

Transport Complaints Unit Report 2022¹

Overview of Complaints and Suggestions in 2022

In 2022, the Transport Complaints Unit (TCU) received 39 684² complaints and suggestions on transport and traffic matters, including 1 451³ pure suggestions. The number of cases recorded an increase of 22.1%² as compared with 32 512⁴ cases received in 2021. 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 (2013-2022) is at [Appendix 1\(ii\)](#). A breakdown of the cases received in 2022 by category is as follows –

<u>Nature of Complaint/Suggestion</u>	<u>2021</u>	<u>2022</u>	<u>Difference</u>
Public Transport Services	26 004 ⁵	33 395 ⁶	+28.4% ⁶
Traffic Conditions	1 175	760	-35.3%
Road Maintenance	427 ⁷	261 ⁸	-38.9% ⁸

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 39 684 complaints and suggestions, a total of 8 414 complaints were received from 14 complainants. The number of complaints not including these cases is 31 270, representing an increase of 1.1% when compared with 30 945 cases (see footnote 4) in 2021. A breakdown of the complaints not including these cases is at [Appendix 1\(i\)\(b\)](#).

³ Among the pure suggestions, 974 pure suggestions about public transport routing were received from a member of the public.

⁴ Among the 32 512 complaints and suggestions, a total of 1 567 complaints were received from four complainants. The number of complaints not including these cases is 30 945.

⁵ Among the 26 004 complaints and suggestions, a total of 1 270 complaints were received from two complainants. The number of complaints not including these cases is 24 734.

⁶ Among the 33 395 complaints and suggestions, a total of 7 116 complaints were received from 13 complainants. The number of complaints not including these cases is 26 279, representing an increase of 6.2% when compared with 24 734 cases (see footnote 5) in 2021. A breakdown of the complaints not including these cases is at [Appendix 4\(ii\)](#).

⁷ Among the 427 complaints and suggestions, 144 complaints were received from one complainant. The number of complaints not including these cases is 283.

⁸ The number of complaints represents a decrease of 7.8% when compared with 283 cases (see footnote 7) in 2021.

Enforcement	4 648 ⁹	5 069 ¹⁰	+9.1% ¹⁰
Miscellaneous ¹¹	258	199	-22.9%
Total	32 512⁴	39 684²	+22.1%²

2. In 2022, complaints and suggestions received through TCU Complaint/Suggestion Webforms and email accounted for about 82% of the total. 17% 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 36 165 cases (including some outstanding cases carried forward from the previous year) were completed. Of these, 31 385 (86%) were found to be substantiated, 86 (less than 1%) unsubstantiated, and the remaining 4 694 (13%) 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 79% in 2021 to 86% in 2022. 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 20% in 2021 to 13% in 2022.

If the complainants agreed to be court witnesses, the cases would be referred to the Police for further investigation. In 2022, the Police reported the latest development on 2 054¹² cases previously referred to them. Among these cases, 325¹² drivers were summonsed.

⁹ Among the 4 648 complaints and suggestions, 153 complaints were received from one complainant. The number of complaints not including these cases is 4 495.

¹⁰ Among the 5 069 complaints and suggestions, 1 298 complaints were received from one complainant. The number of complaints not including these cases is 3 771, representing a decrease of 16.1% when compared with 4 495 cases (see footnote 9) in 2021. A breakdown of the complaints not including these cases is at [Appendix 24\(ii\)](#).

¹¹ These are mainly related to general transport matters such as road safety.

¹² The figures include the taxi cases in paragraph 24.

4. In 2022, relevant government departments and public transport operators took on board 43 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 the proponents of these suggestions who provided their contact details.

Public Transport Services

5. Public transport services remained the major area of concern. In 2022, 33 395⁶ complaints and suggestions were received, accounting for 84% of the total number of cases. Among these, 1 332³ were pure suggestions. The number of cases in this category recorded an increase of 28.4%⁶ as compared with 26 004⁵ cases in 2021. A breakdown of the complaints and suggestions by mode of transport is as follows –

<u>Mode of Transport</u>	<u>2021</u>		<u>2022</u>		<u>Difference</u>	
Franchised Buses	11 195 ¹³	(8.84 ¹³)	19 378 ¹⁴	(17.10 ¹⁴)	+73.1% ¹⁴	(+93.4% ¹⁴)
Non-franchised Buses	303	(2.61)	309	(2.84)	+2.0%	(+8.8%)
Green Minibuses	4 958	(10.68)	5 075	(11.88)	+2.4%	(+11.2%)
Red Minibuses	350	(4.58)	343	(5.89)	-2.0%	(+28.6%)
Taxis	8 355	(30.02)	7 590	(28.95)	-9.2%	(-3.6%)
Rail Transport	748	(0.46)	590	(0.39)	-21.1%	(-15.2%)
Ferries	95	(2.68)	110	(3.67)	+15.8%	(+36.9%)
Total	26 004⁵		33 395⁶		+28.4%⁶	

(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](#).

¹³ Among the 11 195 complaints and suggestions, a total of 1 270 complaints were received from two complainants. The number of complaints not including these cases is 9 925, representing 7.83 complaints/suggestions per million passenger journeys.

¹⁴ Among the 19 378 complaints and suggestions, a total of 7 116 complaints were received from 13 complainants. The number of complaints not including these cases is 12 262, representing 10.82 complaints/suggestions per million passenger journeys. These figures represent increases of 23.5% and 38.2% respectively when compared with 9 925 cases and 7.83 complaints/suggestions per million passenger journeys (see footnote 13) in 2021.

Franchised Bus Services

6. There were 19 378¹⁴ cases on franchised bus services in 2022, representing 17.10¹⁴ complaints/suggestions per million passenger journeys. These figures represent increases of 73.1%¹⁴ and 93.4%¹⁴ respectively when compared with 11 195¹³ cases and 8.84¹³ complaints/suggestions per million passenger journeys in 2021. Most complaints were about regularity of service, improper driving behaviour and frequency. A detailed breakdown of the 19 378¹⁴ cases by nature of complaints and suggestions is at [Appendix 5](#).

7. The TCU Sub-committee noted that there was an increase in the number of complaints about frequency (from 1 271¹⁵ cases in 2021 to 1 637¹⁶ cases in 2022, representing an increase of 28.8%¹⁶) and regularity of service (from 4 123¹⁷ cases in 2021 to 11 158¹⁸ cases in 2022, representing an increase of 170.6%¹⁸). Complaints and suggestions about routeing also increased from 926¹⁹ cases in 2021 to 1 277²⁰ cases in 2022, representing an increase of 37.9%²⁰. There were also increases in the numbers of complaints about provision of stops (from 77 cases in 2021 to 256 cases in 2022, representing an increase of 232.5%), improper driving behaviour (from 1 612 cases in 2021 to 1 760 cases in 2022, representing an increase of 9.2%) as well as passenger services and facilities (from 1 038 cases in 2021 to 1 164 cases in 2022, representing an increase of 12.1%).

8. One of the reasons for the increases might be the service adjustments of franchised bus services in response to the change in travelling pattern and drop in patronage under the prolonged COVID-19 pandemic. Under the established practice, franchised bus companies (FBCs) are required to apply to the Transport

¹⁵ Among the 1 271 complaints and suggestions, 382 complaints were received from one complainant. The number of complaints not including these cases is 889.

¹⁶ Among the 1 637 complaints and suggestions, a total of 283 complaints were received from six complainants. The number of complaints not including these cases is 1 354, representing an increase of 52.3% when compared with 889 cases (see footnote 15) in 2021.

¹⁷ Among the 4 123 complaints and suggestions, a total of 888 complaints were received from two complainants. The number of complaints not including these cases is 3 235.

¹⁸ Among the 11 158 complaints and suggestions, a total of 6 833 complaints were received from 13 complainants. The number of complaints not including these cases is 4 325, representing an increase of 33.7% when compared with 3 235 cases (see footnote 17) in 2021.

¹⁹ Among the 926 complaints and suggestions, 741 pure suggestions about franchised bus routeing were received from a member of the public. The figure not including these cases is 185.

²⁰ Among the 1 277 complaints and suggestions, 941 pure suggestions about franchised bus routeing were received from a member of the public. The figure not including these cases is 336, representing an increase of 81.6% when compared with 185 cases (see footnote 19) in 2021.

Department (TD) for any service adjustments. When considering FBCs' applications, TD takes into account factors such as the occupancy, impact of the proposed service adjustment on passenger waiting time, efficient use of bus resources and public acceptability of the proposed frequency adjustment. FBCs are required to closely monitor passenger demand and enhance their services to cope with the changing passenger demand whenever necessary in a timely manner. TD has also been closely monitoring FBCs' service provision and the travelling patterns of the public so that timely adjustments would be made in response to the changing passenger demand.

9. A breakdown of the 19 378¹⁴ 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 9 794²¹ cases received in 2022 were mainly about regularity of service (5 835²²), improper driving behaviour (1 156) and conduct and performance of staff (756). The number of complaints/suggestions per million passenger journeys increased by 123.8%²¹ from 6.04²¹ in 2021 to 13.52²¹ in 2022.
- Citybus Limited (Franchise 1) – The 1 853²³ cases received in 2022 were mainly about regularity of service (722²⁴), frequency (346²⁵) as well as passenger services and facilities (176). The number of complaints/suggestions per million passenger journeys increased by

²¹ Among the 9 794 complaints and suggestions, a total of 3 705 complaints were received from four complainants. The number of complaints not including these cases is 6 089, representing 8.40 complaints/suggestions per million passenger journeys. This represents an increase of 42.4% when compared with 5.90 complaints/suggestions per million passenger journeys in 2021 (see Appendix 6 for further details).

²² Among the 5 835 complaints and suggestions, a total of 3 705 complaints were received from four complainants. The number of complaints not including these cases is 2 130.

²³ Among the 1 853 complaints and suggestions, a total of 704 complaints were received from two complainants. The number of complaints not including these cases is 1 149, representing 12.99 complaints/suggestions per million passenger journeys. This represents an increase of 33.6% when compared with 9.72 complaints/suggestions per million passenger journeys in 2021 (see Appendix 6 for further details).

²⁴ Among the 722 complaints and suggestions, a total of 522 complaints were received from two complainants. The number of complaints not including these cases is 200.

²⁵ Among the 346 complaints and suggestions, 182 complaints were received from one complainant. The number of complaints not including these cases is 164.

59.7%²³ from 13.12²³ in 2021 to 20.95²³ in 2022.

- Citybus Limited (Franchise 2) – The number of complaints/suggestions per million passenger journeys increased by 41.5% from 10.40 in 2021 to 14.72 in 2022. As regards the 263 cases received in 2022, they were mainly about regularity of service (55), improper driving behaviour (49) and frequency (38).
- New World First Bus Services Limited (NWFB) – The 3 523²⁶ cases received in 2022 were mainly about regularity of service (2 382²⁷), frequency (565²⁸) and routeing (186). The number of complaints/suggestions per million passenger journeys increased by 84.3%²⁶ from 21.90²⁶ in 2021 to 40.37²⁶ in 2022.
- Long Win Bus Company Limited (LWB) – The number of complaints/suggestions per million passenger journeys decreased by 7.2% from 12.42 in 2021 to 11.52 in 2022. As regards the 330 cases received in 2022, they were mainly about regularity of service (90), routeing (62) and improper driving behavior (44).
- New Lantao Bus Company (1973) Limited (NLB) – The number of complaints/suggestions per million passenger journeys increased by 36.7% from 4.61 in 2021 to 6.30 in 2022. As regards the 150 cases received in 2022, they were mainly about conduct and performance of staff (33), passenger services and facilities (26) as well as improper driving behaviour (25).

²⁶ Among the 3 523 complaints and suggestions, a total of 1 691 complaints were received from nine complainants. The number of complaints not including these cases is 1 832, representing 20.99 complaints/suggestions per million passenger journeys. This represents an increase of 25.8% when compared with 16.68 complaints/suggestions per million passenger journeys in 2021 (see [Appendix 6](#) for further details).

²⁷ Among the 2 382 complaints and suggestions, a total of 1 632 complaints were received from nine complainants. The number of complaints not including these cases is 750.

²⁸ Among the 565 complaints and suggestions, a total of 59 complaints were received from five complainants. The number of complaints not including these cases is 506.

- Cross-harbour Bus Services²⁹ – The 3 465³⁰ cases received in 2022 were mainly about regularity of service (2 058³¹), conduct and performance of staff (290) and improper driving behaviour (272). The number of complaints/suggestions per million passenger journeys increased by 86.7%³⁰ from 11.39³⁰ in 2021 to 21.26³⁰ in 2022.

10. Comparisons of complaints and suggestions related to KMB, Citybus (Franchise 1), Citybus (Franchise 2), NWFB, LWB, NLB and Cross-harbour Bus Services in the past five years are at [Appendix 7](#).

Non-franchised Bus Services

11. 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.

12. There were 309 cases on NFB services in 2022, representing 2.84 complaints/suggestions per million passenger journeys. These figures represent increases of 2.0% and 8.8% respectively when compared with 303 cases and 2.61 complaints/suggestions per million passenger journeys in 2021. 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 309 cases is at [Appendix 8](#).

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

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, Citybus and NWFB.

³⁰ Among the 3 465 complaints and suggestions, a total of 1 016 complaints were received from 10 complainants. The number of complaints not including these cases is 2 449, representing 15.03 complaints/suggestions per million passenger journeys. This represents an increase of 52.4% when compared with 9.86 complaints/suggestions per million passenger journeys in 2021 (see [Appendix 6](#) for further details).

³¹ Among the 2 058 complaints and suggestions, a total of 974 complaints were received from 10 complainants. The number of complaints not including these cases is 1 084.

Public Light Bus Services

14. There were 5 418 cases on public light bus (PLB) services in 2022, representing 11.16 complaints/suggestions per million passenger journeys. These figures represent increases of 2.1% and 13.6% respectively when compared with 5 308 cases and 9.82 complaints/suggestions per million passenger journeys in 2021.

Green Minibus Services

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

16. In 2022, there were 5 075 complaints/suggestions on GMB services, accounting for 94% of all PLB cases received. The number of complaints/suggestions per million passenger journeys was 11.88. These figures represent increases of 2.4% and 11.2% respectively when compared with 4 958 cases and 10.68 complaints/suggestions per million passenger journeys in 2021. The increase was mainly attributable to the increase in complaints on regularity of service and frequency. There were 36 complaints relating to old drivers, representing an increase of 44.0% when compared with 25 cases in 2021. A detailed breakdown of the 5 075 cases is at Appendix 10.

Red Minibus Services

17. Red minibuses (RMBs) are not required to operate on fixed routes or timetable and can set their own fares, and are subject to certain restrictions on their service area under the existing policy³².

18. In 2022, there were 343 complaints/suggestions on RMB services, accounting for 6% of all PLB cases received. The number of complaints/suggestions per million passenger journeys was 5.89. These figures represent a decrease of 2.0% and an increase of 28.6% respectively when compared with

³² Taking into account the road congestion problem in Hong Kong and the objective of encouraging the conversion of RMBs into GMBs, the Government has imposed certain restrictions on the operation of RMBs. 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.

350 cases and 4.58 complaints/suggestions per million passenger journeys in 2021. A detailed breakdown of the 343 cases is at [Appendix 11](#).

19. Comparisons of the complaints and suggestions on GMB and RMB services in the past five years are at [Appendix 12](#).

20. The TCU Sub-committee noted that there was a slight increase in overall number of complaints received in 2022 as compared to 2021. Among the complaints received, the largest increase fell in the category of regularity of service. One of the reasons for the increase of complaints in this category may be that there were occasions where the level of GMB services was affected by shortage of drivers due to infection of COVID-19 or under quarantine arrangement for close contacts during the pandemic. Nevertheless, 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. TD will also issue warning letters to the operators who failed to comply with the Schedule 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 roll-over period for the passenger service licences may be shortened if poor performance is observed.

21. For RMB cases, there was a decrease in overall number of complaints received in 2022 as compared to 2021. The complaints mainly comprised the categories of improper driving behavior and conduct and performance of staff (including drivers). In this regard, TD will carry out regular and ad-hoc surveys for RMB services, if drivers' malpractices jeopardising road safety are observed, TD will issue letters to remind the RMB trade associations and/or vehicle owners to rectify the situation and refer the case to the Police for considering stepping up the enforcement action the concerned routes. Moreover, TD will continue to convey the importance of proper driver conduct and driving behaviour through regular meetings with the RMB trade and the publication of newsletters.

22. Besides, TD continued to implement various measures in 2022 to promote the provision of safe, quality and customer-oriented PLB services, including appeals to the PLB associations and operators to promote safe driving and provision of quality service, the annual safety seminar for PLB drivers and Safe Driving and Health Campaign for professional drivers and the publication

of the PLB Newsletter. On the other hand, the implementation of the Real-time Arrival Information System on all GMB routes in 2022 would also facilitate trip planning by GMB passengers with a view to enhancing the overall GMB services. To enhance accessibility and service quality of PLBs, TD also implemented the mandatory requirement for all newly registered PLBs to install extra handrails and passenger call bells with indication lights. Last but not the least, it is also anticipated that the increasing number of 19-seater in the PLB fleet will continue to improve the PLB service level, particularly during peak hours.

Taxi Services

23. Taxi services remained one of the major areas of complaints in 2022. There were 7 590 cases relating to taxi services, accounting for around 23% of all cases on public transport services. The number of complaints/suggestions per million passenger journeys was 28.95, the highest among all types of public transport services. These figures represent decreases of 9.2% and 3.6% respectively when compared with 8 355 cases and 30.02 complaints/suggestions per million passenger journeys in 2021. The complaints were mainly about taxi driver malpractice (especially those related to refusing hire, improper driving behavior and failure to take the most direct route). There were 45 complaints relating to old drivers, representing a decrease of 26.2% when compared with 61 cases in 2021. A detailed breakdown of the 7 590 cases is at [Appendix 13](#).

24. Of the 7 590 cases received, 7 260 (95.7%) 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, 1 606 of such cases (22.1%) were referred to the Police. In 2022, the Police completed the investigation of 1 285 cases referred to them during the year or the years before. Among these cases, 105 drivers were summoned. A breakdown of the results is at [Appendix 14](#).

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

26. The TCU Sub-committee noted that 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.

27. It is believed that the decreased number of complaints in 2022 was mainly due to the drop in taxi patronage as a result of the tightened social distancing measures under the 5th wave of COVID-19 pandemic in the first half of 2022. TD has reminded the trade through different channels, including regular trade conferences, letters to the trade and newsletter, to provide better taxi service to the public. For those taxi owners and drivers who have been repeatedly involved in malpractices or other serious taxi-driver-related offences, such as overcharging, TD would provide their particulars to the Police for investigation and prosecution actions as appropriate. TD would also request the Police to step up enforcement actions at the black spots when necessary to combat the offences.

28. In view of the public aspiration for better taxi service quality and safety, the Government has reviewed the overall taxi operation and management and proposed to take forward a series of measures to improve the development of taxi industry, which include introducing a taxi fleet management regime, increasing the maximum passenger seating capacity of taxis and introducing taxi-driver-offence points (TDOP) system as well as implementing a two-tier penalty system for certain taxi-driver-related offences of a more serious nature. In addition, the Government proposes to increase the penalties for illegal carriage of passengers for hire or reward by motor vehicles with a view to enhancing deterrent effect and safety protection for passengers and road users. The Government has consulted the Legislative Council (LegCo) Panel on Transport and the Transport Advisory Committee on the proposed measures in April 2022. The Government is formulating the details of the relevant regulatory framework and will submit them to the LegCo for scrutiny in due course.

Rail Services

29. There were 590 cases on rail services in 2022, representing 0.39 complaints/suggestions per million passenger journeys. These figures represent decreases of 21.1% and 15.2% respectively when compared with 748 cases and 0.46 complaints/suggestions per million passenger journeys

in 2021. There was a decrease in the number of complaints about the services of MTRCL (from 688 cases in 2021 to 546 cases in 2022, representing a decrease of 20.6%).

30. The TCU Sub-committee noted that the number of complaints against the services of MTRCL in 2022 decreased as compared with that in 2021, mainly due to the drop in cases concerning conduct and performance of staff (from 204 cases in 2021 to 70 cases in 2022). This may be the result of enhanced staff training. Nonetheless, TD reminded MTRCL to closely monitor the situation and carry out improvement measures as appropriate. TD will continue to closely monitor MTR train service performance.

31. For tram services, the number of complaints received in 2022 was 44 which represents a decrease of 26.7% when compared with 60 cases in 2021. The majority of the complaints were about regularity of service and improper driving behaviour. The Hong Kong Tramways Limited (HKT) had been reminded to investigate into the complaints, operate the service according to timetable and monitor performance of their motormen.

32. A breakdown of the 590 cases by individual railway company is at Appendix 16. There were 546 cases on the services of MTRCL, accounting for 93% of all cases on rail services received. The complaints and suggestions on the services of MTRCL are highlighted below –

- Services other than Light Rail – The number of complaints/suggestions per million passenger journeys decreased by 19.0% from 0.42 in 2021 to 0.34 in 2022. As regards the 461 cases received in 2022, they were mainly about passenger services and facilities (170) as well as frequency (99).
- Light Rail – The number of complaints/suggestions per million passenger journeys increased by 1.6% from 0.64 in 2021 to 0.65 in 2022. As regards the 85 cases received in 2022, they were mainly about frequency (21), passenger services and facilities (18) as well as conduct and performance of staff (13).

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

Ferry Services

34. There were 110 cases on ferry services in 2022, representing 3.67 complaints/suggestions per million passenger journeys. These figures represent increases of 15.8% and 36.9% respectively when compared with 95 cases and 2.68 complaints/suggestions per million passenger journeys recorded in 2021. The increase in complaints was mainly attributed to frequency/carrying capacity. The increase in complaints about frequency/carrying capacity could mainly be attributed to temporary service reductions arising from the fifth wave of COVID-19 epidemic that hit hard on the operation staff resulting in insufficient staff to operate the normal ferry services.

35. A breakdown of the 110 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 52.6% from 2.34 in 2021 to 3.57 in 2022.
- The “Star” Ferry Company Limited (SF) – The number of complaints/suggestions per million passenger journeys increased by 15.7% from 1.15 in 2021 to 1.33 in 2022.

36. Comparisons of complaints and suggestions related to SFS and SF in the past five years are at [Appendix 19](#).

Traffic and Road Conditions

37. In 2022, there were 6 090³³ complaints and suggestions about traffic and road conditions, including 118 pure suggestions. The number of cases received represents a decrease of 2.6%³³ as compared with 6 250³⁴ cases in 2021. Detailed breakdowns of the cases by category and by district are at

³³ Among the 6 090 complaints and suggestions, 1 298 complaints were received from one complainant. The number of complaints not including these cases is 4 792, representing a decrease of 19.5% when compared with 5 953 cases (see footnote 34) in 2021.

³⁴ Among the 6 250 complaints and suggestions, a total of 297 complaints were received from two complainants. The number of complaints not including these cases is 5 953.

Appendices 20 to 24 respectively.

Traffic Conditions

38. In 2022, 760 complaints and suggestions about traffic conditions were received, accounting for about 2% of the total number of cases. The number of cases in this category shows a decrease of 35.3% as compared with 1 175 cases in 2021.

39. Of the 760 cases received, 448 (59%) were related to traffic congestion. This represents a decrease of 42.8% as compared with 783 cases in 2021. Factors contributing to complaints about traffic congestion in 2022 are broken down as follows –

<u>Factor</u>	<u>No. of Complaints</u>		<u>Difference</u>
	<u>2021</u>	<u>2022</u>	
Vehicle obstruction	513	286	-44.2%
Traffic management	181	118	-34.8%
Road works	37	32	-13.5%
Others	52	12	-76.9%
Total	783	448	-42.8%

40. In 2022, districts which attracted relatively more complaints about traffic congestion were –

<u>Factor</u>	<u>No. of Complaints</u>		<u>Difference</u>
	<u>2021</u>	<u>2022</u>	
Tuen Mun	54	51	-5.6%
Sham Shui Po	68	44	-35.3%
Kwun Tong	74	41	-44.6%

41. All the complaints and suggestions concerning traffic congestion were referred to TD, the Police, the Highways Department (HyD) and other relevant departments for consideration and follow-up action. Of the 448 cases received, 286 (64%) were related to vehicle obstruction causing traffic congestion. The

number of cases represents a decrease of 44.2% as compared with 513 cases in 2021. Among these cases, 34 were related to vehicle obstruction at bus/minibus stops causing traffic congestion. The TCU Sub-committee noted that TD continued to implement the following measures to alleviate traffic congestion in 2022 –

- (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-routing 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. In 2022, there were 164 complaints and suggestions on traffic management matters (apart from those matters causing traffic congestion). These cases were related to traffic light phasing and traffic lane arrangements. The number of cases represents a decrease of 20.0% as compared with 205 cases in 2021.

43. Besides, TCU received 73 requests for additional traffic signs and aids in 2022. This represents a decrease of 18.9% as compared with 90 cases in 2021.

44. There were 75 complaints and suggestions on parking facilities in 2022. This represents a decrease of 22.7% as compared with 97 cases in 2021. TCU received seven cases about parking space designated for the disabled, 133.3% more than that in 2021.

Road Maintenance

45. In 2022, 261⁸ complaints and suggestions about road maintenance were received, accounting for 1% of the total number of cases. This represents a decrease of 38.9%⁸ as compared with 427⁷ cases in 2021. All the complaints were referred to HyD or other relevant departments for investigation and remedial action.

Enforcement

46. In 2022, 5 069¹⁰ complaints about enforcement matters were received, accounting for about 12% of the total number of cases. The number of complaints in this category shows an increase of 9.1%¹⁰ as compared with 4 648⁹ complaints in 2021.

47. 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 TD for consideration on whether suitable measures (e.g. provision of traffic management measures or parking facilities) should be introduced to improve the situation.

48. TCU received a total of 330 complaints about the use of mobile phone or telecommunications equipment while driving in 2022. The TCU Subcommittee noted that the number of prosecutions for “using mobile phone or telecommunications equipment whilst the vehicle is in motion” in 2022 was 25 298, representing a decrease of 1.1% as compared with 25 574 cases in 2021.

Complaints and Suggestions on Road Safety Matters

49. Among the 39 684² complaints and suggestions received in 2022, 7 356 (19%) were related to road safety matters. A breakdown of these cases is as follows –

	<u>No. of Complaints/Suggestions</u>
Public Transport Services	4 007
Traffic Management	114
Road Maintenance	64
Enforcement	<u>3 171</u>
Total	<u>7 356</u>

50. In respect of public transport services, the complainants were concerned that drivers' improper driving behaviour, condition of vehicles and other matters (e.g. obstruction by public transport vehicles, provision of stops, boarding arrangement, carrying capacity) might pose danger to passengers and other road users.

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

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

53. Among the 7 356 complaints and suggestions received in 2022 which were related to road safety matters, 99 cases were related to cyclists or safety of cycling.

54. Regarding enforcement, there were 2 208 complaints about illegal parking and vehicle obstruction which caused obstruction or congestion and posed danger to motorists as well as pedestrians. There were also 963 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.

55. All the complaints and suggestions on road safety matters were referred to 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.

Noteworthy Improvement Measures Taken in Some Cases

Provision of barrier-free facilities to cater for the travel needs of persons with disabilities

56. Members of the public complained that bus stops at Gloucester Road near Fenwick Street could only be accessed by a footbridge, where passengers had to walk up or down the stairs, causing inconvenience to people with mobility disabilities and the elderly. A member of the public suggested providing more on-street parking spaces designated for people with disabilities (Designated Parking Spaces) at Landale Street and Anton Street to meet high demand.

57. The cases were referred to the Transport Department (TD) for consideration. TD replied that a signal-controlled pedestrian crossing outside Malaysia Building at Gloucester Road was added so as to provide barrier-free access to the bus stops at Gloucester Road near Fenwick Street, and improve the pedestrian environment.

58. Regarding the suggestion of providing Designated Parking Spaces at Landale Street and Anton Street, TD replied that various factors had to be taken into consideration, such as road safety, needs of different road users, road capacity, impact on road users, local demand for parking spaces, comments of local residents, etc. TD also advised that there were a Designated Parking Space, metered parking spaces and motorcycle parking spaces at Landale Street and there was development project construction near Anton Street. Hence, there was insufficient space to provide additional parking spaces. Nevertheless, TD had arranged to provide a Designated Parking Space at Johnston Road near Gresson Street.

59. The signal-controlled pedestrian crossing at Gloucester Road near Fenwick Street was commissioned in March 2023 while the works of providing a Designate Parking Space at Johnston Road near Gresson Street were expected to be completed by the end of 2023.

Traffic management measures to improve traffic flow in Kowloon Bay Business Area

60. Complaints were received from some members of the public about frequent traffic congestion in Kowloon Bay Business Area. Some complainants attributed the traffic congestion at Kwun Tong Bypass northbound and the junction of Wang Chiu Road with Sheung Yee Road to the frequent vehicles changing lanes for entering Kowloon Bay Business Area. The complainants also observed that there were illegal parking and vehicle obstruction along Wang Kwun Road, Sheung Yee Road, Sheung Yuet Road and Kai Hing Road. Some complainants were concerned about the long queue of taxis for entering the Liquefied Petroleum Gas (LPG) filling station at Hoi Bun Road. The complainants requested the relevant departments to take follow-up actions.

61. TD and the Police were invited to look into the situation. TD replied that a number of traffic improvement measures were implemented to alleviate traffic congestion in Kowloon Bay Business Area. TD advised that the traffic queue of Wang Chiu Road northbound from its junction with Sheung Yee Road was considered to be one of the contributing factors for the queue at Kwun Tong Bypass northbound. To help alleviate the traffic conditions in the locations concerned, traffic improvement measures included widening of three-lane carriageway to four-lane at Wang Chiu Road northbound and two-lane to three-lane at Wang Chiu Road southbound were implemented and completed in December 2022. With the completed junction improvement works at the junction of Wang Chiu Road and Sheung Yee Road, the traffic queue had become shorter and mostly did not reach Kwun Tong Bypass.

62. TD imposed 24-hour “No Stopping” restriction at the junctions of Sheung Yuet Road / Sheung Yee Road and Wang Kwun Road in May 2022 to prevent vehicle obstruction and improve the sight-line of pedestrians and motorists. The Police advised that they had deployed officers to patrol the locations concerned and had been taking stringent enforcement action against illegal parking.

63. The Civil Engineering and Development Department (CEDD) had liaised with the LPG filling station to relocate the entrance from Cheung Yip Street to Hoi Bun Road to resolve the issue of long taxi queues blocking the junction of Hoi Bun Road / Cheung Yip Street to enter the LPG filling station.

The relocation work was completed in December 2022.

64. TD also advised that junction improvement works of the aforementioned LPG Station was completed in March 2023. The improvement included road markings at Kai Hing Road and provision of left-turn movements from Kai Hing Road to Hoi Bun Road westbound to alleviate the traffic impact caused by the long queue of taxis for entering the LPG filling station at Hoi Bun Road. Regarding vehicles stopping illegally on yellow box markings at locations concerned, TD had requested the Police to step up enforcement action.

Traffic management measures to alleviate traffic congestion at On Pong Road and On Tai Road

65. A member of the public raised concerned about the frequent traffic congestion at On Pong Road and On Tai Road in Tai Po, causing further congestion at the entrance of Tai Po Mega Mall Multi-Storey Car Park (the Car Park). Vehicles parked in the Car Park needed more than 30 minutes to exit the carpark. She requested TD to work out measures to alleviate the problem.

66. The case was referred to TD for follow-up action. TD replied that TD had commissioned a consultancy study on various traffic congestion “black spots”, including On Pong Road and On Tai Road. The study involved reviewing and evaluating the traffic conditions of the locations concerned, analysing the cause of congestion, and proposing feasible measures to improve the traffic conditions.

67. TD proposed to convert a section of On Pong Road from two-way road into one-way road to alleviate the traffic congestion. One-way road could allow smoother traffic by rationalising the situation that heavy vehicles could not concurrently pass on both bounds due to inadequate carriageway width. One-way road traffic flow could enhance road space effectiveness by providing two-lane carriageway, adding pick-up / drop-off lay-by and improving the existing pedestrian crossing facilities.

68. Before the implementation of the improvement works, TD would conduct a trial run for one to two months in form of temporary traffic arrangement. Temporary traffic signs and road markings would be erected at On Pong Road

and On Tai Road for the trial run. The trial run is scheduled for completion in the third quarter of 2023. Subject to the results of the trial run, TD would implement the improvement works in phases.

Complaints and Suggestions Received by TCU during 2018 - 2022

<u>Nature of Complaint/Suggestion⁽¹⁾</u>	<u>2018</u>		<u>2019</u>		<u>2020</u>		<u>2021</u>		<u>2022</u>	
I. Public Transport Services										
(a) Adequacy of service	967	[59]	941	[76]	1 165	[97]	2 921	[942]	4 051	[1 245]
(b) Standard of service	22 558	[25]	26 235	[23]	15 855	[22]	22 456	[44]	28 599	[47]
(c) General	556	[10]	545	[6]	602	[19]	627	[11]	745	[40]
	24 081	[94]	27 721	[105]	17 622	[138]	26 004	[997]	33 395	[1 332]
II. Traffic Conditions										
(a) Traffic congestion	220	[9]	435	[7]	666	[12]	783	[17]	448	[14]
(b) Traffic management	149	[30]	198	[39]	132	[32]	205	[51]	164	[40]
(c) Additional traffic signs and aids	69	[17]	66	[19]	64	[24]	90	[31]	73	[33]
(d) Parking facilities	34	[4]	20	[4]	27	[2]	97	[13]	75	[17]
	472	[60]	719	[69]	889	[70]	1 175	[112]	760	[104]
III. Road maintenance										
(a) Road conditions	77		40	[1]	88		88	[2]	80	
(b) Traffic signs and aids	57		72	[1]	106	[1]	325	[3]	169	[2]
(c) Carriageway markings	10		5		10		14		12	[1]
	144		117	[2]	204	[1]	427	[5]	261	[3]
IV. Enforcement										
(a) Illegal parking	1 719	[3]	3 182	[4]	4 704	[1]	3 290	[5]	3 934	[3]
(b) Other enforcement matters	1 121	[6]	981	[5]	1 225	[3]	1 358	[9]	1 135	[8]
	2 840	[9]	4 163	[9]	5 929	[4]	4 648	[14]	5 069	[11]
V. Miscellaneous										
	134	[10]	297	[2]	244	[1]	258	[8]	199	[1]
Total	27 671	[173]	33 017	[187]	24 888	[214]	32 512	[1 136]	39 684	[1 451]

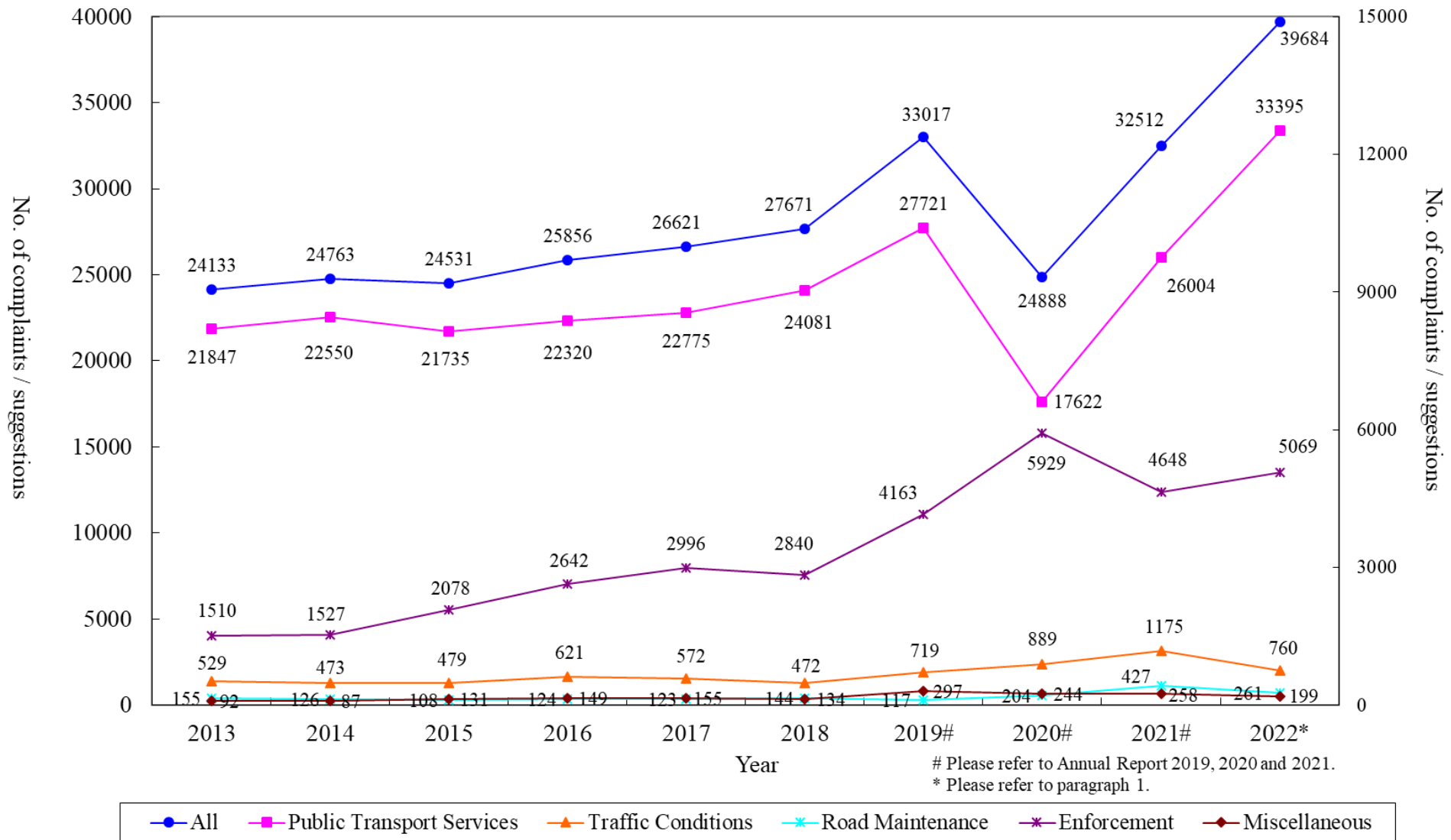
Note : (1) Figures in square brackets are the number of pure suggestions received in the year. The figures have been included in the overall number of cases received. Among the 942 and 1 245 pure suggestions relating to adequacy of service, 772 and 974 about public transport routeing were received from a member of the public.

Complaints and Suggestions Received by TCU during 2018 - 2022⁽¹⁾

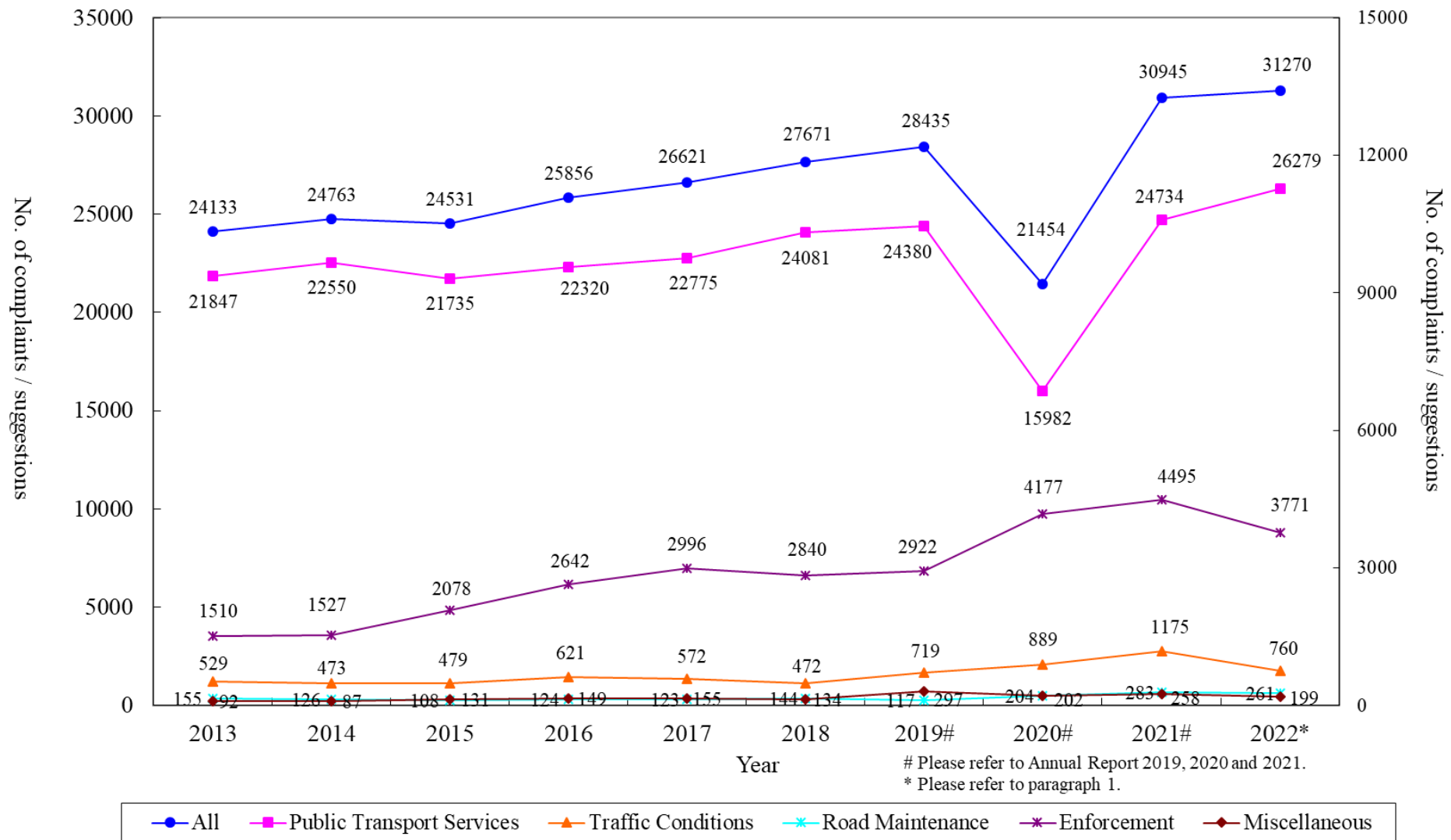
<u>Nature of Complaint/Suggestion⁽²⁾</u>	<u>2018</u>		<u>2019</u>		<u>2020</u>		<u>2021</u>		<u>2022</u>	
I. Public Transport Services										
(a) Adequacy of service	967	[59]	918	[76]	865	[97]	2 539	[942]	3 768	[1 245]
(b) Standard of service	22 558	[25]	22 917	[23]	14 515	[22]	21 568	[44]	21 766	[47]
(c) General	556	[10]	545	[6]	602	[19]	627	[11]	745	[40]
	24 081	[94]	24 380 ⁽³⁾	[105]	15 982 ⁽⁶⁾	[138]	24 734 ⁽¹¹⁾	[997]	26 279 ⁽¹⁵⁾	[1 332]
II. Traffic Conditions										
(a) Traffic congestion	220	[9]	435	[7]	666	[12]	783	[17]	448	[14]
(b) Traffic management	149	[30]	198	[39]	132	[32]	205	[51]	164	[40]
(c) Additional traffic signs and aids	69	[17]	66	[19]	64	[24]	90	[31]	73	[33]
(d) Parking facilities	34	[4]	20	[4]	27	[2]	97	[13]	75	[17]
	472	[60]	719	[69]	889	[70]	1 175	[112]	760	[104]
III. Road maintenance										
(a) Road conditions	77		40	[1]	88		88	[2]	80	
(b) Traffic signs and aids	57		72	[1]	106	[1]	181 ⁽¹²⁾	[3]	169	[2]
(c) Carriageway markings	10		5		10		14		12	[1]
	144		117	[2]	204	[1]	283	[5]	261	[3]
IV. Enforcement										
(a) Illegal parking	1 719	[3]	1 941 ⁽⁴⁾	[4]	3 176 ⁽⁷⁾	[1]	3 137 ⁽¹³⁾	[5]	2 636 ⁽¹⁶⁾	[3]
(b) Other enforcement matters	1 121	[6]	981	[5]	1 001 ⁽⁸⁾	[3]	1 358	[9]	1 135	[8]
	2 840	[9]	2 922	[9]	4 177	[4]	4 495	[14]	3 771	[11]
V. Miscellaneous										
	134	[10]	297	[2]	202 ⁽⁹⁾	[1]	258	[8]	199	[1]
Total	27 671	[173]	28 435⁽⁵⁾	[187]	21 454⁽¹⁰⁾	[214]	30 945⁽¹⁴⁾	[1 136]	31 270⁽¹⁷⁾	[1 451]

- Notes :
- (1) For 2019, 2020, 2021 and 2022, 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. Among the 942 and 1 245 pure suggestions relating to adequacy of service, 772 and 974 about public transport routeing were received from a member of the public.
 - (3) A total of 3 341 complaints received from two complainants were excluded.
 - (4) 1 241 complaints received from one complainant were excluded.
 - (5) A total of 4 582 complaints received from three complainants were excluded.
 - (6) A total of 1 640 complaints received from two complainants were excluded.
 - (7) 1 528 complaints received from one complainant were excluded.
 - (8) 224 complaints received from one complainant were excluded.
 - (9) 42 complaints received from one complainant were excluded.
 - (10) A total of 3 434 complaints received from three complainants were excluded.
 - (11) A total of 1 270 complaints received from two complainants were excluded.
 - (12) 144 complaints received from one complainant were excluded.
 - (13) 153 complaints received from one complainant were excluded.
 - (14) A total of 1 567 complaints received from four complainants were excluded.
 - (15) A total of 7 116 complaints received from 13 complainants were excluded.
 - (16) 1 298 complaints received from one complainant were excluded.
 - (17) A total of 8 414 complaints received from 14 complainants were excluded.

Trends of Complaints and Suggestions Received by TCU
(2013 - 2022)



Trends of Complaints and Suggestions Received by TCU⁽¹⁾
(2013 - 2022)



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 2022)**

Outcome of Investigation Nature of Complaint/ Suggestion	A1	A2	B	C	Total
I. Public Transport Services					
(a) Adequacy of service	134	4 046	3	-	4 183
(b) Standard of service	2 896	17 741	58	4 243	24 938
(c) General	141	497	11	21	670
	3 171	22 284	72	4 264	29 791
II. Traffic Conditions					
(a) Traffic congestion	83	412	-	7	502
(b) Traffic management	27	125	1	1	154
(c) Additional traffic signs/aids	7	66	1	1	75
(d) Parking facilities	11	75	-	-	86
	128	678	2	9	817
III. Road Maintenance					
(a) Road conditions	17	64	1	-	82
(b) Traffic signs and aids	113	214	10	1	338
(c) Carriageway markings	1	7	-	-	8
	131	285	11	1	428
IV. Enforcement					
(a) Illegal parking	2 739	1 050	-	13	3 802
(b) Other enforcement matters	47	658	1	407	1 113
	2 786	1 708	1	420	4 915
V. Miscellaneous	34	180	-	-	214
	6 250	25 135	86	4 694	36 165
	(17%)	(69%)	(1%)	(13%)	(100%)
Total	31 385				
	(86%)				

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 2022)**

Outcome of Investigation					
Mode of Transport	A1	A2	B	C	Total
The Kowloon Motor Bus Company (1933) Limited	296	7 961	1	35	8 293
Citybus Limited (Franchise 1)	308	1 743	9	12	2 072
Citybus Limited (Franchise 2)	92	147	1	-	240
New World First Bus Services Limited	297	3 332	2	7	3 638
New Lantao Bus Company (1973) Limited	29	98	-	1	128
Long Win Bus Company Limited	36	248	-	-	284
Cross-harbour Bus Services	48	2 357	1	3	2 409
Non-franchised Bus Services	91	204	1	4	300
Green Minibus	1 462	3 068	1	60	4 591
Red Minibus	273	30	12	21	336
Taxi	29	2 596	37	4 113	6 775
Mass Transit Railway Corporation Limited (Excluding Light Rail)	107	375	1	1	484
Mass Transit Railway Corporation Limited (Light Rail)	32	49	-	1	82
The Hongkong Tramways Limited	22	24	1	3	50
Sun Ferry Services Company Limited	22	15	-	-	37
The “Star” Ferry Company Limited	4	5	-	1	10
Minor Ferries	23	32	5	2	62
Total	3 171 (10%)	22 284 (75%)	72 (1%)	4 264 (14%)	29 791 (100%)
	25 455 (85%)				

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 2022**

I. Public Transport Services

Hong Kong Island

- Add a green minibus (GMB) stop at 70 Robinson Road for GMB route nos. 56A and 56B to meet the demand of passengers.
- Display destination signages on vessels of kaito routes to facilitate passengers.
- Remove railings at a bus terminal at the Exhibition Centre Station Public Transport Interchange for safe disembarkation of passengers.

Kowloon

- Add a queueing signage at a bus stop at Chatham Road North northbound near Shansi Street to facilitate passengers queueing.
- Add a bus stop at Fat Kwong Street near Hong Kong Metropolitan University for KMB route no. 7B (Lok Fu bound) to meet the demand of passengers.

New Territories

- Increase the frequency of KMB route no. 252 (Tuen Mun bound) to meet the demand of passengers.
- Introduce a special departure of bus route no. 279B from Luen Wo Hui to Kwai Hing Station to meet the demand of passengers.
- Introduce a new bus route no. 56A between Tuen Mun (Yan Po Road) and Queen's Hill to meet the demand of passengers.

II. Traffic Management

Hong Kong Island

- Increase the vehicular green time of a traffic light at Nam Long Shan Road eastbound near San Wui Commercial Society Chan Pak Sha School in the evenings to improve traffic flow.
- Increase the vehicular green time of a traffic light at Fleming Road northbound at its junction with Hennessy Road during afternoon rush hours from Mondays to Fridays to improve traffic flow.
- Designate 24-hour “No Stopping” restriction zone at Hennessy Road near East Point Centre to prevent vehicle obstruction.
- Designate “No Stopping” restriction zone at Hennessy Road near Hennessy Road Government Primary School to improve traffic flow.
- Add a “Keep Clear” road marking at the vehicular access of South China Athletic Association Sports Centre at Caroline Hill Road to prevent vehicle obstruction.
- Add a “No U-turn” traffic sign at Queen’s Road East westbound at its junction with Stubbs Road to remind motorists not to U-turn to Queen’s Road East eastbound.
- Add a “No U-turn” traffic sign at King’s Road westbound near Shipyard Lane to remind motorists not to U-turn to King’s Road eastbound.
- Add “Bend to Right Ahead” and “Reduce Speed Now” traffic signs and “Slow” road markings at Deep Water Bay Road to improve road safety.
- Provide one disabled person’s parking space each at Yip Fat Street and Tong Bin Lane to facilitate access for people with mobility disabilities.
- Provide two disabled person’s parking spaces at Shum Wan Pier Drive near Shum Wan Road to facilitate access for people with mobility disabilities.

- Remove the “No Stopping” restriction in the “Zebra” controlled area at Shau Kei Wan Main Street East near Factory Street to avoid confusing motorists.

Kowloon

- Increase the intergreen time of traffic lights for right turn traffic from Hung Lok Road onto Hung Lai Road and Hung Lai Road eastbound to improve road safety.
- Increase the pedestrian green time of a traffic light at Shing Kai Road eastbound near Muk On Street to facilitate pedestrians crossing the road.
- Increase the vehicular green time of traffic lights at Sham Mong Road northbound at its junction with Yen Chow Street West during morning rush hours from Mondays to Fridays to improve traffic flow.
- Increase the vehicular green time of traffic lights at Lung Yuet Road eastbound at its junction with Nam Cheong Street and Cornwall Street during evening rush hours from Mondays to Fridays to improve traffic flow.
- Increase the pedestrian green time of a traffic light at Tsui Ping Road near Tsui Nam House to facilitate pedestrians crossing the road.
- Increase the pedestrian green time of traffic lights at Hoi Bun Road at its junction with Lai Yip Street to facilitate pedestrians crossing the road.
- Extend the effective hours of “No Stopping” restriction at Wang Kwun Road northbound outside Enterprise Square to deter illegal parking.
- Extend the night-mode operating hours of electronic audible traffic signal at Cheung Sha Wan Road near Un Hei House to minimise noise nuisance to nearby residents during early mornings.
- Add a “Get in Lane” traffic sign at Kowloon City Road at its junction with Ma Tau Kok Road to better guide motorists.

- Add a signalised pedestrian crossing at Lin Tak Road to meet the demand of pedestrians crossing the road.
- Erect bollards on pavement at a section of Tan Lai Street and Yee Kuk Street to prevent vehicles from driving out of the petrol station through the pavement in front of the premises.
- Cancel push button operation of pedestrian traffic lights at Sin Fat Road at its junction with Cha Kwo Ling Road to facilitate pedestrians crossing the road.

New Territories

- Increase the vehicular green time of traffic lights at the junction of On Po Road and On Chee Road near Tai Po Central Bus Terminus during morning rush hours from Mondays to Saturdays to facilitate buses leaving the bus terminus and enhance road safety.
- Increase the pedestrian green time of a traffic light at Hiram's Highway at its junction with Ho Chung Road during morning rush hours from Mondays to Fridays to meet the demand of pedestrians crossing the road.
- Increase the vehicular green time of traffic lights at Lai Shun Road northbound at its junction with Castle Peak Road - Tsuen Wan during morning rush hours to alleviate traffic congestion.
- Increase the vehicular green time of a traffic light at Po Lam Road North northbound at its junction with Kai King Road to improve traffic flow.
- Increase the vehicular green time of a traffic light at Dai Kwai Street northbound at its junction with Ting Kok Road during morning rush hours from Mondays to Saturdays to alleviate traffic congestion.
- Increase the vehicular green time of a traffic light at Plover Cove Road eastbound at its junction with Nam Wan Road during morning rush hours from Mondays to Saturdays to alleviate traffic congestion.

- Increase the vehicular green time of traffic lights at Hoi Chu Road at its junction with Hoi Wong Road during morning rush hours from Mondays to Saturdays to improve traffic flow.
- Increase the vehicular green time of traffic lights at Tat Wan Road at its junction with Ma Wo Road during morning rush hours to improve traffic flow.
- Increase the vehicular green time of traffic lights at Wo Muk Road southbound at its junction with Wo Tai Street during afternoon rush hours to improve traffic flow.
- Increase the vehicular green time of a traffic light at Castle Peak Road at its junction with Kik Yeung Road during morning rush hours to improve traffic flow.
- Shorten the waiting time for pedestrian green phase of a traffic light at Tai Wo Hau Road near the ELCHK Grace Lutheran Church (Tsuen Wan) to facilitate pedestrians crossing the road.
- Lower the sound level of electronic audible traffic signal at the junction of Pui Shing Road and Ngan O Road to minimise noise nuisance to nearby residents.

Complaints and Suggestions on Public Transport Services in 2022

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
	KMB	CTB1	CTB2	FB	NLB	LWB	XHT											
(A) Adequacy of Service																		
(1) Frequency/carrying capacity	422	346	38	565	17	28	221	34	432	-	-	99	21	4	12	-	6	2245
(2) Routing	608	146	35	186	7	62	233	25	68	-	-	7	1	-	2	1	1	1382
(3) Hours of operation	49	13	2	31	1	5	23	3	14	-	-	-	-	1	-	1	-	143
(4) Provision of stops	49	168	5	8	2	6	18	7	18	-	-	-	-	-	-	-	-	281
Sub-total	1128	673	80	790	27	101	495	69	532	-	-	106	22	5	14	2	7	4051
(B) Standard of Service																		
(1) Regularity of service	5835	722	55	2382	16	90	2058	72	1509	-	-	27	6	11	4	-	16	12803
(2) Adherence to routing	30	4	4	4	3	4	33	3	225	-	1366	1	-	2	-	-	-	1679
(3) Improper driving behavior	1156	91	49	123	25	44	272	51	933	109	1648	29	10	10	-	1	4	4555
(4) Conduct & performance of staff (including drivers)	756	127	32	139	33	42	290	32	1413	86	3372	57	13	8	11	2	12	6425
(5) Overcharging	14	1	-	1	3	-	9	1	113	14	874 *	2	-	-	-	-	-	1032
(6) Cleanliness	17	11	2	1	1	-	17	1	59	4	47	4	1	-	1	-	-	166
(7) Conditions of vehicles/vessels	80	14	1	6	7	3	35	14	70	4	31	53	11	2	1	1	4	337
(8) Passenger services & facilities	618	176	36	60	26	36	212	45	144	8	21	170	18	4	8	3	17	1602
Sub-total	8506	1146	179	2716	114	219	2926	219	4466	225	7359	343	59	37	25	7	53	28599
(C) General	160	34	4	17	9	10	44	21	77	118	231	12	4	2	1	1	-	745
Total in 2022	9794	1853	263	3523	150	330	3465	309	5075	343	7590	461	85	44	40	10	60	33395
Grand-total	(19378)							(13317)				(590)			(110)			
Total in 2021	4820	1384	210	2112	121	359	2189	303	4958	350	8355	598	90	60	30	11	54	26004

Legend

- KMB** The Kowloon Motor Bus Company (1933) Limited
- CTB1** Citybus Limited (Franchise 1)
- CTB2** Citybus Limited (Franchise 2)
- FB** New World First Bus Services Limited
- NLB** New Lantao 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 Hongkong Tramways Limited
- SFS** Sun Ferry Services Company Limited
- SF** The "Star" Ferry Company Limited
- MF** Minor Ferries

* Including taximeter irregularities

Complaints and Suggestions on Franchised Buses Services in 2022⁽¹⁾

Mode Nature of Complaint/Suggestion	Vehicular Transport							Total / Sub-total
	Franchised Buses							
	KMB	CTB1	CTB2	FB	NLB	LWB	XHT	
(A) Adequacy of Service								
(1) Frequency/carrying capacity	422	164	38	506	17	28	179	1354
(2) Routeing	608	146	35	186	7	62	233	1277
(3) Hours of operation	49	13	2	31	1	5	23	124
(4) Provision of stops	49	168	5	8	2	6	18	256
Sub-total	1128	491	80	731	27	101	453	3011
(B) Standard of Service								
(1) Regularity of service	2130	200	55	750	16	90	1084	4325
(2) Adherence to routeing	30	4	4	4	3	4	33	82
(3) Improper driving behaviour	1156	91	49	123	25	44	272	1760
(4) Conduct & performance of staff (including drivers)	756	127	32	139	33	42	290	1419
(5) Overcharging	14	1	-	1	3	-	9	28
(6) Cleanliness	17	11	2	1	1	-	17	49
(7) Conditions of vehicles	80	14	1	6	7	3	35	146
(8) Passenger services & facilities	618	176	36	60	26	36	212	1164
Sub-total	4801	624	179	1084	114	219	1952	8973
(C) General	160	34	4	17	9	10	44	278
Total in 2022	6089	1149	263	1832	150	330	2449	12262
Grand-total	(12262)							
Total in 2021	4707	1025	210	1608	121	359	1895	9925

Legend

KMB	The Kowloon Motor Bus Company (1933) Limited
CTB1	Citybus Limited (Franchise 1)
CTB2	Citybus Limited (Franchise 2)
FB	New World First Bus Services Limited
NLB	New Lantao Bus Company (1973) Limited
LWB	Long Win Bus Company Limited
XHT	Cross-harbour Bus Services

Note : (1) For 2021 and 2022, a total of 1 270 and 7 116 complaints received from two and 13 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>2021</u>	<u>2022</u>	<u>Difference</u>
(A) Adequacy of Service			
(1) Frequency	1 271 [889]	1 637 [1 354]	+28.8% [+52.3%]
(2) Routeing	926	1 277	+37.9%
(3) Hours of operation	73	124	+69.9%
(4) Provision of stops	77	256	+232.5%
Sub-total	2 347 [1 965]	3 294 [3 011]	+40.3% [+53.2%]
(B) Standard of Service			
(1) Regularity of service	4 123 [3 235]	11 158 [4 325]	+170.6% [+33.7%]
(2) Adherence to routeing	66	82	+24.2%
(3) Improper driving behaviour	1 612	1 760	+9.2%
(4) Conduct and performance of staff (including drivers)	1 576	1 419	-10.0%
(5) Overcharging	24	28	+16.7%
(6) Cleanliness	44	49	+11.4%
(7) Conditions of vehicles	135	146	+8.1%
(8) Passenger services and facilities	1 038	1 164	+12.1%
Sub-total	8 618 [7 730]	15 806 [8 973]	+83.4% [+16.1%]
(C) General⁽¹⁾	230	278	+20.9%
Total	11 195⁽²⁾ [9 925]	19 378⁽³⁾ [12 262]	+73.1%⁽³⁾ [+23.5%]

Notes : (1) These are mainly related to obstruction caused by franchised buses.

(2) Among the 11 195 complaints and suggestions, a total of 1 270 complaints were received from two complainants. The number of complaints not including these cases is 9 925

(3) Among the 19 378 complaints and suggestions, a total of 7 116 complaints were received from 13 complainants. The number of complaints not including these cases is 12 262, representing an increase of 23.5% when compared with 9 925 cases (see note 2) in 2021.

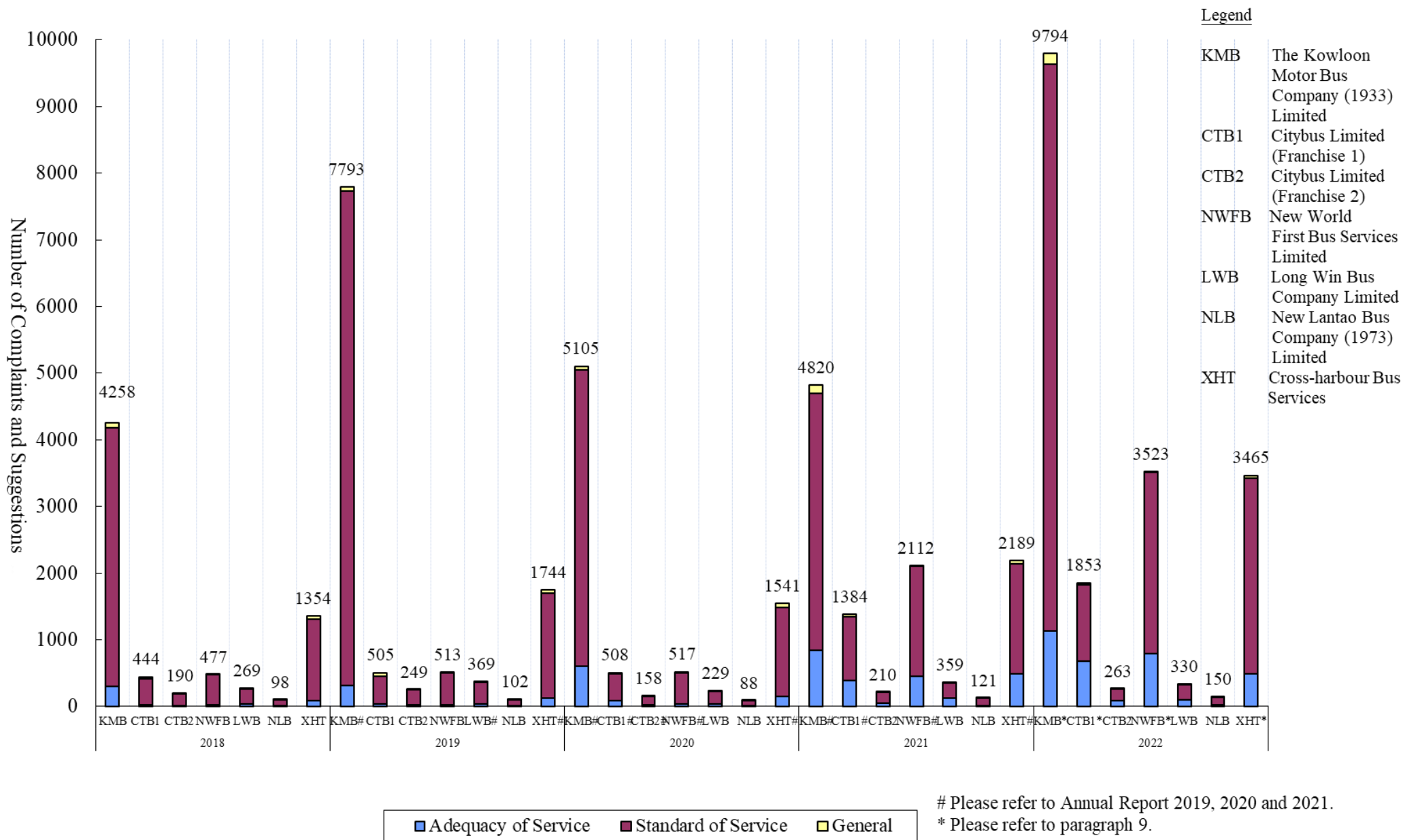
Appendix 6

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

<u>Bus Company/ Services</u>	<u>2021</u>		<u>2022</u>		<u>Difference</u>	
The Kowloon Motor Bus Company (1933) Limited (KMB)	4 820 ⁽⁴⁾	(6.04)	9 794 ⁽⁹⁾	(13.52)	+103.2%	(+123.8%)
	[4 707	(5.90)]	[6 089	(8.40)]	[+29.4%	(+42.4%)]
Citybus Limited (Franchise 1) (Citybus)	1 384 ⁽⁵⁾	(13.12)	1 853 ⁽¹⁰⁾	(20.95)	+33.9%	(+59.7%)
	[1 025	(9.72)]	[1 149	(12.99)]	[+12.1%	(+33.6%)]
Citybus Limited (Franchise 2) (Citybus)	210	(10.40)	263	(14.72)	+25.2%	(+41.5%)
New World First Bus Services Limited (NWFB)	2 112 ⁽⁶⁾	(21.90)	3 523 ⁽¹¹⁾	(40.37)	+66.8%	(+84.3%)
	[1 608	(16.68)]	[1 832	(20.99)]	[+13.9%	(+25.8%)]
New Lantao Bus Company (1973) Limited	121	(4.61)	150	(6.30)	+24.0%	(+36.7%)
Long Win Bus Company Limited	359	(12.42)	330	(11.52)	-8.1%	(-7.2%)
Cross-harbour Bus Services ⁽³⁾	2 189 ⁽⁷⁾	(11.39)	3 465 ⁽¹²⁾	(21.26)	+58.3%	(+86.7%)
	[1 895	(9.86)]	[2 449	(15.03)]	[+29.2%	(+52.4%)]
Total	11 195⁽⁸⁾	(8.84)	19 378⁽¹³⁾	(17.10)	+73.1%	(+93.4%)
	[9 925	(7.83)]	[12 262	(10.82)]	[+23.5%	(+38.2%)]

- 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) Complaints and suggestions on cross-harbour bus services cannot be further broken down by bus company as the services are jointly operated by KMB, Citybus and NWFB.
 - (4) Among the 4 820 complaints and suggestions, 113 complaints were received from one complainant.
 - (5) Among the 1 384 complaints and suggestions, 359 complaints were received from one complainant.
 - (6) Among the 2 112 complaints and suggestions, 504 complaints were received from one complainant.
 - (7) Among the 2 189 complaints and suggestions, a total of 294 complaints were received from two complainants.
 - (8) Among the 11 195 complaints and suggestions, a total of 1 270 complaints were received from two complainants, and 741 pure suggestions about franchised bus routeing were received from a member of the public.
 - (9) Among the 9 794 complaints and suggestions, a total of 3 705 complaints were received from four complainants.
 - (10) Among the 1 853 complaints and suggestions, a total of 704 complaints were received from two complainants.
 - (11) Among the 3 523 complaints and suggestions, a total of 1 691 complaints were received from nine complainants.
 - (12) Among the 3 465 complaints and suggestions, a total of 1 016 complaints were received from 10 complainants.
 - (13) Among the 19 378 complaints and suggestions, a total of 7 116 complaints were received from 13 complainants, and 941 pure suggestions about franchised bus routeing were received from a member of the public.

Complaints and Suggestions on Franchised Bus Services during 2018-2022

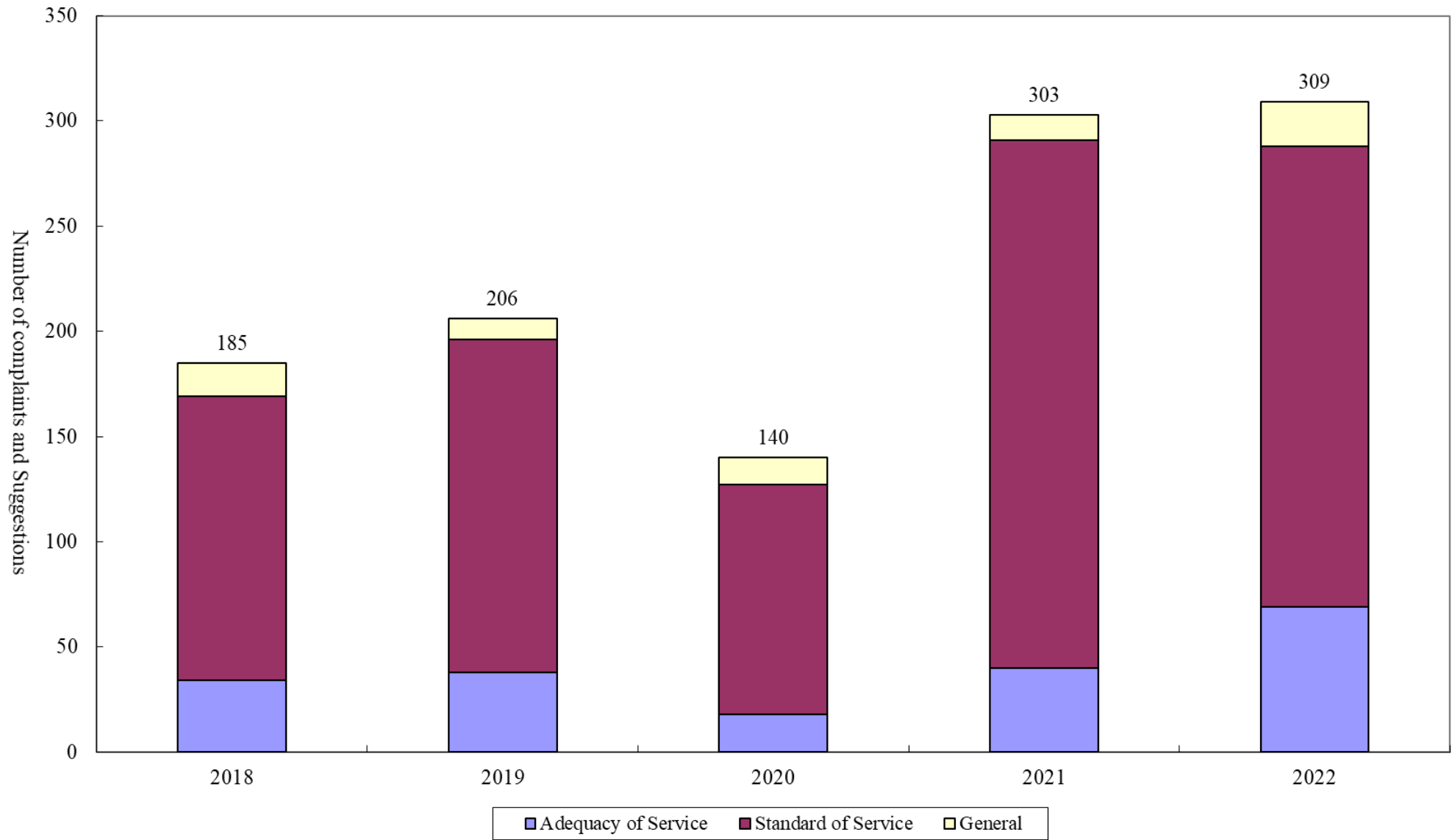


Complaints and Suggestions on Non-franchised Bus Services

<u>Nature of Complaint/Suggestion</u>	<u>2021</u>	<u>2022</u>	<u>Difference</u>
(A) Adequacy of Service			
(1) Frequency	21	34	+61.9%
(2) Routeing	8	25	+212.5%
(3) Hours of operation	2	3	+50.0%
(4) Provision of stops	9	7	-22.2%
Sub-total	40	69	+72.5%
(B) Standard of Service			
(1) Regularity of service	63	72	+14.3%
(2) Adherence to routeing	5	3	-40.0%
(3) Improper driving behaviour	57	51	-10.5%
(5) Conduct and performance of staff (including drivers)	75	32	-57.3%
(5) Overcharging	1	1	-
(6) Cleanliness	2	1	-50.0%
(7) Conditions of vehicles	10	14	+40.0%
(8) Passenger services and facilities	38	45	+18.4%
Sub-total	251	219	-12.7%
(C) General⁽¹⁾	12	21	+75.0%
Total	303	309	+2.0%

Note : (1) These are mainly related to obstruction caused by vehicles providing non-franchised bus services.

Complaints and Suggestions on Non-franchised Bus Services during 2018 - 2022



Complaints and Suggestions on Green Minibus Services

<u>Nature of Complaint/Suggestion</u>	<u>2021</u>	<u>2022</u>	<u>Difference</u>
(A) Adequacy of Service			
(1) Frequency	361	432	+19.7%
(2) Routeing	36	68	+88.9%
(3) Hours of operation	6	14	+133.3%
(4) Provision of stops	21	18	-14.3%
Sub-total	424	532	+25.5%
(B) Standard of Service			
(1) Regularity of service	1 267	1 509	+19.1%
(2) Adherence to routeing	229	225	-1.7%
(3) Improper driving behaviour	1 097	933	-14.9%
(4) Conduct and performance of staff (including drivers)	1 455	1 413	-2.9%
(5) Overcharging	108	113	+4.6%
(6) Cleanliness	60	59	-1.7%
(7) Conditions of vehicles	88	70	-20.5%
(8) Passenger services and facilities	124	144	+16.1%
Sub-total	4 428	4 466	+0.9%
(C) General⁽¹⁾	106	77	-27.4%
Total	4 958	5 075	+2.4%

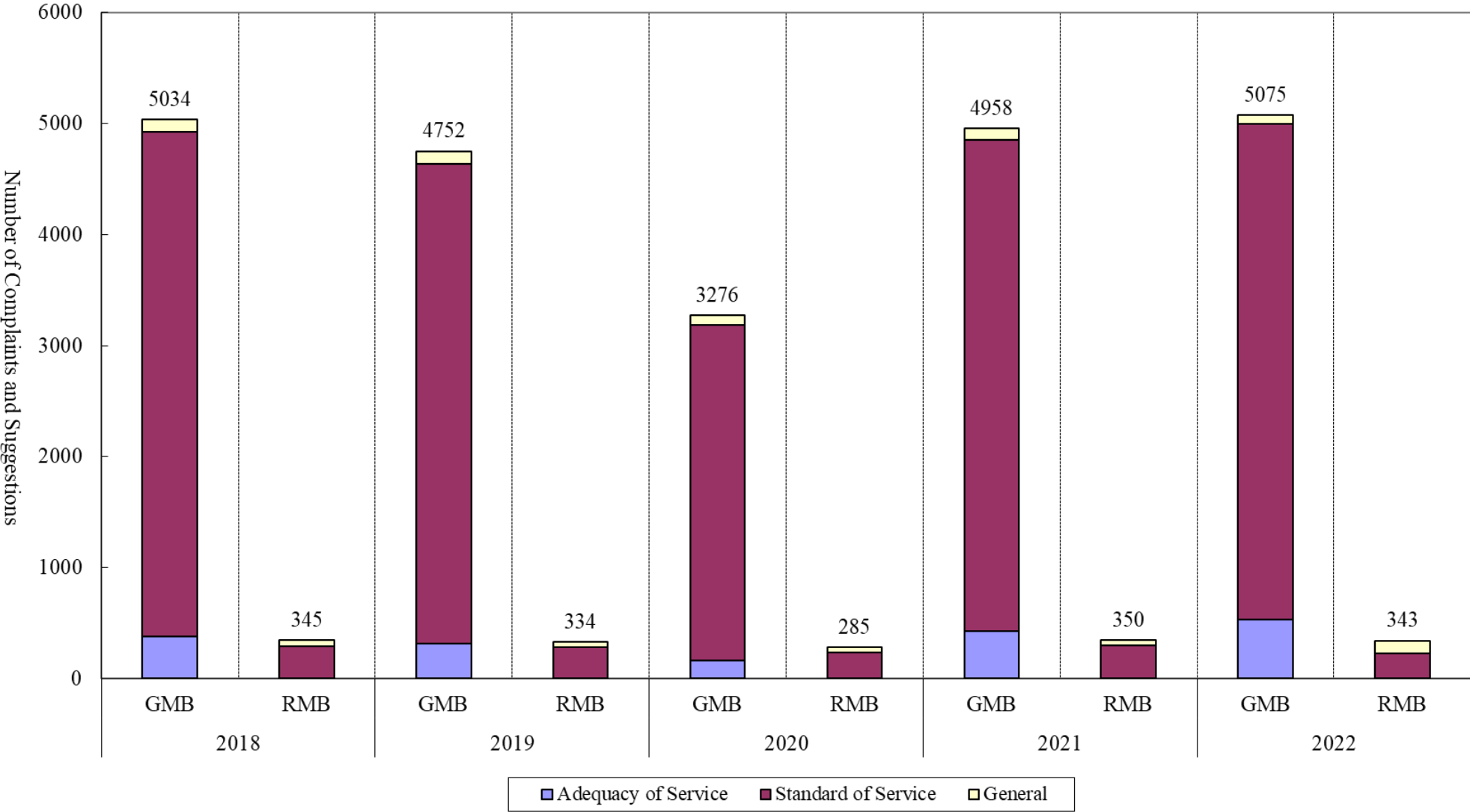
Note : (1) These are mainly related to obstruction caused by green minibuses.

Complaints and Suggestions on Red Minibus Services

<u>Nature of Complaint/Suggestion</u>	<u>2021</u>	<u>2022</u>	<u>Difference</u>
(A) Adequacy of Service	-	-	-
(B) Standard of Service			
(1) Regularity of service	-	-	-
(2) Adherence to routeing	-	-	-
(3) Improper driving behaviour	160	109	-31.9%
(4) Conduct and performance of staff (including drivers)	107	86	-19.6%
(5) Overcharging	8	14	+75.0%
(6) Cleanliness	15	4	-73.3%
(7) Conditions of vehicles	1	4	+300.0%
(8) Passenger services and facilities	7	8	+14.3%
Sub-total	298	225	-24.5%
(C) General⁽¹⁾	52	118	+126.9%
Total	350	343	-2.0%

Note : (1) These are mainly related to the Public Transport Fare Concession Scheme for the Elderly & Eligible Persons with Disabilities (\$2 Scheme) launched in late February 2022 and frequency of red minibus services.

Complaints and Suggestions on Green Minibus (GMB) and Red Minibus (RMB) Services during 2018 - 2022



Complaints and Suggestions on Taxi Services

<u>Nature of Complaint/Suggestion</u>	<u>2021</u>	<u>2022</u>	<u>Difference</u>
Taxi driver malpractice			
(a) Conduct and performance of drivers			
(i) Behaving other than in a civil & orderly manner	1 361	1 304	-4.2%
(ii) Refusing hire	1 882	1 745	-7.3%
(iii) Soliciting passengers	6	8	+33.3%
(iv) Refusing to drive to destination	310	263	-15.2%
(v) Failure to display driver identity plate	55	42	-23.6%
(vi) Failure to display driver identity plate properly	11	10	-9.1%
	3 625	3 372	-7.0%
(b) Improper driving behaviour	2 097	1 648	-21.4%
(c) Overcharging	586	709	+21.0%
(d) Taximeter irregularities	183	165	-9.8%
(e) Failure to take the most direct route	1 575	1 366	-13.3%
Sub-total	8 066	7 260	-10.0%
Others			
(a) Taxi obstruction	192	200	+4.2%
(b) Miscellaneous ⁽¹⁾	97	130	+34.0%
Sub-total	289	330	+14.2%
Total	8 355	7 590	-9.2%

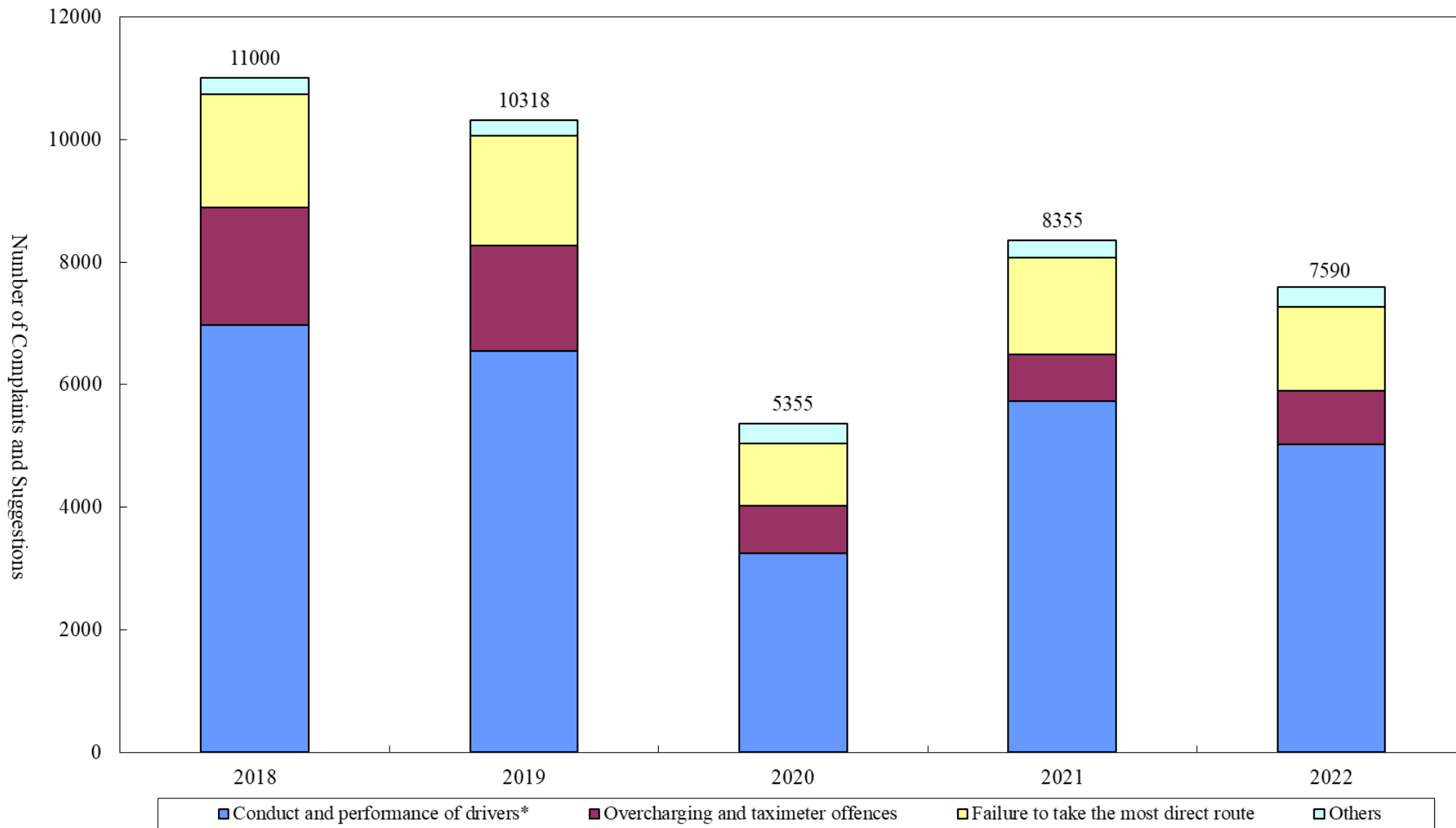
Note : (1) These are mainly related to cleanliness and condition of vehicle and compartment.

Results of Taxi Driver Malpractice Cases Referred to the Police
(January – December 2022)

		<u>No. of Cases</u>	<u>Percentage</u>
(i)	Summoned	105 (89)	8 (8)
(ii)	Withdrawal by complainants	901 (817)	70 (70)
(iii)	Evidence considered insufficient by the Police for further processing	279 (261)	22 (22)
	Total	1 285 (1 167)	100 (100)

Note : Comparative figures for 2021 are in brackets.

Complaints and Suggestions on Taxi Services during 2018 - 2022



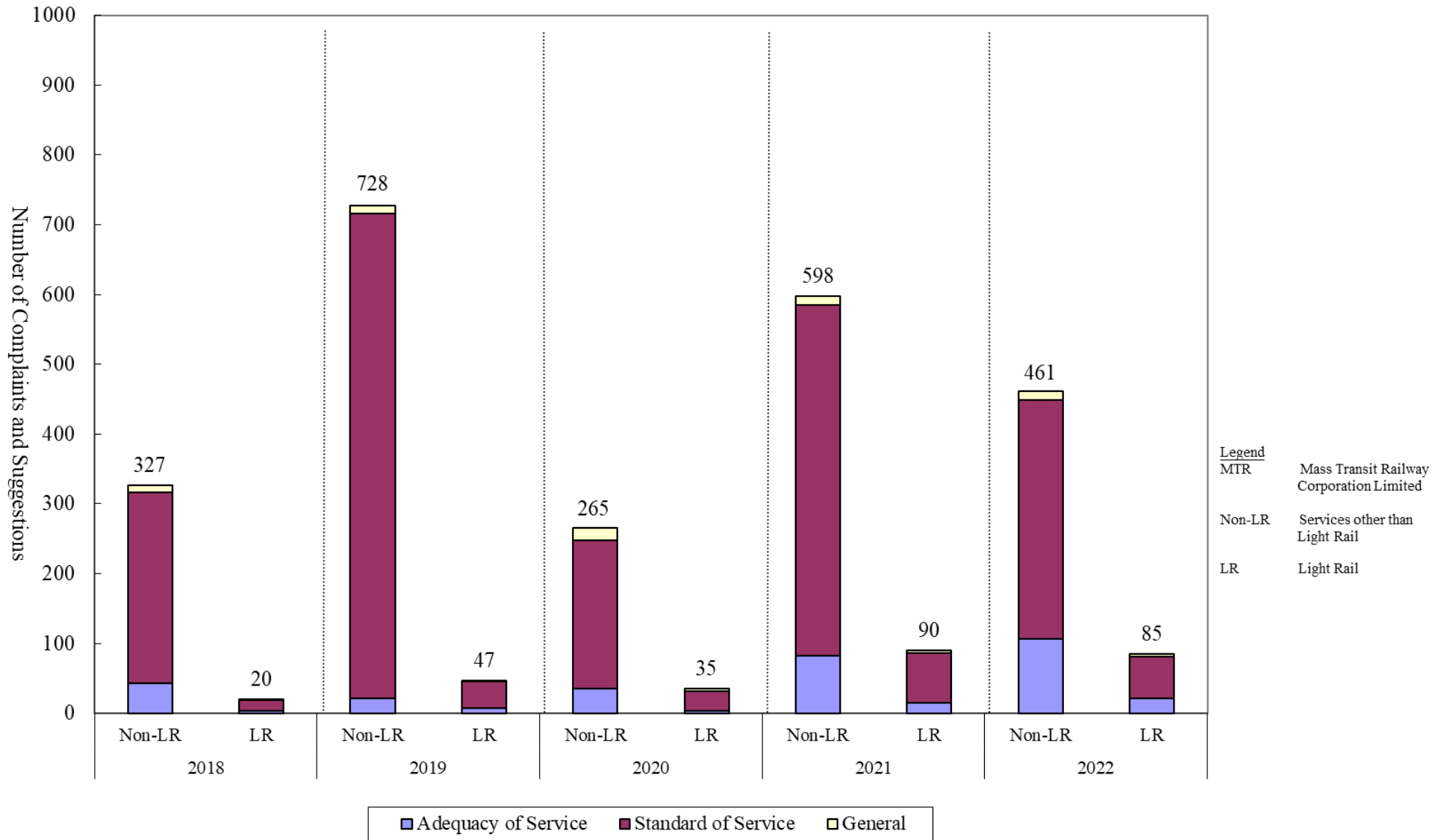
* Including improper driving behaviour

Complaints and Suggestions on Rail Services⁽¹⁾

<u>Railway Company</u>	<u>2021</u>		<u>2022</u>		<u>Difference</u>	
Mass Transit Railway Corporation Limited (Excluding Light Rail)	598	(0.42)	461	(0.34)	-22.9%	(-19.0%)
Mass Transit Railway Corporation Limited (Light Rail)	90	(0.64)	85	(0.65)	-5.6%	(+1.6%)
The Hongkong Tramways Limited	60	(1.25)	44	(1.03)	-26.7%	(-17.6%)
Total	748	(0.46)	590	(0.39)	-21.1%	(-15.2%)

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

Complaints and Suggestions on MTR Services during 2018 - 2022

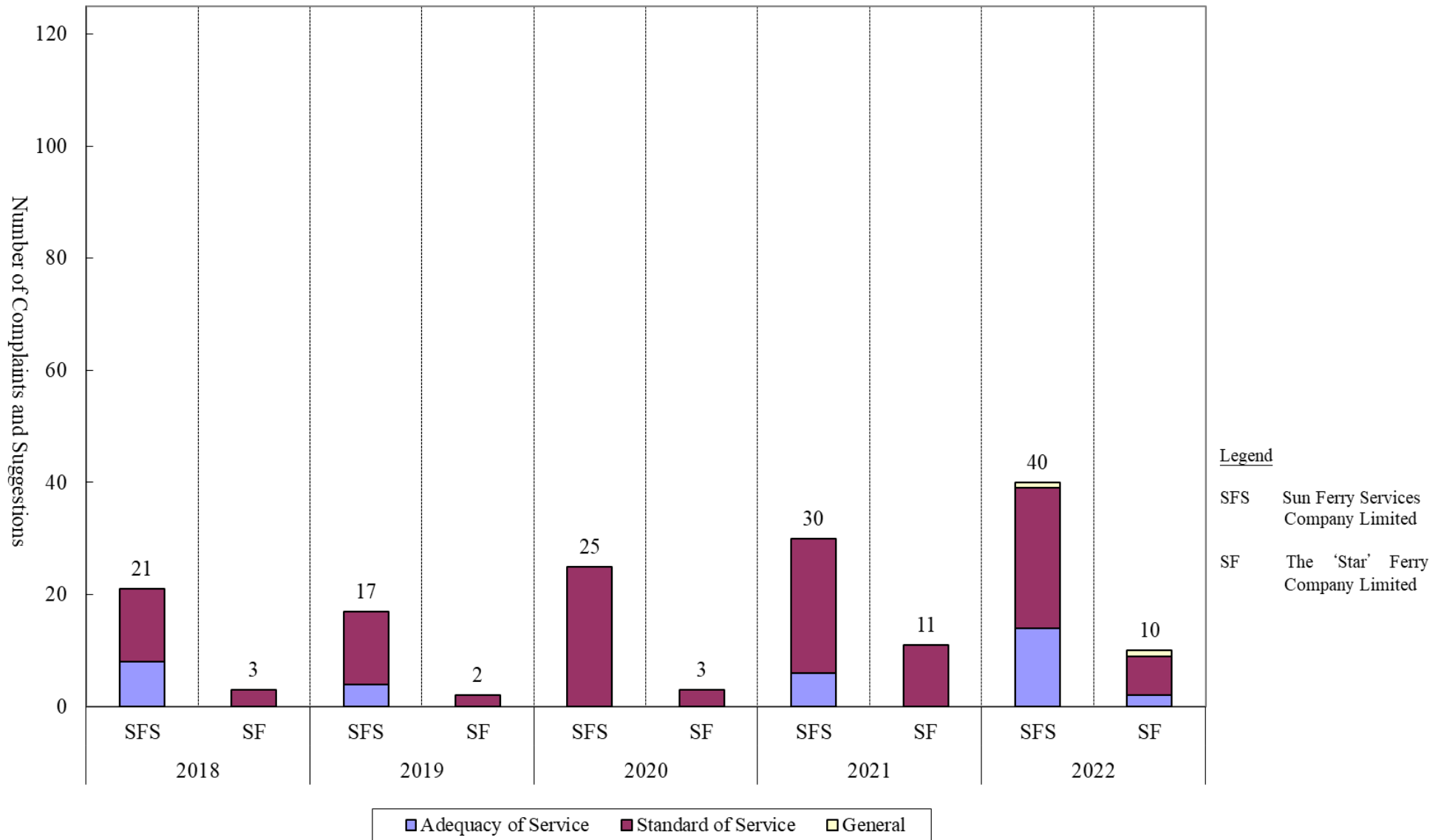


Complaints and Suggestions on Ferry Services⁽¹⁾

<u>Ferry Company</u>	<u>2021</u>		<u>2022</u>		<u>Difference</u>	
Sun Ferry Services Company Limited	30	(2.34)	40	(3.57)	+33.3%	(+52.6%)
The “Star” Ferry Company Limited	11	(1.15)	10	(1.33)	-9.1%	(+15.7%)
Minor Ferries	54	(4.12)	60	(5.34)	+11.1%	(+29.6%)
Total	95	(2.68)	110	(3.67)	+15.8%	(+36.9%)

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

Complaints and Suggestions on SFS and SF Services during 2018 - 2022



Complaints and Suggestions on Traffic and Road Conditions⁽¹⁾

<u>Nature of Complaint/Suggestion</u>	<u>2021</u>		<u>2022</u>		<u>Difference</u>	
<u>Traffic Conditions</u>						
(a) Traffic congestion	783		448		-42.8%	
(b) Traffic management	205		164		-20.0%	
(c) Additional traffic signs and aids	90		73		-18.9%	
(d) Parking facilities	97		75		-22.7%	
Sub-total	1 175		760		-35.3%	
<u>Road Maintenance</u>						
(a) Road conditions	88		80		-9.1%	
(b) Traffic signs and aids	325 ⁽²⁾ [181]		169		-48.0% [-6.6%]	
(c) Carriageway markings	14		12		-14.3%	
Sub-total	427⁽³⁾ [283]		261		-38.9% [-7.8%]	
<u>Enforcement</u>						
(a) Illegal parking	3 290 ⁽⁴⁾ [3 137]		3 934 ⁽⁷⁾ [2 636]		+19.6% [-16.0%]	
(b) Other enforcement matters	1 358		1 135		-16.4%	
Sub-total	4 648⁽⁵⁾ [4 495]		5 069⁽⁸⁾ [3 771]		+9.1% [-16.1%]	
Total	6 250⁽⁶⁾ [5 953]		6 090⁽⁹⁾ [4 792]		-2.6% [-19.5%]	

- 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 325 complaints and suggestions, 144 complaints were received from one complainant.
- (3) Among the 427 complaints and suggestions, 144 complaints were received from one complainant.
- (4) Among the 3 290 complaints and suggestions, 153 complaints were received from one complainant.
- (5) Among the 4 648 complaints and suggestions, 153 complaints were received from one complainant.
- (6) Among the 6 250 complaints and suggestions, a total of 297 complaints were received from two complainants.
- (7) Among the 3 934 complaints and suggestions, 1 298 complaints were received from one complainant.
- (8) Among the 5 069 complaints and suggestions, 1 298 complaints were received from one complainant.
- (9) Among the 6 090 complaints and suggestions, 1 298 complaints were received from one complainant.

Complaints about Traffic Congestion during 2018 - 2022

<u>District</u>	<u>No. of Complaints</u>				
	<u>2018</u>	<u>2019</u>	<u>2020</u>	<u>2021</u>	<u>2022</u>
Hong Kong					
- Eastern	11	27	25	53	24
- Wan Chai	17	17	31	53	14
- Central & Western	8	33	32	36	16
- Southern	13	11	7	27	15
Kowloon					
- Kwun Tong	10	52	92	74	41
- Wong Tai Sin	8	14	18	28	18
- Kowloon City	19	28	53	53	39
- Sham Shui Po	3	25	79	68	44
- Yau Tsim Mong	38	29	57	68	34
New Territories					
- North	11	36	14	20	20
- Tai Po	4	11	30	35	18
- Sha Tin	15	43	46	67	29
- Yuen Long	15	33	42	58	33
- Tuen Mun	12	23	30	54	51
- Tsuen Wan	9	16	43	43	11
- Kwai Tsing	13	12	28	19	13
- Sai Kung	8	18	34	21	18
- Islands	5	2	5	5	7
Others	1	5	-	1	3
Total	220	435	666	783	448

Appendix 22

Complaints about Illegal Parking during 2018 – 2022⁽¹⁾

<u>District</u>		<u>2018</u>	<u>2019</u>	<u>2020</u>	<u>2021</u>	<u>2022</u>
Hong Kong	- Eastern	115	108	155	161(160)	160(135)
	- Wan Chai	90	153(76)	176(175)	167(155)	131
	- Central & Western	84	754(87)	1 647(123)	340(210)	116(81)
	- Southern	52	36	47	55	79(71)
Kowloon	- Kwun Tong	141	188	343	215	182
	- Wong Tai Sin	66	68	123	77	52
	- Kowloon City	133	168	188(186)	220(218)	1 316(163)
	- Sham Shui Po	128	167	355	338(333)	257(251)
	- Yau Tsim Mong	147	189(181)	226	255(253)	266(212)
New Territories	- North	53	76	103	97	103
	- Tai Po	105	102	151	124	86
	- Sha Tin	131	143	305	466	475(458)
	- Yuen Long	115	183	225	218	216
	- Tuen Mun	118	104	189	204	128
	- Tsuen Wan	95	70	126	100	82
	- Kwai Tsing	59	93	166	128	132
	- Sai Kung	73	63	151	92	119
	- Islands	8	24	21	23	23
Others ⁽²⁾		6	493(4)	7(6)	10(9)	11
Total		1 719	3 182	4 704	3 290	3 934
			(1 941)	(3 176)	(3 137)	(2 636)

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.

Complaints about Enforcement Matters (other than Illegal Parking)
during 2018 – 2022⁽¹⁾

<u>District</u>		<u>2018</u>	<u>2019</u>	<u>2020</u>	<u>2021</u>	<u>2022</u>
Hong Kong	- Eastern	66	48	61	72	42
	- Wan Chai	72	60	66	74	50
	- Central & Western	90	62	276(55)	57	37
	- Southern	28	28	18(17)	35	16
Kowloon	- Kwun Tong	94	61	68	102	104
	- Wong Tai Sin	43	37	34	68	59
	- Kowloon City	89	69	66(64)	103	65
	- Sham Shui Po	56	60	53	74	59
	- Yau Tsim Mong	107	108	85	132	145
New Territories	- North	20	25	12	28	34
	- Tai Po	53	42	37	62	33
	- Sha Tin	79	74	74	87	94
	- Yuen Long	76	86	87	114	109
	- Tuen Mun	61	58	79	105	74
	- Tsuen Wan	50	46	55	68	46
	- Kwai Tsing	39	40	36	48	49
	- Sai Kung	46	44	79	76	76
	- Islands	38	18	21	21	15
Others		14	15	18	32	28
Total		1 121	981	1 225 (1 001)	1 358	1 135

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 2022)

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	24	14	16	15	41	18	39	44	34	20	18	29	33	51	11	13	18	7	3	448
(b) Traffic management	4	13	3	5	22	7	7	7	9	5	8	21	10	15	10	6	7	1	4	164
(c) Additional traffic signs and aids	1	3	1	2	11	-	8	3	7	2	8	5	7	5	4	2	3	1	-	73
(d) Parking facilities	3	4	5	3	5	5	9	3	5	-	2	7	3	4	1	4	6	1	5	75
Sub-total	32	34	25	25	79	30	63	57	55	27	36	62	53	75	26	25	34	10	12	760
<u>Road Maintenance</u>																				
(a) Road conditions	2	4	6	3	12	4	3	1	4	6	3	-	12	6	3	1	8	2	-	80
(b) Traffic signs & aids	10	19	18	-	10	5	5	11	18	5	8	10	24	10	4	3	5	3	1	169
(c) Carriageway markings	-	-	1	-	-	-	-	-	1	-	-	-	4	1	3	1	1	-	-	12
Sub-total	12	23	25	3	22	9	8	12	23	11	11	10	40	17	10	5	14	5	1	261
<u>Enforcement</u>																				
(a) Illegal parking	160	131	116	79	182	52	1316	257	266	103	86	475	216	128	82	132	119	23	11	3934
(b) Other enforcement matters	42	50	37	16	104	59	65	59	145	34	33	94	109	74	46	49	76	15	28	1135
Sub-total	202	181	153	95	286	111	1381	316	411	137	119	569	325	202	128	181	195	38	39	5069
Total	246	238	203	123	387	150	1452	385	489	175	166	641	418	294	164	211	243	53	52	6090

Breakdown of Complaints and Suggestions on Traffic and Road Conditions by District⁽¹⁾
(January – December 2022)

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	24	14	16	15	41	18	39	44	34	20	18	29	33	51	11	13	18	7	3	448
(b) Traffic management	4	13	3	5	22	7	7	7	9	5	8	21	10	15	10	6	7	1	4	164
(c) Additional traffic signs and aids	1	3	1	2	11	-	8	3	7	2	8	5	7	5	4	2	3	1	-	73
(d) Parking facilities	3	4	5	3	5	5	9	3	5	-	2	7	3	4	1	4	6	1	5	75
Sub-total	32	34	25	25	79	30	63	57	55	27	36	62	53	75	26	25	34	10	12	760
<u>Road Maintenance</u>																				
(a) Road conditions	2	4	6	3	12	4	3	1	4	6	3	-	12	6	3	1	8	2	-	80
(b) Traffic signs & aids	10	19	18	-	10	5	5	11	18	5	8	10	24	10	4	3	5	3	1	169
(c) Carriageway markings	-	-	1	-	-	-	-	-	1	-	-	-	4	1	3	1	1	-	-	12
Sub-total	12	23	25	3	22	9	8	12	23	11	11	10	40	17	10	5	14	5	1	261
<u>Enforcement</u>																				
(a) Illegal parking	135	131	81	71	182	52	163	251	212	103	86	458	216	128	82	132	119	23	11	2636
(b) Other enforcement matters	42	50	37	16	104	59	65	59	145	34	33	94	109	74	46	49	76	15	28	1135
Sub-total	177	181	118	87	286	111	228	310	357	137	119	552	325	202	128	181	195	38	39	3771
Total	221	238	168	115	387	150	299	379	435	175	166	624	418	294	164	211	243	53	52	4792

Note : (1) For 2022, 1 298 complaints received from one complainant, who made more than 100 complaints in a quarter, were excluded. Please see Appendix 24(i) with these complaints included.