

附錄 Appendix



有關專營巴士公司服務的投訴及建議的分類

Breakdown of Complaints and Suggestions on the Services of Franchised Bus Companies

巴士公司 Bus Companies	2002		2003		增 / 減 Difference	
九巴 Kowloon Motor Bus	1 492	(1.47)	1 304	(1.37)	-12.6%	(-6.8%)
城巴 (第一類專營權) Citybus (Franchise 1)	419	(2.64)	300	(2.03)	-28.4%	(-23.1%)
城巴 (第二類專營權) Citybus (Franchise 2)	52	(3.26)	41	(2.71)	-21.2%	(-16.9%)
新巴 New World First Bus	296	(2.22)	342	(2.80)	+15.5%	(+26.1%)
新大嶼山巴士 New Lantau Bus	40	(4.46)	40	(4.13)	-	(-7.4%)
龍運巴士 Long Win Bus	37	(1.82)	37	(1.92)	-	(+5.5%)
過海隧巴 Cross Harbour Bus Services	667	(3.19)	847	(4.28)	+27.0%	(+34.2%)
九鐵接駁巴士 KCR Feeder Bus	53	(1.25)	37	(0.89)	-30.2%	(-28.8%)
合計 Total	3 056	(1.90)	2 948	(1.96)	-3.5%	(+3.2%)

註：1. 括號內是每百萬乘客人次的投訴及建議數字。

2. 涉及過海隧巴服務的投訴及建議不能再按各間巴士公司分類，因為有關服務是九巴、城巴及新巴聯合經營的。

3. 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。

Notes : 1. Figures for complaints/suggestions per million passenger journeys are in brackets.

2. Complaints and suggestions on cross harbour bus services could not be further broken down by bus company as the services are jointly operated by Kowloon Motor Bus, Citybus and New World First Bus.

3. 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 decrease was attributable to the outbreak of Severe Acute Respiratory Syndrome (SARS) in 2003.