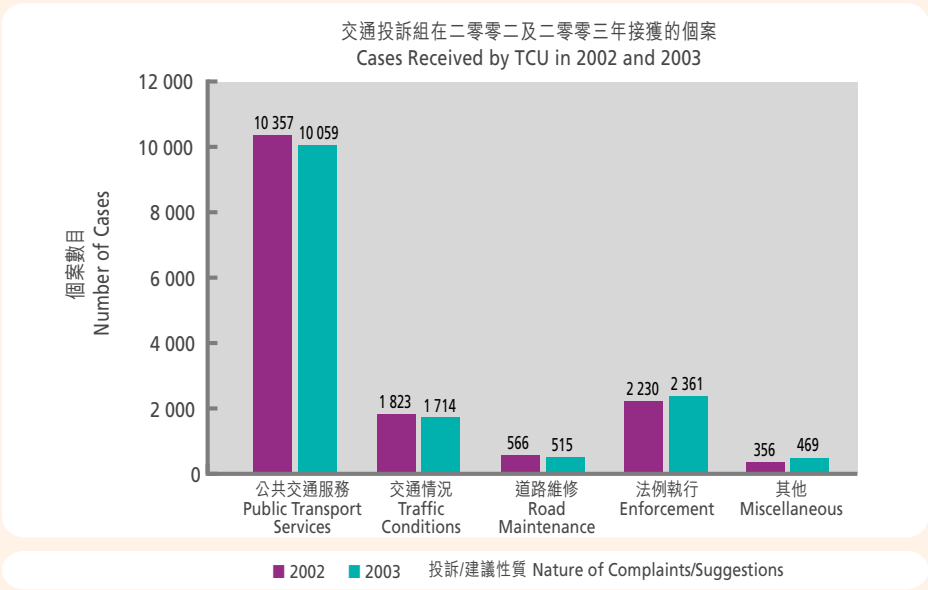


二零零三年內接獲的投訴及建議概況

在二零零三年，交通投訴組共接獲15 118宗有關運輸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146宗。個案總數與二零零二年的15 332宗比較，下降1.4%。交通投訴組在過去五年內接獲的投訴及建議的分類載於附錄1。二零零三年所接獲的個案分類如下：



在二零零三年，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、信件或交通投訴組表格提出的。

年內，交通投訴組完成15 914宗個案 (包括在上一年未決定的個案) 的調查工作。在這些個案中，有10 590宗 (67%)證實成立，而不成立的則有1 261宗 (8%)，其餘4 063宗 (25%) 則因證據不足而無法追查。個案調查結果一覽表載於附錄2。交通投訴組注意到：

- 個案成立的百分率由二零零二年的66%微升至二零零三年的67%。有關政府部門／公共交通機構已就這些個案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二零零二年的24%微升至二零零三年的25%。

在二零零三年，有關的政府部門及機構共採納145項由市民提出的建議，藉以改善公共交通服務及交通情況。有關概要載於附錄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 2003

In 2003, the Transport Complaints Unit (TCU) received 15 118 complaints and suggestions on transport and traffic matters. Among these, 146 of them were purely suggestions. The number of cases recorded a decrease of 1.4% as compared with 15 332 cases received in 2002. 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 2003 by category is as follows -

投訴/建議性質 Nature of Complaints/Suggestions	2002	2003	增 / 減 Difference
公共交通服務 Public Transport Services	10 357	10 059	-2.9%
交通情況 Traffic Conditions	1 823	1 714	-6.0%
道路維修 Road Maintenance	566	515	-9.0%
法例執行 Enforcement	2 230	2 361	+5.9%
其他 Miscellaneous	356	469	+31.7%
合計 Total	15 332	15 118	-1.4%

In 2003, complaints and suggestions received through telephone accounted for 83% of the total. The remaining cases (17%) were received in the forms of e-mail, fax, letter or TCU Complaint Form.

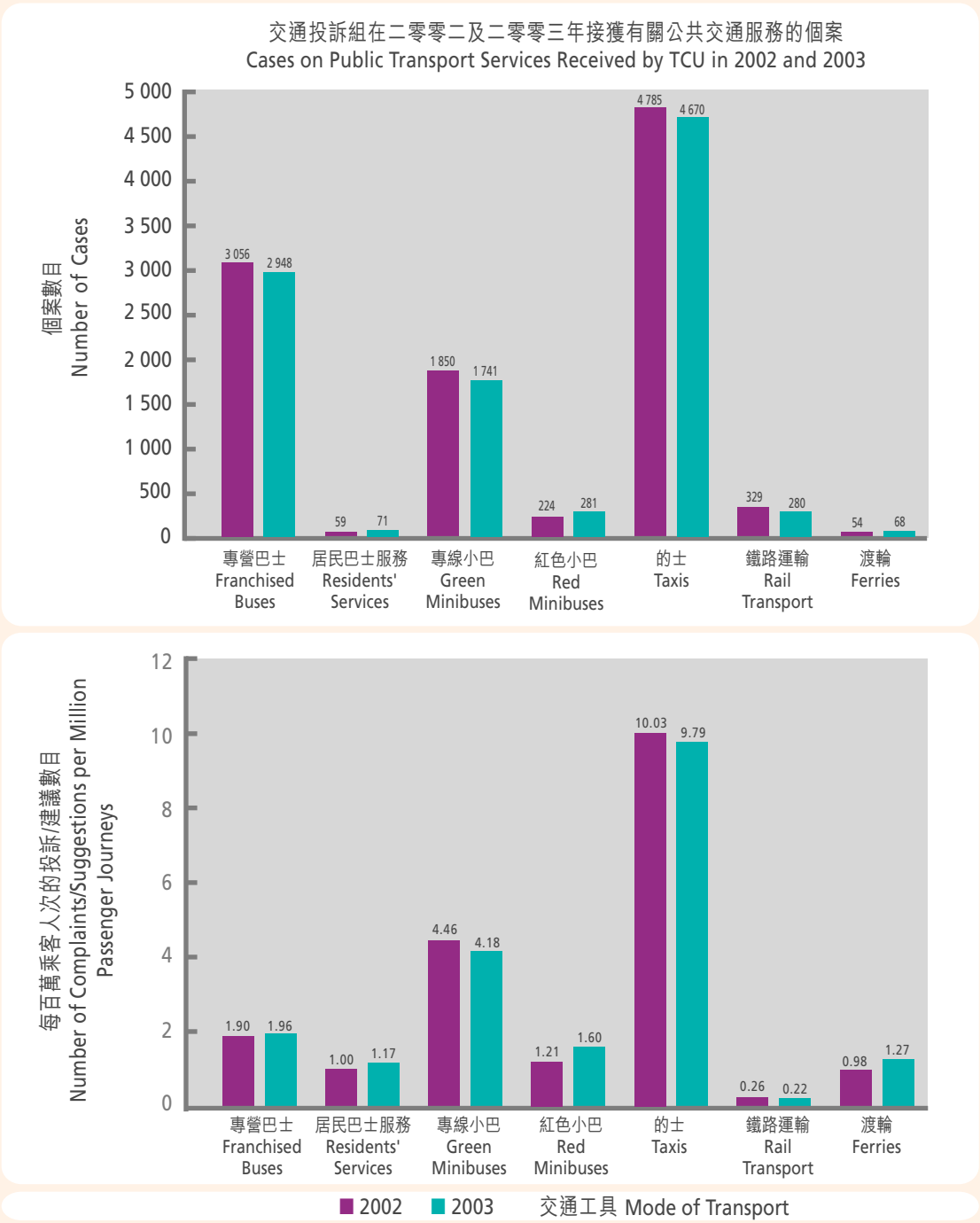
During the year, investigations into 15 914 cases (including some outstanding cases carried forward from the previous year) were completed. Of these, 10 590 (67%) were found to be substantiated, 1 261 (8%) unsubstantiated, and the remaining 4 063 (25%) not pursuable due to lack of evidence. A summary of the results of investigations is at Appendix 2. It is noted that -

- the percentage of substantiated cases had increased slightly from 66% in 2002 to 67% in 2003. For these cases, the relevant Government departments/public transport operators had either taken steps to rectify the situation or were considering possible solutions to the problems identified; and
- the percentage of cases not pursuable had increased slightly from 24% in 2002 to 25% in 2003.

In 2003, the relevant Government departments and organisations had taken on board 145 suggestions made by the public to enhance public transport services and improve traffic conditions. A summary of the cases is at Appendix 3. The 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公共交通服務為主。在二零零三年，這些投訴及建議共有10 059宗，佔個案總數約67%。在這些個案中，純粹提出建議的共有87宗。這類個案的數目較二零零二年的10 357宗，下降2.9%。有關的投訴及建議按交通工具分類如下：



按交通工具及投訴／建議性質作出的詳細分類載於附錄4。

Public Transport Services

Public transport services remained the major area of concern. In 2003, 10 059 complaints and suggestions were received, representing about 67% of the total number of cases. Among them, 87 were purely suggestions. The number of cases in this category recorded a decrease of 2.9% as compared with 10 357 cases in 2002. A breakdown of the complaints and suggestions by mode of transport is as follows -

交通工具 Mode of Transport	2002	2003	增/減 Difference
專營巴士 (包括接駁巴士) Franchised Buses (including feeder buses)	3 056 (1.90)	2 948 (1.96)	-3.5% (+3.2%)
居民巴士服務 Residents' Services	59 (1.00)	71 (1.17)	+20.3% (+17.0%)
專線小巴 Green Minibuses	1 850 (4.46)	1 741 (4.18)	-5.9% (-6.3%)
紅色小巴 Red Minibuses	224 (1.21)	281 (1.60)	+25.4% (+32.2%)
的士 Taxis	4 785 (10.03)	4 670 (9.79)	-2.4% (-2.4%)
鐵路運輸 Rail Transport	329 (0.26)	280 (0.22)	-14.9% (-15.4%)
渡輪 Ferries	54 (0.98)	68 (1.27)	+25.9% (+29.6%)
合計 Total	10 357	10 059	-2.9%

註：1. 括號內是每百萬乘客人次的投訴／建議數字。
2. 在二零零三年接獲的個案雖然有所減少，但以每百萬乘客人次計算，對專營巴士服務的投訴／建議則有所增加。這是因為乘客人次方面的跌幅更大 (由二零零二年的16.0499億下降至二零零三年的15.0324億，跌幅為6.3%)。乘客人次減少是由於二零零三年曾爆發嚴重急性呼吸系統綜合症 (非典型肺炎)。

Notes : 1. Figures for complaints/suggestions per million passenger journeys are in brackets.
2. The number of complaints/suggestions per million passenger journeys for franchised bus services in 2003 had increased despite a drop in the number of cases received. This was because the passenger journeys in 2003 had dropped by an even greater extent as compared with 2002 (dropped by 6.3% from 1604.99 million to 1503.24 million). The drop was attributable to the outbreak of Severe Acute Respiratory Syndrome (SARS) in 2003.

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

專營巴士服務

有關專營巴士服務的個案，由二零零二年的3 056宗下降至二零零三年的2 948宗，減幅為3.5%。個案數目下降的主要原因，是有關設置車站及駕駛行為不當的投訴／建議有所減少。不過，二零零三年每百萬乘客人次的投訴／建議為1.96宗，較二零零二年錄得每百萬乘客人次有1.9宗投訴／建議，上升3.2%。

另一方面，交通投訴組在二零零三年接獲有關巴士車廂內播放視聽節目的投訴有所增加。在二零零三年，共有796宗這類的投訴 (包括由41名投訴者重複提出的605宗投訴)，而在二零零二年則有630宗 (包括由44名投訴者重複提出的386宗投訴)。大部分投訴與廣播聲量有關。

交通投訴組小組委員會得悉，運輸署已跟各巴士公司合作，以合理和可行的方法，平衡各類乘客的利益。為進一步回應不喜歡在巴士車廂內播放視聽節目乘客的訴求，各有關巴士公司已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，以便把廣播聲量減至最低。重新配置的音響系統已於二零零三年四月完成安裝。

運輸署已提醒各巴士公司，每當接獲有關個別巴士廣播聲量的投訴時，須盡快採取改善措施。該署會繼續監察乘客對靜音區重新安排的反應，在有需要時會聯同巴士公司考慮採取其他改善措施。



Franchised Bus Services

There were 2 948 cases on franchised bus services in 2003, representing a decrease of 3.5% when compared with 3 056 cases in 2002. The decrease was mainly attributable to fewer complaints/suggestions on provision of stops and improper driving behaviour. However, the complaints/suggestions per million passenger journeys amounted to 1.96 in 2003, representing an increase of 3.2% when compared with 1.9 complaints/suggestions per million passenger journeys in 2002.

On the other hand, TCU received more complaints about audio-visual broadcasting on buses in 2003. There were a total of 796 complaints (including 605 repeated complaints from 41 complainants) in 2003 as compared with 630 complaints (including 386 repeated complaints from 44 complainants) in 2002. Most of the complaints were about the broadcasting volume.

The TCU Sub-Committee noted that the Transport Department had been working with the operators to balance the interests of different groups of passengers in a reasonable and practicable manner. To further address the concerns of the passengers who dislike audio-visual broadcasting on buses, all the bus companies concerned have relocated the quiet zone to the back portion of the lower deck and allowed only one speaker to be turned on at the lower deck to reduce the broadcasting volume to a minimum level. The installation of the reconfigured sound system was completed in April 2003.

The Transport Department has reminded the bus companies to take prompt remedial action whenever there are complaints about the broadcasting volume on individual buses. The Transport Department will continue to monitor passenger feedback on the reconfiguration arrangement and work with the operators to consider further improvement if necessary.



有關專營巴士服務的2 948宗個案，按個別公司作出的分類載於附錄5。現將有關三間主要專營巴士公司的投訴及建議資料列出如下：

- 九龍巴士 (一九三三) 有限公司 (九巴)：每百萬乘客人次計的投訴／建議數目，由二零零二年的1.47宗減至二零零三年的1.37宗，下降6.8%。在二零零三年內接獲的1 304宗個案，主要涉及乘客服務及設施 (417宗)、服務班次 (353宗) 和班次／載客量 (125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，由二零零二年的2.64宗減至二零零三年的2.03宗，下降23.1%。在二零零三年內接獲的300宗個案，主要涉及乘客服務及設施 (111宗)、服務班次 (80宗) 和班次／載客量 (22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，由二零零二年的2.22宗增至二零零三年的2.8宗，上升26.1%。在二零零三年內接獲的342宗個案，主要涉及乘客服務及設施 (115宗)、服務班次 (83宗) 和員工 (包括車長) 的行為及表現 (38宗)。

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



A breakdown of the 2 948 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 -

- Kowloon Motor Bus Co. (1933) Ltd (KMB) - The number of complaints/suggestions per million passenger journeys decreased by 6.8% from 1.47 in 2002 to 1.37 in 2003. As regards the 1 304 cases received in 2003, they were mainly about passenger services and facilities (417), regularity of service (353) and frequency/carrying capacity (125).
- Citybus Limited (Franchise 1) - The number of complaints/suggestions per million passenger journeys decreased by 23.1% from 2.64 in 2002 to 2.03 in 2003. As regards the 300 cases received in 2003, they were mainly about passenger services and facilities (111), regularity of service (80) and frequency/carrying capacity (22).
- New World First Bus Services Ltd. (NWFB) - The number of complaints/suggestions per million passenger journeys increased by 26.1% from 2.22 in 2002 to 2.8 in 2003. As regards the 342 cases received in 2003, they were mainly about passenger services and facilities (115), regularity of service (83) and conduct and performance of staff (including drivers) (38).

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



居民巴士服務

居民巴士服務主要在繁忙時間提供服務，以助減輕市民對集體運輸工具的需求。這些服務屬專線服務，營辦商如擬更改服務細則，須取得運輸署批准。

在二零零三年，有關居民巴士服務的個案共有71宗，即每百萬乘客人次有1.17宗投訴／建議；與二零零二年的59宗個案及每百萬乘客人次有1宗投訴／建議相比，分別上升20.3%及17%。個案數目上升的主要原因，是由於有部分居民巴士路線取消所致。在二零零三年接獲的71宗個案的詳細分類載於附錄7。

有關居民巴士服務過去五年的投訴及建議的比較載於附錄8。



Residents' Services

Residents' services (RS) provide services primarily during the peak hours to help reduce the peak-hour demand on the mass carriers. They are scheduled services and approval from the Transport Department is required for any change in service details.

There were 71 cases on residents' services in 2003, representing 1.17 complaints/suggestions per million passenger journeys. These figures represent increases of 20.3% and 17% respectively when compared with 59 cases and 1 complaint/suggestion per million passenger journeys in 2002. The increase was mainly attributable to more complaints about the cancellation of some RS routes. A detailed breakdown of the 71 cases received in 2003 is at Appendix 7.

A comparison of the complaints and suggestions on RS services in the past five years is at Appendix 8.



公共小巴服務

在二零零三年，有關公共小巴服務的個案共有2 022宗，即每百萬乘客人次有3.41宗投訴／建議；與二零零二年的2 074宗個案及每百萬乘客人次有3.5宗投訴／建議相比，分別下降2.5%及2.6%。

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。

在二零零三年，有關專線小巴服務的投訴／建議共有1 741宗，佔所有公共小巴個案的86%，以每百萬乘客人次計的投訴／建議數目是4.18宗；與二零零二年的1 850宗個案及每百萬乘客人次有4.46宗投訴／建議相比，分別下降5.9%及6.3%。個案數目下降的主要原因，是有關班次欠準及駕駛行為不當的投訴有所減少。在二零零三年接獲的1 741宗個案的詳細分類載於附錄9。



Public Light Bus Services

There were 2 022 cases on public light bus (PLB) services in 2003, representing 3.41 complaints/suggestions per million passenger journeys. These figures represent decreases of 2.5% and 2.6% respectively when compared with 2 074 cases and 3.5 complaints/suggestions per million passenger journeys in 2002.

Green Minibus Services

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

In 2003, there were 1 741 complaints/suggestions on GMB services accounting for 86% of all PLB cases received. The number of complaints/suggestions per million passenger journeys was 4.18. The figures represent decreases of 5.9% and 6.3% respectively as compared with 1 850 cases and 4.46 complaints/suggestions per million passenger journeys in 2002. The decrease was mainly attributable to fewer complaints about erratic service and improper driving behaviour. A detailed breakdown of the 1 741 cases received in 2003 is at Appendix 9.



紅色小巴服務

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

在二零零三年，有關紅巴服務的投訴／建議共有281宗，佔所有公共小巴服務個案的14%，每百萬乘客人次計的投訴／建議數目為1.6宗；與二零零二年的224宗個案及每百萬乘客人次有1.21宗投訴／建議相比，分別上升25.4%及32.2%。個案數目上升的主要原因，是有關司機的行為及工作表現的投訴有所增加。在二零零三年接獲的281宗個案的詳細分類載於附錄10。

有關專線小巴及紅巴服務過去五年的投訴及建議的比較載於附錄11。

交通投訴組小組委員會得悉，運輸署已推行多項措施，以推動營辦商提供安全、優質及以客為本的公共小巴服務。由交通諮詢委員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，亦已推出多項措施，以提高公共小巴的服務質素。這些措施包括出版《公共小巴服務通訊》及《公共小巴服務標準》小冊子、為公共小巴司機開辦培訓課程以促進安全駕駛及顧客服務、為公共小巴營辦商舉辦有關車輛檢驗及維修的工作坊，以及與公共小巴商會定期舉行會議以推廣優質小巴服務。



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 follow-up actions.

In 2003, there were 281 complaints/suggestions on RMB services which accounted for 14% of all PLB cases received. The number of complaints/suggestions per million passenger journeys was 1.6. The figures represent increases of 25.4% and 32.2% respectively when compared with 224 cases and 1.21 complaints/suggestions per million passenger journeys in 2002. The increase was mainly attributable to more complaints about the conduct and performance of the drivers. A detailed breakdown of the 281 cases received in 2003 is at Appendix 10.

A comparison of the complaints and suggestions on GMB and RMB services in the past five years is at Appendix 11.

The TCU Sub-Committee noted that the Transport Department had undertaken a number of initiatives to promote the provision of safe, quality and customer-oriented PLB services. The Quality Public Light Bus Services Steering Committee chaired by Mr Yeung Ka-sing, a TAC Member, has also introduced various initiatives to enhance the quality of PLB services. They include publication of the PLB Newsletter and a pamphlet on PLB service standards, provision of training course for PLB drivers to enhance safe driving and customer service, organising a workshop on vehicle servicing and maintenance for PLB operators, and regular meetings with the PLB associations to promote quality service.



的士服務

在二零零三年，的士服務仍為主要投訴項目之一。交通投訴組接獲的個案有4 670宗，佔公共交通服務個案總數的46%。每百萬乘客人次的投訴／建議數目是9.79宗，在所有公共交通服務中是最高的；與二零零二年的4 785宗個案及每百萬乘客人次有10.03宗投訴／建議相比，均下降2.4%。個案數目下降的主要原因，是有關的士司機違例行為 (特別是有關拒載及的士咪錶違例行為) 及的士阻塞交通的投訴有所減少。在二零零三年接獲的4 670宗個案的詳細分類載於附錄12。

在接獲的4 670宗個案中，涉及的士司機違例行為的個案有4 085宗 (87%)。如投訴人願意出庭作證，交通投訴組會將這些個案轉交警方作進一步調查。年內，交通投訴組共轉介873宗 (21%) 這類投訴予警方。在二零零三年，警方調查了902宗由交通投訴組於今年或去年轉介的個案。調查結果的分類載於附錄13。

有關的士服務過去五年的投訴／建議的比較載於附錄14。

交通投訴組小組委員會得悉，運輸署及由交通諮詢委員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。這些措施包括出版的士季刊、在主要的士站為乘客設立電子資訊顯示屏或的士車費資訊板、在機場及落馬洲管制站派發的士車費資訊單張、為在職的士司機推行培訓計劃以促進安全駕駛及顧客服務，以及舉辦的士司機嘉許計劃。



Taxi Services

Taxi services remained one of the major areas of complaints in 2003. There were 4 670 cases, accounting for 46% of all the cases on public transport services. The number of complaints/suggestions per million passenger journeys was 9.79, the highest amongst all types of public transport services. Both the number of cases and complaints/suggestions per million passenger journeys have shown a decrease of 2.4% when compared with 4 785 cases and 10.03 complaints/suggestions per million passenger journeys in 2002. The decrease was mainly attributable to fewer complaints about taxi driver malpractices (especially those related to refusing hire and taximeter offences) and taxi obstruction. A detailed breakdown of the 4 670 cases received in 2003 is at Appendix 12.

Of the 4 670 cases received, 4 085 (87%) were related to taxi driver malpractices. These cases are referred to the Police for further investigation if the complainants agree to be court witnesses. During the year, 873 such cases (21%) were referred to the Police. In 2003, the Police completed investigation of 902 cases referred to them during the year or the year before. A breakdown of the results is at Appendix 13.



A comparison of the complaints and suggestions on taxi services in the past five years is at Appendix 14.

The TCU Sub-Committee noted that the Transport Department and the Quality Taxi Services Steering Committee chaired by Mr Jeffrey Lam Kin-fung, a TAC Member, had introduced a number of measures to improve the service standard of the taxi trade. They included publication of quarterly taxi newsletters, installation of LED passenger information display panels or taxi fare information plates at the major taxi stands, distribution of taxi fare flyers at the Airport and Lok Ma Chau Control Point, provision of training programme for in-service taxi drivers to promote safe driving and customer service, and launching of the taxi driver commendation scheme.

鐵路服務

在二零零三年，有關鐵路運輸的個案共有280宗。以每百萬乘客人次計的投訴／建議數目是0.22宗；與二零零二年的329宗個案及每百萬乘客人次有0.26宗投訴／建議相比，分別下降14.9%及15.4%。個案數目下降的主要原因，是有關地鐵有限公司 (地鐵公司) 的投訴有所減少，這是由於引進新韓國製列車及將軍澳線通車的初期問題已獲解決。

另一方面，有關九廣鐵路公司 (九鐵公司) 服務的投訴及建議，在二零零三年有所增加。有關九鐵公司 (東鐵) 服務的投訴及建議，由二零零二年的29宗上升至二零零三年的50宗。個案數目上升的主要原因，是有關乘客服務及設施 (主要是有關在服務受阻時向公眾發布的資料不足) 及班次欠準的投訴有所增加。交通投訴組小組委員會得悉，九鐵公司最近已制定向公眾發放消息的新指引，以便在服務受阻時，市民能更清楚知悉有關情況。該公司認為，有關班次欠準的投訴增加，可能是由於列車班次間中須作出更改，以配合正在施工的多項鐵路工程。為減低對乘客的影響，九鐵已採取多項特別措施，例如在繁忙時間調派額外人手，縮短乘客上落列車的時分，以及彈性調節列車，盡量保持每班列車之間的時距穩定。該公司預期，隨着各項鐵路工程相繼竣工，有關服務班次不穩的投訴會減少。



有關九鐵公司 (輕鐵) 服務的投訴及建議，由二零零二年的49宗上升至二零零三年的69宗。個案數目上升的主要原因，是有關服務班次欠準和不足，以及為配合西鐵和輕鐵支線啟用而更改路線的投訴／建議有所增加。交通投訴組小組委員會得悉，隨着輕鐵新支線及西鐵於二零零三年年底啟用，九鐵在新界西北的服務已顯著改善。因此，有關服務班次的投訴最近已減少。此外，該公司在落實更改輕鐵的路線時，已把市民的意見考慮在內。

Rail Services

There were 280 cases on rail services in 2003, representing 0.22 complaint/suggestion per million passenger journeys. These figures represent decreases of 14.9% and 15.4% respectively when compared with 329 cases and 0.26 complaint/suggestion per million passenger journeys in 2002. The decrease was mainly attributable to fewer complaints against the Mass Transit Railway Corporation Limited (MTRCL) as the teething problems related to the introduction of the new Korean trains and the commissioning of the Tseung Kwan O Line had been resolved.

On the other hand, there were more complaints and suggestions on the services of the Kowloon-Canton Railway Corporation (KCRC) in 2003. The number of complaints and suggestions on the service of the KCRC East Rail increased from 29 in 2002 to 50 in 2003. The increase was attributable to more complaints about passenger services and facilities (mainly about inadequate public announcements during service disruptions) and erratic service. The TCU Sub-Committee noted that KCRC had recently established new guidelines to better inform the public of service disruptions. KCRC considers that the increase in complaints about regularity of service might be prompted by occasional changes to the train schedule to facilitate several ongoing railway projects. To mitigate the impact on passengers, KCRC undertook a number of special measures such as deploying extra staff during peak hours to speed up the boarding and alighting time, and regulating trains flexibly to maintain an even headway as much as possible. The Corporation expects that with the gradual completion of the railway projects, the number of complaints about service reliability will decrease.

The number of complaints and suggestions on the services of the KCRC Light Rail increased from 49 in 2002 to 69 in 2003. The increase was mainly attributable to more complaints/suggestions on the regularity and frequency of service, and changes in routeings to tie in with the opening of West Rail and Light Rail extensions. The TCU Sub-Committee noted that with the opening of the new Light Rail extensions and West Rail in late 2003, KCRC had greatly enhanced its service in the Northwest New Territories. As a result, the number of complaints against the regularity of service has gone down recently. The Corporation has also taken into account public views in finalising changes to the Light Rail routeings.

有關鐵路服務的280宗個案，按個別公司作出的分類載於附錄15。現將有關兩間主要鐵路公司的投訴及建議資料列出如下：

- 地鐵公司：每百萬乘客人次計的投訴／建議數目由二零零二年的0.29宗下降至二零零三年的0.16宗，跌幅為44.8%。在二零零三年內接獲的123宗個案，主要涉及乘客服務及設施 (71宗)、服務班次 (11宗) 和列車狀況 (11宗)。
- 九鐵公司 (東鐵)：每百萬乘客人次計的投訴／建議數目由二零零二年的0.1宗上升至二零零三年的0.18宗，升幅為80%。在二零零三年內接獲的50宗個案，主要涉及乘客服務及設施 (23宗) 和服務班次 (18宗)。
- 九鐵公司 (西鐵)：西鐵在二零零三年十二月二十日通車。在二零零三年共接獲7宗投訴／建議，主要是關於車站設置 (2宗) 和乘客服務及設施 (2宗)。
- 九鐵公司 (輕鐵)：每百萬乘客人次計的投訴／建議數目由二零零二年的0.43宗上升至二零零三年的0.65宗，升幅為51.2%。在二零零三年內接獲的69宗個案，主要涉及服務班次 (18宗)、班次／載客量 (14宗) 和乘客服務及設施 (10宗)。

有關地鐵公司、九鐵公司 (東鐵) 及九鐵公司 (輕鐵) 過去五年的投訴／建議的比較載於附錄16。



A breakdown of the 280 cases by individual railway companies is at Appendix 15. 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 decreased by 44.8% from 0.29 in 2002 to 0.16 in 2003. As regards the 123 cases received in 2003, they were mainly about passenger services and facilities (71), regularity of service (11), and conditions of vehicles (11).
- KCRC (East Rail) - The number of complaints/suggestions per million passenger journeys increased by 80% from 0.1 in 2002 to 0.18 in 2003. As regards the 50 cases received in 2003, they were mainly about passenger services and facilities (23) and regularity of service (18).
- KCRC (West Rail) - West Rail came into operation on 20 December 2003. 7 complaints/suggestions were received in 2003, and they were mainly about the provision of stops (2) and passenger services and facilities (2).
- KCRC (Light Rail) - The number of complaints/suggestions per million passenger journeys increased by 51.2% from 0.43 in 2002 to 0.65 in 2003. As regards the 69 cases received in 2003, they were mainly about regularity of service (18), frequency/carrying capacity (14) and passenger services and facilities (10).

Comparisons of complaints/suggestions related to MTR, KCRC (East Rail) and KCRC (Light Rail) in the past five years are at Appendix 16.

渡輪服務

在二零零三年，有關渡輪服務的個案共有68宗，即每百萬乘客人次有1.27宗投訴／建議。

與二零零二年的54宗個案和每百萬乘客人次有0.98宗投訴／建議相比，分別上升25.9%及29.6%。個案數目上升的主要原因，是有關乘客服務及設施 (例如有關服務時間表和暫停服務的通知／廣播不足) 及班次欠準的投訴有所增加。交通投訴組小組委員會得悉，有關公司已採取措施改善服務。

有關渡輪服務的68宗個案，按個別公司作出的分類載於附錄17。現將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 (新渡輪)：每百萬乘客人次計的投訴／建議數目由二零零二年的2.69宗下降至二零零三年的2.55宗，下降5.2%。在二零零三年內接獲的36宗個案，主要涉及乘客服務及設施 (10宗)、服務班次 (9宗) 和員工行為及表現 (9宗)。
- 天星小輪：每百萬乘客人次計的投訴／建議數目由二零零二年的0.07宗上升至二零零三年的0.29宗，升幅達314.3%。在二零零三年內接獲的8宗個案，主要涉及員工行為及表現 (3宗)。

有關新渡輪過去四年及天星小輪過去五年的投訴／建議的比較載於附錄18。

Ferry Services

There were a total of 68 cases on ferry services in 2003, representing 1.27 complaints/suggestions per million passenger journeys. These figures represent increases of 25.9% and 29.6% respectively when compared with 54 cases and 0.98 complaint/suggestion per million passenger journeys in 2002. The increase was mainly attributable to more complaints about passenger services and facilities (e.g. inadequate notices/announcements on the schedule of services and service suspensions) and erratic service. The TCU Sub-Committee noted that the companies concerned had taken measures to improve the service.

A breakdown of the 68 cases by individual ferry companies is at Appendix 17. 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 decreased by 5.2% from 2.69 in 2002 to 2.55 in 2003. As regards the 36 cases received in 2003, they were mainly about passenger services and facilities (10), regularity of service (9) and conduct and performance of staff (9).
- 'Star' Ferry - The number of complaints/suggestions per million passenger journeys increased by 314.3% from 0.07 in 2002 to 0.29 in 2003. As regards the 8 cases received in 2003, they were mainly about conduct and performance of staff (3).

Comparisons of complaints/suggestions related to NWFF in the past four years and those related to 'Star' Ferry in the past five years are at Appendix 18.



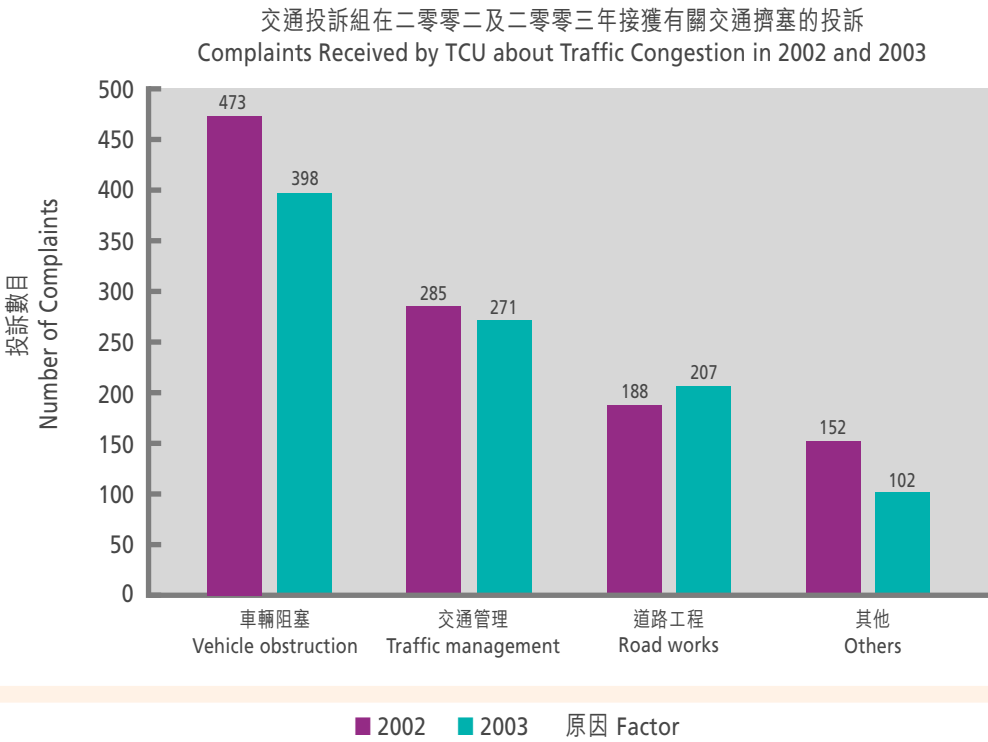
交通及道路情況

在二零零三年，交通投訴組共接獲4 590宗有關交通及道路情況的投訴及建議，當中有54宗純粹提出建議；與二零零二年的4 619宗投訴及建議相比，微跌0.6%。這些個案按類別及地區作出的詳細分類分別載於附錄19及附錄20。

交通情況

在二零零三年，交通投訴組共接獲1 714宗有關交通情況的投訴及建議，佔個案總數約11%。與二零零二年的1 823宗相比，這類個案下降6%。

在接獲的1 714宗個案中，與交通擠塞有關的共有978宗 (57%)。與二零零二年的1 098宗相比，下降10.9%。現將二零零三年有關交通擠塞的投訴的成因分類如下：



Traffic and Road Conditions

In 2003, there were 4 590 complaints and suggestions about traffic and road conditions. Among them, 54 were purely suggestions. The number of complaints and suggestions represents a slight decrease of 0.6% as compared with 4 619 cases in 2002. Detailed breakdowns of the cases by category and by district are at Appendix 19 and Appendix 20 respectively.

Traffic Conditions

In 2003, 1 714 complaints and suggestions about traffic conditions were received, representing about 11% of the total number of cases. The number of cases in this category recorded a decrease of 6% as compared with 1 823 cases in 2002.

Of the 1 714 cases received, 978 (57%) were related to traffic congestion. This represents a decrease of 10.9% as compared with 1 098 cases in 2002. Factors contributing to complaints about traffic congestion in 2003 are broken down as follows -

原因 Factor	2002	2003	增/減 Difference
車輛阻塞 Vehicle obstruction	473	398	-15.9%
交通管理 Traffic management	285	271	-4.9%
道路工程 Road works	188	207	+10.1%
其他 Others	152	102	-32.9%
合計 Total	1 098	978	-10.9%

在二零零三年，接獲較多交通擠塞投訴的地區如下：

地區	2002	2003	增 / 減
油尖旺	173	138	-20.2%
中西區	111	111	-
灣仔	88	99	+12.5%

所有涉及交通擠塞的投訴及建議，均已轉交運輸署、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得悉，運輸署在二零零三年已採取以下措施，以紓緩交通擠塞：

- (a) 策劃和實施臨時交通安排，盡量減少因道路工程導致的擠塞；
- (b) 在交通擠塞黑點實施交通管理計劃；
- (c) 裝設新交通燈和調整現有交通燈號；
- (d) 實行交通改道以增加流量；
- (e) 採取交通限制措施；
- (f) 重新劃定行車道和調整道路交界處設計；
- (g) 建設新道路、完成主要道路改善工程、遷移或取消路旁泊車位、巴士站或的士站，以增加道路容車量；
- (h) 提供停車處以方便上落客貨；及
- (i) 舉辦宣傳活動，鼓勵司機自律，以減少車輛阻塞的情況。

在二零零三年，投訴交通管理事宜(引致交通擠塞的除外)的投訴及建議共有385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。二零零三年的個案數目較二零零二年的365宗上升5.5%。

另一方面，在二零零三年，交通投訴組共接獲217宗增設交通標誌及設備的要求，較二零零二年的231宗下降6.1%。

此外，在二零零三年，有關泊車設施的投訴及建議共有134宗，較二零零二年的129宗上升3.9%。

In 2003, the districts which received relatively more complaints about traffic congestion were -

District	2002	2003	Difference
Yau Tsim Mong	173	138	-20.2%
Central & Western	111	111	-
Wan Chai	88	99	+12.5%

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 actions. The TCU Sub-Committee noted that the Transport Department had undertaken the following measures to alleviate traffic congestion in 2003 -

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

In 2003, there were 385 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 represents an increase of 5.5% as compared with 365 cases in 2002.

Besides, the TCU received 217 requests for additional traffic signs and aids in 2003. This represents a decrease of 6.1% as compared with 231 cases in 2002.

There were also 134 complaints and suggestions on parking facilities in 2003. This represents an increase of 3.9% as compared with 129 cases in 2002.

道路維修

在二零零三年，交通投訴組共接獲515宗有關道路維修的投訴及建議，佔個案總數約3%。與二零零二年的566宗相比，這類個案數目減少9%。個案下降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減少。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

在二零零三年，交通投訴組共接獲2 361宗有關法例執行的投訴，佔個案總數約16%。與二零零二年的2 230宗相比，這類個案數目增加5.9%。

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 2003, 515 complaints and suggestions about road maintenance were received, representing about 3% of the total number of cases. The number of cases in this category recorded a decrease of 9% as compared with 566 cases in 2002. The decrease was mainly attributable to fewer complaints about inadequate traffic signs and aids for road works and uneven or damaged surfaces. All the complaints had been referred to the Highways Department or other relevant departments for investigation and remedial actions.

Enforcement

In 2003, 2 361 complaints about enforcement matters were received, representing about 16% of the total number of cases. The number of complaints in this category recorded an increase of 5.9% as compared with 2 230 complaints in 2002.

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 also 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.



有關道路安全事宜的投訴及建議

在二零零三年接獲的15 118宗投訴及建議中，2 663宗 (18%) 與道路安全事宜有關。現把所接獲的個案分類如下：

	投訴／建議數目
公共交通服務	765
交通管理	333
道路維修	277
法例執行	1 288
合計	2 663

在公共交通服務方面，投訴者關注到司機的駕駛行為不當、公共交通車輛造成阻塞以及其他事宜 (例如車輛狀況、車站位置、登車安排等)，可能對乘客及其他道路使用者構成危險。

在交通管理方面，投訴者主要關注到交通標誌／道路標記不足、交通燈及行人過路設施不足，可能導致交通意外。

在道路維修方面，投訴者主要關注到道路工程的交通標誌／設備不足、路面損壞以及交通燈失靈，可能導致交通意外。

Complaints and Suggestions on Road Safety Matters

Among the 15 118 complaints and suggestions received in 2003, 2 663 (18%) were related to road safety matters. A breakdown of the cases received is as follows: -

	No. of Complaints/ Suggestions
Public Transport Services	765
Traffic Management	333
Road Maintenance	277
Enforcement	1 288
Total	2 663

In respect of public transport services, the complainants were concerned that the drivers' improper driving behaviour, obstruction by public transport vehicles and other matters (e.g. conditions of vehicles, location of stops, boarding arrangement, etc.) might pose danger to passengers and other road users.

In respect of traffic management, the complainants were mainly concerned that inadequate traffic signs/road markings, inadequate traffic lights and inadequate crossing facilities for pedestrians might lead to traffic accidents.

In respect of road maintenance, the complainants were mainly concerned that inadequate traffic signs/aids for road works, damaged road surface and defective traffic lights might lead to traffic accidents.

至於法例執行方面，有441宗投訴是有關違例泊車引致交通阻塞，並對駕車人士和行人構成危險。另一方面，有847宗投訴是關於駕車人士不遵守交通規例 (例如衝紅燈／不讓行人先過馬路、突然切線、不遵守交通標誌的指示等)，對其他道路使用者構成危險。

有關道路安全事宜的投訴及建議，均已轉交運輸署、警務處、其他有關部門和相關的公共交通機構作出調查和跟進。有關當局都作出積極回應，並且已經或將會實施改善措施，盡量解決有關問題。



In respect of enforcement, there were 441 complaints about illegal parking which caused obstruction and posed danger to motorists and pedestrians. On the other hand, there were 847 complaints about motorists failing to observe traffic regulations (e.g. jumping red lights/failing to give way to pedestrians, changing lanes abruptly, disobeying traffic signs, etc.) which posed danger to other road users.

All the complaints and suggestions on road safety matters had been referred to the Transport Department, the Police, other relevant departments and the public transport operators concerned for investigation and follow-up actions. The responses of the authorities concerned were generally positive. Improvement measures had been/would be implemented to address the problems as far as possible.



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。在二零零三年，有關的政府部門及機構共採納145項市民提出的建議。下文簡述四宗成功解決的個案。

成功個案 Successful Case



有關西樓角路違例泊車的投訴

在二零零三年七月，一名市民向交通投訴組投訴在西樓角路違例停泊的車輛造成阻塞，並對駕車人士及行人構成危險。他要求警方採取執法行動。

警方接獲投訴後，已在該處加強執法行動，並向運輸署建議在該處設立禁區，以防止違例泊車。運輸署在檢討有關情況後，於二零零三年七月底，在西樓角路有關路段實施“上午七時至午夜”禁止停車限制。

上述措施有助解決該處的違例泊車問題。



西樓角路設立的禁區
The restricted zone imposed at Sai Lau Kok Road

Complaint about Illegal Parking at Sai Lau Kok Road

In July 2003, a member of the public lodged a complaint with the TCU about illegal parking at Sai Lau Kok Road which caused obstruction and posed danger to motorists and pedestrians. The complainant requested the Police to take enforcement action.

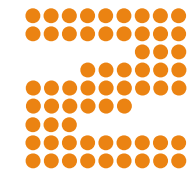
Upon receipt of the complaint, the Police stepped up enforcement action at the location. They had also proposed to the Transport Department that a restricted zone be imposed at the location to deter illegal parking. Having reviewed the situation, the Transport Department imposed a "7 am to midnight" no-stopping restriction at the relevant section of Sai Lau Kok Road in late July 2003.

The above measures have helped resolve the problem of illegal parking at the location.

Successfully Resolved Cases

Complaints and suggestions from members of the public could help bring about improvements in public transport services and traffic conditions in Hong Kong. In 2003, the relevant Government departments and organisations had taken on board 145 suggestions made by the public. Brief accounts of four successfully resolved cases are given below -

成功個案 Successful Case



有關歌和老街交通擠塞的投訴

在二零零三年八月，一名市民投訴水務署在歌和老街近達之路進行道路工程時封閉一條東行線，令該處早上及黃昏繁忙時間出現嚴重交通擠塞。他建議在繁忙時間暫停道路工程，把有關行車線開放供駕車人士使用。

在接獲投訴後，水務署已於二零零三年八月三十一日起暫時停止該項道路工程，並重新開放有關行車線，以免在新學年開始時造成交通擠塞。該署其後在二零零三年九月中復工，並要求承辦商只在星期一至六上午十時至下午四時的非繁忙時間施工。在施工時間以外，有關的行車線會鋪上鋼板，照常行車。這項安排有助舒緩該處的交通擠塞。上述工程已在二零零三年十二月完成。

Complaint about Traffic Congestion at Cornwall Street

In August 2003, the TCU received a complaint about the road works of the Water Supplies Department at Cornwall Street near Tat Chee Avenue which led to the closure of one traffic lane (eastbound). This resulted in serious congestion during the morning and evening peak hours. The complainant suggested that the road works should be suspended during the peak hours and the lane in question be opened to traffic.

After receiving the complaint, the Water Supplies Department arranged to suspend temporarily the road works concerned and re-open the traffic lane with effect from 31 August 2003 to avoid causing congestion at the beginning of the new school term. The Department had resumed the road works since mid-September 2003 and they had asked the contractor to work only during the non-peak hours from 10:00 am to 4:00 pm on weekdays. Outside the working hours, the traffic lane in question would be covered by steel plates and opened to traffic. The arrangement helped relieve traffic congestion at the location. The roadwork project was completed in December 2003.

歌和老街行車線在道路工程施工時間以外鋪上鋼板，照常行車
The traffic lane at Cornwall Street covered by steel plates and open to traffic outside the working hours of the road works



成功個案 Successful Case

有關聯合道過路處缺乏行人過路燈的投訴

在二零零三年八月，一名市民向交通投訴組投訴聯合道近太子道西交界過路處缺乏行人過路燈。投訴人認為該處交通繁忙，駕車人士未必會停車讓行人過路，因此要求運輸署在過路處裝設行人過路燈，方便行人橫過馬路。

運輸署研究有關情況後，已在二零零三年十二月底在該處裝設行人過路燈，以提高道路安全。



在聯合道過路處裝設的行人過路燈
Pedestrian lights installed for the crossing
at Junction Road

Complaint about the Lack of Pedestrian Lights for the Crossing at Junction Road

In August 2003, a member of the public lodged a complaint with the TCU about the lack of pedestrian lights for the crossing at Junction Road near its junction with Prince Edward Road West. The complainant was of the view that the traffic flow at the location was heavy and motorists might not always give way to the pedestrians. She 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 late December 2003. This has helped enhance road safety at the location.

成功個案 Successful Case

有關在西邨路加設專線小巴士站的建議

在二零零三年十一月，交通投訴組接獲四名市民的建議，提議在富昌邨富韻樓對開的西邨路加設專線小巴75號線(往來富昌邨與青山公路之間的循環線)中途站，方便附近居民乘車。

運輸署接獲建議後，便與有關營辦商商討跟進行動，並於二零零三年十二月初在西邨路加設中途站。乘客的反應良好。

在富韻樓對開的西邨路加設
的專線小巴士站
The new GMB stop at Sai Chuen
Road outside Fu Wan House



Suggestion on Adding a Green Minibus (GMB) Stop at Sai Chuen Road

In November 2003, the TCU received suggestions from 4 members of the public that an en-route stop for GMB Kowloon Route 75 (a circular route plying between Fu Cheong Estate and Castle Peak Road) be added at Sai Chuen Road outside Fu Wan House of Fu Cheong Estate to facilitate the residents in the vicinity.

Upon receipt of the suggestion, the Transport Department followed up with the operator concerned. In early December 2003, the additional stop was set up. Passengers' feedback has been generally positive.