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TRANSPORT COMPLAINTS UNIT

of the

TRANSPORT ADVISORY COMMITTEE

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Chapter 1 Major Areas of Complaints and Suggestions¹

Overview of Complaints and Suggestions in 2024

In 2024, the Transport Complaints Unit (TCU) received 51 046² complaints and suggestions on transport and traffic matters, including 843³ pure suggestions. The number of cases recorded an increase of 20.5% as compared with 42 352⁴ cases received in 2023. A breakdown of the complaints and suggestions received by TCU in the past five years is at [Appendix 1\(i\)](#). A graph showing the trends of complaints and suggestions received by TCU in the past ten years (2015-2024) is at [Appendix 1\(ii\)](#). A breakdown of the cases received in 2024 by category is as follows –

<u>Nature of Complaint/Suggestion</u>	<u>2023</u>	<u>2024</u>	<u>Difference</u>
Public Transport Services	37 622 ⁵	45 402 ⁶	+20.7%
Traffic Conditions	1 232 ⁷	2 485 ⁸	+101.7%
Road Maintenance	208	182	-12.5%
Enforcement	3 042	2 742 ⁹	-9.9%

¹ The numbers of complaints received from individual complainants, who made more than 100 complaints in a quarter, are given in relevant footnotes.

² Among the 51 046 complaints and suggestions, a total of 5 915 complaints were received from nine complainants. The number of complaints not including these cases is 45 131, representing an increase of 14.5% when compared with 39 431 cases (see footnote 4) in 2023. A breakdown of the complaints not including these cases is at [Appendix 1\(i\)\(b\)](#).

³ Among the pure suggestions, 478 pure suggestions about public transport routeing were received from a member of the public.

⁴ Among the 42 352 complaints and suggestions, a total of 2 921 complaints were received from six complainants. The number of complaints not including these cases is 39 431.

⁵ Among the 37 622 complaints and suggestions, a total of 2 646 complaints were received from five complainants. The number of complaints not including these cases is 34 976.

⁶ Among the 45 402 complaints and suggestions, a total of 4 229 complaints were received from seven complainants. The number of complaints not including these cases is 41 173, representing an increase of 17.7% when compared with 34 976 cases (see footnote 5) in 2023.

⁷ Among the 1 232 complaints and suggestions, a total of 275 complaints were received from one complainant. The number of complaints not including these cases is 957.

⁸ Among the 2 485 complaints and suggestions, a total of 1 491 complaints were received from two complainants. The number of complaints not including these cases is 994, representing an increase of 3.9% when compared with 957 cases (see footnote 7) in 2023.

⁹ Among the 2 742 complaints and suggestions, a total of 195 complaints were received from one complainant. The number of complaints not including these cases is 2 547, representing a decrease of 16.3% when compared with 3 042 cases in 2023.

Miscellaneous ¹⁰	248	235	-5.2%
Total	42 352⁴	51 046²	+20.5%

2. In 2024, complaints and suggestions received through TCU Complaint/Suggestion Webforms and email accounted for about 78% of the total. 22% of the cases were received through telephone and the remaining cases were received in the form of fax or letter. All the complaints and suggestions received by TCU were referred to the relevant government departments and public transport operators for follow-up action.

3. During the year, investigations into 35 329 cases (including some outstanding cases carried forward from the previous year) were completed. Of these, 31 670 (90%) were found to be substantiated, 11 (less than 1%) unsubstantiated, and the remaining 3 648 (10%) not pursuable due to lack of evidence. A summary of the results of investigations is at [Appendix 2](#). It is noted that –

- the percentage of substantiated cases increased from 86% in 2023 to 90% in 2024. For these cases, relevant government departments/public transport operators had either taken steps to rectify the situation or were considering possible solutions to the problems identified; and
- the percentage of cases not pursuable decreased from 14% in 2023 to 10% in 2024.

If the complainants agreed to be court witnesses, the cases would be referred to the Police for further investigation. In 2024, the Police reported the latest development on 2 376¹¹ cases previously referred to them. Among these cases, 79¹¹ drivers were summonsed.

4. In 2024, relevant government departments and public transport operators took on board 46 suggestions made by the public to enhance public transport services and improve traffic conditions. A summary of the cases is at [Appendix 3](#). The Chairperson of the TCU Sub-committee has issued appreciation letters to some of the proponents of these suggestions who provided their contact

¹⁰ These are mainly related to general transport matters such as road safety.

¹¹ The figures include the taxi cases in paragraph 24.

details.

Public Transport Services

5. Public transport services remained the major area of complaints and suggestions. In 2024, 45 402⁶ complaints and suggestions were received, accounting for 89% of the total number of cases. Among these, 754³ were pure suggestions. The number of cases in this category recorded an increase of 20.7% as compared with 37 622⁵ cases in 2023. A breakdown of the complaints and suggestions by mode of transport is as follows –

<u>Mode of Transport</u>	<u>2023</u>	<u>2024</u>	<u>Difference</u>
Franchised Buses	17 207 ¹² (12.86)	20 734 ¹³ (15.01)	+20.5% (+16.7%)
Non-franchised Buses	545 ¹⁴ (4.38)	811 ¹⁵ (6.39)	+48.8% (+45.9%)
Green Minibuses	7 212 (15.14)	8 865 (18.27)	+22.9% (+20.7%)
Red Minibuses	363 (6.31)	477 (8.92)	+31.4% (+41.4%)
Taxis	11 452 (43.02)	13 096 (52.42)	+14.4% (+21.9%)

¹² Among the 17 207 complaints and suggestions, a total of 2 644 complaints were received from five complainants. The number of complaints not including these cases is 14 563, representing 10.88 complaints/suggestions per million passenger journeys.

¹³ Among the 20 734 complaints and suggestions, a total of 3 824 complaints were received from six complainants. The number of complaints not including these cases is 16 910, representing 12.24 complaints/suggestions per million passenger journeys. These figures represent increases of 16.1% and 12.5% respectively when compared with 14 563 cases and 10.88 complaints/suggestions per million passenger journeys (see footnote 12) in 2023.

¹⁴ Among the 545 complaints and suggestions, a total of two complaints were received from one complainant. The number of complaints not including these cases is 543, representing 4.36 complaints/suggestions per million passenger journeys.

¹⁵ Among the 811 complaints and suggestions, a total of 276 complaints were received from two complainants. The number of complaints not including these cases is 535, representing 4.22 complaints/suggestions per million passenger journeys. This represents decreases of 1.5% and 3.2% respectively when compared with 543 cases and 4.36 complaints/suggestions per million passenger journeys (see footnote 14) in 2023.

Rail Transport	744	(0.39)	1 300 ¹⁶	(0.67)	+74.7%	(+71.8%)
Ferries	99	(2.54)	119	(3.05)	+20.2%	(+20.1%)
Total	37 622 ⁵		45 402 ⁶		+20.7%	

(Note : Figures for complaints/suggestions per million passenger journeys are in brackets.)

A more detailed breakdown by mode of transport and nature of complaints and suggestions is at [Appendix 4](#).

Franchised Bus Services

6. There were 20 734¹³ cases on franchised bus services in 2024, representing 15.01 complaints/suggestions per million passenger journeys. These figures represent increases of 20.5% and 16.7% respectively when compared with 17 207¹² cases and 12.86 complaints/suggestions per million passenger journeys in 2023. Most complaints were about regularity of service, conduct and performance of staff and improper driving behaviour. A detailed breakdown of the 20 734¹³ cases by nature of complaints and suggestions is at [Appendix 5](#).

7. There were decreases in the number of complaints about frequency (from 939 cases in 2023 to 708 cases in 2024, representing a decrease of 24.6%) and routeing (from 965 cases in 2023 to 761 cases in 2024, representing a decrease of 21.1%). There were increases in the numbers of complaints about regularity of service (from 8 423¹⁷ cases in 2023 to 9 656¹⁸ cases in 2024, representing an increase of 14.6%), conduct and performance of staff (from 2 225 cases in 2023 to 4 106¹⁹ cases in 2024, representing an increase of 84.5%), improper driving behaviour (from 2 433 cases in 2023 to 2 871 cases in 2024,

¹⁶ Among the 1 300 complaints and suggestions, a total of 129 complaints about the service of MTRCL were received from one complainant. The number of complaints not including these cases is 1 171, representing 0.60 complaints/suggestions per million passenger journeys. These figures represent increases of 57.4% and 53.8% respectively when compared with 744 cases and 0.39 complaints/suggestions per million passenger journeys in 2023.

¹⁷ Among the 8 423 complaints and suggestions, a total of 2 644 complaints were received from five complainants. The number of complaints not including these cases is 5 779.

¹⁸ Among the 9 656 complaints and suggestions, a total of 3 611 complaints were received from five complainants. The number of complaints not including these cases is 6 045, representing an increase of 4.6% when compared with 5 779 cases (see footnote 17) in 2023.

¹⁹ Among the 4 106 complaints and suggestions, a total of 213 complaints were received from one complainant. The number of complaints not including these cases is 3 893, representing an increase of 75.0% when compared with 2 225 cases in 2023.

representing an increase of 18.0%) as well as passenger services and facilities (from 1 286 cases in 2023 to 1 578 cases in 2024, representing an increase of 22.7%).

8. The increase in number of complaints about regularity of service might be partially attributed to the implementation of bus route rationalisation proposals where frequencies of some of the routes with low demand are not fully resumed to the pre-epidemic level. To improve the operational efficiency and resource utilisation of the bus network as a whole, the Transport Department (TD) has been working with the franchised bus companies (FBCs) to make timely adjustments to the bus services through established mechanisms including rationalising bus services having regard to changes in passenger demand arising from new infrastructure and property developments as well as latest travel pattern (such as rationalising bus services whose routeings overlap with newly commissioned railway lines, and reducing bus service frequency during late evenings in response to the general trend of reduced evening travelling activities). During the implementation of the rationalised items, it might take time for passengers to adapt to the adjusted service level which also induced various complaints from passengers at the same time. The TD has been closely monitoring the FBCs' service provision and the travelling patterns of the public so that timely adjustments would be made in response to the changing passenger demand with saved resources to be redeployed for other service improvement where appropriate.

9. In addition to the above, the increase in number of complaints about regularity of service may also be due to punctuality of service. With the resumption of economic and social activities, there is generally busier traffic on the roads, which results in more uncertain arrival time at intermediate stops. One of the examples was that the bus routes serving in Tuen Mun District (such as Tuen Mun Road and Wong Chu Road) were generally affected by the busy traffic thereat. Nevertheless, the TD has been closely monitoring the bus service and the FBCs were also requested to deploy additional vehicles for maintaining regularity of the service level where necessary and alternative routeing has been approved for temporary diversion during heavy traffic where appropriate. With the above efforts, there was a noticeable decrease in the number of complaints about regularity of service by about 42% in Q4 2024 when compared to Q3 2024.

10. Regarding the increase in complaints about improper driving behavior and conduct and performance of staff, the TD has requested the FBCs to pay attention to the situation and follow up with the drivers concerned if necessary. The FBCs were also requested to strengthen their trainings for bus drivers to improve the driving behaviour and conduct and performance of their staff.

11. A breakdown of the 20 734¹³ cases by individual bus company/service is at Appendix 6. The complaints and suggestions on the services of the franchisees are highlighted below –

- The Kowloon Motor Bus Company (1933) Limited (KMB) – The 12 493²⁰ cases received in 2024 were mainly about regularity of service (6 673²¹), conduct and performance of staff (1 916) and improper driving behaviour (1 685). The number of complaints/suggestions per million passenger journeys increased by 17.1% from 12.49 in 2023 to 14.62 in 2024.
- Citybus Limited (Franchise for the Urban and New Territories bus network) (CTB (U&NT)) – The 3 203²² cases received in 2024 were mainly about regularity of service (1 234²³), conduct and performance of staff (792) and improper driving behaviour (429). The number of complaints/suggestions per million passenger journeys increased by 0.8% from 13.71 in 2023 to 13.82 in 2024.
- Citybus Limited (Franchise for Airport and North Lantau bus network) (CTB (Lantau)) – The number of complaints/suggestions per million passenger journeys increased by 8.0% from 22.92 in 2023 to 24.76

²⁰ Among the 12 493 complaints and suggestions, a total of 2 916 complaints were received from four complainants. The number of complaints not including these cases is 9 577, representing 11.20 complaints/suggestions per million passenger journeys. This represents an increase of 17.9% when compared with 9.50 complaints/suggestions per million passenger journeys in 2023 (see Appendix 6 for further details).

²¹ Among the 6 673 complaints and suggestions, a total of 2 916 complaints were received from four complainants. The number of complaints not including these cases is 3 757.

²² Among the 3 203 complaints and suggestions, a total of 337 complaints were received from two complainants. The number of complaints not including these cases is 2 866, representing 12.37 complaints/suggestions per million passenger journeys. This represents a decrease of 6.1% when compared with 13.17 complaints/suggestions per million passenger journeys in 2023 (see Appendix 6 for further details).

²³ Among the 1 234 complaints and suggestions, a total of 337 complaints were received from two complainants. The number of complaints not including these cases is 897.

in 2024. As regards the 890²⁴ cases received in 2024, they were mainly about regularity of service (305²⁵), conduct and performance of staff (254) and improper driving behaviour (120).

- Long Win Bus Company Limited (LWB) – The number of complaints/suggestions per million passenger journeys increased by 50.6% from 17.79 in 2023 to 26.79 in 2024. As regards the 1 295²⁶ cases received in 2024, they were mainly about regularity of service (545²⁷), conduct and performance of staff (390²⁸) and improper driving behaviour (130).
- New Lantao Bus Company (1973) Limited (NLB) – The number of complaints/suggestions per million passenger journeys increased by 12.1% from 9.23 in 2023 to 10.35 in 2024. As regards the 366 cases received in 2024, they were mainly about regularity of service (105), conduct and performance of staff (98) and improper driving behaviour (69).
- Cross-harbour Bus Services²⁹ – The 2 487³⁰ cases received in 2024 were mainly about regularity of service (794³¹), conduct and

²⁴ Among the 890 complaints and suggestions, a total of 68 complaints were received from two complainants. The number of complaints not including these cases is 822, representing 22.87 complaints/suggestions per million passenger journeys. This represents an increase of 0.1% when compared with 22.85 complaints/suggestions per million passenger journeys in 2023 (see [Appendix 6](#) for further details).

²⁵ Among 305 complaints and suggestions, a total of 68 complaints were received from two complainants. The number of complaints not including these cases is 237.

²⁶ Among the 1 295 complaints and suggestions, a total of 372 complaints were received from three complainants. The number of complaints not including these cases is 923, representing 19.09 complaints/suggestions per million passenger journeys. This represents an increase of 8.6% when compared with 17.58 complaints/suggestions per million passenger journeys in 2023 (see [Appendix 6](#) for further details).

²⁷ Among 545 complaints and suggestions, a total of 159 complaints were received from two complainants. The number of complaints not including these cases is 386.

²⁸ Among 390 complaints and suggestions, a total of 213 complaints were received from one complainant. The number of complaints not including these cases is 177.

²⁹ Complaints and suggestions on cross-harbour bus services cannot be further broken down by bus company as the services are jointly operated by KMB and Citybus.

³⁰ Among the 2 487 complaints and suggestions, a total of 131 complaints were received from three complainants. The number of complaints not including these cases is 2 356, representing 13.42 complaints/suggestions per million passenger journeys. This represents an increase of 19.8% when compared with 11.20 complaints/suggestions per million passenger journeys in 2023 (see [Appendix 6](#) for further details).

³¹ Among the 794 complaints and suggestions, a total of 131 complaints were received from three complainants. The number of complaints not including these cases is 663.

performance of staff (656) and improper driving behaviour (438). The number of complaints/suggestions per million passenger journeys increased by 25.9% from 11.25 in 2023 to 14.16 in 2024.

12. Comparisons of complaints and suggestions related to KMB, Citybus (U&NT), Citybus (Lantau), LWB, NLB and Cross-harbour Bus Services in the past five years are at [Appendix 7](#).

Non-franchised Bus Services

13. Non-franchised bus (NFB) services play a supplementary role in the public transport system through relieving the heavy demand for franchised bus and green minibus services primarily during peak hours and filling gaps of passenger demand which cannot be met viably by the regular public transport services.

14. There were 811¹⁵ cases on NFB services in 2024, representing 6.39 complaints/suggestions per million passenger journeys. These figures represent increases of 48.8% and 45.9% respectively when compared with 545¹⁴ cases and 4.38 complaints/suggestions per million passenger journeys in 2023. The Transport Department (TD) will continue to monitor the situation and work with the operators closely in enhancing their service as and when necessary. A detailed breakdown of the 811¹⁵ cases is at [Appendix 8](#).

15. A comparison of the complaints and suggestions on NFB services in the past five years is at [Appendix 9](#).

Public Light Bus Services

16. There were 9 342 cases on public light bus (PLB) services in 2024, representing 17.34 complaints/suggestions per million passenger journeys. These figures represent increases of 23.3% and 22.3% respectively when compared with 7 575 cases and 14.18 complaints/suggestions per million passenger journeys in 2023.

Green Minibus Services

17. Green minibuses (GMBs) operate in accordance with a schedule of service which regulates the fares, routes and frequency of service. The TD is responsible for monitoring the performance of GMB operators.

18. In 2024, there were 8 865 complaints/suggestions on GMB services, accounting for 95% of all PLB cases received. The number of complaints/suggestions per million passenger journeys was 18.27. These figures represent increases of 22.9% and 20.7% respectively when compared with 7 212 cases and 15.14 complaints/suggestions per million passenger journeys in 2023. The increase was mainly attributable to the increase in complaints on staff conduct and performance and improper driving behaviour. A detailed breakdown of the 8 865 cases is at Appendix 10.

19. There was an increase in overall number of complaints received in 2024 as compared to 2023. Among the GMB complaint cases received, the majority of the cases were about conduct and performance of staff (including drivers), regularity of service and improper driving behaviour. In view of the increasing number of complaints against improper driving behaviour and conduct and performance of GMB drivers, the TD will continue to work with the GMB trade on measures such as the pre-service training course for new drivers and imported drivers. In the meantime, for complaints on GMB service regularity, the TD will continue to look into each complaint case and, if necessary, conduct ad hoc surveys to ascertain the service level of the route(s) concerned and to follow up with the operator(s) to rectify the problems. The TD will also issue warning letters to the operators who failed to comply with the Schedules of Service, including non-compliance with timetable and routeings, etc. The warning letters issued will be taken into account in the mid-term appraisal of the GMB operators and their rollover period for the passenger service licences may be shortened if poor performance is observed.

Red Minibus Services

20. Red minibuses (RMBs) are not required to operate on fixed routes or timetable and can set their own fares, however, are subject to certain restrictions

on their service area under the existing policy³².

21. In 2024, there were 477 complaints/suggestions on RMB services, accounting for 5% of all PLB cases received. The number of complaints/suggestions per million passenger journeys was 8.92. These figures represent increases of 31.4% and 41.4% respectively when compared with 363 cases and 6.31 complaints/suggestions per million passenger journeys in 2023. A detailed breakdown of the 477 cases is at Appendix 11.

22. For RMB cases, there was an increase in the overall number of complaints received in 2024 as compared to 2023. The complaints mainly fall into two categories: improper driving behaviour and conduct and performance of staff (including drivers). Upon receiving the complaints on conduct and performance of staff, the TD would relay the same to the relevant RMB trade associations and remind them to alert the RMB drivers, given that the majority of RMBs are independently operated by individuals. For the complaints on improper driving behaviour, the TD would refer the complaints involving suspected violations of road traffic regulations to the Police for enforcement action. In addition, the TD has from time to time reminded the trade to pay attention to the driving safety and the quality of services, through regular meetings with the RMB trade associations. The TD has also cooperated with the Police to conduct the Safety Seminar for frontline PLB drivers with a view to enhancing their safety awareness.

23. Comparisons of the complaints and suggestions on GMB and RMB services in the past five years are at Appendix 12.

Taxi Services

24. Taxi services remained one of the major areas of complaints in 2024. There were 13 096 cases relating to taxi services, accounting for around 29% of all cases on public transport services. The number of complaints/suggestions per million passenger journeys was 52.42, the highest among all types of public transport services. These figures represent increases of 14.4% and 21.9%

³² The Government has imposed certain restrictions on the operation of RMBs, under which RMBs can operate in their existing service area but are not allowed access to new towns or new housing developments. Besides, there are also restrictions on RMBs in using expressways.

respectively when compared with 11 452 cases and 43.02 complaints/suggestions per million passenger journeys in 2023. The complaints were mainly about taxi driver malpractice (especially those related to refusing hire, failing to take the most direct route and improper driving behaviour). A detailed breakdown of the 13 096 cases is at [Appendix 13](#).

25. Of the 13 096 cases received, 12 667 (96.7%) were related to taxi driver malpractice. These cases were referred to the Police for further investigation if the complainants agreed to be court witnesses. During the year, 3 312 of such cases (26.1%) were referred to the Police. In 2024, the Police completed the investigation of 1 918 cases referred to them during the year or the years before. Among these cases, 39 drivers were summoned. A breakdown of the results is at [Appendix 14](#).

26. A comparison of the complaints and suggestions on taxi services in the past five years is at [Appendix 15](#).

27. The Police has been taking enforcement actions against taxi driver malpractice. Key tasks include enhancing patrols at black spots and conducting intelligence-led operations. If members of the public encounter any taxi driver malpractice, such as overcharging, refusing hire and soliciting, they are strongly encouraged to report the incident to the Police with details, such as date, time, location and taxi registration numbers, for investigation. The Police will take prosecution action if there is sufficient evidence.

28. It is believed that the increased number of complaints in 2024 associated mainly with the increase in total visitor arrivals. According to the Hong Kong Tourism Board, Hong Kong received 45 million visitors in 2024, representing a 31% year-on-year increase. To improve the taxi service quality, the TD has reminded the trade through different channels, including regular trade conferences, letters to the trade and newsletter. For those taxi owners and drivers who have been repeatedly involved in malpractices or other serious taxi-driver-related offences, such as overcharging and refusing hire, the TD would provide their particulars to the Police for investigation and prosecution actions as appropriate. The TD would also request the Police to step up enforcement actions at the black spots against malpractices when necessary.

29. In view of the public aspiration for better taxi service quality and safety, the Government implemented a series of measures over the past few years to enhance the overall quality of personalised point-to-point transport services and promote the healthy development of the taxi industry in the long run. With a view to strengthening the deterrent effect against malpractices of taxi drivers, the Government introduced the two-tier penalty system and the Taxi-Driver-Offence Points (TDOP) system for certain taxi-driver-related offences. The two tier-penalty system took effect on 22 December 2023, while the TDOP system took effect on 22 September 2024. As of 14 July 2025, 107 taxi drivers were convicted of, or became liable to, a fixed penalty for a related offence and incurred points under the TDOP system.

30. Besides, to leverage the use of technology in enhancing the overall quality of taxi service, the Government has proposed to mandate the installation of Journey Recording Systems (JRSs) in all taxi compartments, and to require all taxi drivers to allow taxi fares to be paid by electronic payment means (e-payment means) by way of submitting two Amendment Regulations to the Legislative Council (LegCo) on 23 July 2025 for negative vetting. Subject to LegCo's vetting, the mandatory requirement relating to e-payment means by all taxi drivers will be implemented on 1 April 2026. As regards the JRSs, it is expected that the taxi trade may start installing the JRSs inside taxi compartments in 2026, with a view to completing the installation in early 2027.

Rail Services

31. There were 1 300¹⁶ cases on rail services in 2024, representing an increase of 74.7% when compared with 744 cases in 2023. The number of complaints/suggestions per million passenger journeys increased by 71.8% from 0.39 in 2023 to 0.67 in 2024.

32. A breakdown of the 1 300¹⁶ cases by individual railway company is at Appendix 16. There were 1 226³³ cases on the services of MTRCL, accounting for 94% of all cases on rail services received. The complaints and suggestions on the services of MTRCL are highlighted below –

³³ Among the 1 226 complaints and suggestions, a total of 129 complaints were received from one complainant. The number of complaints not including these cases is 1 097, representing an increase of 64.5% when compared with 667 cases in 2023.

- Services other than Light Rail – The number of complaints/suggestions per million passenger journeys increased by 76.5% from 0.34 in 2023 to 0.60 in 2024. As regards the 1 045³⁴ cases received in 2024, they were mainly about passenger services and facilities (558) and conduct and performance of staff (256).
- Light Rail – The number of complaints/suggestions per million passenger journeys increased by 74.6% from 0.67 in 2023 to 1.17 in 2024. As regards the 181³⁵ cases received in 2024, they were mainly about passenger services and facilities (86) and improper driving behaviour (41).

33. Comparisons of complaints and suggestions related to MTRCL in the past five years are at Appendix 17.

34. The complaints against the services of MTRCL in 2024 increased as compared with that in 2023, especially in the aspects of conduct and performance of staff and passengers services and facilities. These cases concerned the staff attitude were mainly related to the by-law enforcement and responding to passenger inquiries. For the cases on facilities, they were complaining on the temperature of MTR stations during hot weather. Concerning the staff performance, MTRCL had reminded its front-line staff to pay attention to their attitude, especially when stepping up enforcement actions against the possible violation of the by-law. As for the temperature of MTR stations during hot weather, MTRCL had immediately arranged to install over 250 additional mobile ventilation and horn fans at various stations to enhance air circulation and mitigate the impact of hot weather. The TD has reminded MTRCL to continue closely monitoring the situation and carrying out improvement measures as appropriate.

35. For tram services, the number of complaints received in 2024 was 74 which represents a decrease of 3.9% when compared with 77 cases in 2023. The majority of the complaints were about conduct and performance of staff and

³⁴ Among the 1 045 complaints and suggestions, a total of 94 complaints were received from one complainant. The number of complaints not including these cases is 951, representing an increase of 68.0% when compared with 566 cases in 2023.

³⁵ Among the 181 complaints and suggestions, a total of 35 complaints were received from one complainant. The number of complaints not including these cases is 146, representing an increase of 44.6% when compared with 101 cases in 2023.

improper driving behaviour. The TD has reminded Hong Kong Tramways Limited to monitor the performance of their motormen and operate the service according to timetable and passengers' needs.

Ferry Services

36. There were 119 cases on ferry services in 2024, representing 3.05 complaints/suggestions per million passenger journeys. These figures represent increases of 20.2% and 20.1% respectively when compared with 99 cases and 2.54 complaints/suggestions per million passenger journeys recorded in 2023. The increase in complaints was mainly attributed to an increase in the number of cases concerning conduct and performance of staff, as well as passenger services and facilities.

37. A breakdown of the 119 cases by ferry companies is at Appendix 18. The complaints and suggestions on the services of the two major ferry companies are highlighted below –

- Sun Ferry Services Company Limited (SFS) – The number of complaints/suggestions per million passenger journeys increased by 8.1% from 2.98 in 2023 to 3.22 in 2024.
- The “Star” Ferry Company Limited (SF) – The number of complaints/suggestions per million passenger journeys increased by 103.2% from 0.94 in 2023 to 1.91 in 2024.

38. Comparisons of complaints and suggestions related to SFS and SF in the past five years are at Appendix 19.

Traffic and Road Conditions

39. In 2024, there were 5 409³⁶ complaints and suggestions about traffic and road conditions, including 83 pure suggestions. The number of cases

³⁶ Among the 5 409 complaints and suggestions, a total of 1 686 complaints were received from three complainants. The number of complaints not including these cases is 3 723, representing a decrease of 11.5% when compared with 4 207 cases (see footnote 37) in 2023.

received represents an increase of 20.7% as compared with 4 482³⁷ cases in 2023. Detailed breakdowns of the cases by category and by district are at Appendices 20 to 24 respectively.

Traffic Conditions

40. In 2024, 2 485⁸ complaints and suggestions about traffic conditions were received, accounting for about 5% of the total number of cases. The number of cases in this category recorded an increase of 101.7% as compared with 1 232⁷ cases in 2023.

41. Of the 2 485⁸ cases received, 1 907³⁸ (77%) were related to traffic congestion/obstruction. This represents an increase of 150.6% as compared with 761³⁹ cases in 2023. Factors contributing to complaints about traffic congestion/obstruction in 2024 are broken down as follows –

<u>Factor</u>	<u>No. of Complaints</u>		<u>Difference</u>
	<u>2023</u>	<u>2024</u>	
Vehicle congestion/obstruction	575 ⁴⁰	1 748 ⁴¹	+204.0%
Traffic management	111	82	-26.1%
Road works	24	37	+54.2%
Others	51	40	-21.6%
Total	761³⁹	1 907³⁸	+150.6%

42. In 2024, districts which attracted relatively more complaints about traffic congestion/obstruction were –

³⁷ Among the 4 482 complaints and suggestions, a total of 275 complaints were received from one complainant. The number of complaints not including these cases is 4 207.

³⁸ Among the 1 907 complaints and suggestions, a total of 1 491 complaints were received from two complainants. The number of complaints not including these cases is 416, representing a decrease of 14.4% when compared with 486 cases (see footnote 39) in 2023.

³⁹ Among the 761 complaints and suggestions, a total of 275 complaints were received from one complainant. The number of complaints not including these cases is 486.

⁴⁰ Among the 575 complaints and suggestions, a total of 275 complaints were received from one complainant. The number of complaints not including these cases is 300.

⁴¹ Among the 1 748 complaints and suggestions, a total of 1 491 complaints were received from two complainants. The number of complaints not including these cases is 257, representing a decrease of 14.3% when compared with 300 cases (see footnote 40) in 2023.

<u>District</u>	<u>No. of Complaints</u>		<u>Difference</u>
	<u>2023</u>	<u>2024</u>	
Kwai Tsing	323 ⁴²	1 023 ⁴³	+216.7%
Kowloon City	34	333 ⁴⁴	+879.4%
Yau Tsim Mong	49	152 ⁴⁵	+210.2%

43. All the complaints and suggestions concerning traffic congestion/obstruction were referred to the TD, the Police, the Highways Department (HyD) and other relevant departments for consideration and follow-up actions. Of the 1 907³⁸ cases received, 1 748⁴¹ (92%) were related to vehicle obstruction. The number of cases represents an increase of 204.0% as compared with 575 cases in 2023. In 2024, The TD continued to implement the following measures to alleviate traffic congestion –

- (a) vetting proposals on and monitoring the effectiveness of temporary traffic arrangements to minimise congestion caused by road works;
- (b) installation of new traffic lights and adjustment of existing traffic signals;
- (c) re-routeing of traffic to improve circulation;
- (d) introduction of traffic restrictions;
- (e) realignment of carriageways and adjustment of road junction layouts; and
- (f) provision of lay-bys to facilitate loading/unloading activities.

⁴² Among the 323 complaints and suggestions, a total of 275 complaints were received from one complainant. The number of complaints not including these cases is 48.

⁴³ Among the 1 023 complaints and suggestions, a total of 1 011 complaints were received from one complainant. The number of complaints not including these cases is 12, representing a decrease of 75.0% when compared with 48 cases (see footnote 42) in 2023.

⁴⁴ Among the 333 complaints and suggestions, a total of 308 complaints were received from one complainant. The number of complaints not including these cases is 25, representing a decrease of 26.5% when compared with 34 cases in 2023.

⁴⁵ Among the 152 complaints and suggestions, a total of 111 complaints were received from one complainant. The number of complaints not including these cases is 41, representing a decrease of 16.3% when compared with 49 cases in 2023.

44. In 2024, there were 319 complaints and suggestions on traffic management matters (excluding those causing congestion). These cases were related to traffic light phasing and traffic lane arrangements. The number of cases represents an increase of 25.1% as compared with 255 cases in 2023.

45. Besides, TCU received 186 requests for additional traffic signs and aids in 2024. This represents an increase of 53.7% as compared with 121 cases in 2023.

46. There were 73 complaints and suggestions on parking facilities in 2024. This represents a decrease of 23.2% as compared with 95 cases in 2023.

Road Maintenance

47. In 2024, 182 complaints and suggestions about road maintenance were received, accounting for less than 1% of the total number of cases. This represents a decrease of 12.5% as compared with 208 cases in 2023. All the complaints were referred to the HyD or other relevant departments for investigation and remedial action.

Enforcement

48. In 2024, 2 742⁹ complaints about enforcement matters were received, accounting for about 5% of the total number of cases. The number of complaints in this category shows a decrease of 9.9% as compared with 3 042 complaints in 2023.

49. Complaints about enforcement matters were mainly related to illegal parking and motorists/pedestrians failing to comply with traffic regulations. All the complaints were referred to the Police for further investigation. Some cases were also referred to the TD for consideration on whether suitable measures (e.g. provision of traffic management measures or parking facilities) should be introduced to improve the situation.

50. TCU received a total of 525 complaints about the use of mobile phone or telecommunications equipment while driving in 2024. The TCU Sub-

committee noted that the number of prosecutions for “using mobile phone or telecommunications equipment whilst the vehicle is in motion” in 2024 was 26 004, representing a decrease of 3.4% as compared with 26 929 cases in 2023.

Complaints and Suggestions on Road Safety Matters

51. Among the 51 046² complaints and suggestions received in 2024, 8 806 (17.3%) were related to road safety matters. A breakdown of these cases is as follows –

	<u>No. of Complaints/Suggestions</u>
Public Transport Services	6 556
Traffic Management	171
Road Maintenance	61
Enforcement	2 018
Total	<u>8 806</u>

52. In respect of public transport services, the complainants were concerned that driver malpractice, condition of vehicles and other matters (e.g. obstruction by public transport vehicles, adequacy of service, boarding arrangement) might pose danger to passengers and other road users.

53. As regards traffic management, the complainants were mainly concerned that inappropriate arrangement of traffic aids, inappropriate arrangement/coordination of traffic lights and inappropriate arrangement of restriction might lead to traffic accidents.

54. On road maintenance, the complainants were mostly concerned about damaged road and damaged traffic light that might give rise to traffic accidents.

55. Among the 8 806 complaints and suggestions received in 2024 which were related to road safety matters, 346 cases were related to cyclists or safety of cycling.

56. Regarding enforcement, there were 1 027⁴⁶ complaints about illegal parking and vehicle obstruction. There were also 991 complaints about motorists/pedestrians failing to observe traffic regulations (e.g. disobeying traffic signs, changing lane abruptly and dashing through traffic lights/failing to give way to pedestrians or traffic) and posing danger to other road users.

57. All the complaints and suggestions on road safety matters were referred to the TD, the Police, other relevant departments or the public transport operators concerned for investigation and follow-up action. The response of the departments/operators was generally positive. Improvement measures were/would be implemented to address public concerns as far as possible.

⁴⁶ Among the 1 027 complaints and suggestions, a total of 444 complaints were received from one complainant. The number of complaints not including these cases is 583.

Chapter 2 Noteworthy Improvement Measures Taken

Enhancement of pedestrian safety in the Southern District

58. A member of the public raised concerns about the lack of pedestrian crossings in the Southern District. There was a traffic accident at Tai Tam Road in June 2024, revealing some potential safety hazards in the District. He considered that congestion was not caused by pedestrian crossings, but was due to the traffic volume exceeding the road's design capacity. He suggested the relevant government departments to install more pedestrian crossings on roads in the Southern District in particular, installing signal-controlled crossings and speed limit signs near the Hong Kong International School at Tai Tam Road to enhance pedestrian safety and remind motorists to drive carefully.

59. The case was referred to the Transport Department (TD) for follow-up actions. In response, the TD replied that to improve the pedestrian crossing environment in the Southern District, the TD had been reviewing the pedestrians and traffic conditions on public roads and had considered installing or improving pedestrian crossing facilities at suitable locations. In 2023 and 2024, the TD had installed new pedestrian crossing facilities at Wong Chuk Hang Road (near Coda Designer Centre) and Yip Fat Street respectively. In addition, the TD was liaising with the Highways Department (HyD) to review the feasibility of provision of pedestrian crossing facilities at Tai Tam Road (near the Hong Kong International School), Ap Lei Chau Main Street, and etc. When there was a feasible proposal, TD would arrange local consultation on the proposal via Home Affairs Department. For the proposed works at Ap Lei Chau Main Street, the HyD advised that the construction works were anticipated to commence within 2025.

60. In response to the complainant's suggestion on provision of pedestrian crossing facilities at Tai Tam Road near the Hong Kong International School, the TD was liaising with the HyD to review the feasibility of installing a signal-controlled crossing at the junction of Tai Tam Road and Pak Pat Shan Road near the Hong Kong International School, in order to improve pedestrian environment. The HyD further advised that the construction works at Tai Tam Road were anticipated to commence within 2025.

61. Besides, the TD advised that under Road Traffic Ordinance (Cap 374) Section 40, the maximum speed on all roads was 50 km/hr unless “speed limit” sign showed otherwise. The whole length of Tai Tam Road was subject to 50 km/hr speed limit. Therefore, speed limit sign was not required at the subject road section. There were “Road narrows on both sides ahead”, “Reduce speed now” and “Beware of on-coming vehicles” traffic signs and “Slow” road marking at the appropriate locations of Tai Tam Road. To further remind motorists to drive carefully, the TD provided additional “Slow” road marking and “Pedestrians on or crossing road ahead” and “School” traffic signs at Tai Tam Road and Pak Pat Shan Road near the Hong Kong International School in September 2024.

Temporary traffic management at Junction of Hoi Yuen Road and Wai Yip Street in Kwun Tong

62. After conversion of roundabout connecting Wai Yip Street, Hoi Yuen Road, and the Kwun Tong Ferry Pier Public Transport Interchange in Kwun Tong into a signal-controlled junction under temporary traffic arrangements in August 2024, complaints were received from members of the public about serious traffic congestion in the area.

63. The cases were referred to the TD for investigation and follow-up actions. In response, the TD replied that they had been monitoring the traffic condition at the junction of Hoi Yuen Road and Wai Yip Street and had adjusted traffic signals at junctions nearby to rationalise traffic flows. The TD advised that they had conducted several on-site inspections with the proponent department Civil Engineering and Development Department (CEDD) and the Police to review the temporary traffic arrangement. The TD also advised that a number of traffic improvement measures were implemented, including (a) provision of an exclusive lane from the Kwun Tong Ferry Concourse Public Transport Interchange to Wai Yip Street westbound; (b) provision of box junction markings at the junction of the Kwun Tong Ferry Concourse Public Transport Interchange exit road and Wai Yip Street to ensure smooth traffic flows; (c) local widening at the leftmost lane of Hoi Yuen Road to cater for the turning of long vehicles and to maintain three traffic lanes at Hoi Yuen Road; (d) enhancement of traffic signs and road markings to inform motorists of the temporary traffic arrangements and prohibition of U-turn manoeuvres and blockage of the junction; (e) provision of additional directional signs to guide motorists and passengers to various

destinations; (f) continuous liaison with various stakeholders (e.g. franchised bus operators and nearby property management offices) to explain the temporary traffic arrangement measures and diversion routes; and (g) enhancement of enforcement actions against illegal parking at the junction concerned.

64. The TD advised that the traffic condition during peak hours had improved after implementing the aforementioned measures. The TD would continue to monitor the traffic conditions thereat and request the CEDD to modify the temporary traffic arrangement until completion of roadworks tentatively by end 2025.

Traffic management measures to alleviate congestion in Tuen Mun District

65. Since the opening of the Tuen Mun-Chek Lap Kok Tunnel, complaints were received from members of the public about congestions in Tuen Mun Road. A member of public indicated that Tuen Mun Road, particularly near Tuen Mun Town Centre towards Tsuen Wan, was frequently congested during peak morning hours. The complainant observed that a certain proportion of vehicles in the traffic queue passed through the aforementioned road section and turned towards the Tuen Mun-Chek Lap Kok tunnel. The complainants requested the TD to implement possible measures to alleviate the traffic congestion.

66. The case was referred to the TD for follow-up actions. The TD replied that it had been closely monitoring the traffic conditions and demand fluctuations in Northwest New Territories and had timely implemented corresponding transport measures as needed. In response to the long-term traffic demands arising from the development in Northwest New Territories, a series of projects were underway, including the Route 11 (Yuen Long to North Lantau Section) and the Tuen Mun Bypass. These initiatives aimed to enhance connectivity within and outside the district, strengthen capacity of the intersection roads and internal road network, and facilitate surrounding developments.

67. The proposed Tuen Mun Bypass would allow vehicles to travel directly between Yuen Long and the Tuen Mun-Chek Lap Kok Tunnel without detouring through the Tuen Mun Road (Town Centre Section) and Wong Chu Road, which would divert traffic from these routes and thereby reducing congestion.

68. In terms of medium-term measures, the government would prioritize major road expansion works within the Tuen Mun area before the opening of Tuen Mun Bypass, including the proposed Lung Fu Road connecting road and the Hoi Wing Road connecting road, to enhance the capacity of the internal road network. The proposed Lung Fu Road Slip Roads would allow vehicles to directly travel from Lung Fu Road to Tsing Wun Road, facilitating traffic between Tuen Mun Town Centre and Tuen Mun West, thus diverting vehicles from Tuen Mun Road (Town Centre Section) and Wong Chu Road, which would also help alleviate congestion on these roads.

69. Additionally, in response to the traffic conditions in Tuen Mun, the TD had developed short-term traffic management measures. The government had arranged for widening works of the intersection at Ming Kum Road and Lung Mun Road, allowing vehicles traveling between Tuen Mun Road (Fu Tei Section) and the Tuen Mun-Chek Lap Kok Tunnel to navigate smoothly along the routes of Tsing Tin Road, Ming Kum Road, Tsing Wun Road and Lung Mun Road, hence diverting traffic from Tuen Mun Road (City Centre section) and Wong Chu Road.

70. The TD would continue to monitor the traffic conditions of Tuen Mun District and formulate appropriate traffic management measures where necessary.

Complaints and Suggestions Received by TCU during 2020 - 2024

<u>Nature of Complaint/Suggestion⁽¹⁾</u>	<u>2020</u>		<u>2021</u>		<u>2022</u>		<u>2023</u>		<u>2024</u>	
I. Public Transport Services										
(a) Adequacy of service	1 165	[97]	2 921	[942]	4 051	[1 245]	2 969	[934]	2 451	[682]
(b) Standard of service	15 855	[22]	22 456	[44]	28 599	[47]	33 856	[75]	42 029	[50]
(c) General	602	[19]	627	[11]	745	[40]	797	[25]	922	[22]
	17 622	[138]	26 004	[997]	33 395	[1 332]	37 622	[1 034]	45 402	[754]
II. Traffic Conditions										
(a) Traffic congestion/ obstruction	666	[12]	783	[17]	448	[14]	761	[17]	1 907	[4]
(b) Traffic management	132	[32]	205	[51]	164	[40]	255	[66]	319	[43]
(c) Additional traffic signs and aids	64	[24]	90	[31]	73	[33]	121	[41]	186	[25]
(d) Parking facilities	27	[2]	97	[13]	75	[17]	95	[11]	73	[6]
	889	[70]	1 175	[112]	760	[104]	1 232	[135]	2 485	[78]
III. Road maintenance										
(a) Road conditions	88		88	[2]	80		113	[4]	88	[1]
(b) Traffic signs and aids	106	[1]	325	[3]	169	[2]	82	[1]	86	[1]
(c) Carriageway markings	10		14		12	[1]	13		8	
	204	[1]	427	[5]	261	[3]	208	[5]	182	[2]
IV. Enforcement										
(a) Illegal parking	4 704	[1]	3 290	[5]	3 934	[3]	2 042	[5]	1 589	[2]
(b) Other enforcement matters	1 225	[3]	1 358	[9]	1 135	[8]	1 000	[2]	1 153	[1]
	5 929	[4]	4 648	[14]	5 069	[11]	3 042	[7]	2 742	[3]
V. Miscellaneous	244	[1]	258	[8]	199	[1]	248	[7]	235	[6]
Total	24 888	[214]	32 512	[1 136]	39 684	[1 451]	42 352	[1 188]	51 046	[843]

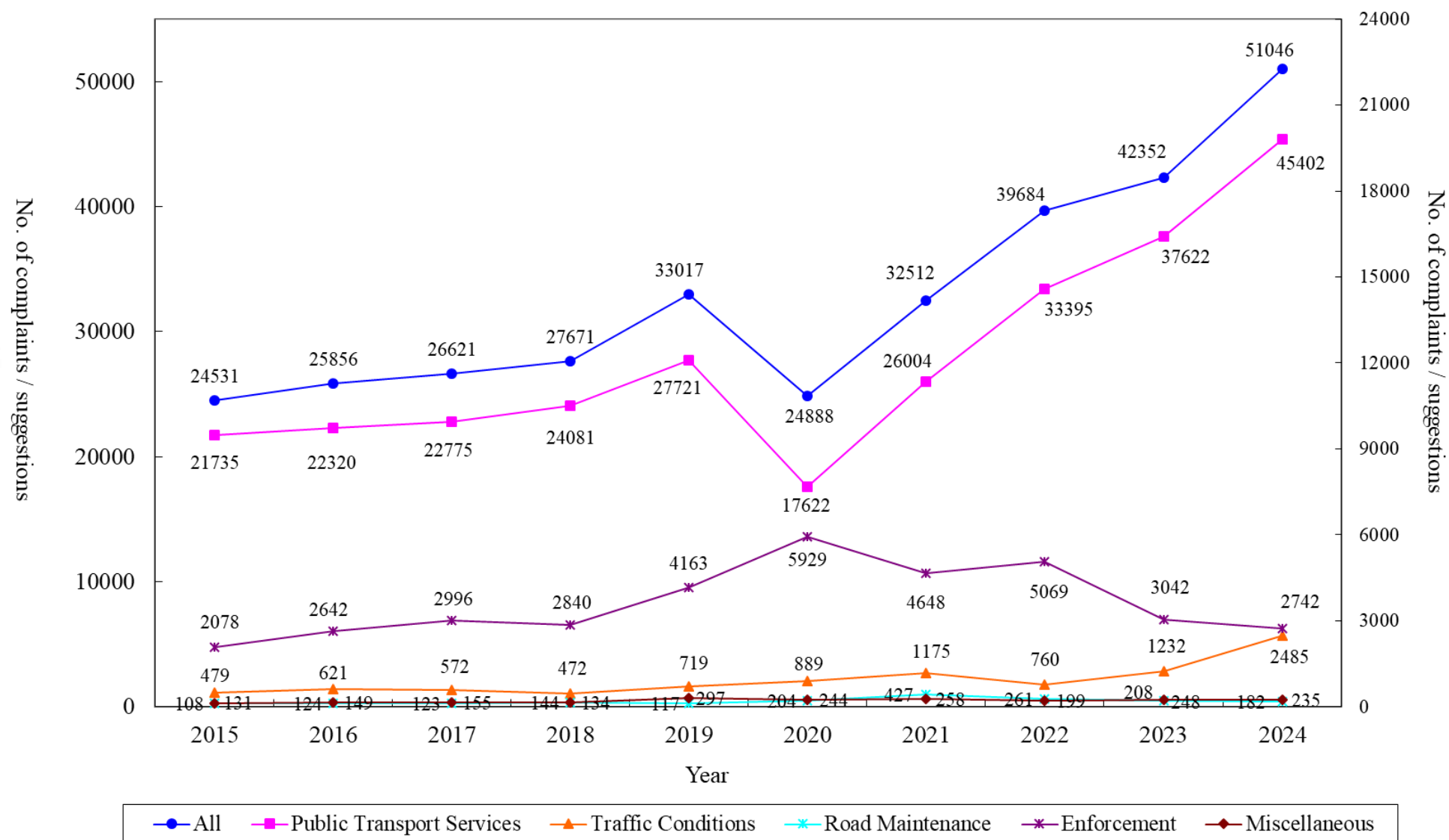
Note : (1) Figures in square brackets are the number of pure suggestions received in the year. The figures have been included in the overall number of cases received.

Complaints and Suggestions Received by TCU during 2020 - 2024⁽¹⁾

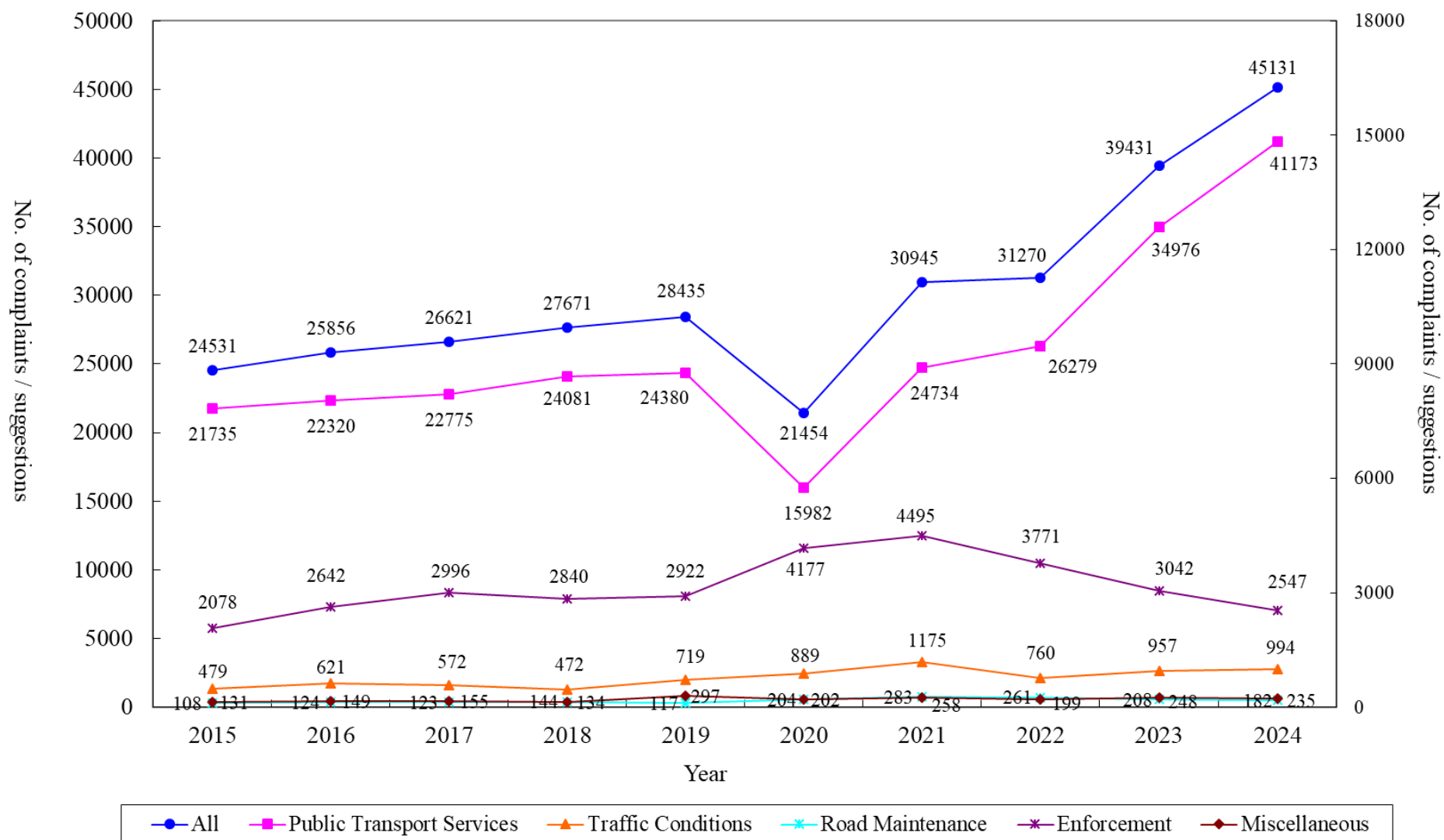
<u>Nature of Complaint/Suggestion⁽²⁾</u>	<u>2020</u>		<u>2021</u>		<u>2022</u>		<u>2023</u>		<u>2024</u>	
I. Public Transport Services										
(a) Adequacy of service	865	[97]	2 539	[942]	3 768	[1 245]	2 969	[934]	2 451	[682]
(b) Standard of service	14 515	[22]	21 568	[44]	21 766	[47]	31 210	[75]	37 800	[50]
(c) General	602	[19]	627	[11]	745	[40]	797	[25]	922	[22]
	15 982 ⁽³⁾	[138]	24 734 ⁽⁸⁾	[997]	26 279 ⁽¹²⁾	[1 332]	34 976 ⁽¹⁵⁾	[1 034]	41 173 ⁽¹⁸⁾	[754]
II. Traffic Conditions										
(a) Traffic congestion/ obstruction	666	[12]	783	[17]	448	[14]	486 ⁽¹⁶⁾	[17]	416 ⁽¹⁹⁾	[4]
(b) Traffic management	132	[32]	205	[51]	164	[40]	255	[66]	319	[43]
(c) Additional traffic signs and aids	64	[24]	90	[31]	73	[33]	121	[41]	186	[25]
(d) Parking facilities	27	[2]	97	[13]	75	[17]	95	[11]	73	[6]
	889	[70]	1 175	[112]	760	[104]	957	[135]	994	[78]
III. Road maintenance										
(a) Road conditions	88		88	[2]	80		113	[4]	88	[1]
(b) Traffic signs and aids	106	[1]	181 ⁽⁹⁾	[3]	169	[2]	82	[1]	86	[1]
(c) Carriageway markings	10		14		12	[1]	13		8	
	204	[1]	283	[5]	261	[3]	208	[5]	182	[2]
IV. Enforcement										
(a) Illegal parking	3 176 ⁽⁴⁾	[1]	3 137 ⁽¹⁰⁾	[5]	2 636 ⁽¹³⁾	[3]	2 042	[5]	1 589	[2]
(b) Other enforcement matters	1 001 ⁽⁵⁾	[3]	1 358	[9]	1 135	[8]	1 000	[2]	958 ⁽²⁰⁾	[1]
	4 177	[4]	4 495	[14]	3 771	[11]	3 042	[7]	2 547	[3]
V. Miscellaneous	202 ⁽⁶⁾	[1]	258	[8]	199	[1]	248	[7]	235	[6]
Total	21 454⁽⁷⁾	[214]	30 945⁽¹¹⁾	[1 136]	31 270⁽¹⁴⁾	[1 451]	39 431⁽¹⁷⁾	[1 188]	45 131⁽²¹⁾	[843]

- Notes :** (1) Complaints received from individual complainants, who made more than 100 complaints within a quarter, were excluded. Please see Appendix 1(i)(a) with these complaints included.
- (2) Figures in square brackets are the number of pure suggestions received in the year. The figures have been included in the overall number of cases received.
- (3) A total of 1 640 complaints received from two complainants were excluded.
- (4) A total of 1 528 complaints received from one complainant were excluded.
- (5) A total of 224 complaints received from one complainant were excluded.
- (6) A total of 42 complaints received from one complainant were excluded.
- (7) A total of 3 434 complaints received from three complainants were excluded.
- (8) A total of 1 270 complaints received from two complainants were excluded.
- (9) A total of 144 complaints received from one complainant were excluded.
- (10) A total of 153 complaints received from one complainant were excluded.
- (11) A total of 1 567 complaints received from four complainants were excluded.
- (12) A total of 7 116 complaints received from 13 complainants were excluded.
- (13) A total of 1 298 complaints received from one complainant were excluded.
- (14) A total of 8 414 complaints received from 14 complainants were excluded.
- (15) A total of 2 646 complaints received from five complainants were excluded.
- (16) A total of 275 complaints received from one complainant were excluded.
- (17) A total of 2 921 complaints received from six complainants were excluded.
- (18) A total of 4 229 complaints received from seven complainants were excluded.
- (19) A total of 1 491 complaints received from two complainants were excluded.
- (20) A total of 195 complaints received from one complainant were excluded.
- (21) A total of 5 915 complaints received from nine complainants were excluded.

**Trends of Complaints and Suggestions Received by TCU
(2015 - 2024)**



Trends of Complaints and Suggestions Received by TCU⁽¹⁾
(2015 - 2024)



Note :

- (1) The complaints received from individual complainants, who made more than 100 complaints in a quarter, were excluded. Please see Appendix 1(ii)(a) with these complaints included.

Summary of Results of Investigations into Complaints and Suggestions
(January – December 2024)

<div>Outcome of Investigation</div> <div>Nature of Complaint/ Suggestion</div>	A1	A2	B	C	Total
I. Public Transport Services					
(a) Adequacy of service	17	2 240	-	1	2 258
(b) Standard of service	1 735	22 711	11	3 441	27 898
(c) General	7	741	-	11	759
	1 759	25 692	11	3 453	30 915
II. Traffic Conditions					
(a) Traffic congestion/ obstruction	81	670	-	2	753
(b) Traffic management	29	221	-	-	250
(c) Additional traffic signs/aids	16	100	-	-	116
(d) Parking facilities	6	72	-	-	78
	132	1 063	-	2	1 197
III. Road Maintenance					
(a) Road conditions	10	51	-	-	61
(b) Traffic signs and aids	32	50	-	-	82
(c) Carriageway markings	2	5	-	-	7
	44	106	-	-	150
IV. Enforcement					
(a) Illegal parking	1 153	510	-	4	1 667
(b) Other enforcement matters	25	948	-	188	1 161
	1 178	1 458	-	192	2 828
V. Miscellaneous	12	226	-	1	239
Total	3 125 (9%)	28 545 (81%)	11 (<1%)	3 648 (10%)	35 329 (100%)
	31 670 (90%)				

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
(January – December 2024)**

<div>Outcome of Investigation</div> <div>Mode of Transport</div>	A1	A2	B	C	Total
The Kowloon Motor Bus Company (1933) Limited	675	8 116	-	112	8 903
Citybus Limited (Franchise (U&NT))	9	2 763	-	17	2 789
Citybus Limited (Franchise (Lantau))	11	832	-	2	845
New Lantao Bus Company (1973) Limited	-	296	-	-	296
Long Win Bus Company Limited	1	960	-	-	961
Cross-harbour Bus Services	5	2 161	-	10	2 176
Non-franchised Bus Services	9	728	4	4	745
Green Minibus	1 021	5 936	-	57	7 014
Red Minibus	1	349	-	9	359
Taxi	10	2 328	1	3 238	5 577
Mass Transit Railway Corporation Limited (Excluding Light Rail)	15	897	5	-	917
Mass Transit Railway Corporation Limited (Light Rail)	2	158	1	-	161
The Hongkong Tramways Limited	-	67	-	3	70
Sun Ferry Services Company Limited	-	24	-	-	24
The “Star” Ferry Company Limited	-	30	-	-	30
Minor Ferries	-	47	-	1	48
Total	1 759 (6%)	25 692 (83%)	11 (<1%)	3 453 (11%)	30 915 (100%)
	27 451 (89%)				

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 in 2024**

I. Public Transport Services

Hong Kong Island

- Enhance Citybus (CTB) route no. A12 service to meet the demand of passengers.
- Enhance CTB route no. A10 service to meet the demand of passengers.

Kowloon

- Relocate green minibus stops at Pik Wan Road northbound near Hong Pak Court to improve traffic flow.
- Set up a taxi stand at Sham Mong Road near Hoi Tat Estate to facilitate waiting of taxis.

New Territories

- Extend the operation hours of CTB route no. B8 to meet the demand of passengers.
- Enhance Kowloon Motor Bus (KMB) route no. 276B service to meet the demand of passengers.
- Enhance KMB route no. 249X service during afternoon rush hours to meet the demand of passengers.
- Enhance KMB route no. 288B service during morning rush hours to meet the demand of passengers.
- Enhance CTB route no. B8 service to meet the demand of passengers.

II. Traffic Management

Hong Kong Island

- Modify the “Look Right” marking at Lau Li Street near Hing Fat Street to facilitate pedestrians crossing the road.
- Adjust the setting of pedestrian push buttons of the traffic lights at the junction of A Kung Ngam Road and Chai Wan Road to facilitate pedestrians crossing the road.
- Add transverse yellow bar markings and a “Stop 15m” traffic sign at Wong Nai Chung Road near Sports Road to alert motorists to slow down and stop ahead.
- Increase the pedestrian green time of the traffic lights at Garden Road and Lower Albert Road to facilitate pedestrians crossing the road.
- Add road marking “Beware of Passengers” with reddish brown background on the surface of carriageway in front of the yellow ‘Stop’ line at tram stops Nos. 96W and 98W in Kennedy Town to enhance road safety.
- Increase the pedestrian green time of the traffic lights at Upper Albert Road at its junction with Caine Road to facilitate pedestrians crossing the road.

Kowloon

- Increase the vehicular green time of a traffic light at Cha Kwo Ling Road southbound at its junction with Ko Chiu Road to improve traffic flow.
- Increase the vehicular green time of traffic lights for turning from Queen Elizabeth Hospital Road onto Gascoigne Road to improve traffic flow.
- Lower the sound level of electronic audible traffic signal at the junction of Junction Road and Carpenter Road to minimise noise nuisance to nearby residents.

- Modify the lane markings at the junction of Ngau Tau Kok Road and Chun Wah Road to enhance road safety.
- Increase the pedestrian green time of traffic lights at Waterloo Road at its junction with Pitt Street to facilitate pedestrians crossing the road.
- Add “Look Right”, “Look Left” and hatched road markings and double yellow lines at Ying Fung Lane near Chuk Yuen United Village to improve road safety.
- Increase the vehicular green time of traffic lights at Cornwall Street eastbound at its junction with Nam Cheong Street during morning rush hours from Mondays to Fridays to alleviate traffic congestion.
- Increase the vehicular green time of a set of traffic lights for turning from Lai Yip Street southbound onto Hoi Bun Road during morning rush hours from Mondays to Saturdays to alleviate traffic congestion.
- Impose 24- hour “No Stopping” restriction zone at Chun Wah Road near Choi Ha Road to deter illegal parking and improve road safety.
- Shorten the waiting time for pedestrian green light of a set of traffic lights at Renfrew Road outside the Shaw Tower of Hong Kong Baptist University to facilitate pedestrians crossing the road.
- Increase the vehicular green time of the traffic lights at Fat Kwong Street at its junction with Chung Hau Street in the evening on Mondays to Fridays to improve traffic flow.
- Increase the pedestrian flashing green time of the traffic lights at Tung Chau Street at its junction with Hing Wah Street West to facilitate pedestrians crossing the road.
- Increase the vehicular green time of the traffic lights at Lin Cheung Road northbound at its junction with Jordan Road to improve traffic flow.

- Increase the vehicular green time of the traffic lights for turning right from Pak Tin Street onto Woh Chai Street and turning right from Woh Chai Street onto Shek Kip Mei Street during morning rush hours to improve traffic flow.
- Add parking spaces for motorcycles at Yen Chow Street West near Sai Chuen Road to facilitate motorcyclists.
- Increase the vehicular green time of the traffic lights at Hip Wo Street at its junction with Sau Nga Road to improve traffic flow.
- Increase the vehicular green time of the traffic lights at Lei Yue Mun Road near St. Antonius Girls' College towards Lei Yue Mun during morning rush hours to improve traffic flow.

New Territories

- Increase the vehicular green time of a traffic light at Tuen Mun Heung Sze Wui Road at its junction with Hoi Chu Road to alleviate traffic congestion.
- Shorten the waiting time for pedestrian green phase of a traffic light at Shek Pai Tau Road at its junction with Ming Kum Road to facilitate pedestrians crossing the road.
- Increase the vehicular green time of a set of traffic lights at Hing Kwai Street southbound to alleviate traffic congestion.
- Increase the vehicular green time of a set of traffic lights at Yi Tung Road southbound during morning rush hours to improve traffic flow.
- Increase the vehicular green time of a set of traffic lights for turning right from Castle Peak Road – Castle Peak Bay northbound and Hoi Wing Road eastbound to improve traffic flow.
- Increase the vehicular green time of a set of traffic lights for turning from Castle Peak Road – Lam Tei southbound onto Fuk Hang Tsuen Road to alleviate traffic congestion.

- Increase the vehicular green time of a set of traffic lights for turning from Castle Peak Road – Hung Shui Kiu southbound onto Shun Tat Street to alleviate traffic congestion.
- Increase the vehicular green time of the traffic lights for turning from Lung Fat Street to Lung Mun Road to improve traffic flow.
- Increase the pedestrian green time of the traffic lights at Tin Shui Road at its junction with access road to Grandeur Terrace and Tin Heng Estate Bus Terminus to facilitate pedestrians crossing the road.
- Increase the pedestrian green time of the traffic lights at Po Yap Road at its junction with Tong Yin Street to facilitate pedestrians crossing the road.
- Increase the vehicular green time of the traffic lights at Tin Ha Road at its junction with Castle Peak Road - Hung Shui Kiu during morning rush hours to improve traffic flow.
- Increase the vehicular green time of the traffic lights at Tung Chung Waterfront Road at its junction with Yi Tung Road and Ying Hei Road during morning rush hours to improve traffic flow.
- Increase the vehicular green time of the traffic lights at Tat Wan Road at its junction with Fung Wan Road during morning rush hours to improve traffic flow.
- Shorten the vehicular green time of the traffic lights at Tin Shui Road at its junction with Tin Tan Street and access road to Tin Chung Court to facilitate the pedestrians crossing.

Complaints and Suggestions on Public Transport Services in 2024

Mode Nature of Complaint/Suggestion	Vehicular Transport										Rail Transport			Waterborne Transport			Total / Sub- total
	Franchised Buses						NFBS	GMB	RMB	Taxi	MTR (Non-LR)	MTR (LR)	HT	SFS	SF	MF	
	CTB KMB (U&NT)	CTB (Lantau)	NLB	LWB	XHT												
(A) Adequacy of Service																	
(1) Frequency/carrying capacity	366	158	37	26	45	76	28	570	-	-	53	14	2	4	2	3	1384
(2) Routeing	382	153	43	4	40	139	9	40	-	-	4	-	-	-	-	-	814
(3) Hours of operation	28	26	7	1	4	14	3	8	-	-	-	-	-	-	-	-	91
(4) Provision of stops	68	19	7	3	1	23	3	37	-	-	-	1	-	-	-	-	162
Sub-total	844	356	94	34	90	252	43	655	-	-	57	15	2	4	2	3	2451
(B) Standard of Service																	
(1) Regularity of service	6673	1234	305	105	545	794	389	2604	-	-	47	19	11	7	7	18	12758
(2) Adherence to routeing	48	27	14	6	29	34	8	335	-	2703	2	-	1	-	-	1	3208
(3) Improper driving behavior	1685	429	120	69	130	438	92	1411	158	2660	55	41	20	2	2	2	7314
(4) Conduct & performance of staff (including drivers)	1916	792	254	98	390	656	123	2903	147	5318	256	7	21	12	6	7	12906
(5) Overcharging	48	18	7	6	8	19	6	305	35	1986 *	2	1	-	-	1	1	2443
(6) Cleanliness	44	14	10	6	2	18	4	140	10	63	8	1	2	1	2	-	325
(7) Conditions of vehicles/vessels	96	37	9	5	2	18	23	115	3	40	38	6	2	-	1	3	398
(8) Passenger services & facilities	957	220	59	31	85	226	74	284	11	44	558	86	11	10	8	13	2677
Sub-total	11467	2771	778	326	1191	2203	719	8097	364	12814	966	161	68	32	27	45	42029
(C) General	182	76	18	6	14	32	49	113	113	282	22	5	4	-	2	4	922
Total in 2024	12493	3203	890	366	1295	2487	811	8865	477	13096	1045	181	74	36	31	52	45402
Grand-total	(20734)						(23249)				(1300)			(119)			
Total in 2023	10464	2989	710	303	764	1977	545	7212	363	11452	566	101	77	36	14	49	37622

Legend

KMB	The Kowloon Motor Bus Company (1933) Limited
CTB (U&NT)	Citybus Limited (Franchise for the Urban and New Territories bus network)
CTB (Lantau)	Citybus Limited (Franchise for Airport and North Lantau bus network)
NLB	New Lantau Bus Company (1973) Limited
LWB	Long Win Bus Company Limited
XHT	Cross-harbour Bus Services
NFBS	Non-franchised Bus Services
GMB	Green Minibus
RMB	Red Minibus
MTR (Non-LR)	MTR Corporation Limited (Excluding Light Rail)
MTR(LR)	MTR Corporation Limited (Light Rail)
HT	The Hong Kong Tramways Limited
SFS	Sun Ferry Services Company Limited
SF	The 'Star' Ferry Company Limited
MF	Minor Ferries

* Including taximeter irregularities

Appendix 4(ii)

Complaints and Suggestions on Public Transport Services in 2024⁽¹⁾

Mode Nature of Complaint/Suggestion	Vehicular Transport										Rail Transport			Waterborne Transport			Total / Sub- total
	Franchised Buses						NFBS	GMB	RMB	Taxi	MTR (Non-LR)	MTR (LR)	HT	SFS	SF	MF	
	CTB KMB	CTB (U&NT)	CTB (Lantau)	NLB	LWB	XHT											
(B) <u>Adequacy of Service</u>																	
(1) Frequency/carrying capacity	366	158	37	26	45	76	28	570	-	-	53	14	2	4	2	3	1384
(2) Routeing	382	153	43	4	40	139	9	40	-	-	4	-	-	-	-	-	814
(3) Hours of operation	28	26	7	1	4	14	3	8	-	-	-	-	-	-	-	-	91
(4) Provision of stops	68	19	7	3	1	23	3	37	-	-	-	1	-	-	-	-	162
Sub-total	844	356	94	34	90	252	43	655	-	-	57	15	2	4	2	3	2451
(B) <u>Standard of Service</u>																	
(1) Regularity of service	3757	897	237	105	386	663	121	2604	-	-	47	19	11	7	7	18	8879
(2) Adherence to routeing	48	27	14	6	29	34	8	335	-	2703	2	-	1	-	-	1	3208
(3) Improper driving behavior	1685	429	120	69	130	438	92	1411	158	2660	55	41	20	2	2	2	7314
(4) Conduct & performance of staff (including drivers)	1916	792	254	98	177	656	123	2903	147	5318	256	7	21	12	6	7	12693
(5) Overcharging	48	18	7	6	8	19	6	305	35	1986 *	2	1	-	-	1	1	2443
(6) Cleanliness	44	14	10	6	2	18	4	140	10	63	8	1	2	1	2	-	325
(7) Conditions of vehicles/vessels	96	37	9	5	2	18	23	115	3	40	38	6	2	-	1	3	398
(8) Passenger services & facilities	957	220	59	31	85	226	66	284	11	44	464	51	11	10	8	13	2540
Sub-total	8551	2434	710	326	819	2072	443	8097	364	12814	872	126	68	32	27	45	37800
(C) General	182	76	18	6	14	32	49	113	113	282	22	5	4	-	2	4	922
Total in 2024	9577	2866	822	366	923	2356	535	8865	477	13096	951	146	74	36	31	52	41173
Grand-total	(16910)						(22973)				(1171)			(119)			
Total in 2023	7957	2872	708	303	755	1968	543	7212	363	11452	566	101	77	36	14	49	34976

Legend

KMB	The Kowloon Motor Bus Company (1933) Limited
CTB (U&NT)	Citybus Limited (Franchise for the Urban and New Territories bus network)
CTB (Lantau)	Citybus Limited (Franchise for Airport and North Lantau bus network)
NLB	New Lantau Bus Company (1973) Limited
LWB	Long Win Bus Company Limited
XHT	Cross-harbour Bus Services
NFBS	Non-franchised Bus Services
GMB	Green Minibus
RMB	Red Minibus
MTR (Non-LR)	MTR Corporation Limited (Excluding Light Rail)
MTR(LR)	MTR Corporation Limited (Light Rail)
HT	The Hong Kong Tramways Limited
SFS	Sun Ferry Services Company Limited
SF	The 'Star' Ferry Company Limited
MF	Minor Ferries

* Including taximeter irregularities

Note : (1) For 2023 and 2024, a total of 2 646 and 4 229 complaints received from five and seven complainants respectively, each of whom made more than 100 complaints in a quarter, were excluded. Please see [Appendix 4\(i\)](#) with these complaints included.

Complaints and Suggestions on Franchised Bus Services⁽¹⁾

<u>Nature of Complaint/Suggestion</u>	<u>2023</u>	<u>2024</u>	<u>Difference</u>
(A) Adequacy of Service			
(1) Frequency	939	708	-24.6%
(2) Routeing	965	761	-21.1%
(3) Hours of operation	94	80	-14.9%
(4) Provision of stops	113	121	+7.1%
Sub-total	2 111	1 670	-20.9%
(B) Standard of Service			
(1) Regularity of service	8 423 [5 779]	9 656 [6 045]	+14.6% [+4.6%]
(2) Adherence to routeing	119	158	+32.8%
(3) Improper driving behaviour	2 433	2 871	+18.0%
(4) Conduct and performance of staff (including drivers)	2 225	4 106 [3 893]	+84.5% [+75.0%]
(5) Overcharging	70	106	+51.4%
(6) Cleanliness	85	94	+10.6%
(7) Conditions of vehicles	170	167	-1.8%
(8) Passenger services and facilities	1 286	1 578	+22.7%
Sub-total	14 811 [12 167]	18 736 [14 912]	+26.5% [+22.6%]
(C) General⁽²⁾	285	328	+15.1%
Total	17 207⁽³⁾ [14 563]	20 734⁽⁴⁾ [16 910]	+20.5% [+16.1%]

- Notes :** (1) The figures not including the complaints received from individual complainants, who made more than 100 complaints within a quarter, are in square brackets.
(2) These are mainly related to obstruction caused by franchised buses.
(3) Among the 17 207 complaints and suggestions, a total of 2 644 complaints were received from five complainants.
(4) Among the 20 734 complaints and suggestions, a total of 3 824 complaints were received from six complainants.

Appendix 6

Complaints and Suggestions on Franchised Bus Services⁽¹⁾⁽²⁾

<u>Bus Company/ Services</u>	<u>2023</u>	<u>2024</u>	<u>Difference</u>
The Kowloon Motor Bus Company (1933) Limited (KMB)	10 464 ⁽⁵⁾ (12.49) [7 957 (9.50)]	12 493 ⁽¹¹⁾ (14.62) [9 577 (11.20)]	+19.4% (+17.1%) [+20.4% (+17.9%)]
Citybus Limited (Franchise 1) (Citybus (F1)) ⁽³⁾	2 989 ⁽⁶⁾ (13.71) [2 872 (13.17)]	3 203 ⁽¹²⁾ (13.82) [2 866 (12.37)]	+7.2% (+0.8%) [-0.2% (-6.1%)]
Citybus Limited (Franchise 2) (Citybus (F2))	710 ⁽⁷⁾ (22.92) [708 (22.85)]	890 ⁽¹³⁾ (24.76) [822 (22.87)]	+25.4% (+8.0%) +16.1% (+0.1%)
New Lantau Bus Company (1973) Limited	303 (9.23)	366 (10.35)	+20.8% (+12.1%)
Long Win Bus Company Limited	764 ⁽⁸⁾ (17.79) [755 (17.58)]	1 295 ⁽¹⁴⁾ (26.79) [923 (19.09)]	+69.5% (+50.6%) [+22.3% (+8.6%)]
Cross-harbour Bus Services ⁽⁴⁾	1 977 ⁽⁹⁾ (11.25) [1 968 (11.20)]	2 487 ⁽¹⁵⁾ (14.16) [2 356 (13.42)]	+25.8% (+25.9%) [+19.7% (+19.8%)]
Total	17 207⁽¹⁰⁾ (12.86) [14 563 (10.88)]	20 734⁽¹⁶⁾ (15.01) [16 910 (12.24)]	+20.5% (+16.7%) [+16.1% (+12.5%)]

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

(2) The numbers of complaints received from individual complainants, who made more than 100 complaints in a quarter, are given in relevant footnotes. The figures not including these complaints are in square brackets.

(3) Citybus (F1) and New World First Bus Services Limited merged into Citybus Limited (Franchise for the Urban and New Territories bus network) commencing from 1 July 2023.

(4) Complaints and suggestions on cross-harbour bus services cannot be further broken down by bus company as the services are jointly operated by KMB and Citybus.

(5) Among the 10 464 complaints and suggestions, a total of 2 507 complaints were received from four complainants.

(6) Among the 2 989 complaints and suggestions, a total of 117 complaints were received from two complainants.

(7) Among the 710 complaints and suggestions, a total of two complaints were received from one complainant.

(8) Among the 764 complaints and suggestions, a total of nine complaints were received from one complainant.

(9) Among the 1 977 complaints and suggestions, a total of nine complaints were received from two complainants.

(10) Among the 17 207 complaints and suggestions, a total of 2 644 complaints were received from five complainants.

(11) Among the 12 493 complaints and suggestions, a total of 2 916 complaints were received from four complainants.

(12) Among the 3 203 complaints and suggestions, a total of 337 complaints were received from two complainants.

(13) Among the 890 complaints and suggestions, a total of 68 complaints were received from two complainants.

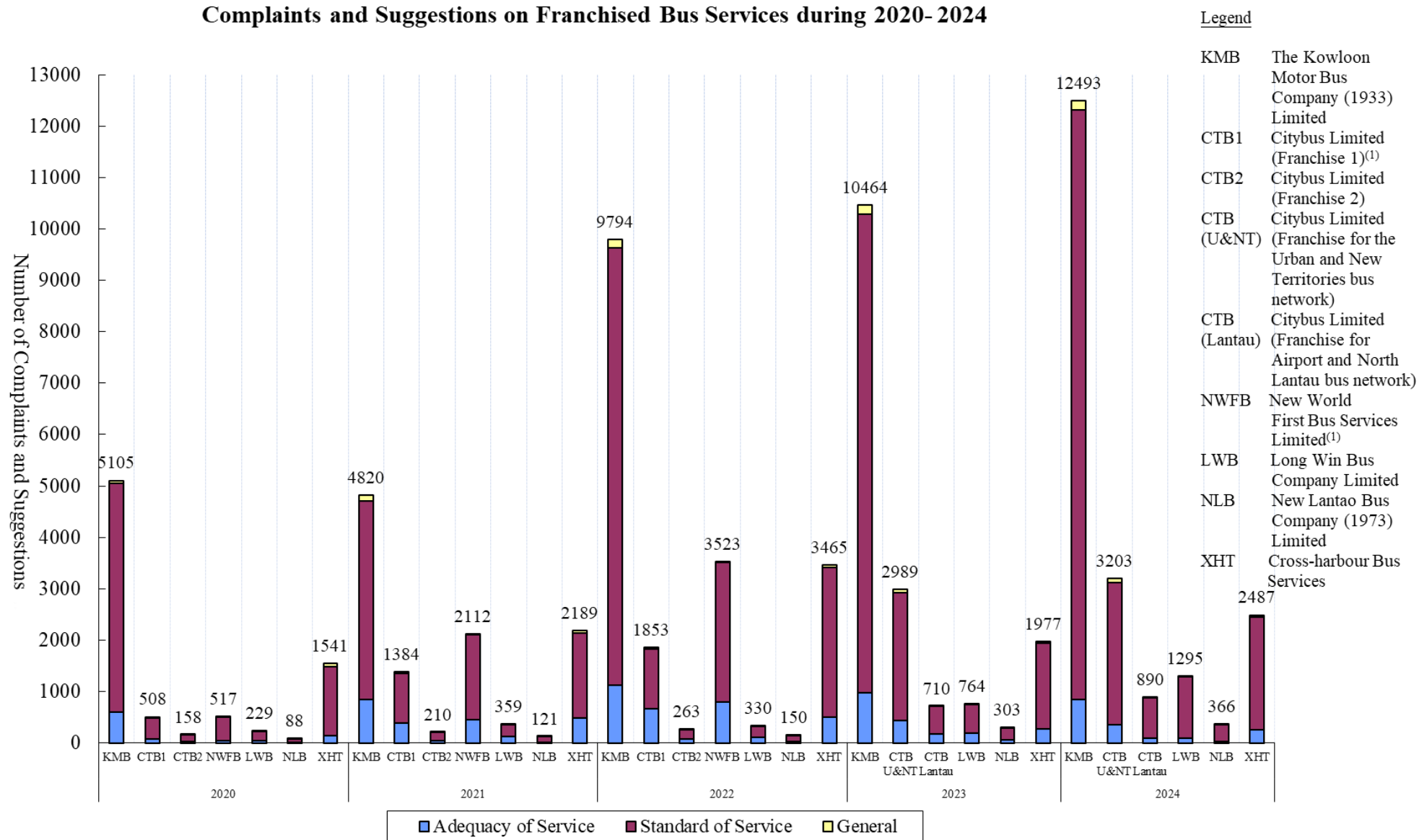
(14) Among the 1 295 complaints and suggestions, a total of 372 complaints were received from three complainants.

(15) Among the 2 487 complaints and suggestions, a total of 131 complaints were received from three complainants.

(16) Among the 20 734 complaints and suggestions, a total of 3 824 complaints were received from six complainants.

Appendix 7

Complaints and Suggestions on Franchised Bus Services during 2020-2024



Note : (1) CTB1 and NWFB merged into Citybus Limited (Franchise for the Urban and New Territories bus network) commencing from 1 July 2023.

Complaints and Suggestions on Non-franchised Bus Services⁽¹⁾

<u>Nature of Complaint/Suggestion</u>	<u>2023</u>	<u>2024</u>	<u>Difference</u>	
(A) Adequacy of Service				
(1) Frequency	39	28	-28.2%	
(2) Routeing	10	9	-10.0%	
(3) Hours of operation	4	3	-25.0%	
(4) Provision of stops	11	3	-72.7%	
Sub-total	64	43	-32.8%	
(B) Standard of Service				
(1) Regularity of service	189 [187]	389 [121]	+105.8%	[-35.3%]
(2) Adherence to routeing	11	8	-27.3%	
(3) Improper driving behaviour	80	92	+15.0%	
(4) Conduct and performance of staff (including drivers)	78	123	+57.7%	
(5) Overcharging	4	6	+50.0%	
(6) Cleanliness	5	4	-20.0%	
(7) Conditions of vehicles	27	23	-14.8%	
(8) Passenger services and facilities	53	74 [66]	+39.6%	[+24.5%]
Sub-total	447 [445]	719 [443]	+60.9%	[-0.4%]
(C) General⁽²⁾	34	49	+44.1%	
Total	545⁽³⁾ [543]	811⁽⁴⁾ [535]	+48.8%	[-1.5%]

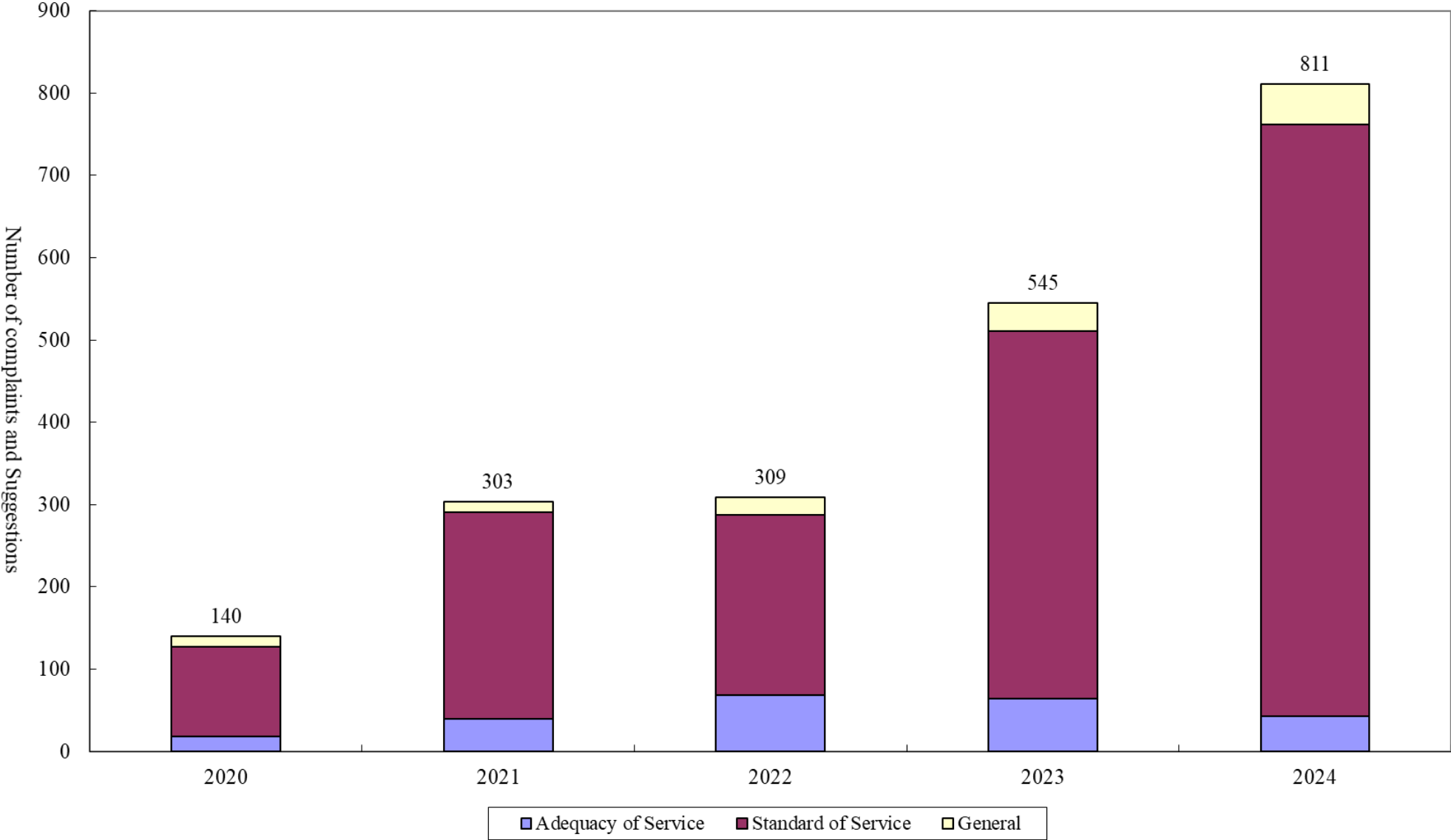
Notes : (1) The figures not including the complaints received from individual complainants, who made more than 100 complaints within a quarter, are in square brackets.

(2) These are mainly related to obstruction caused by vehicles providing non-franchised bus services.

(3) Among the 545 complaints and suggestions, a total of two complaints were received from one complainant.

(4) Among the 811 complaints and suggestions, a total of 276 complaints were received from two complainants.

Complaints and Suggestions on Non-franchised Bus Services during 2020 - 2024



Complaints and Suggestions on Green Minibus Services

<u>Nature of Complaint/Suggestion</u>	<u>2023</u>	<u>2024</u>	<u>Difference</u>
(A) Adequacy of Service			
(1) Frequency	570	570	+0.0%
(2) Routeing	45	40	-11.1%
(3) Hours of operation	11	8	-27.3%
(4) Provision of stops	17	37	+117.6%
Sub-total	643	655	+1.9%
(B) Standard of Service			
(1) Regularity of service	2 446	2 604	+6.5%
(2) Adherence to routeing	308	335	+8.8%
(3) Improper driving behaviour	1 088	1 411	+29.7%
(4) Conduct and performance of staff (including drivers)	2 001	2 903	+45.1%
(5) Overcharging	226	305	+35.0%
(6) Cleanliness	84	140	+66.7%
(7) Conditions of vehicles	83	115	+38.6%
(8) Passenger services and facilities	236	284	+20.3%
Sub-total	6 472	8 097	+25.1%
(C) General⁽¹⁾	97	113	+16.5%
Total	7 212	8 865	+22.9%

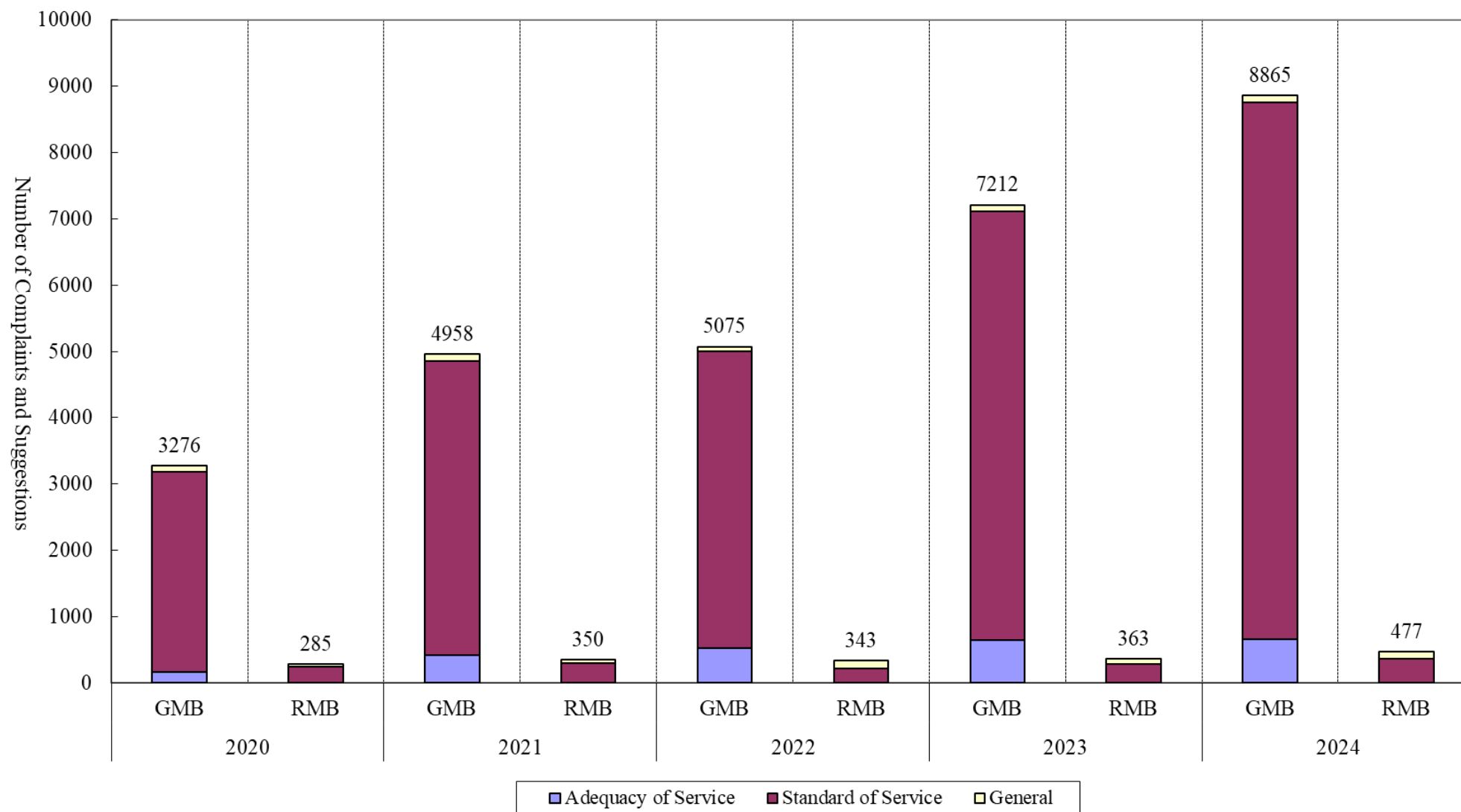
Note : (1) These are mainly related to obstruction caused by green minibuses.

Complaints and Suggestions on Red Minibus Services

<u>Nature of Complaint/Suggestion</u>	<u>2023</u>	<u>2024</u>	<u>Difference</u>
(A) Adequacy of Service	-	-	-
(B) Standard of Service			
(1) Regularity of service	-	-	-
(2) Adherence to routeing	-	-	-
(3) Improper driving behaviour	124	158	+27.4%
(4) Conduct and performance of staff (including drivers)	105	147	+40.0%
(5) Overcharging	32	35	+9.4%
(6) Cleanliness	3	10	+233.3%
(7) Conditions of vehicles	5	3	-40.0%
(8) Passenger services and facilities	11	11	+0.0%
Sub-total	280	364	+30.0%
(C) General⁽¹⁾	83	113	+36.1%
Total	363	477	+31.4%

Note : (1) These are mainly related to the frequency and regularity of red minibuses services.

**Complaints and Suggestions on Green Minibus (GMB) and Red Minibus (RMB) Services
during 2020 - 2024**



Complaints and Suggestions on Taxi Services

<u>Nature of Complaint/Suggestion</u>	<u>2023</u>	<u>2024</u>	<u>Difference</u>
Taxi driver malpractice			
(a) Conduct and performance of drivers			
(i) Behaving other than in a civil & orderly manner	1 730	2 125	+22.8%
(ii) Refusing hire	2 878	2 714	-5.7%
(iii) Soliciting passengers	30	21	-30.0%
(iv) Refusing to drive to destination	310	369	+19.0%
(v) Failure to display driver identity plate	59	76	+28.8%
(vi) Failure to display driver identity plate properly	5	13	+160.0%
	5 012	5 318	+6.1%
(b) Improper driving behaviour	2 287	2 660	+16.3%
(c) Overcharging	1 525	1 777	+16.5%
(d) Taximeter irregularities	191	209	+9.4%
(e) Failure to take the most direct route	2 081	2 703	+29.9%
Sub-total	11 096	12 667	+14.2%
Others			
(a) Taxi obstruction	164	163	-0.6%
(b) Miscellaneous ⁽¹⁾	192	266	+38.5%
Sub-total	356	429	+20.5%
Total	11 452	13 096	+14.4%

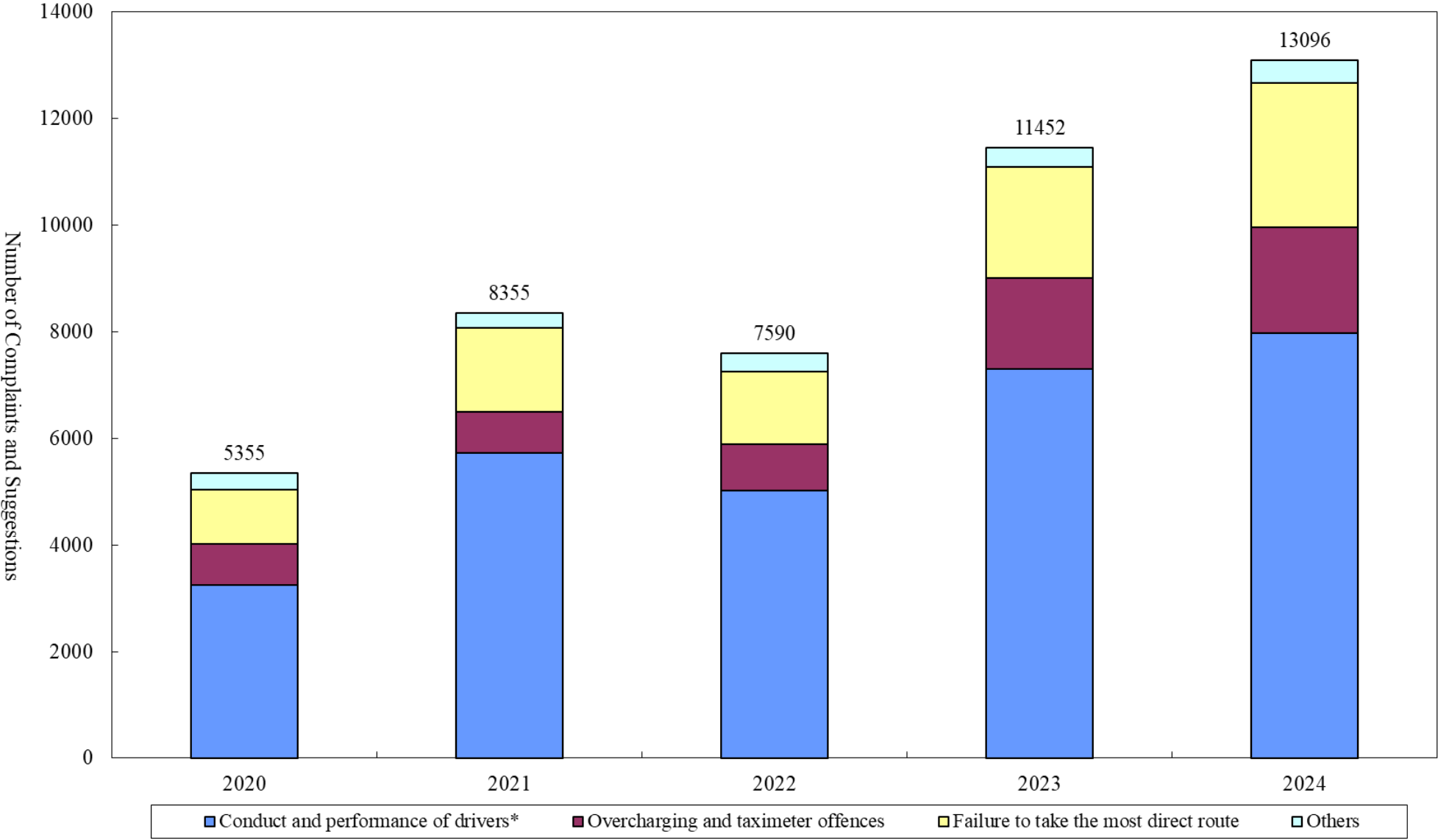
Note : (1) These are mainly related to cleanliness and condition of vehicle and compartment.

Results of Taxi Driver Malpractice Cases Referred to the Police
(January – December 2024)

		<u>No. of Cases</u>	<u>Percentage</u>
(i)	Summoned	39 (68)	2 (3)
(ii)	Withdrawal by complainants	663 (847)	35 (42)
(iii)	Evidence considered insufficient by the Police for further processing	1 216 (1 100)	63 (55)
	Total	1 918 (2 015)	100 (100)

Note : Comparative figures for 2023 are in brackets.

Complaints and Suggestions on Taxi Services during 2020 - 2024



* Including improper driving behaviour

Complaints and Suggestions on Rail Services⁽¹⁾⁽²⁾

<u>Railway Company</u>	<u>2023</u>		<u>2024</u>		<u>Difference</u>
Mass Transit Railway Corporation Limited (Excluding Light Rail)	566	(0.34)	1 045 ⁽³⁾ [951	(0.60) (0.55)]	+84.6% (+76.5%) [+68.0% (+61.8%)]
Mass Transit Railway Corporation Limited (Light Rail)	101	(0.67)	181 ⁽⁴⁾ [146	(1.17) (0.94)]	+79.2% (+74.6%) [+44.6% (+40.3%)]
The Hongkong Tramways Limited	77	(1.57)	74	(1.47)	-3.9% (-6.4%)
Total	744	(0.39)	1 300 ⁽⁵⁾ [1 171	(0.67) (0.60)]	+74.7% (+71.8%) [+57.4% (+53.8%)]

Note : (1) Figures for complaints/suggestions per million passenger journeys are in brackets.

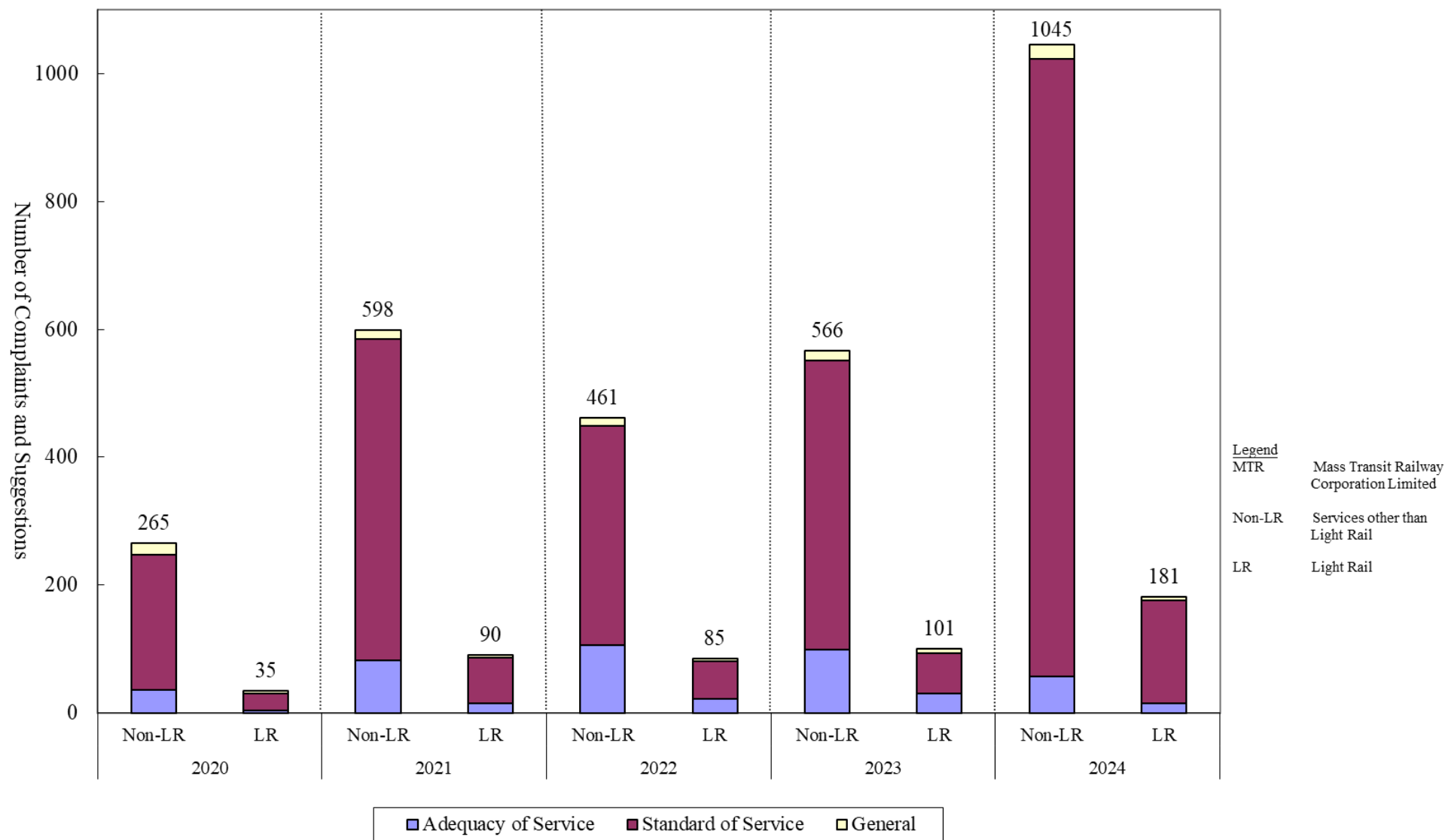
(2) The numbers of complaints received from individual complainants, who made more than 100 complaints in a quarter, are given in relevant footnotes. The figures not including these complaints are in square brackets.

(3) Among the 1 045 complaints and suggestions, a total of 94 complaints were received from one complainant.

(4) Among the 181 complaints and suggestions, a total of 35 complaints were received from one complainant.

(5) Among the 1 300 complaints and suggestions, a total of 129 complaints were received from one complainant.

Complaints and Suggestions on MTR Services during 2020 - 2024

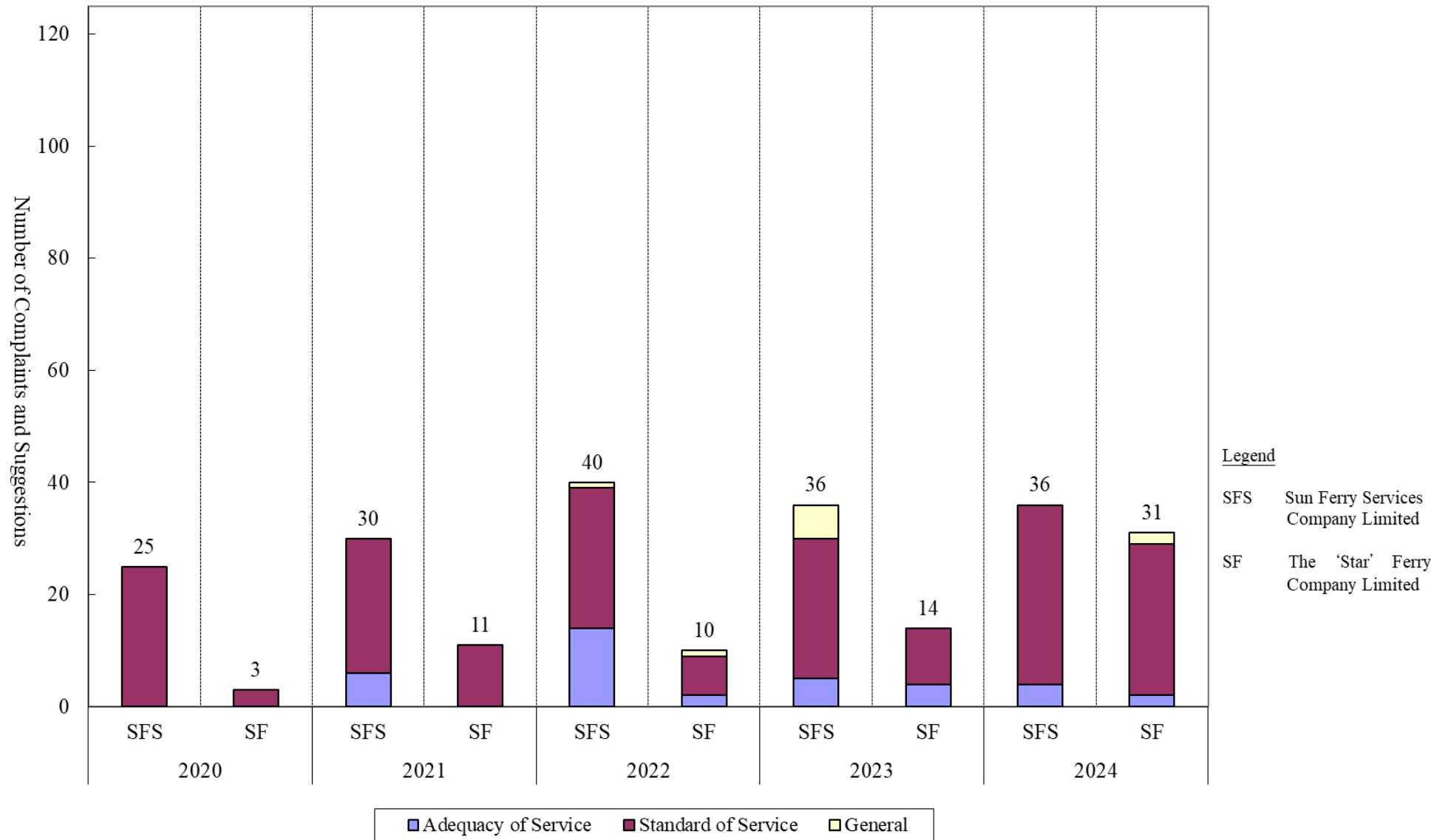


Complaints and Suggestions on Ferry Services⁽¹⁾

<u>Ferry Company</u>	<u>2023</u>		<u>2024</u>		<u>Difference</u>	
Sun Ferry Services Company Limited	36	(2.98)	36	(3.22)	-	(+8.1%)
The “Star” Ferry Company Limited	14	(0.94)	31	(1.91)	+121.4%	(+103.2%)
Minor Ferries	49	(4.10)	52	(4.45)	+6.1%	(+8.5%)
Total	99	(2.54)	119	(3.05)	+20.2%	(+20.1%)

Note : (1) Figures for complaints/suggestions per million passenger journeys are in brackets.

Complaints and Suggestions on SFS and SF Services during 2020 - 2024



Appendix 20

Complaints and Suggestions on Traffic and Road Conditions⁽¹⁾

<u>Nature of Complaint/Suggestion</u>	<u>2023</u>	<u>2024</u>	<u>Difference</u>
<u>Traffic Conditions</u>			
(a) Traffic congestion/obstruction	761 ⁽²⁾ [486]	1 907 ⁽⁵⁾ [416]	+150.6% [-14.4%]
(b) Traffic management	255	319	+25.1%
(c) Additional traffic signs and aids	121	186	+53.7%
(d) Parking facilities	95	73	-23.2%
Sub-total	1 232 ⁽³⁾ [957]	2 485 ⁽⁶⁾ [994]	+101.7% [+3.9%]
<u>Road Maintenance</u>			
(a) Road conditions	113	88	-22.1%
(b) Traffic signs and aids	82	86	+4.9%
(c) Carriageway markings	13	8	-38.5%
Sub-total	208	182	-12.5%
<u>Enforcement</u>			
(a) Illegal parking	2 042	1 589	-22.2%
(b) Other enforcement matters	1 000	1 153 ⁽⁷⁾ [958]	+15.3% [-4.2%]
Sub-total	3 042	2 742 ⁽⁸⁾ [2 547]	-9.9% [-16.3%]
Total	4 482 ⁽⁴⁾ [4 207]	5 409 ⁽⁹⁾ [3 723]	+20.7% [-11.5%]

Notes : (1) The figures not including complaints received from individual complainants, who made more than 100 complaints in a quarter, are in square brackets.

(2) Among the 761 complaints and suggestions, a total of 275 complaints were received from one complainant.

(3) Among the 1 232 complaints and suggestions, a total of 275 complaints were received from one complainant.

(4) Among the 4 482 complaints and suggestions, a total of 275 complaints were received from one complainant.

(5) Among the 1 907 complaints and suggestions, a total of 1 491 complaints were received from two complainants.

(6) Among the 2 485 complaints and suggestions, a total of 1 491 complaints were received from two complainants.

(7) Among the 1 153 complaints and suggestions, a total of 195 complaints were received from one complainant.

(8) Among the 2 742 complaints and suggestions, a total of 195 complaints were received from one complainant.

(9) Among the 5 409 complaints and suggestions, a total of 1 686 complaints were received from three complainants.

Appendix 21

Complaints about Traffic Congestion/Obstruction during 2020 - 2024

<u>District</u>		<u>No. of Complaints</u>				
		<u>2020</u>	<u>2021</u>	<u>2022</u>	<u>2023</u>	<u>2024</u>
Hong Kong	- Eastern	25	53	24	28	20
	- Wan Chai	31	53	14	21	21
	- Central & Western	32	36	16	19	81
	- Southern	7	27	15	21	25
Kowloon	- Kwun Tong	92	74	41	70	36
	- Wong Tai Sin	18	28	18	9	13
	- Kowloon City	53	53	39	34	333
	- Sham Shui Po	79	68	44	22	26
	- Yau Tsim Mong	57	68	34	49	152
New Territories	- North	14	20	20	23	12
	- Tai Po	30	35	18	9	15
	- Sha Tin	46	67	29	16	25
	- Yuen Long	42	58	33	30	29
	- Tuen Mun	30	54	51	45	45
	- Tsuen Wan	43	43	11	10	9
	- Kwai Tsing	28	19	13	323	1 023
	- Sai Kung	34	21	18	12	22
	- Islands	5	5	7	17	18
Others		-	1	3	3	2
Total		666	783	448	761⁽¹⁾	1 907⁽²⁾

- Notes : (1) Among the 761 complaints and suggestions, a total of 275 complaints were received from one complainant.
- (2) Among the 1 907 complaints and suggestions, a total of 1 491 complaints were received from two complainants.

Appendix 22

Complaints about Illegal Parking during 2020 – 2024⁽¹⁾

<u>District</u>		<u>2020</u>	<u>2021</u>	<u>2022</u>	<u>2023</u>	<u>2024</u>
Hong Kong	- Eastern	155	161(160)	160(135)	103	91
	- Wan Chai	176(175)	167(155)	131	67	51
	- Central & Western	1 647(123)	340(210)	116(81)	81	78
	- Southern	47	55	79(71)	64	41
Kowloon	- Kwun Tong	343	215	182	169	112
	- Wong Tai Sin	123	77	52	40	47
	- Kowloon City	188(186)	220(218)	1316(163)	247	132
	- Sham Shui Po	355	338(333)	257(251)	165	109
	- Yau Tsim Mong	226	255(253)	266(212)	171	147
New Territories	- North	103	97	103	68	51
	- Tai Po	151	124	86	63	70
	- Sha Tin	305	466	475(458)	315	259
	- Yuen Long	225	218	216	183	151
	- Tuen Mun	189	204	128	78	78
	- Tsuen Wan	126	100	82	52	49
	- Kwai Tsing	166	128	132	66	60
	- Sai Kung	151	92	119	70	33
	- Islands	21	23	23	31	23
Others ⁽²⁾		7(6)	10(9)	11	9	7
Total		4 704 (3 176)	3 290 (3 137)	3 934 (2 636)	2 042	1 589

Notes : (1) The figures not including complaints received from individual complainants, who made more than 100 complaints within a quarter, are in brackets.

(2) These are mainly related to illegal parking without specification on the locations.

Appendix 23

Complaints about Enforcement Matters (other than Illegal Parking) during 2020 – 2024⁽¹⁾

<u>District</u>		<u>2020</u>	<u>2021</u>	<u>2022</u>	<u>2023</u>	<u>2024</u>
Hong Kong	- Eastern	61	72	42	46	49
	- Wan Chai	66	74	50	44	41
	- Central & Western	276(55)	57	37	56	57
	- Southern	18(17)	35	16	30	14
Kowloon	- Kwun Tong	68	102	104	83	77
	- Wong Tai Sin	34	68	59	22	32
	- Kowloon City	66(64)	103	65	57	59
	- Sham Shui Po	53	74	59	43	46
	- Yau Tsim Mong	85	132	145	120	123
New Territories	- North	12	28	34	26	29(27)
	- Tai Po	37	62	33	28	31
	- Sha Tin	74	87	94	55	63
	- Yuen Long	87	114	109	213	334(141)
	- Tuen Mun	79	105	74	45	40
	- Tsuen Wan	55	68	46	24	34
	- Kwai Tsing	36	48	49	20	23
	- Sai Kung	79	76	76	54	65
	- Islands	21	21	15	17	18
Others		18	32	28	17	18
Total		1 225 (1 001)	1 358	1 135	1 000	1 153 (958)

Note : (1) The figures not including complaints received from individual complainants, who made more than 100 complaints within a quarter, are in brackets.

Breakdown of Complaints and Suggestions on Traffic and Road Conditions by District
(January – December 2024)

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/obstruction	20	21	81	25	36	13	333	26	152	12	15	25	29	45	9	1023	22	18	2	1907
(b) Traffic management	14	18	16	11	32	13	9	16	18	15	14	15	23	29	21	13	21	15	6	319
(c) Additional traffic signs and aids	5	6	3	7	46	4	15	2	2	44	5	12	7	8	3	6	5	2	4	186
(d) Parking facilities	3	2	1	3	6	4	6	17	8	1	1	3	3	1	2	4	4	2	2	73
Sub-total	42	47	101	46	120	34	363	61	180	72	35	55	62	83	35	1046	52	37	14	2485
<u>Road Maintenance</u>																				
(a) Road conditions	5	7	3	4	13	-	2	5	1	5	2	4	13	8	8	5	2	1	-	88
(b) Traffic signs & aids	4	3	3	-	5	1	20	5	4	2	2	1	6	24	3	-	1	-	2	86
(c) Carriageway markings	-	-	-	-	3	-	-	-	2	-	-	-	1	1	-	-	1	-	-	8
Sub-total	9	10	6	4	21	1	22	10	7	7	4	5	20	33	11	5	4	1	2	182
<u>Enforcement</u>																				
(a) Illegal parking	91	51	78	41	112	47	132	109	147	51	70	259	151	78	49	60	33	23	7	1589
(b) Other enforcement matters	49	41	57	14	77	32	59	46	123	29	31	63	334	40	34	23	65	18	18	1153
Sub-total	140	92	135	55	189	79	191	155	270	80	101	322	485	118	83	83	98	41	25	2742
Total	191	149	242	105	330	114	576	226	457	159	140	382	567	234	129	1134	154	79	41	5409

Breakdown of Complaints and Suggestions on Traffic and Road Conditions by District⁽¹⁾
(January – December 2024)

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/obstruction	20	20	30	25	36	13	25	17	41	12	15	25	29	45	9	12	22	18	2	416
(b) Traffic management	14	18	16	11	32	13	9	16	18	15	14	15	23	29	21	13	21	15	6	319
(c) Additional traffic signs and aids	5	6	3	7	46	4	15	2	2	44	5	12	7	8	3	6	5	2	4	186
(d) Parking facilities	3	2	1	3	6	4	6	17	8	1	1	3	3	1	2	4	4	2	2	73
Sub-total	42	46	50	46	120	34	55	52	69	72	35	55	62	83	35	35	52	37	14	994
<u>Road Maintenance</u>																				
(a) Road conditions	5	7	3	4	13	-	2	5	1	5	2	4	13	8	8	5	2	1	-	88
(b) Traffic signs & aids	4	3	3	-	5	1	20	5	4	2	2	1	6	24	3	-	1	-	2	86
(c) Carriageway markings	-	-	-	-	3	-	-	-	2	-	-	-	1	1	-	-	1	-	-	8
Sub-total	9	10	6	4	21	1	22	10	7	7	4	5	20	33	11	5	4	1	2	182
<u>Enforcement</u>																				
(a) Illegal parking	91	51	78	41	112	47	132	109	147	51	70	259	151	78	49	60	33	23	7	1589
(b) Other enforcement matters	49	41	57	14	77	32	59	46	123	27	31	63	141	40	34	23	65	18	18	958
Sub-total	140	92	135	55	189	79	191	155	270	78	101	322	292	118	83	83	98	41	25	2547
Total	191	148	191	105	330	114	268	217	346	157	140	382	374	234	129	123	154	79	41	3723

Note : (1) For 2024, a total of 1 686 complaints received from three complainants, who made more than 100 complaints in a quarter, were excluded.
Please see [Appendix 24\(i\)](#) with these complaints included.

**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 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 web forms (Transport Complaint Form, Taxi Complaint Form and Suggestion Form) on TCU website. They may obtain these forms from the District Offices and the Transport Department, and post them to P.O. Box 12430, G.P.O.

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

P.O. Box 12430, G.P.O.

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