

**QUARTERLY REPORT No. 3 of 2017**

**by the**

**TRANSPORT COMPLAINTS UNIT**

**of the**

**TRANSPORT ADVISORY COMMITTEE**

**for the period**

**1 July 2017 – 30 September 2017**

**Transport Complaints Unit  
20/F East Wing  
Central Government Offices  
2 Tim Mei Avenue  
Tamar  
Hong Kong.**

**Hotline : 2889 9999**

**Faxline No. : 2577 1858**

**Website : [www.info.gov.hk/tcu](http://www.info.gov.hk/tcu)**

**E-mail : [info@tcu.gov.hk](mailto:info@tcu.gov.hk)**

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## Chapter 1

## Major Areas of Complaints and Suggestions

This is the third quarterly report for 2017 covering the period from 1 July to 30 September 2017.

### Yearly and Quarterly Trends

2. During the quarter, the Transport Complaints Unit (TCU) received 7 615 complaints and suggestions, including 68 pure suggestions, from 6 763 persons. About 60% (4 082) of these persons lodged their complaints/suggestions by e-mail, fax or mail and the remaining 40% (2 681) by telephone. The number of cases represents an increase of 17.8% as compared with 6 466 cases in the previous quarter and an increase of 3.3% as compared with 7 375 cases in the same quarter last year. A breakdown of all the complaints and suggestions received during the quarter is at Annex A.

3. A graph showing the trends of complaints and suggestions received by TCU in the past ten years (2007-2016) is at Annex B(i). Another graph showing the trends of complaints and suggestions received, by quarter, since 2013 is at Annex B(ii).

4. During the current quarter, investigations into 7 109 cases (including some outstanding cases from previous quarters) were completed. Of these, 5 171 cases (73%) were found to be substantiated, 61 cases (1%) unsubstantiated, and the remaining 1 877 cases (26%) not pursuable due to lack of evidence. A summary of the results of investigations is at Annex C.

5. During the same period, relevant government departments and public transport operators took on board 14 suggestions made by members of the public who gave proposals to enhance public transport services and improve traffic conditions. A summary of the cases is at Annex D. The Chairman of the TCU Sub-Committee has issued appreciation letters to the proponents of these suggestions who provided their contact details.

## **Public Transport Services**

6. Complaints and suggestions on public transport services accounted for 6 467 cases, which represents an increase of 17.2% as compared with the previous quarter and an increase of 0.7% as compared with the same quarter last year. A breakdown of the complaints and suggestions received during the quarter is at Annex E(i). A graph showing the trends of complaints and suggestions received, by quarter, since 2013 is at Annex E(ii).

## **Franchised Bus Services**

7. A total of 1 739 complaints and suggestions on franchised bus services were received during the quarter, which represents an increase of 28.8% as compared with the previous quarter and an increase of 5.6% as compared with the same quarter last year.

8. There were 935 cases on the services of The Kowloon Motor Bus Company (1933) Limited (KMB), as compared with 732 cases in the previous quarter and 848 cases in the same quarter last year. Among the 935 cases, 87 (or 9.3%) were about the adequacy of service and 831 (or 88.9%) were about the standard of service.

9. There were 111 cases on the services of the Citybus Limited (Franchise for Hong Kong Island and Cross-Harbour Bus Network) (CTB (Franchise 1)), as compared with 95 cases in the previous quarter and 116 cases in the same quarter last year. Among the 111 cases, 12 (or 10.8%) were about the adequacy of service while 95 (or 85.6%) were about the standard of service.

10. There were 134 cases on the services of the New World First Bus Services Limited (NWFB), as compared with 114 cases in the previous quarter and 134 cases in the same quarter last year. Of the 134 cases, 12 (or 9%) were about the adequacy of service and 121 (or 90.3%) were about the standard of service.

11. Comparisons of the complaints/suggestions related to KMB, CTB (Franchise 1) and NWFB in the past eight quarters are at Annex F.

### **Non-Franchised Bus Services**

12. There were 55 complaints and suggestions on non-franchised bus services (e.g. residents' services, feeder bus services operated by the MTR Corporation Limited (MTRCL)). Corresponding figures for the previous quarter and the same quarter last year were 40 and 63 respectively.

### **Public Light Bus Services**

13. A total of 1 608 complaints and suggestions on public light bus (PLB) services were received in this quarter, which represents an increase of 26.7% as compared with the previous quarter and an increase of 3.7% as compared with the same quarter last year. All these cases were referred to the Transport Department (TD) or the Police for action.

14. Of the PLB cases received, 93.5% or 1 503 cases were on green minibus (GMB) services. The number of cases received in the previous quarter and the same quarter last year were 1 159 and 1 460 respectively. Among the 1 503 cases, 139 (or 9.2%) were about the adequacy of service and 1 321 (or 87.9%) were about the standard of service.

15. The remaining 6.5% or 105 cases were on the services provided by red minibuses (RMB). The number of cases received in the previous quarter and the same quarter last year were 110 and 91 respectively.

### **Taxi Services**

16. A total of 2 919 cases on taxi services were received in this quarter, which represents an increase of 7.7% as compared with the previous quarter and a decrease of 0.4% as compared with the same quarter last year. A comparison of the complaints and suggestions on taxi services in the past eight quarters is at Annex G.

17. Of the 2 919 cases received, 2 840 (97.3%) were related to taxi driver malpractice, as compared with 2 637 such cases (97.3%) in the previous quarter. Complaints about driver malpractice included drivers behaving other than in a civil and orderly manner, refusing hire, improper driving behaviour, overcharging, taximeter irregularities and failure to take the most direct and practicable route, etc. A detailed breakdown of the nature of complaints and suggestions on taxi services is at Annex H. Reports on taxi driver malpractice were referred to the Police for further investigation if the complainants agreed to be court witnesses. During the quarter, a total of 534 such cases (18.8%) were referred to the Police.

18. During the quarter, the Police reported the latest developments on 700 cases previously referred to them. These cases are categorised as follows –

	<u>No. of Cases</u>		<u>Percentage</u>	
(a) Summonsed	71	(29)	10	(4)
(b) Withdrawn by complainants	416	(408)	59	(63)
(c) Evidence considered insufficient by the Police for further processing	213	(215)	31	(33)
	<u><b>700 (652)</b></u>		<u><b>100 (100)</b></u>	

(Note : Figures for the previous quarter are in brackets.)

It is noted that 90% of these cases could not be further pursued because of withdrawal by complainants or insufficient evidence.

### **Rail Services**

19. A total of 124 complaints and suggestions on rail services were received. Corresponding figures for the previous quarter and the same quarter last year were 124 and 169 respectively. Of the 124 cases, 117 were on the services of MTRCL.

## **Ferry Services**

20. There were 22 complaints and suggestions on ferry services in this quarter. Corresponding figures for the previous quarter and the same quarter last year were 24 and 61 respectively.

## **Traffic Conditions**

21. There were 70 complaints recorded in this quarter about traffic congestion, as compared with 48 cases in the previous quarter and 78 cases in the same quarter last year. Congestion was reported to have occurred at a total of 59 locations throughout the territory, as illustrated below –

	<b><u>Number of Complaints</u></b>		<b><u>Number of Locations</u></b>	
Hong Kong Island	10	(12)	9	(11)
Kowloon	22	(23)	19	(23)
New Territories	37	(12)	30	(11)
Others (e.g. general issues and tunnel areas)	1	(1)	1	(1)
<b>Total</b>	<b>70</b>	<b>(48)</b>	<b>59</b>	<b>(46)</b>

(Note : Figures for the previous quarter are in brackets.)

22. Based on the number of complaints received, districts most affected by traffic congestion were Sham Shui Po, North, Sha Tin and Tuen Mun (seven cases each). The number of complaints and suggestions on traffic and road conditions broken down by district is at Annex I.

23. Complaints about traffic congestion were mainly attributable to vehicle obstruction, traffic engineering matters (e.g. traffic light phasing, traffic lane arrangements and restricted zones) and road works.

24. There were 94 complaints and suggestions on traffic management and 23 requests for additional traffic signs and aids in this quarter. As a comparison, there were 46 and 15 such cases in the previous quarter, and 50 and 17 in the same quarter last year.

25. Complaints about traffic congestion and suggestions to improve traffic management, including the addition of traffic signs and aids, were referred to the relevant government departments for consideration.

### **Road Maintenance**

26. During the quarter, there were 46 complaints about road maintenance, as compared with 28 cases in the previous quarter and 46 cases in the same quarter last year. Among the 46 cases, 28 were related to road conditions.

27. Districts which attracted relatively more complaints about road maintenance were Tuen Mun (six cases) and Sha Tin (five cases).

### **Enforcement**

28. There were 854 complaints about traffic regulations enforcement in this quarter, which represents an increase of 12.4% when compared with the previous quarter and an increase of 21.7% when compared with the same quarter last year. They were mainly requests for action against illegal parking and prolonged waiting causing obstruction. All these cases were referred to the Police for action.

29. Districts which attracted relatively more complaints about illegal parking were Sha Tin (89 cases), Shum Shui Po (65 cases) and Yau Tsim Mong (54 cases).



## **Chapter 2**

## **Major Events and Noteworthy Cases**

### **Transport Complaints Unit Sub-Committee Meeting**

In the third quarter of 2017, the following matters were reported to the Transport Complaints Unit (TCU) Sub-Committee –

- (a) complaints and suggestions about public light bus services;
  - (b) complaints and suggestions about parking facilities;
  - (c) complaints and suggestions about rail services; and
  - (d) TCU Quarterly Report No. 2 of 2017.
2. Members agreed that –
- (a) complaints and suggestions about public light bus services, parking facilities and rail services should be closely monitored; and
  - (b) TCU Quarterly Report No. 2 of 2017 should be submitted to the Transport Advisory Committee.

### **Complaint about the service regularity of a green minibus route with idle vehicles at the terminus**

3. A member of the public complained about the service of a green minibus (GMB) route not adhering to its Schedule of Service. From time to time, the complainant saw a few green minibuses being idle at the terminus instead of providing passenger service.

4. The case was referred to the Transport Department (TD) for investigation. On service regularity, the Department reminded the operator that the service level as set in the Schedule of Service must be fulfilled. In addition, TD requested the operator to remind its drivers to pick up passengers at all the stops when their GMBs were in service with empty seats available.

5. TD further advised that for some types of GMBs using diesel, more particulates would be generated and accumulated in the emission system. This would adversely affect the performance and operation of the vehicles. To

tackle the problem, those GMBs would need to stay at the terminus with their engines running for at least half an hour every day to burn off the residual particulates. Those GMBs left idling in the terminus might be in the process of carbon-burning.

6. TD's reply was conveyed to the member of the public, who made no other comment.

### **Complaint about overcharging for routes with bus-bus interchange discounted fares**

7. A complainant was overcharged on a few occasions when taking bus routes offering bus-bus interchange discounted fares operated by The Kowloon Motor Bus Company (1933) Limited (KMB). He said that even though he had chased KMB up a number of times, he was yet to receive the refund.

8. TD was invited to look into the case. After investigation, TD noted that the overcharging was due to the incorrect input of information into the Octopus system by the drivers concerned. KMB had reminded the drivers to be more mindful when inputting information into the Octopus system. KMB agreed to refund the overcharged amount to the complainant's Octopus Card. The complainant might obtain the refund by tapping his Octopus Card at any Octopus reader on KMB and Long Win buses, Octopus Service Points at designated MTR stations and shopping malls, mobile device equipped with "Octopus" App, Octopus PC reader or 7-Eleven stores (when making purchase). The complainant could check the refund transactions in the past three months by inputting his Octopus card number on KMB's website.

9. The complainant was informed of the above follow-up actions and made no further comment.

### **Complaint about illegal parking of tourist coaches with running engines at Pok Fu Lam Road**

10. A complaint was lodged about illegal parking of tourist coaches at Pok Fu Lam Road near the west gate of the University of Hong Kong. As the coaches occupied one traffic lane, only one lane was left for the traffic. The complainant added that the engines of those coaches were still running.

11. The case was referred to the Police for necessary enforcement action. The Police advised that officers would be deployed to monitor the situation and stern enforcement actions would be taken as appropriate.

12. The Environmental Protection Department (EPD) was also alerted of the situation. EPD advised that the Motor Vehicle Idling (Fixed Penalty) Ordinance (Cap.611) stipulated that the driver of a motor vehicle must not cause or permit the vehicle to be idling (i.e. any internal combustion engine of the vehicle was operating while the vehicle was stationary) on a road for more than three minutes in any 60-minute period. The idling prohibition does not apply to a driver in some circumstances, for examples, when very hot weather warning or the amber, red or black rainstorm warning signal is in force (including at any time after the warning has ceased to be in force until midnight on that day); and a bus (also applicable to a coach) or school private light bus with any passenger on board. Traffic Wardens of the Police and Environmental Protection Inspectors of EPD were authorized to take enforcement actions against illegally idling vehicles.

13. Upon receipt of the case, EPD conducted site inspection at the location mentioned by the complainant. During the inspection, one tourist coach was found idling. As the very hot weather warning was in force on that day, no enforcement action was taken against the driver concerned. Yet the officers of EPD took the opportunity to distribute a publicity leaflet about the requirement of switching off engines to the driver and reminded him of the related stipulations.

**Complaints and Suggestions about Ferry Services****Background**

Ferry services in Hong Kong are provided by licensed/franchised ferry operators. There are outlying island ferry services and in-harbour ferry services. The ferry services are supplemented by ‘kaitos’ which are licensed to serve remote areas/cater for recreational need. The market share of ferry was 1.0% in 2016 with an average of 130 800 passengers daily, whereas the figures for 2017 (up to July 2017) was 1.0% and 128 700 respectively.

**Statistics on Complaints and Suggestions**

2. The trend of complaints and suggestions on ferry services in the past five years is as follows –

<b><u>Year</u></b>	<b><u>No. of Complaints</u></b>	<b><u>Difference</u></b>
2012	47	- (-)
2013	105	+58 (+123.4%)
2014	156	+51 (+48.6%)
2015	77	-79 (-50.6%)
2016	110	+33 (+42.9%)
2017 (up to 30.9.2017)	67	- (-)

3. A total of 67 complaints/suggestions on ferry services were received during the period from January to September 2017. This represents a decrease of 23% when compared with the total of 87 cases received in the same period last year. Breakdowns of the complaints/suggestions received are at Annexes J and K. It is noted that the decrease was mainly due to fewer complaints about frequency/carrying capacity (decreased by 37 cases or 77.1%).

4. Among the 67 cases on ferry services received from January to September 2017, 22 concerned service regularity. Out of these cases, 11 were about the “Tuen Mun – Tung Chung – Sha Lo Wan – Tai O” ferry route operated by the Fortune Ferry Company Ltd. Most of the complaints about the route concerned two service delays in May 2017. One of the delays was due to longer boarding/alighting time required, where the staff were unfamiliar with the operation of that vessel, which was temporarily deployed to replace the usual one which had been sent for service maintenance. The other service delay was caused by the late fuel refilling for the vessel. Separately, there were six complaints about service regularity of the “Central – Cheung Chau” ferry route operated by the New World First Ferry Services Ltd. (“NWFF”) from January to September 2017, as compared to four cases in the same period in 2016. These complaints mainly concerned delay of actual departure time by a few minutes, which was mainly attributable to the extra time needed for passenger and freight embarkation/disembarkation.

5. Another main concern of complainants was the performance of staff (e.g. poor attitude towards passengers and failing to provide information to passengers). Out of the 13 cases of this nature received from January to September 2017, four cases concerned the “Central – Cheung Chau” route and three concerned the “Central – Peng Chau” route operated by the Hong Kong & Kowloon Ferry Ltd. (“HKKF”). NWFF received two cases of this nature from January to September 2016, while no case about this nature was received concerning HKKF during the said period.

### **Measures to Improve the Situation**

6. All the complaints and suggestions on ferry services were referred to the Transport Department (TD) or the operators for follow-up action.

7. Regarding the complaints on service regularity of “Tuen Mun – Tung Chung – Sha Lo Wan – Tai O” ferry route, TD interviewed the ferry operator concerned and requested them to take immediate action to rectify the situation. The operator rearranged the vessel deployment, enhanced training for staff and improved the customer announcement arrangement in case of service disruption. According to the subsequent survey conducted by TD, the service was operated in accordance with the Schedule of Service and no further complaint on regularity of the said service was received in Q3 of 2017.

8. For the ferry service of the “Central – Cheung Chau” route, TD had been arranging surveys to closely monitor the service adequacy and regularity. Survey results showed that the service was adequate and largely adhered to the Schedule of Service. In response to these complaints arising from longer embarkation/disembarkation time, TD reminded NWFF to arrange its staff to assist passengers in need with a view to facilitating smooth embarkation/disembarkation of passengers and freight. Regarding the performance of staff, TD reminded both NWFF and HKKF to provide clear instructions and enhance trainings for their staff with a view to improving its service quality and communication with passengers.

9. TD would continue to closely monitor the service level, the passenger demand and performance of the ferry services through field surveys and inspections, with a view to ensuring that all ferry operators would adhere to the schedules and improve services to meet passenger demand when needed.

10. TCU would continue to closely monitor and follow up with the departments/operators concerned regarding complaints and suggestions on ferry services.

**Complaints and Suggestions Received by TCU**

<b><u>Nature of Complaint/Suggestion</u></b>	<b><u>Same quarter last year (1.7.16-30.9.16)</u></b>			<b><u>Previous quarter (1.4.17-30.6.17)</u></b>			<b><u>Current quarter (1.7.17-30.9.17)</u></b>		
<b>I. Public Transport Services</b>									
(a) Adequacy of service	303	[18]		219	[15]		331	[18]	
(b) Standard of service	5 967	[4]		5 171	[4]		5 976	[9]	
(c) General	153	[8]		127			160	[5]	
	<b>6 423</b>	<b>[30]</b>	<b>(87%)</b>	<b>5 517</b>	<b>[19]</b>	<b>(85%)</b>	<b>6 467</b>	<b>[32]</b>	<b>(85%)</b>
<b>II. Traffic Conditions</b>									
(a) Traffic congestion	78	[3]		48	[2]		70	[2]	
(b) Traffic management	50	[5]		46	[10]		94	[20]	
(c) Additional traffic signs and aids	17	[10]		15	[6]		23	[7]	
(d) Parking facilities	17	[1]		11	[2]		14	[1]	
	<b>162</b>	<b>[19]</b>	<b>(2%)</b>	<b>120</b>	<b>[20]</b>	<b>(2%)</b>	<b>201</b>	<b>[30]</b>	<b>(2%)</b>
<b>III. Road Maintenance</b>									
(a) Road conditions	30	[1]		15			28		
(b) Traffic signs and aids	14			11			14		
(c) Carriageway markings	2			2			4		
	<b>46</b>	<b>[1]</b>	<b>(1%)</b>	<b>28</b>		<b>(1%)</b>	<b>46</b>		<b>(1%)</b>
<b>IV. Enforcement</b>									
(a) Illegal parking	514			522	[2]		584		
(b) Other enforcement matters	188			238			270	[2]	
	<b>702</b>		<b>(9%)</b>	<b>760</b>	<b>[2]</b>	<b>(11%)</b>	<b>854</b>	<b>[2]</b>	<b>(11%)</b>
<b>V. Miscellaneous</b>	<b>42</b>	<b>[2]</b>	<b>(1%)</b>	<b>41</b>		<b>(1%)</b>	<b>47</b>	<b>[4]</b>	<b>(1%)</b>
<b>Total</b>	<b>7 375</b>	<b>[52]</b>	<b>(100%)</b>	<b>6 466</b>	<b>[41]</b>	<b>(100%)</b>	<b>7 615</b>	<b>[68]</b>	<b>(100%)</b>

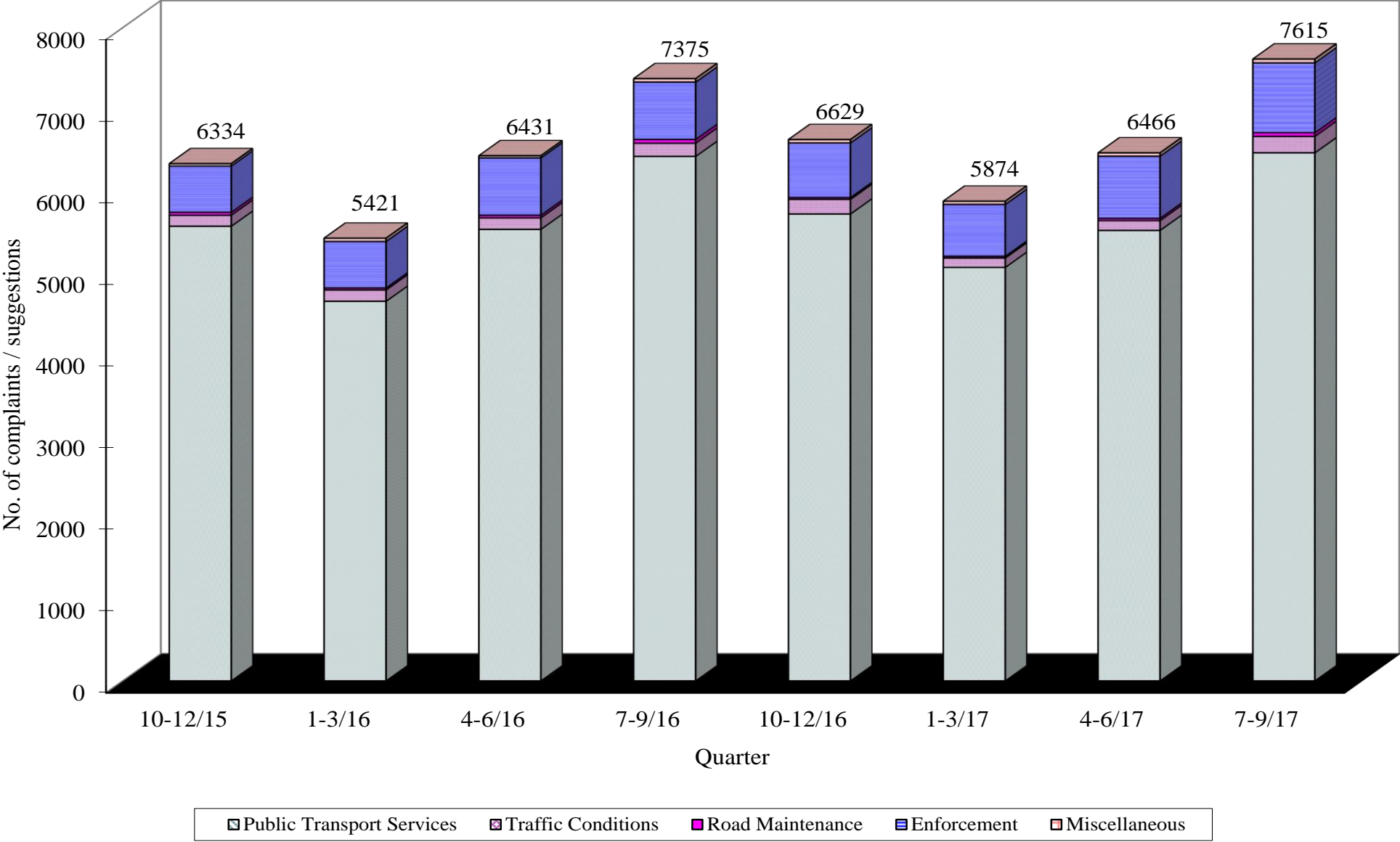
**Notes :** (1) Figures in square brackets are the number of pure suggestions received in the quarter. The figures have been included in the overall number of cases received.

(2) Percentage figures in brackets represent the proportion of a category of complaints/ suggestions to the total number of cases received in the quarter.

Complaints and Suggestions Received by TCU

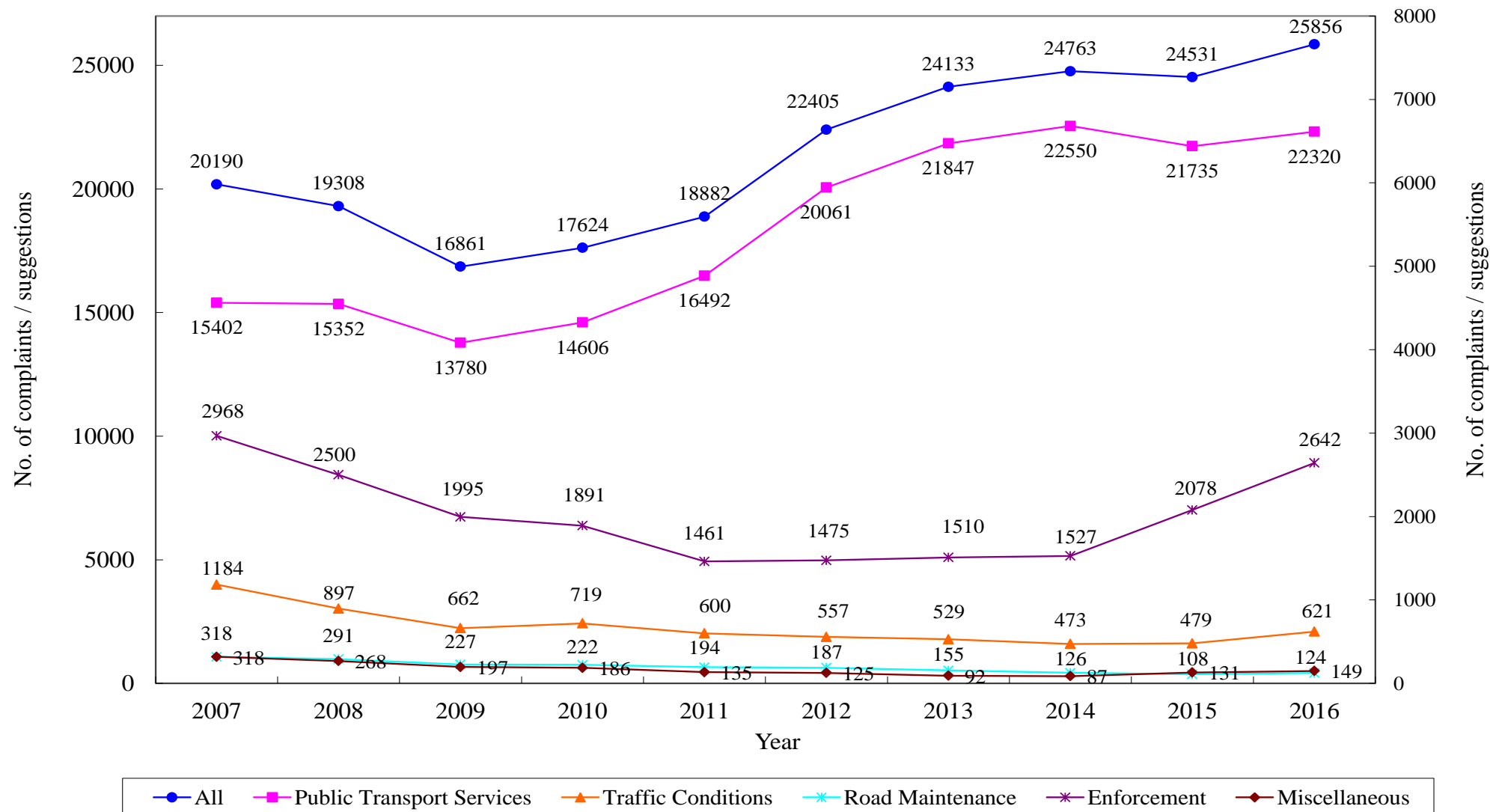
Annex A(ii)

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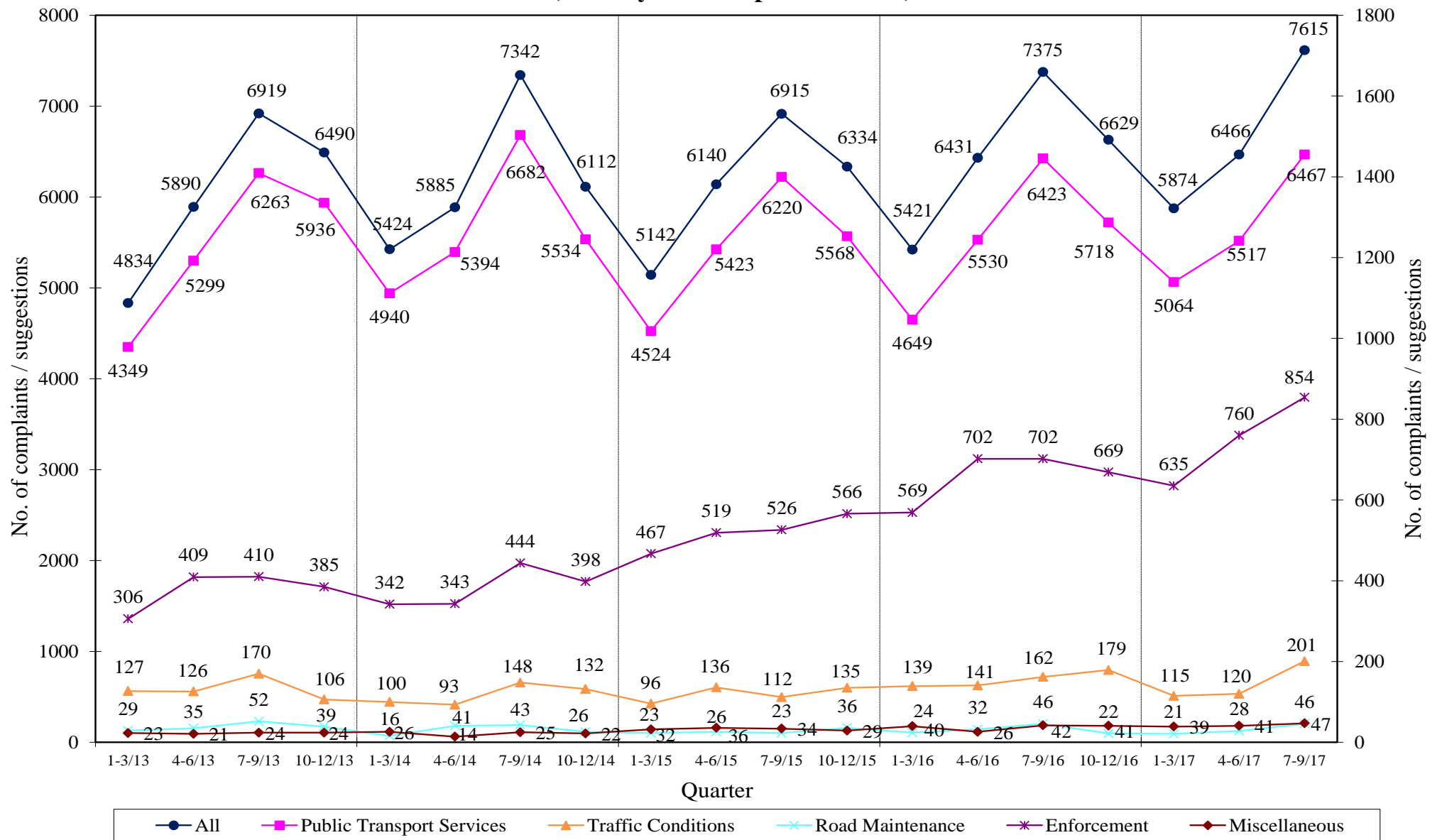


### Trends of Complaints and Suggestions Received by TCU (2007 - 2016)



**Trends of Complaints and Suggestions Received by TCU**  
(January 2013 - September 2017)

**Annex B(ii)**



**Summary of Results of Investigations into Complaints and Suggestions**  
**(July – September 2017)**

Outcome of Investigation  Nature of Complaint/ Suggestion	A1	A2	B	C	Total
<b>I. Public Transport Services</b>					
(a) Adequacy of service	20	189	9	-	218
(b) Standard of service	1 455	1 980	29	1 807	5 271
(c) General	86	27	4	7	124
	<b>1 561</b>	<b>2 196</b>	<b>42</b>	<b>1 814</b>	<b>5 613</b>
<b>II. Traffic Conditions</b>					
(a) Traffic congestion	22	24	2	-	48
(b) Traffic management	20	21	10	-	51
(c) Additional traffic signs/aids	11	8	6	-	25
(d) Parking facilities	6	9	-	-	15
	<b>59</b>	<b>62</b>	<b>18</b>	<b>-</b>	<b>139</b>
<b>III. Road Maintenance</b>					
(a) Road conditions	12	3	-	-	15
(b) Traffic signs and aids	7	2	-	-	9
(c) Carriageway markings	2	-	-	-	2
	<b>21</b>	<b>5</b>	<b>-</b>	<b>-</b>	<b>26</b>
<b>IV. Enforcement</b>					
(a) Illegal parking	939	125	-	-	1 064
(b) Other enforcement matters	90	73	1	63	227
	<b>1 029</b>	<b>198</b>	<b>1</b>	<b>63</b>	<b>1 291</b>
<b>V. Miscellaneous</b>	<b>26</b>	<b>14</b>	<b>-</b>	<b>-</b>	<b>40</b>
<b>Total</b>	<b>2 696</b> <b>(38%)</b>	<b>2 475</b> <b>(35%)</b>	<b>61</b> <b>(1%)</b>	<b>1 877</b> <b>(26%)</b>	<b>7 109</b> <b>(100%)</b>
	<b>5171</b> <b>(73%)</b>				

**Legend**

- A1 - Substantiated (Action completed/in hand)  
A2 - Substantiated (Action requiring further consideration)  
B - Unsubstantiated  
C - Non-pursuable

**Summary of Results of Investigations into  
Complaints and Suggestions on Public Transport Services  
(July – September 2017)**

<div>Outcome of Investigation</div> <div>Mode of Transport</div>	A1	A2	B	C	Total
The Kowloon Motor Bus Company (1933) Limited	391	360	7	14	772
Citybus Limited (Franchise 1)	38	47	2	3	90
Citybus Limited (Franchise 2)	19	30	1	-	50
New World First Bus Services Limited	40	73	3	2	118
New Lantao Bus Company (1973) Limited	13	5	1	-	19
Long Win Bus Company Limited	29	24	1	-	54
Cross-harbour Bus Services	121	129	7	7	264
Non-franchised Bus Services	10	26	-	1	37
Green Minibus	736	428	12	41	1 217
Red Minibus	76	8	1	13	98
Taxi	41	988	5	1 729	2 763
MTR Corporation Limited (Excluding Light Rail)	26	53	1	1	81
MTR Corporation Limited (Light Rail)	2	3	1	-	6
The Hongkong Tramways Limited	6	2	-	3	11
New World First Ferry Services Limited	6	7	-	-	13
The “Star” Ferry Company Limited	-	-	-	-	-
Minor Ferries	7	13	-	-	20
Total	1 561 (28%)	2 196 (39%)	42 (1%)	1 814 (32%)	5 613 (100%)
	3757 (67%)				

**Legend**

- A1 - Substantiated (Action completed/in hand)  
A2 - Substantiated (Action requiring further consideration)  
B - Unsubstantiated  
C - Non-pursuable

**Public Suggestions Taken on Board by**  
**Relevant Government Departments/Public Transport Operators**  
**(July – September 2017)**

**I. Public Transport Services**

- Increase the frequency of New Lantau Bus route no. 37M during morning and evening rush hours on weekdays to meet the demand of passengers.

**II. Traffic Management**

***Hong Kong Island***

- Extend the effective hours of “No Stopping” restriction at the junction of Dragon Road and Tin Hau Temple Road to prevent vehicle obstruction.
- Add “Look Left” and “Look Right” road markings at Wan Chai Road near Canal Road West to enhance road safety.

***Kowloon***

- Adjust the location of a traffic light at the junction of Sai Yeung Choi Street South and Fife Street to enhance road safety.
- Replace the existing “No Right Turn” traffic sign with “Turn Left” traffic signs and add a “No Entry” traffic sign at the junction of Tung Choi Street and Nullah Road to better remind motorists.
- Enlarge and relocate the “No U-turn” traffic sign at Tong Mi Road near Mong Kok Fire Station to better remind motorists.
- Add “Look Left” and “Look Right” road markings and tactile warning strips at the exit of the Cha Kwo Ling Road Public Transport Interchange to enhance road safety.

- Replace the existing centre line with double white lines and hatched markings at Sau Mau Ping Road between Sau Ming Road and Sau Fung Street to improve road safety.
- Extend the refuge island and the tactile warning strips at Lin Tak Road near Tseung Kwan O Road to facilitate pedestrians crossing the road.

### *New Territories*

- Increase the vehicular green time of a traffic light at Tsing King Road northbound near Tsing Luk Street during morning rush hours to improve traffic flow.
- Increase the vehicular green time of a traffic light for Ho Chung Road during morning rush hour to improve traffic flow.
- Increase the vehicular green time of a traffic light at the junction of On Muk Street and On Ming Street to improve the traffic flow of On Muk Street southbound.
- Increase the vehicular green time of traffic lights along Tai Chung Kiu Road at the junctions with On Sum Street and On Lai Street to improve the traffic flow of Tai Chung Kiu Road southbound.
- Add traffic signs at Shenzhen Bay Port near the goods vehicle holding area to alert motorists of police speed check ahead and better remind them of the speed limit.

## Annex E(i)

### Complaints and Suggestions on Public Transport Services

(July – September 2017)

#### Legend

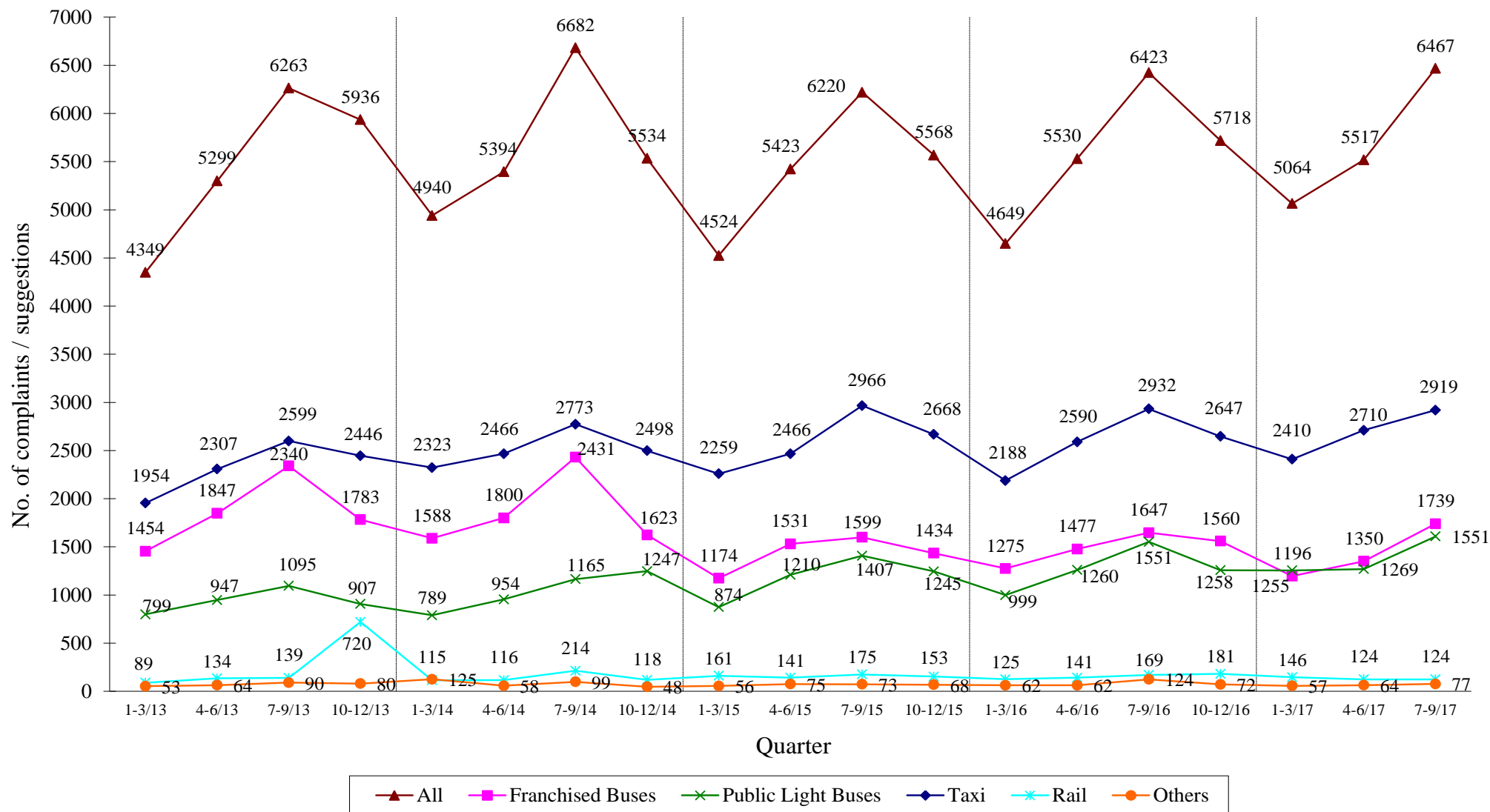
<b>KMB</b>	The Kowloon Motor Bus Company (1933) Limited
<b>CTB1</b>	Citybus Limited (Franchise 1)
<b>CTB2</b>	Citybus Limited (Franchise 2)
<b>FB</b>	New World First Bus Services Limited
<b>NLB</b>	New Lantau Bus Company (1973) Limited
<b>LWB</b>	Long Win Bus Company Limited
<b>XHT</b>	Cross-harbour Bus Services
<b>NFBS</b>	Non-franchised Bus Services
<b>GMB</b>	Green Minibus
<b>RMB</b>	Red Minibus
<b>MTR (Non-LR)</b>	MTR Corporation Limited (Excluding Light Rail)
<b>MTR(LR)</b>	MTR Corporation Limited (Light Rail)
<b>HT</b>	The Hongkong Tramways Limited
<b>FF</b>	New World First Ferry Services Limited
<b>SF</b>	The 'Star' Ferry Company Limited
<b>MF</b>	Minor Ferries

Mode Nature of Complaint/Suggestion	Vehicular Transport											Rail Transport			Waterborne Transport			Total/ Sub- total
	Franchised Buses											MTR (Non- LR)	MTR (LR)	HT				
	KMB	CTB1	CTB2	FB	NLB	LWB	XHT											
(A) Adequacy of Service																		
(1) Frequency/carrying capacity	62	8	3	6	6	12	15	6	123	-	-	9	3	-	2	-	-	255
(2) Routeing	16	3	1	5	-	1	10	1	8	-	-	1	-	-	-	-	-	46
(3) Hours of operation	1	-	-	1	-	-	4	1	1	-	-	1	-	-	-	-	-	9
(4) Provision of stops	8	1	1	-	-	-	1	3	7	-	-	-	-	-	-	-	-	21
Sub-total	87	12	5	12	6	13	30	11	139	-	-	11	3	-	2	-	-	331
(B) Standard of Service																		
(1) Regularity of service	369	38	27	74	4	44	181	20	435	-	-	11	2	-	3	-	1	1209
(2) Adherence to routeing	13	1	2	3	3	-	1	1	94	-	472	-	-	-	-	-	-	590
(3) Improper driving behaviour	120	13	8	14	3	11	44	5	241	48	407	7	2	3	1	-	-	927
(4) Conduct & performance of staff (including drivers)	234	30	12	19	2	18	69	12	470	29	1403	34	2	2	2	-	3	2341
(5) Overcharging	2	-	-	-	-	1	3	-	22	2	558*	-	-	-	-	-	-	588
(6) Cleanliness	2	-	-	-	-	-	1	-	19	1	13	-	-	-	1	-	1	38
(7) Conditions of vehicles/vessels	11	-	1	-	-	1	6	-	9	1	14	4	-	-	-	-	1	48
(8) Passenger services & facilities	80	13	9	11	2	7	25	3	31	2	4	40	1	2	3	-	2	235 #
Sub-total	831	95	59	121	14	82	330	41	1321	83	2871	96	7	7	10	-	8	5976
(C) General	17	4	3	1	-	1	16	3	43	22	48	-	-	-	2	-	-	160
Total this quarter	935	111	67	134	20	96	376	55	1503	105	2919	107	10	7	14	-	8	6467
Grand-total	(1739)							(4582)				(124)			(22)			
Total previous quarter	732	95	61	114	17	53	278	40	1159	110	2710	103	10	11	7	-	17	5517
Total same quarter last year	848	116	84	134	21	80	364	63	1460	91	2932	142	11	16	51	-	10	6423

\* Including taximeter irregularities

# Including one complaint about audio-visual broadcasting on public transport vehicles

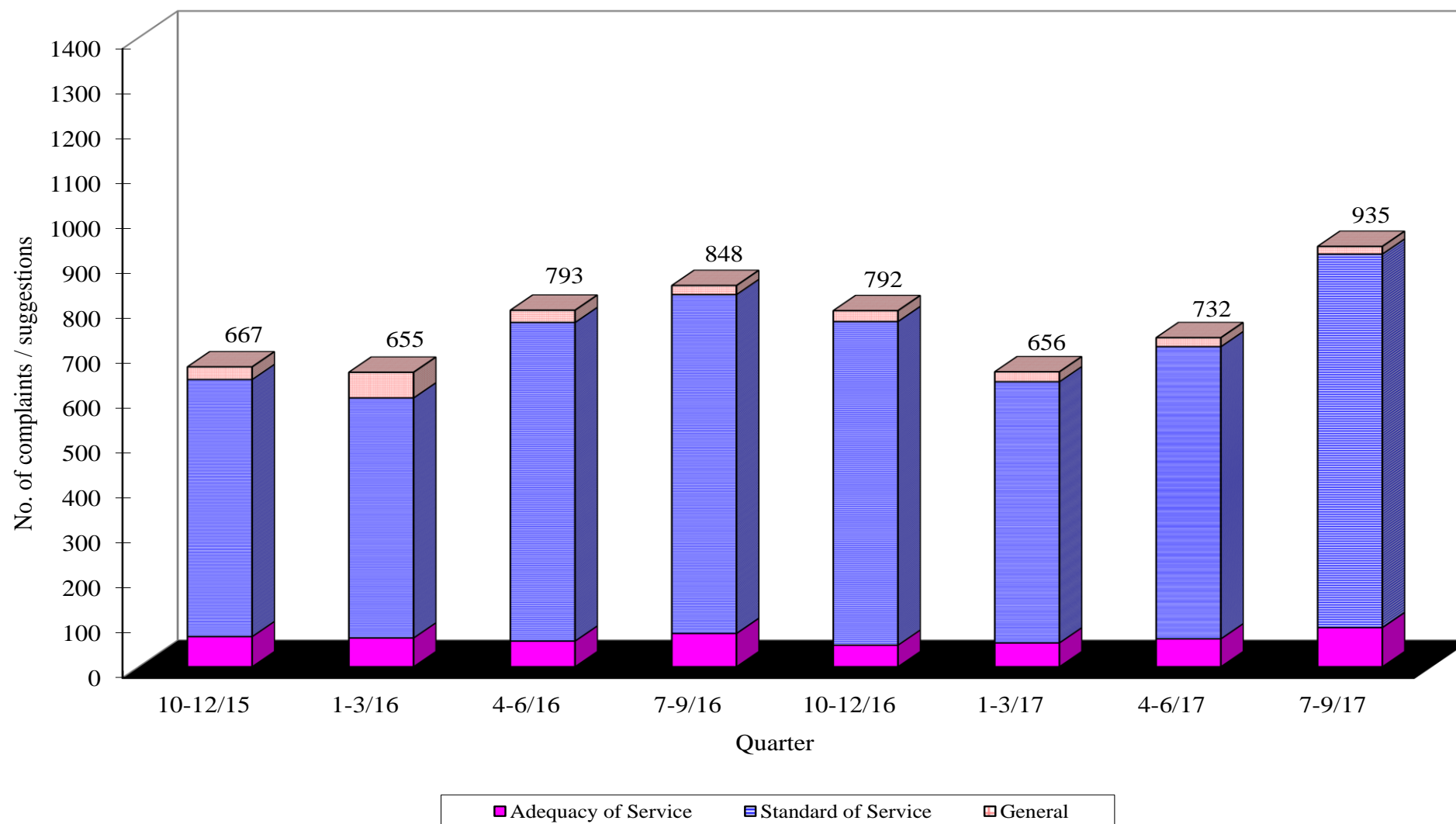
### Trends of Complaints and Suggestions on Public Transport Services (January 2013 - September 2017)





# Complaints and Suggestions on the Services of Kowloon Motor Bus Company (1933) Limited in the Past Eight Quarters

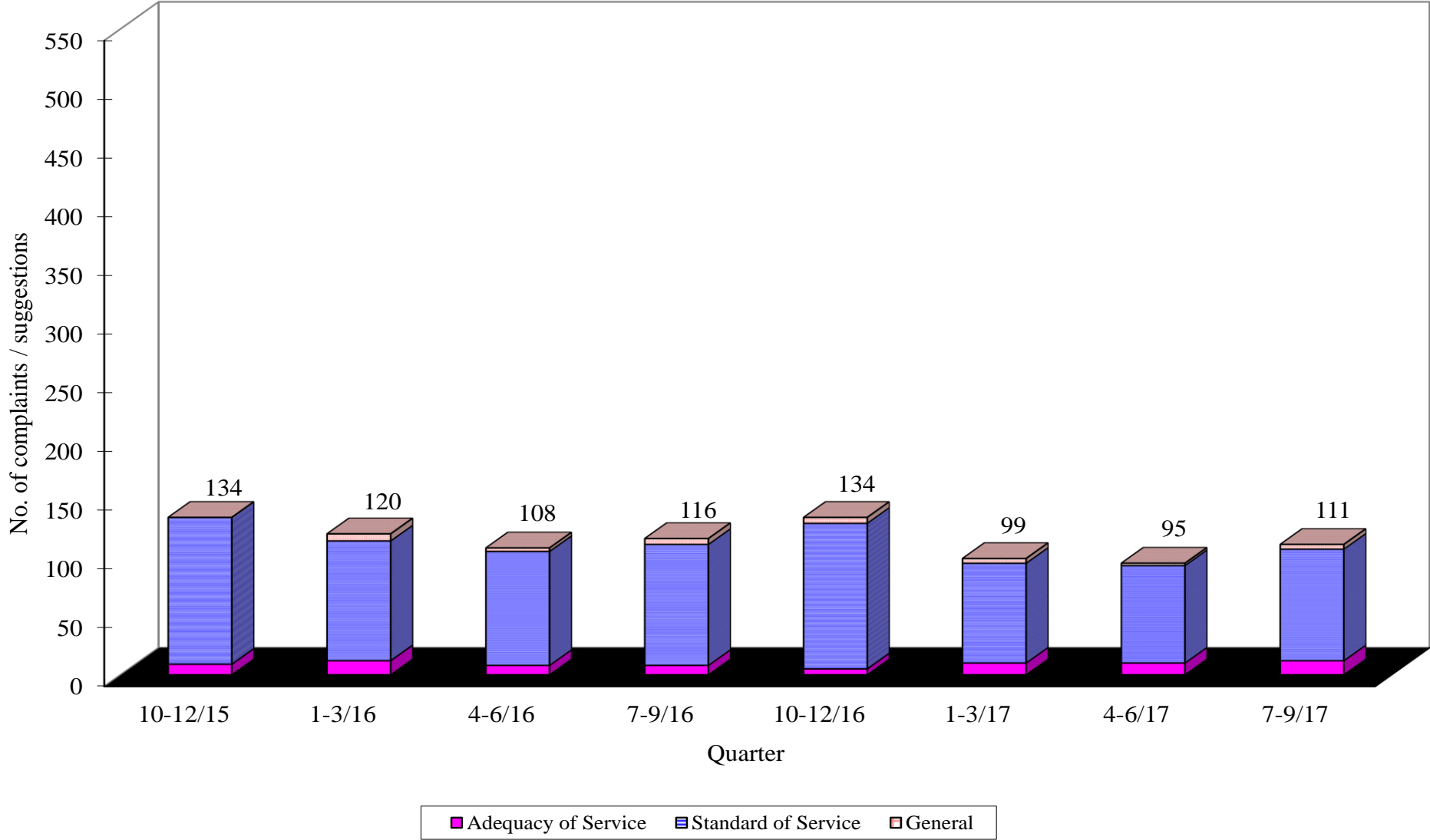
Annex F(i)



**Complaints and Suggestions on the Services of Citybus Limited (Franchise 1)  
in the Past Eight Quarters**

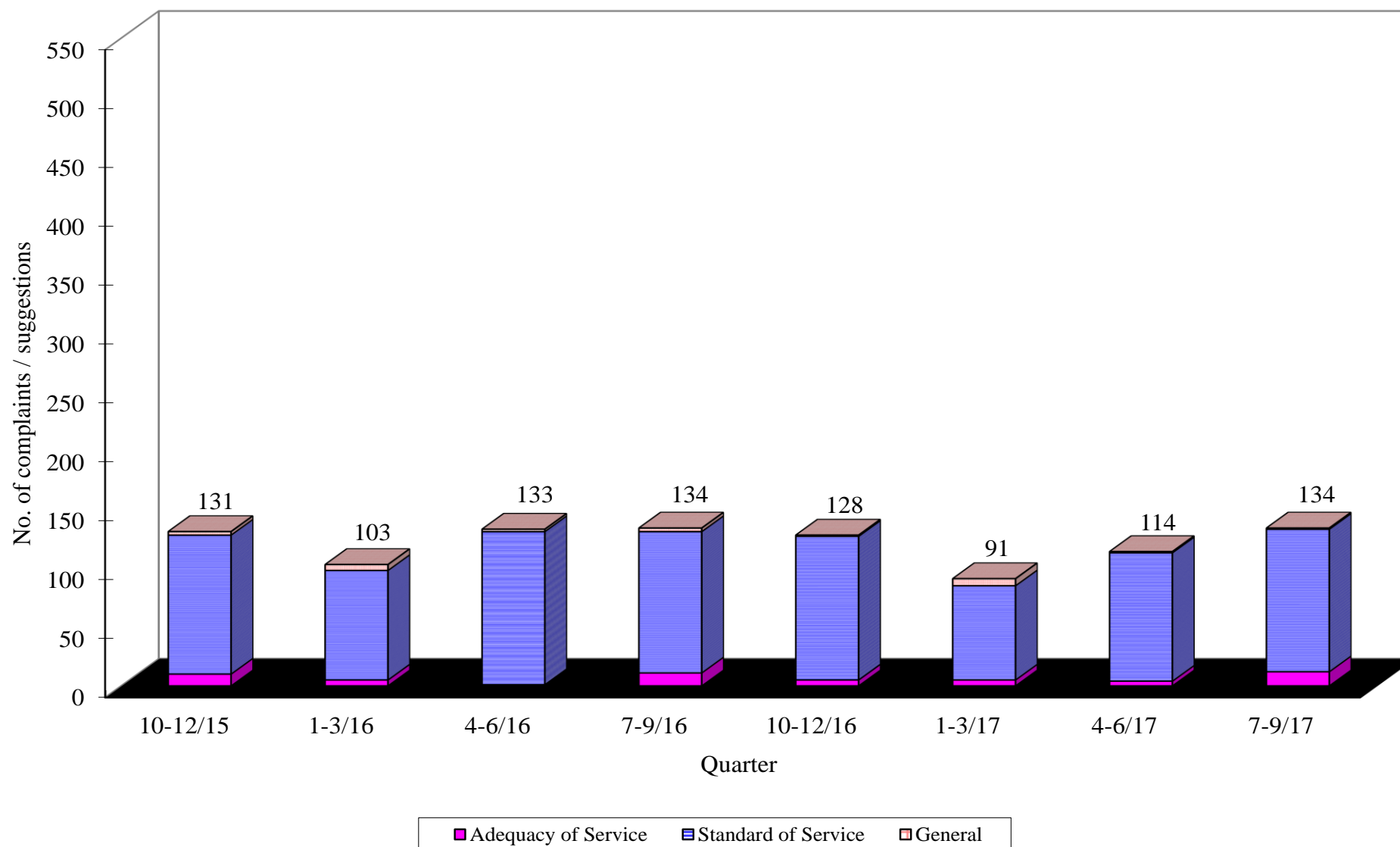
**Annex F(ii)**

- 26 -



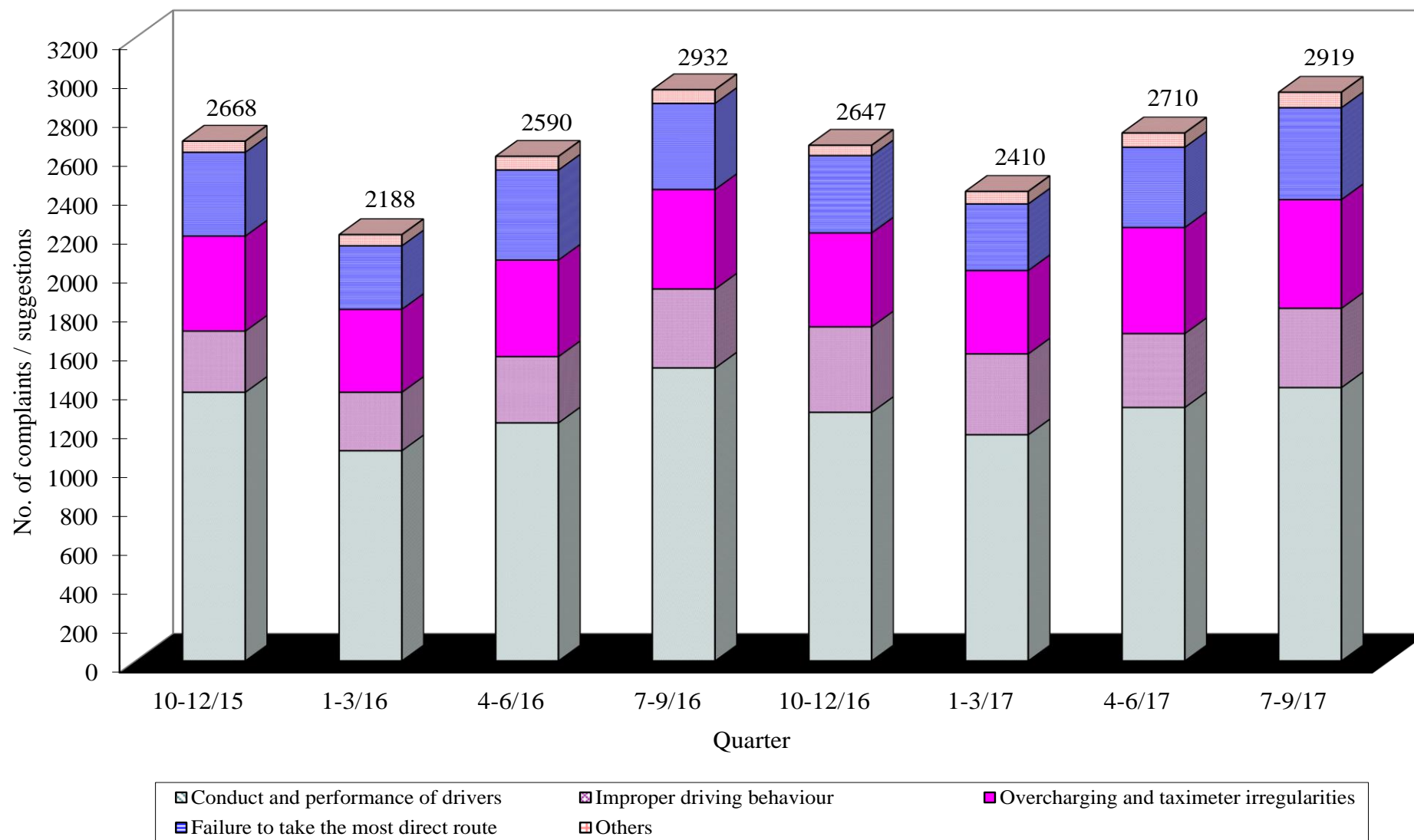
# Complaints and Suggestions on the Services of New World First Bus Services Limited in the Past Eight Quarters

Annex F(iii)



# Complaints and Suggestions on Taxi Services in the Past Eight Quarters

**Annex G**



**Breakdown of Complaints and Suggestions on Taxi Services**

<b><u>Nature of Complaint/Suggestion</u></b>		<b>Same quarter last year <u>(1.7.16-30.9.16)</u></b>	<b>Previous quarter <u>(1.4.17-30.6.17)</u></b>	<b>Current quarter <u>(1.7.17-30.9.17)</u></b>
(a)	Conduct and performance of drivers			
(i)	Behaving other than in a civil & orderly manner	525	537	551
(ii)	Refusing hire	835	615	709
(iii)	Soliciting passengers	2	2	1
(iv)	Refusing to drive to destination	131	129	122
(v)	Failure to display driver identity plate	9	17	19
(vi)	Failure to display driver identity plate properly	2	1	1
	Sub-total	1 504	1 301	1 403
(b)	Improper driving behaviour	405	379	407
(c)	Overcharging	439	478	486
(d)	Taximeter irregularities	72	67	72
(e)	Failure to take the most direct route	442	412	472
(f)	Others*	70	73	79
	<b>Total</b>	<b>2 932</b>	<b>2 710</b>	<b>2 919</b>

\* These complaints/suggestions are mainly related to taxi obstruction and conditions of vehicles.

**Complaints and Suggestions on Traffic and Road Conditions**  
**(July – September 2017)**

District  Nature of Complaint/Suggestion	Hong Kong Island				Kowloon					New Territories								Others (e.g. general issues and tunnel areas)	Total	
	Eastern	Wan Chai	Central & Western	Southern	Kwun Tong	Wong Tai Sin	Kowloon City	Sham Shui Po	Yau Tsim Mong	North	Tai Po	Sha Tin	Yuen Long	Tuen Mun	Tsuen Wan	Kwai Tsing	Sai Kung			Islands
<u>Traffic Conditions</u>																				
(a) Traffic congestion (No. of locations)	1 (1)	3 (3)	4 (3)	2 (2)	6 (5)	3 (3)	1 (1)	7 (6)	5 (4)	7 (4)	2 (2)	7 (5)	4 (4)	7 (7)	2 (2)	2 (2)	6 (4)	- (-)	1 (1)	70 (59)
(b) Traffic management	1	3	3	-	2	2	7	2	3	3	4	4	2	2	9	-	2	45	-	94
(c) Additional traffic signs and aids	2	1	2	2	1	-	1	-	1	1	3	1	2	1	1	1	2	1	-	23
(d) Parking facilities	-	-	-	-	2	2	-	1	1	-	2	2	1	1	2	-	-	-	-	14
Sub-total	4	7	9	4	11	7	9	10	10	11	11	14	9	11	14	3	10	46	1	201
<u>Road Maintenance</u>																				
(a) Road conditions	3	2	1	1	1	-	2	1	-	1	1	4	-	6	1	-	1	1	2	28
(b) Traffic signs & aids	1	-	-	1	-	2	1	2	-	-	3	1	3	-	-	-	-	-	-	14
(c) Carriageway markings	-	-	-	-	1	2	-	-	-	-	-	-	-	-	1	-	-	-	-	4
Sub-total	4	2	1	2	2	4	3	3	-	1	4	5	3	6	2	-	1	1	2	46
<u>Enforcement</u>																				
(a) Illegal parking	40	29	32	13	46	14	45	65	54	17	23	89	28	16	25	19	26	3	-	584
(b) Other enforcement matters	14	18	15	9	21	11	20	17	34	3	13	18	14	12	17	14	11	4	5	270
Sub-total	54	47	47	22	67	25	65	82	88	20	36	107	42	28	42	33	37	7	5	854
Total	62	56	57	28	80	36	77	95	98	32	51	126	54	45	58	36	48	54	8	1101

**Complaints and Suggestions on Ferry Services**  
**(Overview)**

<b><u>Nature of Complaint/Suggestion</u></b>	<b><u>2016 Q1-Q3</u></b>	<b><u>2017 Q1-Q3</u></b>	<b><u>Difference</u></b>
<b>(A) Adequacy of Service</b>			
(1) Frequency/carrying capacity	48	11	-77.1%
(2) Hours of operation	1	-	-100.0%
<b>Sub-total</b>	<b>49</b>	<b>11</b>	<b>-77.6%</b>
<b>(B) Standard of Service</b>			
(1) Regularity of service	16	22	+37.5%
(2) Adherence to routeing	1	-	-100.0%
(3) Improper driving behaviour	5	2	-60.0%
(4) Conduct and performance of staff	5	13	+160.0%
(5) Cleanliness	1	4	+300.0%
(6) Conditions of vessel	1	2	+100.0%
(7) Passenger services and facilities	9	11	+22.2%
<b>Sub-total</b>	<b>38</b>	<b>54</b>	<b>+42.1%</b>
<b>(C) General*</b>	<b>-</b>	<b>2</b>	<b>N/A</b>
<b>Total</b>	<b>87</b>	<b>67</b>	<b>-23.0%</b>

\* These complaints are mainly related to fares of ferry services.

**Complaints and Suggestions on Ferry Services**  
**(By Operators)**

<b><u>Nature of Complaint/Suggestion</u></b>	<b><u>2016</u></b> <b><u>Q1-Q3</u></b>			<b><u>2017</u></b> <b><u>Q1-Q3</u></b>		
	<b><u>NWFF</u></b>	<b><u>SF</u></b>	<b><u>MF</u></b>	<b><u>NWFF</u></b>	<b><u>SF</u></b>	<b><u>MF</u></b>
<b>(A) Adequacy of Service</b>						
(1) Frequency/carrying capacity	44	-	4	11	-	-
(2) Hours of operation	-	1	-	-	-	-
<b>Sub-total</b>	<b>44</b>	<b>1</b>	<b>4</b>	<b>11</b>	<b>-</b>	<b>-</b>
<b>(B) Standard of Service</b>						
(1) Regularity of service	7	1	8	7	-	15
(2) Adherence to routeing	-	-	1	-	-	-
(3) Improper driving behaviour	4	-	1	1	-	1
(4) Conduct and performance of staff	3	1	1	6	-	7
(5) Cleanliness	-	-	1	1	-	3
(6) Conditions of vessel	1	-	-	1	-	1
(7) Passenger services and facilities	6	-	3	6	-	5
<b>Sub-total</b>	<b>21</b>	<b>2</b>	<b>15</b>	<b>22</b>	<b>-</b>	<b>32</b>
<b>(C) General*</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>2</b>	<b>-</b>	<b>-</b>
<b>Total</b>	<b>65</b>	<b>3</b>	<b>19</b>	<b>35</b>	<b>-</b>	<b>32</b>
<b>Grand Total</b>	<b>87</b>			<b>67</b>		

\* These complaints are mainly related to fares of ferry services

**Legend**

NWFF	New World First Ferry Services Limited (NWFF is operating two inner harbour, three outlying island and one special festival ferry services.)
SF	The "Star" Ferry Company Limited (SF is operating two inner harbour ferry services.)
MF	Minor Ferries



**How to Make Suggestions and Complaints  
to the Transport Complaints Unit**

Members of the public may contact the Transport Complaints Unit (TCU) by phone if they have any suggestions or complaints to make about transport matters. The TCU hotline at **2889 9999** is manned during office hours and a voice mail service is provided outside office hours.

Alternatively, they may fill in the appropriate forms (Transport Complaint Form and Taxi Complaint Form) and post them to P.O. Box 12430, G.P.O. These forms are obtainable from the District Offices and the Transport Department.

They may also write to the Executive Secretary of the TCU at the following address –

**Transport Complaints Unit  
20/F East Wing  
Central Government Offices  
2 Tim Mei Avenue  
Tamar  
Hong Kong.**

The TCU has a faxline **2577 1858**, an e-mail address **info@tcu.gov.hk** and a website **www.info.gov.hk/tcu**, through which the public may send their suggestions or complaints to the Unit.