

## 7. 顧及乘客安全上落

- 耐心等待行動不便、年幼、年老或攜帶手提行李的乘客上落車。
- 乘客上車時，待他們坐穩才開車。
- 乘客下車時，確保他們安全下車才關上車門。



### Take care of passengers in boarding and alighting

- Wait patiently for passengers with disability, small children, the elderly or passengers with hand baggage while boarding or alighting.
- Do not start driving until the boarding passengers have seated properly.
- Do not close the door until the alighting passengers get off safely.

## 8. 主動向乘客提供協助

- 禮貌地回應乘客的查詢及確認目的地。
- 儘快將乘客遺留在車內的財物送交警署。如果乘客返回認領並能提供可信的證明，應立即歸還財物予乘客。



### Be proactive in providing assistance to passengers

- Reply passengers' enquiries and confirm destination politely.
- Take any properties left by passengers in the vehicle to the police station as soon as possible. If the passengers who return to claim the properties can produce convincing proofs, the properties should be returned immediately.

## 9. 提供安全平穩的旅程

- 遵守道路使用者守則及有關公共小巴的道路交通規則。
- 遵守安全車速限制。
- 不超載。
- 不危險超車、轉線或跟車太貼。
- 在交通燈及急彎前一段距離開始減速。
- 駕駛中，不使用手提式的流動通訊設備。
- 駕駛時集中精神。
- 不收聽引起大眾分心及不安的電台節目。

### Provide a safe and smooth ride

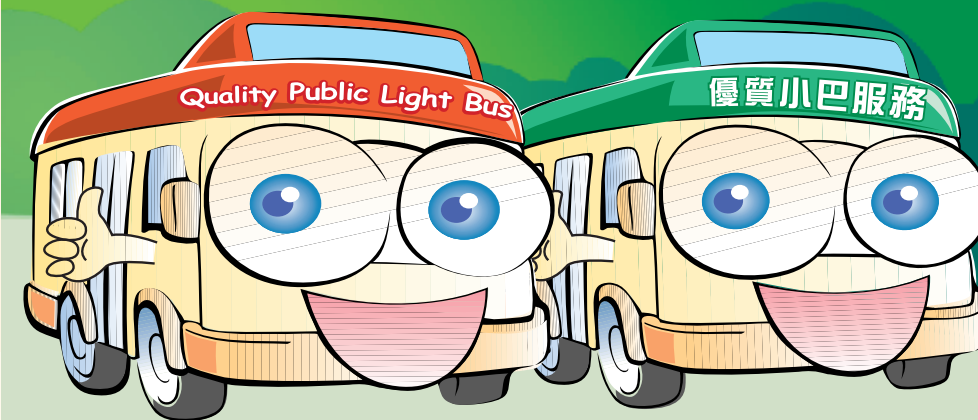
- Comply with the Road Users' Code and the relevant Road Traffic Regulations on PLB services.
- Adhere to road speed limits.
- Do not overload.
- Do not overtake, cut lanes or keep unsafe headway.
- Start deceleration at a distance in front of the traffic lights or sharp bends.
- Do not use hand-held telecommunication facilities while driving.
- Concentrate while driving.
- Do not listen to radio programmes that will distract attention or make the public feel uneasy.



# 公共小巴服務標準 PUBLIC LIGHT BUS SERVICE STANDARD

全心全意  
以誠待人

♥ PUTTING OUR HEARTS INTO IT ♥



運輸署

Transport Department



### 公共小巴服務標準

小巴司機應抱著敬業樂業的精神，致力提供優質公共小巴服務並遵照下列9項公共小巴服務的標準，當中包括現行法例內的要求及其他有關提升小巴服務的標準。

#### Public Light Bus Service Standard

Public Light Bus (PLB) drivers should have professional spirit and strive for quality PLB services by complying with the following 9 items of “Public Light Bus Service Standard”, some of which are statutory provisions while the others aim at enhancing the quality of PLB services.

### 1. 展示司機證

- 根據運輸署制定的標準，展示公共小巴司機證。

#### Display driver identity plate

- Display your driver identity plate as designated by Transport Department.



### 2. 保持個人儀容整潔

- 穿著制服或清潔整齊的衣服。
- 保持端正的儀容。

#### Keep your personal appearance clean and tidy

- Dress in uniform or clean and proper clothes.
- Keep your personal appearance tidy.



### 3. 保持車輛清潔和舒適

- 確保小巴車身和車廂清潔。
- 在車內儘量不存放雜物，如有需要，將雜物存放在箱子內。
- 在沒有乘客時也不在車廂內吸煙。
- 因應天氣狀況而適當地調校車廂內的空調。
- 調整收音機的音量，以免乘客受到滋擾。

#### Keep the PLB clean and comfortable

- Keep the outside and compartment of the vehicle clean.
- Do not keep sundry articles inside the compartment or place them in proper containers if necessary.
- Do not smoke inside the compartment even without passengers.
- Adjust suitably the air-conditioner of the compartment according to the weather.
- Adjust the volume of the radio so as not to disturb passengers.



### 4. 待客以禮

- 乘客在車上時，司機不應閱讀報章或刊物。
- 主動與乘客打招呼。
- 說話時有禮貌，不作不恰當的行為，例如：說粗言穢語或吐痰。
- 乘客通知落車時，禮貌地回答及揮手示意。
- 向乘客表示多謝或再見。

#### Be courteous to passengers

- Do not read newspapers or magazines when passengers are on board.
- Be proactive in greeting passengers.
- Speak politely and avoid improper behaviour, e.g. using foul language or spitting.
- When the passenger makes an alighting request, answer politely and give a hand signal to acknowledge the request.
- Say “Thank you” or “Goodbye” to passengers.



### 5. 不濫收車資

- 若車費在特別時段或日子有所調整，應向乘客解釋清楚。
- **專線小巴服務（即綠巴）**
- 按照運輸署規定的車費表收費。
- **非專線小巴服務（即紅巴）**
- 需合理收費及按照車前展示的車費牌收費，並給予正確銀碼的找續。

#### Do not overcharge

- Inform passengers clearly of any fare adjustments during special occasions.
- **For Scheduled PLB Services (Green mini-bus)**
- The driver shall charge according to the fare schedule approved by the Transport Department.
- **Non-scheduled PLB Services (Red mini-bus)**
- The driver shall charge reasonably and according to the fare displayed at the front of vehicle and give exact change.



### 6. 按合適的路線行走

- 對行走的路線、途經地點及鄰近建築物有足夠認識。
- **專線小巴服務（即綠巴）**
- 按照運輸署指定的路線行走。
- **非專線小巴服務（即紅巴）**
- 按照車前顯示的目的地行走。

#### Follow appropriate route

- Be familiar with the routeing, en-route landmarks and buildings.
- **For Scheduled PLB Services (Green mini-bus)**
- Follow the route designated by Transport Department.
- **Non-scheduled PLB Services (Red mini-bus)**
- Operate according to the destination plate displayed at the front of vehicle.

