔任主席的優質公共小巴服務事宜督導委員會亦推出多項措施，以提高公共小巴的服務質素。這些措施包括進行公共小巴乘客意見調查、出版《公共小巴服務通訊》、為公共小巴營辦商舉辦工作坊以改善管理技巧、推出優質小巴司機選舉計劃和鼓勵專線小巴營辦商改善車內的乘客設施（例如裝設八達通器材）。



Red Minibus Services

Red minibuses (RMB) are subject to the control of the Road Traffic (Public Service Vehicles) Regulations. Complaints and suggestions on RMB services are referred to the Police or the Transport Department for necessary follow-up action.

In 2002, there were a total of 224 complaints/suggestions on RMB services which accounted for 10.8% of all PLB cases received. The number of complaints/suggestions per million passenger journeys was 1.21. The figures represent increases of 28.7% and 34.4% respectively when compared with 174 cases and 0.90 complaint/suggestion per million passenger journeys recorded in 2001. A comparison of the complaints and suggestions on RMB services in the past five years is at Appendix 9.

A detailed breakdown of the 224 cases received in 2002 is at Appendix 10. It is noted that there was a significant increase in complaints about conduct and performance of the drivers (increased by 31 cases or 77.5%).

The TCU Sub-Committee has relayed Members' concern about the increase in complaints to the Transport Department which implemented a number of initiatives to promote the provision of safe, quality and customer-oriented PLB services. In this connection, the Department has worked with the operators concerned to introduce service improvements to individual GMB routes as appropriate. The Quality Public Light Bus Services Steering Committee, chaired by Mr Yeung Kasing, a TAC Member, has also introduced various initiatives to enhance the quality of PLB services. They include conducting a PLB Passenger Satisfaction Survey, publication of the PLB Newsletter, organising workshops for PLB operators to enhance their management skills, launching the Quality PLB Driver Award Scheme and encouraging GMB operators to improve on-board passenger facilities (e.g. installation of Octopus equipment).



的士服務

在二零零二年，的士服務仍為主要投訴項目之一。本組接獲的個案有4 785宗，佔有關公共交通服務個案總數的46.2%。每百萬乘客人次計的投訴/建議數目是10.03宗，在所有公共交通服務中是最高的。與二零零一年的4 110宗個案和每百萬乘客人次有8.62宗投訴/建議相比，上升了16.4%。上升的主要原因是有關的士司機違例行為及的士阻塞交通的投訴有所增加。有關的士服務過去五年的投訴及建議的比較列於附錄11。

在接獲的4 785宗個案中，涉及的士司機違例行為的個案有4 163宗（87%）。這類投訴包括司機行為不斯文與不檢點、拒載、濫收車資、有關的士咪錶的違例行為、不使用最直接可行之路線等。有關的士服務的投訴及建議的詳細分類列於附錄12。以下幾類投訴的增幅較為顯著：司機行為不斯文與不檢點（增加245宗，即19.2%）、不使用最直接的路線（增加81宗，即10.1%）及有關的士咪錶違例行為（增加80宗，即17.1%）。

如投訴人願意出庭作證，本組會將的士司機違例行為的個案轉交警務處作進一步調查。年內，本組共轉介1 049宗（25.2%）這類投訴予警務處。在二零零二年，警方調查了1 256宗由本組於今年或去年轉介給他們的個案。調查結果的分類列於附錄13。

交通投訴組小組委員會已向運輸署表達各委員對投訴增加的關注。運輸署及由交諮會委員林健鋒先生擔任主席的優質的士服務督導委員會，均已推行多項措施，以改善的士行業的服務水準。這些措施包括為的士司機提供自學的英文及普通話訓練課程、的士司機嘉許計劃、出版的士季刊、在新石油氣的士上安裝點字板及發聲的士咪錶、在禁區劃設的士上落客點及落客點，及推出新的的士司機證。



Taxi Services

Taxi services remained one of the major areas of complaints in 2002. There were a total of 4 785 cases, accounting for 46.2% of all the cases on public transport services. The number of complaints/suggestions per million passenger journeys was 10.03, the highest amongst all types of public transport services. The complaint/suggestion figures represent an increase of 16.4% when compared with 4 110 cases and 8.62 complaints/suggestions per million passenger journeys recorded in 2001. The increase was mainly attributable to more complaints about taxi driver malpractices and taxi obstruction. A comparison of the complaints and suggestions on taxi services in the past five years is at Appendix 11.

Of the 4 785 cases received, 4 163 cases (87%) were related to taxi driver malpractices. Complaints about driver malpractices included the drivers behaving other than in a civil and orderly manner, refusing hire, overcharging, taximeter offences and failure to take the most direct and practicable route, etc. A detailed breakdown of the nature of complaints and suggestions on taxi services is at Appendix 12. It is noted that more significant increases were recorded in complaints about drivers behaving other than in a civil and orderly manner (increased by 245 cases or 19.2%), failure to take the most direct route (increased by 81 cases or 10.1%) and taximeter offences (increased by 80 cases or 17.1%).

Reports on taxi driver malpractices are referred to the Police for further investigation if the complainants agree to be court witnesses. During the year, a total of 1 049 such cases (25.2%) were referred to the Police. In 2002, the Police completed investigation of 1,256 cases referred to them during the year or the year before. A breakdown of the results is at Appendix 13.

The TCU Sub-Committee has conveyed Members' concern about the increase in complaints to the Transport Department. The Department and the Quality Taxi Services Steering Committee, chaired by Mr Jeffrey Lam Kin-fung, a TAC Member, have introduced a number of measures to improve the service standard of the taxi trade. They include the provision of self-learning English and Putonghua language training programmes for taxi drivers, taxi driver commendation scheme, publication of quarterly taxi newsletters, the installation of braille plates and talking taximeters in new LPG taxis, the designation of more taxi pick-up and drop-off points and taxi drop-off points within restricted zones, and introduction of new taxi driver identity plates.

鐵路運輸

在二零零二年，有關鐵路運輸的個案共有329宗。以每百萬乘客人次計的投訴/建議數目是0.26宗。與二零零一年的113宗個案和每百萬乘客人次有0.09宗投訴/建議相比，分別上升了191.2%及188.9%。涉及地下鐵路的投訴顯著上升，原因是在二零零二年發生了多宗服務受阻事故。這些事故大部份涉及新引進的韓國製列車及二零零二年八月通車的將軍澳線。服務受阻/延誤的主要原因，是訊號系統及列車車門出現問題。交通投訴小組委員會注意到地鐵有限公司已採取下列措施以解決問題：

- (a) 提升訊號系統軟件的質素；
- (b) 提升韓國製列車上電腦軟件的質素；
- (c) 改善應變安排和處理地鐵事故的警報程序；及
- (d) 改善事故發生時向乘客發布消息的安排。

有關鐵路運輸的329宗個案，按個別公司作出的分類列於附錄14。現將有關兩間主要鐵路公司的投訴及建議資料列出如下：

- 地下鐵路有限公司：每百萬乘客人次計的投訴/建議數目由二零零一年的0.06宗上升至二零零二年的0.29宗，上升了383.3%。在二零零二年內接獲的229宗個案，主要涉及乘客服務及設施（103宗）、服務班次（64宗）和員工行為及表現（18宗）。
- 九廣鐵路公司（東鐵）：每百萬乘客人次計的投訴/建議數目由二零零一年的0.08宗上升至二零零二年的0.10宗，增加了25%。在二零零二年內接獲的29宗個案，主要涉及乘客服務及設施（8宗）、服務班次（8宗）和員工行為及表現（3宗）。
- 九廣鐵路公司（輕鐵）：每百萬乘客人次計的投訴/建議數目由二零零一年的0.24宗上升至二零零二年的0.43宗，增加了79.2%。在二零零二年內接獲的49宗個案，主要涉及乘客服務及設施（16宗）、員工行為及表現（8宗）及班次/載客量（6宗）。

有關地下鐵路、九廣鐵路公司（東鐵）及九廣鐵路公司（輕鐵）過去五年的投訴/建議的比較列於附錄15。



Rail Services

There were a total of 329 cases on rail services in 2002, representing 0.26 complaint/suggestion per million passenger journeys. These figures represent increases of 191.2% and 188.9% respectively when compared with 113 cases and 0.09 complaint/suggestion per million passenger journeys recorded in 2001. There was a significant increase in complaints against the Mass Transit Railway owing to various incidents of service disruption in 2002. Most of these incidents were related to the introduction of new Korean trains and the commissioning of the Tseung Kwan O Line in August 2002. Signalling and train door problems were the major causes for the disruptions/delays. The TCU Sub-Committee noted that the Mass Transit Railway Corporation Limited (MTRCL) had taken the following measures to deal with the problems -

- (a) upgrading the software of the signalling system;
- (b) upgrading the train-borne computer software of the Korean trains;
- (c) improving the contingency arrangements and alert procedures for handling MTR incidents;
and
- (d) improving the dissemination of information to passengers when incidents occur.

A breakdown of the 329 cases by individual railway companies is at Appendix 14. The complaints and suggestions on the services of the two major railway corporations are highlighted below -

- MTRCL - The number of complaints/suggestions per million passenger journeys increased by 383.3% from 0.06 in 2001 to 0.29 in 2002. As regards the 229 cases received in 2002, they were mainly about passenger services and facilities (103), regularity of service (64) and conduct and performance of staff (18).
- Kowloon-Canton Railway Corporation (East Rail) - The number of complaints/suggestions per million passenger journeys increased by 25% from 0.08 in 2001 to 0.10 in 2002. As regards the 29 cases received in 2002, they were mainly about passenger services and facilities (8), regularity of service (8) and conduct and performance of staff (3).
- Kowloon-Canton Railway Corporation (Light Rail) - The number of complaints/suggestions per million passenger journeys increased by 79.2% from 0.24 in 2001 to 0.43 in 2002. As regards the 49 cases received in 2002, they were mainly about passenger services and facilities (16), conduct and performance of staff (8) and frequency/carrying capacity (6).

Comparisons of complaints/suggestions related to MTR, KCRC (East Rail) and KCRC (Light Rail) in the past five years are at Appendix 15.

渡輪服務

在二零零二年，有關渡輪服務的個案共有54宗，即每百萬乘客人次有0.98宗投訴/建議。與二零零一年的59宗個案和每百萬乘客人次有1.06宗投訴/建議相比，分別下降了8.5%及7.5%。

交通投訴組小組委員會認為投訴數目減少的原因是渡輪公司致力提高服務質素和運作效率。

有關渡輪服務的54宗個案，按個別公司作出的分類列於附錄16。現將有關兩間主要渡輪公司的投訴及建議資料列出如下：

- 新世界第一渡輪：每百萬乘客人次計的投訴/建議數目由二零零一年的2.68宗微升至二零零二年的2.69宗，增加了0.4%。在二零零二年內接獲的40宗個案，主要涉及員工行為及表現（9宗）、服務班次（7宗）及班次/載客量（6宗）。
- 天星小輪：二零零二年每百萬乘客人次計的投訴/建議數目與二零零一年一樣，同為0.07宗。在二零零二年內接獲的兩宗投訴，是涉及服務班次和員工行為及表現。

有關新世界第一渡輪過去三年及天星小輪過去五年的投訴/建議的比較列於附錄17。



Ferry Services

There were a total of 54 cases on ferry services in 2002, representing 0.98 complaint/suggestion per million passenger journeys. These figures represent decreases of 8.5% and 7.5% respectively when compared with 59 cases and 1.06 complaints/suggestions per million passenger journeys recorded in 2001.

The TCU Sub-Committee considered that the decrease in complaints was attributable to the efforts made by the ferry companies to enhance service quality and operational efficiency.

A breakdown of the 54 cases by individual ferry companies is at Appendix 16. The complaints and suggestions on the services of the two major ferry companies are highlighted below -

- New World First Ferry (NWFF) - The number of complaints/suggestions per million passenger journeys increased slightly by 0.4% from 2.68 in 2001 to 2.69 in 2002. As regards the 40 cases received in 2002, they were mainly about conduct and performance of staff (9), regularity of service (7) and frequency/carrying capacity (6).
- Star Ferry - The number of complaints/suggestions per million passenger journeys was 0.07 in 2002 which was the same as that recorded in 2001. As regards the two cases received in 2002, they were about regularity of service and conduct and performance of staff.

Comparisons of complaints/suggestions related to NWFF in the past three years and those related to Star Ferry in the past five years are at Appendix 17.



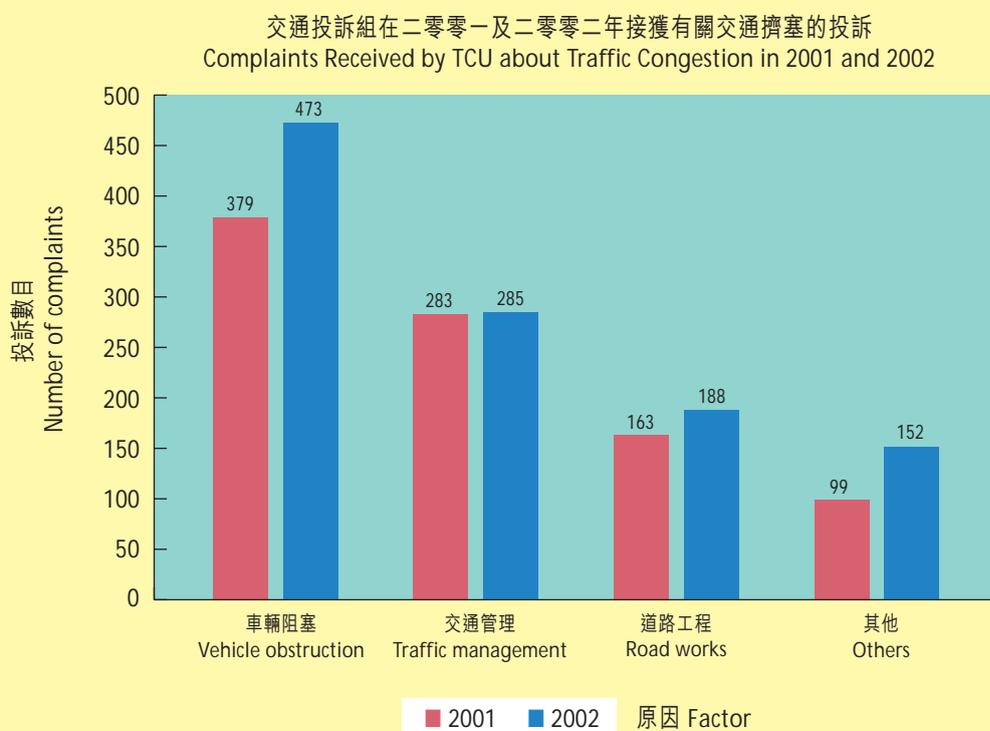
交通及道路情況

在二零零二年，本組共接獲4 619宗有關交通及道路情況的投訴及建議。在這些個案中，純粹提出建議的共有62宗。與二零零一年的3 737宗投訴及建議相比，上升了23.6%。這些個案，按類別及地區作出的詳細分類分別列於附錄18及附錄19。

交通情況

在二零零二年，本組共接獲1 823宗有關交通情況的投訴及建議，佔個案總數約12%。與二零零一年的1 546宗相比，這類個案上升了17.9%。

在接獲的1 823宗個案中，與交通擠塞有關的共有1 098宗（60.2%）。與二零零一年的924宗相比，上升了18.8%。現將二零零二年有關交通擠塞投訴的成因分類如下：



Traffic and Road Conditions

In 2002, there were 4 619 complaints and suggestions about traffic and road conditions. Among these, 62 were purely suggestions. The number of complaints and suggestions received represents an increase of 23.6% as compared with 3 737 cases received in 2001. Detailed breakdowns of the cases by category and by district are at Appendix 18 and Appendix 19 respectively.

Traffic Conditions

In 2002, 1 823 complaints and suggestions about traffic conditions were received representing about 12% of the total number of cases. The number of cases in this category recorded an increase of 17.9% as compared with 1 546 cases in 2001.

Of the 1 823 cases received, 1 098 (60.2%) were related to traffic congestion. This represents an increase of 18.8% as compared with 924 cases in 2001. Factors contributing to complaints about traffic congestion in 2002 are broken down as follows -

原因 Factor	2001	2002	增/減 Difference
車輛阻塞 Vehicle obstruction	379	473	+24.8%
交通管理 Traffic management	283	285	+0.7%
道路工程 Road works	163	188	+15.3%
其他 Others	99	152	+53.5%
合計 Total	924	1 098	+18.8%

在二零零二年，接獲較多交通擠塞投訴的地區如下：

地區	2001	2002	增 / 減
油尖旺	131	173	+32.1%
九龍城	71	113	+59.2%
中西區	78	111	+42.3%

本組已將有關交通擠塞的投訴及建議轉介運輸署、警務處、路政署及其他有關部門作出考慮及跟進。

交通投訴組小組委員會注意到在二零零二年內，運輸署已採取以下措施，以紓緩交通擠塞：

- (a) 策劃及實施臨時交通安排，盡量減低因道路工程導致的擠塞；
- (b) 裝設新交通燈及調整現有交通燈號；
- (c) 實行交通改道以增加流量；
- (d) 採取交通限制措施；
- (e) 重新劃定行車道及調整道路交界處設計；
- (f) 擴闊道路、遷移或取消路旁泊車位、巴士站或的士站，以增加道路通車容量；
- (g) 提供停車處以方便上落客貨；及
- (h) 舉辦宣傳活動，鼓勵司機自律，以減少車輛阻塞的情況。

在二零零二年，投訴交通管理事宜（引致交通擠塞的除外）的個案共有365宗。這類個案包括有關交通燈號時間分配、行車線安排及禁區的設立。二零零二年的個案數目較二零零一年的303宗上升了20.5%。

另一方面，在二零零二年，本組共接獲231項增設交通標誌及設備的要求，較二零零一年的201宗個案上升了14.9%。

此外，在二零零二年，有關泊車設施的投訴及建議共有129宗，較二零零一年的118宗上升了9.3%。

In 2002, the districts which received relatively more complaints about traffic congestion were -

District	2001	2002	Difference
Yau Tsim Mong	131	173	+32.1%
Kowloon City	71	113	+59.2%
Central & Western	78	111	+42.3%

All the complaints and suggestions concerning traffic congestion had been referred to the Transport Department, the Police, the Highways Department and other relevant departments for consideration and follow-up action. The TCU Sub-Committee noted that the Transport Department had undertaken the following measures to alleviate traffic congestion in 2002 -

- (a) planning and implementation of temporary traffic arrangements to minimise congestion caused by road works;
- (b) installation of new traffic lights and adjustment of existing traffic signals;
- (c) re-routeing of traffic to improve circulation;
- (d) introduction of traffic restrictions;
- (e) realignment of carriageways and adjustment of road junction layouts;
- (f) widening of roads, relocation and cancellation of on-street parking spaces, bus stops or taxi stands to increase road capacity;
- (g) provision of laybys to facilitate loading/unloading activities; and
- (h) launching of publicity campaign to promote driver discipline so as to reduce vehicle obstruction.

In 2002, there were 365 complaints and suggestions on traffic management matters (excluding those causing congestion). These cases were related to traffic light phasing, traffic lane arrangements and restricted zones. The number of cases received represents an increase of 20.5% as compared with 303 cases in 2001.

Besides, the TCU received 231 requests for additional traffic signs and aids in 2002. This represents an increase of 14.9% as compared with 201 cases received in 2001.

There were also 129 complaints and suggestions on parking facilities in 2002. This represents an increase of 9.3% as compared with 118 cases in 2001.

道路維修

在二零零二年，本組共接獲556宗有關道路維修的投訴，佔個案總數約4%，與二零零一年的457宗相比，上升了23.9%。上升的主要原因是有關道路工程的交通標誌及設備不足和路面不平或破損的投訴有所增加。上述個案均已轉介路政署或其他有關部門，以便進行調查和採取改善措施。

法例執行

在二零零二年，本組共接獲2 230宗有關法例執行的投訴，佔個案總數約14%。與二零零一年的1 734宗相比，上升了28.6%。

有關法例執行的投訴個案，主要涉及違例泊車及駕車人士不遵守交通規則。所有投訴均已轉介警務處作進一步調查。如有需要，這些個案亦會轉介運輸署，由該署考慮應否採取合適措施（例如提供泊車設施或採取交通管理措施）以改善情況。



Road Maintenance

In 2002, 566 complaints about road maintenance were received representing about 4% of the total number of complaints. The number of complaints in this category recorded an increase of 23.9% as compared with 457 complaints in 2001. The increase was mainly due to more complaints about inadequate traffic signs and aids for road works and uneven or damaged road surfaces. All the complaints had been referred to the Highways Department or other relevant departments for investigation and remedial action.

Enforcement

In 2002, 2 230 complaints about enforcement matters were received representing about 14% of the total number of cases. The number of complaints in this category recorded an increase of 28.6% as compared with 1 734 complaints in 2001.

Complaints about enforcement matters were mainly related to illegal parking and motorists failing to comply with traffic regulations. All the complaints had been referred to the Police for further investigation. If necessary, the cases may be referred to the Transport Department to consider whether suitable measures (e.g. provision of parking facilities or traffic management measures) should be introduced to improve the situation.

成功個案 1

成功解決的個案

市民提出的投訴及建議有助改善本港的公共交通服務及交通情況。在二零零二年，有關的政府部門及機構共採納了144項市民提出的建議。下文簡述五宗成功解決的個案。

建議在青山公路（北行）的交通燈加設直去綠色箭咀燈

在二零零二年初，兩名市民向本組建議在青山公路（北行）與左邊的亦園路及右邊的順達街交界處的交通燈上加設長亮直去綠色箭咀燈。這樣的安排有助提醒駕車人士，北行交通不受有關交界處的交通燈管制。

運輸署採納了該項建議，並在二零零二年四月在上述交通燈加設長亮直去綠色箭咀燈。新安排讓北行的駕車人士清楚知道他們可向前直駛。



青山公路交通燈上加設的長亮直去綠色箭咀燈

SUCCESSFUL CASE 1

Successfully Resolved Cases

Complaints and suggestions from members of the public could help to bring about improvements in the public transport services and traffic conditions in Hong Kong. In 2002, the relevant Government departments and organisations had taken on board 144 suggestions made by the public. Brief accounts of five successfully resolved cases are given below -

Suggestion on adding Straight Ahead Green Signals to Traffic Lights at Castle Peak Road North Bound

In early 2002, the TCU received suggestions from two members of the public that constant straight ahead green signals be added to the traffic lights at Castle Peak Road north bound at its junction with Yick Yuen Road on the left and Shun Tat Street on the right. This would help remind motorists that the traffic lights at the junctions concerned do not govern the northbound traffic.

The Transport Department has taken on board the suggestion and constant straight ahead green signals were added to the traffic lights concerned in April 2002. Under the new arrangement, motorists heading north have been given a clear signal that they could always go straight ahead.



Constant straight ahead green signals added to the traffic lights at Castle Peak Road

成功個案 2

有關太子道西過路處欠缺行人過路燈的投訴

在二零零二年三月，一名市民向本組投訴太子道西（近露明道交界處）的過路處欠缺行人過路燈。投訴人認為該處交通繁忙，而且駕車人士並不一定會讓路給行人。因此，他建議運輸署在該處設置行人過路燈，以方便行人。

運輸署研究有關情況後，已在二零零二年五月安排在該處設置行人過路燈，以提高道路安全。



太子道西過路處設置的行人過路燈

SUCCESSFUL CASE 2

Complaint about the lack of Pedestrian Lights for the Crossing at Prince Edward Road West

In March 2002, a member of the public lodged a complaint with the TCU about the lack of pedestrian lights for the crossing at Prince Edward Road West (near its junction with Lomond Road). The complainant was of the view that traffic flow at the location was heavy and motorists might not always give way to the pedestrians. He therefore requested the Transport Department to install pedestrian lights for the crossing to facilitate the pedestrians.

The Transport Department had reviewed the case and installed pedestrian lights for the crossing concerned in May 2002. This helps to enhance road safety at the location.



Pedestrian lights installed for the crossing at Prince Edward Road West

成功個案 3

有關利安道違例泊車的投訴

在二零零二年三月，本組共接獲兩宗有關利安道（近順利消防局）違例泊車的投訴。投訴人要求有關部門進行調查，並採取適當行動。

警務處接獲投訴後，已在有關地點加強執法行動。因應市民的需求，運輸署分別在二零零二年六月及八月在利安里（近順利消防局）增設11個設有收費錶的私家車停車位及11個免費的電單車停車位。

上述措施有助解決利安道一帶違例泊車的問題。



利安里的私家車和電單車停車位

SUCCESSFUL CASE 3

Complaint about Illegal Parking at Lee On Road

In March 2002, two complaints were received about illegal parking activities at Lee On Road (near Shun Lee Fire Station). The complainants requested the departments concerned to look into the matter and take appropriate action.

Upon receipt of the complaints, the Police had stepped up enforcement action at the location. In view of the public demand, the Transport Department provided 11 new metered parking spaces for private cars and 11 free parking spaces for motorcycles at Lee On Lane (near Shun Lee Fire Station) in June and August 2002 respectively.

The above measures have helped to resolve the problem of illegal parking in the vicinity.



Parking spaces for private cars and motorcycles at Lee On Lane

成功個案 4

有關旅遊巴士在和富道阻塞交通的投訴

在二零零二年四月初，本組接獲一名市民投訴停泊在和富道的旅遊巴士阻塞交通。投訴人要求有關部門進行調查，並採取適當行動。

警務處在接獲投訴後，已加強在該處的執法行動。二零零二年四月底，運輸署在經常有旅遊巴士停泊的和富道路段，設置“禁止停車”限制區（晚上六時至十時及的士除外）。此外，當局亦已加設一個不准停車等候的上落客貨停車灣，方便旅遊巴士及其他車輛上落客貨。

上述措施實施後，和富道的交通情況已有改善。



和富道的禁區（左）及上落客貨停車灣（右）

SUCCESSFUL CASE 4

Complaint about Tourist Coach Obstruction on Wharf Road

In early April 2002, the TCU received a complaint about obstruction caused by tourist coaches parked on Wharf Road. The complainant requested the departments concerned to look into the matter and take appropriate action.

Upon receipt of the complaint, the Police had stepped up enforcement action at the location. In late April 2002, the Transport Department imposed a "No Stopping Restriction (except taxis)" between 6 p.m. and 10 p.m. on Wharf Road where the tourist coaches usually parked. At the same time, a loading and unloading lay-by, at which waiting is prohibited, has been provided to facilitate pick-up and drop-off activities of tourist coaches and other vehicles.

With the implementation of the above measures, the traffic condition along Wharf Road has improved.



The restricted zone (left) and loading/unloading lay-by (right) at Wharf Road

成功個案 5

有關在青衣西路加設巴士站的建議

在二零零二年底，本組接獲市民建議在青衣西路近長亨邨和青華苑處，加設九巴第279X線（青衣機鐵站 - 聯和墟）中途站，以方便附近居民。

運輸署接獲建議後，便與有關巴士公司商討跟進行動。在二零零二年十二月底，運輸署在青衣西路來回方向設置了兩對巴士站，以滿足乘客的需求，一對近長亨邨，而另一對則在青華苑附近。乘客的反應良好。

青衣西路近長亨邨（左）及青華苑（右）
新設的巴士站



SUCCESSFUL CASE 5

Suggestion on adding Bus Stops at Tsing Yi Road West

In late 2002, the TCU received suggestions from some members of the public that en-route stops for KMB 279X (Tsing Yi AR Station - Luen Wo Hui) be added at Tsing Yi Road West near Cheung Hang Estate and Ching Wah Court to facilitate the residents in the vicinity.

Upon receipt of the suggestion, the Transport Department followed up with the bus company concerned to discuss the matter. In late December 2002, the Transport Department provided two pairs of bus stops at Tsing Yi Road West (both bounds) to meet the demand of the passengers. One pair was located near Cheung Hang Estate and the other pair near Ching Wah Court. Passengers' feedback has been generally positive.



New bus stops at Tsing Yi Road West near Cheung Hang Estate (left) and Ching Wah Court (right)