

投訴/建議性質 Nature of Complaints/Suggestions	2002	2003	增 / 減 Difference
的士司機違例行為 Taxi driver malpractices			
(a) 司機行為及工作表現 Conduct and performance of drivers			
(i) 舉止無禮和不守規矩 Behaving other than in a civil & orderly manner	1 212	1 301	+7.3%
(ii) 拒載 Refusing hire	692	596	-13.9%
(iii) 兜客 Soliciting passengers	29	23	-20.7%
(iv) 拒絕駛達目的地 Refusing to drive to destination	185	184	-0.5%
(v) 未有展示司機證 Failure to display driver identity plate	18	24	+33.3%
(vi) 不正確展示司機證 Failure to display driver identity plate properly	8	4	-50.0%
(b) 駕駛行為不當 Improper driving behaviour	306	284	-7.2%
(c) 濫收車資 Overcharging	280	323	+15.4%
(d) 有關的士咪錶的違例行為 Taximeter offences	548	456	-16.8%
(e) 不使用最直接的路線 Failure to take the most direct route	885	890	+0.6%
小計 Sub-total	4 163	4 085	-1.9%
其他 Others			
(a) 的士阻塞 Taxi obstruction	579	529	-8.6%
(b) 其他 Miscellaneous	43	56	+30.2%
小計 Sub-total	622	585	-5.9%
合計 Total	4 785	4 670	-2.4%