

投訴/建議性質 Nature of Complaints/Suggestions	2002	2003	增 / 減 Difference
<b>(A) 服務質量 Adequacy of Service</b>			
(1) 班次 Frequency	249	279	+12.0%
(2) 路線 Routing	53	50	-5.7%
(3) 服務時間 Hours of operation	15	16	+6.7%
(4) 設置車站 Provision of stops	31	21	-32.3%
小計 Sub-total	348	366	+5.2%
<b>(B) 服務水準 Standard of Service</b>			
(1) 服務班次 Regularity of service	364	288	-20.9%
(2) 路線依循情況 Adherence to routeing	114	92	-19.3%
(3) 駕駛行為不當 Improper driving behaviour	290	218	-24.8%
(4) 員工 (包括司機) 行為及工作表現 Conduct and performance of staff(including drivers)	484	525	+8.5%
(5) 濫收車費 Overcharging	16	13	-18.8%
(6) 清潔 Cleanliness	8	26	+225.0%
(7) 車輛狀況 Conditions of vehicles	29	29	-
(8) 乘客服務及設施 Passenger services and facilities	87	78	-10.3%
小計 Sub-total	1 392	1 269	-8.8%
<b>(C) 一般性質 General*</b>	110	106	-3.6%
<b>合計 Total</b>	<b>1 850</b>	<b>1 741</b>	<b>-5.9%</b>

\* 這些投訴/建議主要是有關專線小巴引致交通阻塞。  
These complaints are mainly related to obstruction caused by green minibuses.