

The Hong Kong Society for Rehabilitation - Rehabus

Performance Pledge

Rehabus pledges to provide high quality and diversified transport services to persons with disabilities who have difficulties in using public transport, thus promoting social inclusion.

Rehabus establishes a continuous improving management system, and is committed to delivering an efficient, safe and reliable special transport service to our passengers with a "customer-oriented" spirit.

The performance standards of the services under Rehabus Performance Pledge Scheme are expressed generally in terms of service types as follows:

Scheduled Route Service (SRS)			
Pledged Target			Actual Performance in 2020/2021
Trip punctuality	Delay less than 15 minutes	90%	99.51%
To acknowledge receipt of SRS application by letter	Within 7 working days upon receipt of an application	100%	100%
To notify the applicant of the application result by letter	Within 1 month upon receipt of an application	100%	100%

Pooled Dial-a-Ride Service (PDAR)			
Pledged Target			Actual Performance in 2020/2021
Trip punctuality	Delay less than 15 minutes	90%	97.76%
To acknowledge receipt of PDAR application by letter	Within 7 working days upon receipt of an application	100%	100%
To notify the applicant of the application result by letter	Within 1 month upon receipt of an application	100%	100%

Dial-a-Ride Service (DAR)			
Pledged Target			Actual Performance in 2020/2021
Trip punctuality	Delay less than 15 minutes	90%	98.54%

Fleet Safety			
Pledged Target			Actual Performance in 2020/2021
Accidents	Average number of Rehabus accidents per million km run	3	0.68

Customer Satisfaction			
Pledged Target			Actual Performance in 2020/2021
Complaints	Average number of complaints per ten thousand passenger trips	2	3.61