

Transport Complaints Unit Report 2005

Overview of Complaints and Suggestions in 2005

In 2005, the Transport Complaints Unit (TCU) received 17 315 complaints and suggestions on transport and traffic matters. Among these, 150 were pure suggestions. The number of cases recorded an increase of 6.2% as compared with 16 299 cases received in 2004. A breakdown of the complaints and suggestions received by TCU in the past five years is at [Appendix 1](#). A breakdown of the cases received in 2005 by category is as follows -

| <u>Nature of Complaints/Suggestions</u> | <u>2004</u> | <u>2005</u> | <u>Difference</u> |
|---|---------------|---------------|-------------------|
| Public Transport Services | 11 289 | 12 767 | +13.1% |
| Traffic Conditions | 1 690 | 1 217 | -28.0% |
| Road Maintenance | 458 | 364 | -20.5% |
| Enforcement | 2 438 | 2 548 | +4.5% |
| Miscellaneous | 424 | 419 | -1.2% |
| Total | 16 299 | 17 315 | +6.2% |

2. In 2005, complaints and suggestions received through telephone accounted for 81% of the total. The remaining cases (19%) were received in the forms of e-mail, fax, letter or TCU Complaint Form.

3. During the year, investigations into 17 315 cases (including some outstanding cases carried forward from the previous year) were completed. Of these, 11 610 (67%) were found to be substantiated, 858 (5%) unsubstantiated, and the remaining 4 847 (28%) 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 decreased slightly from 68% in 2004 to 67% in 2005. 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 increased from 26% in 2004 to 28% in 2005. This was mainly due to an increase in the number of taxi cases which were not pursuable (4 349 as compared with 3 828 in 2004).

4. In 2005, relevant government departments and organisations took on board 188 suggestions made by the public to enhance public transport services and improve traffic conditions. A summary of the cases is at [Appendix 3](#). The Chairman of the TCU Sub-Committee has issued appreciation letters to those who provided their contact details.

Public Transport Services

5. Public transport services remained the major area of concern. In 2005, 12 767 complaints and suggestions were received, representing about 74% of the total number of cases. Among these, 78 were pure suggestions. The number of cases in this category recorded an increase of 13.1% as compared with 11 289 cases in 2004. A breakdown of the complaints and suggestions by mode of transport is as follows -

| <u>Mode of Transport</u> | <u>No. of Complaints/Suggestions</u> | | <u>Difference</u> | |
|--|---|--------------------|--------------------------|----------|
| | <u>2004</u> | <u>2005</u> | | |
| Franchised Buses (including feeder buses) | 3 072 (2.03) | 2 936 (2.01) | -4.4% | (-1.0%) |
| Residents' Services | 47 (0.72) | 51 (0.79) | +8.5% | (+9.7%) |
| Green Minibuses | 2 081 (4.59) | 2 319 (4.87) | +11.4% | (+6.1%) |
| Red Minibuses | 402 (2.34) | 544 (3.29) | +35.3% | (+40.6%) |
| Taxis | 5 291 (14.00) | 6 227 (16.69) | +17.7% | (+19.2%) |
| Rail Transport | 348 (0.25) | 639 (0.43) | +83.6% | (+72.0%) |
| Ferries | 48 (0.85) | 51 (0.91) | +6.3% | (+7.1%) |
| Total | 11 289 | 12 767 | +13.1% | |

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

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

Franchised Bus Services

6. There were 2 936 cases on franchised bus services in 2005, representing 2.01 complaints/suggestions per million passenger journeys. These figures represent decreases of 4.4% and 1% respectively when compared

with 3 072 cases and 2.03 complaints/suggestions per million passenger journeys in 2004. The decrease was mainly attributable to fewer complaints/suggestions on passenger services and facilities and regularity of service.

7. TCU received fewer complaints about audio-visual broadcasting on buses in 2005. There were 555 complaints (including 490 repeated complaints from 48 complainants) in 2005 as compared with 679 complaints (including 502 repeated complaints from 31 complainants) in 2004. Most of the complaints were about the broadcasting volume.

8. The TCU Sub-Committee noted that the Transport Department (TD) had been working with the bus companies to balance the interests of different groups of passengers in a reasonable and practicable way. To provide a comfortable environment of generally acceptable standard for passengers on buses, all the bus companies concerned have adjusted the broadcasting volume to a level close to the ambient noise level of a bus, used compressors in processing the compact disks to be played on buses so that the variations in pitch are within a narrow range, and designated a quiet zone at the back portion of the lower deck of the bus and allowed only one speaker to be turned on at the lower deck.

9. To monitor the performance of audio-visual broadcasting service on buses, TD has regularly conducted random inspections on buses equipped with audio-visual broadcasting system. The Department has also reminded the bus companies to take prompt remedial action whenever complaints concerning the broadcasting volume on individual buses are received. TD will continue to closely monitor passenger feedback on audio-visual broadcasting service and work with the bus companies to explore further improvement if necessary.

10. A breakdown of the 2 936 cases by individual franchised bus companies is at Appendix 5. The complaints and suggestions on the services of the three major franchised bus companies are highlighted below -

- Kowloon Motor Bus Co. (1933) Ltd (KMB) - The number of complaints/suggestions per million passenger journeys increased by 4.4% from 1.35 in 2004 to 1.41 in 2005. As regards the 1 266 cases received in 2005, they were mainly about passenger services and facilities (469), regularity of service (285) and frequency/carrying capacity (103).

- Citybus Limited (Citybus) (Franchise 1) – The number of complaints/suggestions per million passenger journeys decreased by 11.9% from 3.44 in 2004 to 3.03 in 2005. As regards the 428 cases received in 2005, they were mainly about regularity of service (134), passenger services and facilities (74) and frequency/carrying capacity (40).
- New World First Bus Services Ltd (NWFB) – The number of complaints/suggestions per million passenger journeys increased by 12.1% from 3.13 in 2004 to 3.51 in 2005. As regards the 420 cases received in 2005, they were mainly about regularity of service (136), passenger services and facilities (100) and improper driving behaviour (43).

11. Comparisons of complaints/suggestions related to KMB, Citybus (Franchise 1) and NWFB in the past five years are at Appendix 6.

Residents' Services

12. Residents' services provide services primarily during the peak hours to help reduce the peak-hour demand on the mass carriers. They are scheduled services and approval from TD is required for any change in service details.

13. There were 51 cases on residents' services in 2005, representing 0.79 complaint/suggestion per million passenger journeys. These figures represent increases of 8.5% and 9.7% respectively when compared with 47 cases and 0.72 complaint/suggestion per million passenger journeys in 2004. The increase was mainly attributable to more complaints about passenger services and facilities and conduct and performance of staff (including drivers). A detailed breakdown of the 51 cases received in 2005 is at Appendix 7.

14. A comparison of the complaints and suggestions on residents' services in the past five years is at Appendix 8.

Public Light Bus Services

15. There were 2 863 cases on public light bus (PLB) services in 2005, representing 4.46 complaints/suggestions per million passenger journeys. These figures represent increases of 15.3% and 12.3% respectively when compared with 2 483 cases and 3.97 complaints/suggestions per million passenger journeys in 2004.

Green Minibus Services

16. Green minibuses (GMB) 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.

17. In 2005, there were 2 319 complaints/suggestions on GMB services, accounting for 81% of all PLB cases received. The number of complaints/suggestions per million passenger journeys was 4.87. The figures represent increases of 11.4% and 6.1% respectively as compared with 2 081 cases and 4.59 complaints/suggestions per million passenger journeys in 2004. The increase was mainly attributable to more complaints about improper driving behaviour and conduct and performance of staff (including drivers). A detailed breakdown of the 2 319 cases received in 2005 is at Appendix 9.

Red Minibus Services

18. Red minibuses (RMB) are subject to the control of the Road Traffic (Public Service Vehicles) Regulations. Complaints and suggestions on RMB services are referred to TD or the Police for follow-up actions.

19. In 2005, there were 544 complaints/suggestions on RMB services, which accounted for 19% of all PLB cases received. The number of complaints/suggestions per million passenger journeys was 3.29. The figures represent increases of 35.3% and 40.6% respectively when compared with 402 cases and 2.34 complaints/suggestions per million passenger journeys in 2004. The increase was mainly attributable to more complaints about improper driving behaviour and conduct and performance of staff (including drivers). A detailed breakdown of the 544 cases received in 2005 is at Appendix 10.

20. A comparison of the complaints and suggestions on GMB and RMB services in the past five years is at Appendix 11.

21. The TCU Sub-Committee noted that TD had implemented a series of measures endorsed by the Quality Public Light Bus Services Steering Committee chaired by Mr Yeung Ka-sing, a Transport Advisory Committee (TAC) Member, in 2005 to enhance the quality of PLB services -

- (a) TD and the Vocational Training Council have jointly organised the “Advanced PLB Driver Training Course” (among other courses) for Road Passenger Transport Industry under the Skills Upgrading

Scheme (SUS). The SUS was launched in April 2004 with 70% of the course fees subsidised by the Government. By the end of 2005, about 200 PLB drivers had attended the said course;

- (b) TD has appointed three Driving Improvement Schools to provide a basic 6-hour “Public Light Bus Driver Training Course” for PLB drivers to improve their driving behaviour and attitude since August 2003. Up to the end of 2005, over 700 PLB drivers had participated in this course;
- (c) a series of publicity activities had been organised to promote the awareness of passengers and operators on the new legislation on the provision of high back seats and seat belts on PLBs;
- (d) seminars had been conducted to enhance the trade’s operation and management skills; and
- (e) the Public Light Bus newsletter “PLB Net” which included the publication of messages to remind PLB drivers on safety awareness, had been distributed to drivers, passengers and the public free of charge.

Taxi Services

22. Taxi services remained one of the major areas of complaints in 2005. There were 6 227 cases, accounting for 49% of all the cases on public transport services. The number of complaints/suggestions per million passenger journeys was 16.69, the highest amongst all types of public transport services. The figures represent increases of 17.7% and 19.2% respectively when compared with 5 291 cases and 14 complaints/suggestions per million passenger journeys in 2004. The increase was mainly attributable to more complaints about taxi driver malpractices (especially those related to conduct and performance of drivers, improper driving behaviour and failure to take the most direct route). A detailed breakdown of the 6 227 cases received in 2005 is at Appendix 12.

23. Of the 6 227 cases received, 5 760 (93%) were related to taxi driver malpractices. These cases are referred to the Police for further investigation if the complainants agree to be court witnesses. During the year, 1 360 such cases (24%) were referred to the Police. In 2005, the Police completed

investigation of 1 155 cases referred to them during the year or the year before. A breakdown of the results is at [Appendix 13](#).

24. A comparison of the complaints and suggestions on taxi services in the past five years is at [Appendix 14](#).

25. The TCU Sub-Committee noted that TD and the Quality Taxi Services Steering Committee (QTSSC) chaired by Dr Eric Tsang Po-keung, a TAC member, had introduced a number of measures to improve the service standard of the taxi trade. These measures included a self-learning English and Putonghua training programme to enhance the proficiency of taxi drivers, publication of quarterly taxi newsletters and a new guide to taxi services, installation of braille plates and talking taximeters in new LPG taxis, replacement of new taxi driver identity plates, provision of taxi passenger information flyers at the Airport, Hong Kong Disneyland and Lok Ma Chau, installation of taxi passenger information display panels and information plates at selected taxi stands, designation of taxi pick-up/drop-off points and taxi drop-off points within restricted zones and temporary blanket relaxation of peak-hour and “7am – 7pm” no-stopping restriction for taxis to facilitate the provision of point-to-point service, and a set of service standards for taxi drivers. TD also supported the Road Co-op Lost & Found 24-hour hotline.

26. TD and the QTSSC have launched the Taxi Driver Commendation Scheme since 2001 to provide a dedicated channel to commend those taxi drivers with good conduct. As at the end of 2005, a total of 3 221 taxi drivers have been commended under the Scheme.

27. In addition, TD has supported the training for in-service taxi drivers under the SUS with a view to enhancing the quality of taxi service. The courses concerned covered various areas, including road safety, driving improvement, Putonghua and English proficiency, emergency handling, occupational health and customer service in relation to taxi operation. TD has assisted in promoting the Scheme and encouraged the participation of in-service taxi drivers through various means, such as the quarterly taxi newsletters and distribution of promotional leaflets to taxi associations.

28. TD has also launched a series of activities to educate the public and drivers on the importance of road safety, including a Road Safety Campaign for taxis organised in April 2005 to promote the safety of taxi operations (e.g. safe driving). In addition, TD will co-organise with the Tourism Commission and the Hong Kong Tourism Board to launch a Hospitable Taxi Campaign from

January to March 2006 to encourage drivers to provide quality taxi service to passengers.

Rail Services

29. There were 639 cases on rail services in 2005, representing 0.43 complaint/suggestion per million passenger journeys. These figures represent increases of 83.6% and 72% respectively when compared with 348 cases and 0.25 complaint/suggestion per million passenger journeys in 2004. The increase was mainly attributable to complaints about audio-visual broadcasting (“Newline Express”) on Kowloon-Canton Railway (KCR) trains introduced in July 2005.

30. The TCU Sub-Committee noted that, during the initial period upon introduction of the Newline Express to KCR trains, the Government had relayed some passengers’ comments on the sound level to the Kowloon-Canton Railway Corporation (KCRC). The Government has requested KCRC to put in place immediate measures to reduce the volume to a more comfortable level, to rectify the “spill-over” problems of sound into the quiet train cars and the quiet zone, to ensure that normal train service and emergency announcements would not be adversely affected, and to improve the audio system to minimise fluctuation of the volume level due to changes in background noises.

31. The TCU Sub-Committee also noted that KCRC had taken active steps to implement the following measures to address the sound problems arising from the Newline Express -

- (a) deploy inspection teams on board to monitor the performance of the Newline Express;
- (b) assess the sound quality fleet-wide through comprehensive acoustic measurements and explore appropriate measures to improve the overall performance of the Newline Express in terms of sound volume and qualis;
- (c) adjust the sound volume in respect of the different ambient noise of each railway, i.e. to reduce the sound volume of the Newline Express for railways with lower ambient noise;
- (d) strengthen the effect of the quiet cars/zones by disabling the speakers close to them. Such modification works were completed

in Ma On Shan Rail in August 2005 and proved to be effective in addressing the sound volume problems. Similar modifications are being implemented in East Rail and West Rail train compartments; and

- (e) adjust the position of the speakers in the quiet zones in the first class compartments of East Rail so as to confine the audio coverage to areas in the proximity of the screens. The modification works are expected to be completed in March 2006.

32. TD will continue to closely monitor train service arrangements, service performance standards and contingency transport planning during service disruption, and work with the railway companies to explore further improvement if necessary.

33. A breakdown of the 639 cases by individual railway companies is at Appendix 15. The complaints and suggestions on the services of the two major railway corporations are highlighted below -

- Mass Transit Railway Corporation Limited (MTRCL) – The number of complaints/suggestions per million passenger journeys increased by 5% from 0.2 in 2004 to 0.21 in 2005. As regards the 185 cases received in 2005, they were mainly about passenger services and facilities (112), conduct and performance of staff (including drivers) (19) and regularity of service (14).
- KCRC (East Rail and Ma On Shan Rail) – The number of complaints/suggestions per million passenger journeys increased by 457.9% from 0.19 in 2004 to 1.06 in 2005. As regards the 347 cases received in 2005, they were mainly about passenger services and facilities (322) and conduct and performance of staff (including drivers) (6).
- KCRC (West Rail) – The number of complaints/suggestions per million passenger journeys decreased by 17.4% from 0.92 in 2004 to 0.76 in 2005. As regards the 49 cases received in 2005, they were mainly about passenger services and facilities (34) and regularity of service (7).
- KCRC (Light Rail) – The number of complaints/suggestions per million passenger journeys decreased by 45.7% from 0.46 in 2004 to 0.25 in 2005. As regards the 34 cases received in 2005, they were mainly about

frequency/carrying capacity (10) and conduct and performance of staff (including drivers) (9).

34. Comparisons of complaints/suggestions related to MTRCL and KCRC in the past five years are at Appendix 16.

Ferry Services

35. There were 51 cases on ferry services in 2005, representing 0.91 complaint/suggestion per million passenger journeys. These figures represent increases of 6.3% and 7.1% respectively when compared with 48 cases and 0.85 complaint/suggestion per million passenger journeys recorded in 2004. The increase was mainly attributable to more complaints about frequency/carrying capacity and passenger services and facilities. The TCU Sub-Committee noted that the companies concerned had taken measures to improve the service.

36. A breakdown of the 51 cases by individual ferry companies is at Appendix 17. The complaints and suggestions on the services of the two major ferry companies are highlighted below -

- New World First Ferry Services Ltd (NWFF) – The number of complaints/suggestions per million passenger journeys decreased by 13.2% from 2.34 in 2004 to 2.03 in 2005. As regards the 29 cases received in 2005, they were mainly about frequency/carrying capacity (9), conduct and performance of staff (5) and passenger services and facilities (5).
- The ‘Star’ Ferry Co Ltd (‘Star’ Ferry) – The number of complaints/suggestions per million passenger journeys increased by 55% from 0.2 in 2004 to 0.31 in 2005. As regards the 9 cases received in 2005, they were mainly about regularity of service (3) and conduct and performance of staff (3).

37. Comparisons of complaints/suggestions related to NWFF and ‘Star’ Ferry in the past five years are at Appendix 18.

Traffic and Road Conditions

38. In 2005, there were 4 129 complaints and suggestions about traffic and road conditions. Among these, 52 were pure suggestions. The number of complaints and suggestions received represents a decrease of 10% as compared

with 4 586 cases in 2004. Detailed breakdowns of the cases by category and by district are at Appendices 19 and 20 respectively.

Traffic Conditions

39. In 2005, 1 217 complaints and suggestions about traffic conditions were received, representing about 7% of the total number of cases. The number of cases in this category recorded a decrease of 28% as compared with 1 690 cases in 2004.

40. Of the 1 217 cases received, 623 (51%) were related to traffic congestion. This represents a decrease of 32.9% as compared with 928 cases in 2004. Factors contributing to complaints about traffic congestion in 2005 are broken down as follows -

| <u>Factor</u> | <u>No. of Complaints</u> | | <u>Difference</u> |
|----------------------|---------------------------------|--------------------|--------------------------|
| | <u>2004</u> | <u>2005</u> | |
| Traffic management | 265 | 299 | +12.8% |
| Vehicle obstruction | 444 | 161 | -63.7% |
| Road works | 146 | 116 | -20.5% |
| Others | 73 | 47 | -35.6% |
| Total | 928 | 623 | -32.9% |

41. In 2005, the districts which received relatively more complaints about traffic congestion are -

| <u>District</u> | <u>No. of Complaints</u> | | <u>Difference</u> |
|------------------------|---------------------------------|--------------------|--------------------------|
| | <u>2004</u> | <u>2005</u> | |
| Yau Tsim Mong | 129 | 85 | -34.1% |
| Central & Western | 79 | 77 | -2.5% |
| Wan Chai | 117 | 71 | -39.3% |
| Yuen Long | 44 | 61 | +38.6% |
| Kowloon City | 99 | 48 | -51.5% |

42. All the complaints and suggestions concerning traffic congestion were referred to TD, the Police, the Highways Department and other relevant departments for consideration and follow-up actions. The TCU

Sub-Committee noted that TD had undertaken the following measures to alleviate traffic congestion in 2005 -

- (a) planning and implementation of temporary traffic arrangements to minimise congestion caused by road works;
- (b) implementation of traffic management schemes at congestion blackspots;
- (c) installation of new traffic lights and adjustment of existing traffic signals;
- (d) re-routeing of traffic to improve circulation;
- (e) introduction of traffic restrictions;
- (f) realignment of carriageways and adjustment of road junction layouts;
- (g) opening of new roads, completion of major road improvement projects, relocation and cancellation of on-street parking spaces, bus stops or taxi stands to increase road capacity;
- (h) provision of laybys to facilitate loading/unloading activities; and
- (i) launching of publicity campaign to promote driver discipline so as to reduce vehicle obstruction.

43. In 2005, there were 307 complaints and suggestions on traffic management matters (excluding those causing congestion). These cases were related to traffic light phasing, traffic lane arrangements and restricted zones. The number of cases received represents a decrease of 21.1% as compared with 389 cases in 2004.

44. Besides, TCU received 164 requests for additional traffic signs and aids in 2005. This represents a slight increase of 0.6% as compared with 163 cases received in 2004.

45. There were also 123 complaints and suggestions on parking facilities in 2005, representing a decrease of 41.4% as compared with 210 cases in 2004.

Road Maintenance

46. In 2005, 364 complaints and suggestions about road maintenance were received, representing about 2% of the total number of cases. The

number of cases in this category recorded a decrease of 20.5% as compared with 458 cases in 2004. The decrease was mainly attributable to fewer complaints about inadequate traffic signs and aids for road works and uneven or damaged surfaces. All the complaints were referred to the Highways Department or other relevant departments for investigation and remedial action.

Enforcement

47. In 2005, 2,548 complaints about enforcement matters were received, representing about 15% of the total number of cases. The number of complaints in this category recorded an increase of 4.5% as compared with 2 438 complaints in 2004.

48. 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 parking facilities or traffic management measures) should be introduced to improve the situation.

Complaints and Suggestions on Road Safety Matters

49. Among the 17 315 complaints and suggestions received in 2005, 2 781 (16%) were related to road safety matters. A breakdown of the cases received is as follows -

| | <u>No. of Complaints/Suggestions</u> |
|---------------------------|---|
| Public Transport Services | 1 321 |
| Traffic Management | 220 |
| Road Maintenance | 162 |
| Enforcement | <u>1 078</u> |
| Total | <u>2 781</u> |

50. In respect of public transport services, the complainants were concerned that the drivers' improper driving behaviour, obstruction by public transport vehicles and other matters (e.g. conditions of vehicles, location of stops, etc.) which might pose danger to passengers and other road users.

51. In respect of traffic management, the complainants were mainly concerned that inadequate traffic signs/road markings, inadequate traffic lights

and sightline obstruction caused by various objects might lead to traffic accidents.

52. In respect of road maintenance, the complainants were mainly concerned that damaged road surface, defective traffic lights and inadequate traffic signs/aids for road works might lead to traffic accidents.

53. In respect of enforcement, there were 251 complaints about illegal parking which caused obstruction and posed danger to motorists and pedestrians. There were also 827 complaints about motorists/pedestrians failing to observe traffic regulations (e.g. jumping red lights/failing to give way to pedestrians, changing lanes abruptly, prolonged waiting causing obstruction, etc.), which posed danger to other road users.

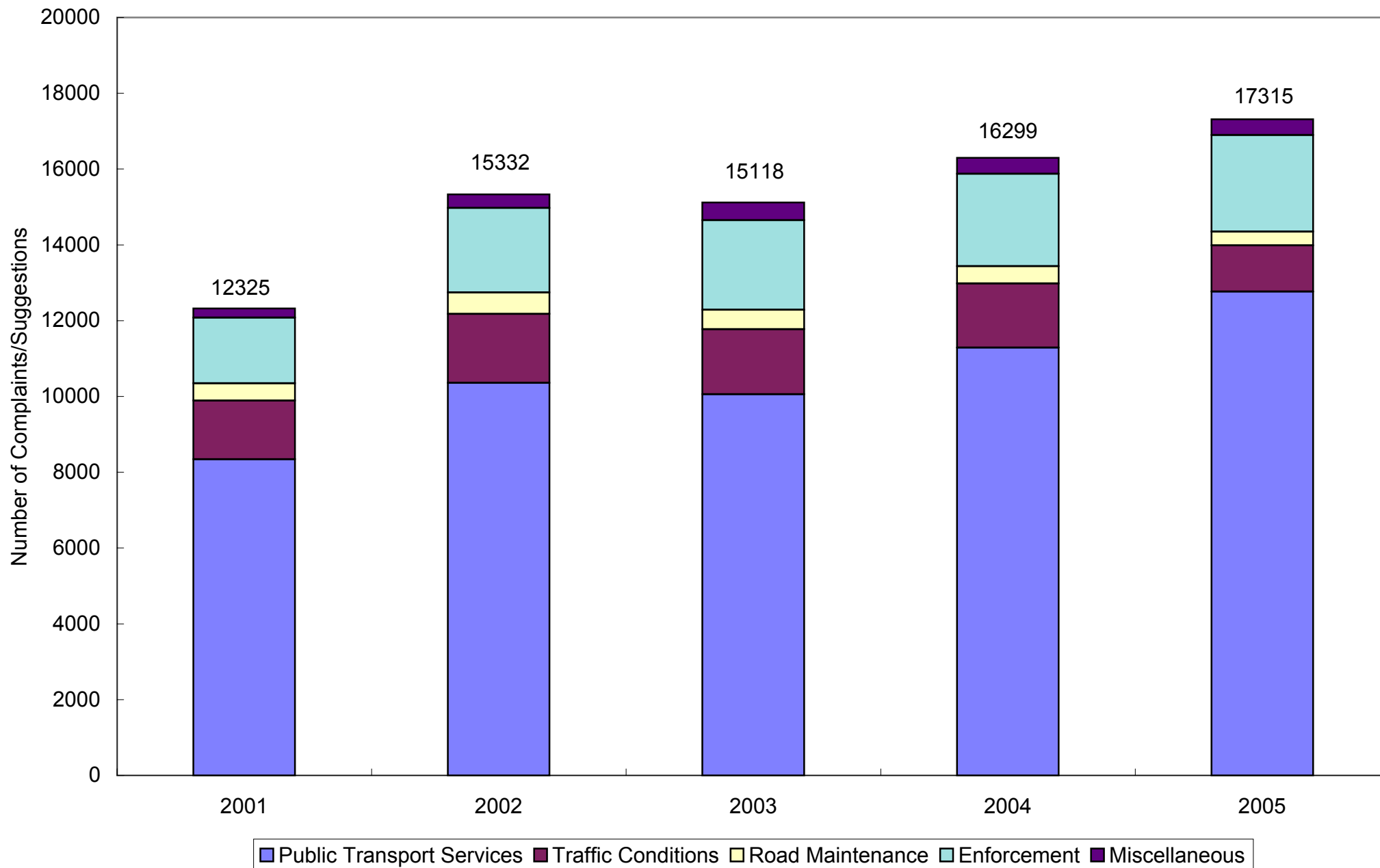
54. All the complaints and suggestions on road safety matters were referred to TD, the Police, other relevant departments and the public transport operators concerned for investigation and follow-up actions. The responses of the authorities concerned were generally positive. Improvement measures have been/would be implemented to address public concerns as far as possible.

Complaints and Suggestions Received by TCU during 2001 - 2005

| <u>Nature of Complaints/Suggestions</u> | <u>2001</u> | <u>2002</u> | <u>2003</u> | <u>2004</u> | <u>2005</u> |
|--|--------------------|---------------------|---------------------|---------------------|---------------------|
| I. Public Transport Services | | | | | |
| (a) Adequacy of service | 862 | 1 041 [92] | 961 [65] | 1 034 [65] | 1 070 [52] |
| (b) Standard of service | 6 647 | 8 123 [14] | 8 025 [7] | 9 374 [9] | 10 868 [15] |
| (c) General | 835 | 1 193 [7] | 1 073 [15] | 881 [14] | 829 [11] |
| | 8 344 | 10 357 [113] | 10 059 [87] | 11 289 [88] | 12 767 [78] |
| II. Traffic Conditions | | | | | |
| (a) Traffic congestion | 924 | 1 098 | 978 | 928 | 623 |
| (b) Traffic management | 303 | 365 [26] | 385 [25] | 389 [16] | 307 [18] |
| (c) Additional traffic signs and aids | 201 | 231 [18] | 217 [11] | 163 [7] | 164 [13] |
| (d) Parking facilities | 118 | 129 [18] | 134 [18] | 210 [38] | 123 [20] |
| | 1 546 | 1 823 [62] | 1 714 [54] | 1 690 [61] | 1 217 [51] |
| III. Road maintenance | | | | | |
| (a) Road conditions | 249 | 340 | 250 | 203 [2] | 183 [1] |
| (b) Traffic signs and aids | 184 | 200 | 248 | 244 | 162 |
| (c) Carriageway markings | 24 | 26 | 17 | 11 | 19 |
| | 457 | 566 | 515 | 458 [2] | 364 [1] |
| IV. Enforcement | | | | | |
| (a) Illegal parking | 926 | 1 164 | 1 169 | 1 190 | 1 185 |
| (b) Other enforcement matters | 808 | 1 066 | 1 192 | 1 248 | 1 363 |
| | 1 734 | 2 230 | 2 361 | 2 438 | 2 548 |
| V. Miscellaneous | | | | | |
| | 244 | 356 [7] | 469 [5] | 424 [10] | 419 [20] |
| Total | 12 325 | 15 332 [182] | 15 118 [146] | 16 299 [161] | 17 315 [150] |

Note : TCU has identified the number of pure suggestions among the complaints received starting from 2002. 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 2001 - 2005



Summary of Results of Investigations into Complaints and Suggestions
(January – December 2005)

| Outcome of Investigation | | | | | |
|--|------------------------------|------------------------------|---------------------------|------------------------------|--------------------------------|
| Nature of Complaint/ Suggestion | A1 | A2 | B | C | Total |
| I. Public Transport Services | | | | | |
| (a) Adequacy of service | 198 | 735 | 165 | 2 | 1 100 |
| (b) Standard of service | 2 318 | 3 604 | 290 | 4 470 | 10 682 |
| (c) General | 395 | 412 | 66 | 11 | 884 |
| | 2 911 | 4 751 | 521 | 4 483 | 12 666 |
| II. Traffic Conditions | | | | | |
| (a) Traffic congestion | 281 | 372 | 43 | 3 | 699 |
| (b) Traffic management | 97 | 142 | 92 | 1 | 332 |
| (c) Additional traffic signs/aids | 56 | 65 | 54 | 1 | 176 |
| (d) Parking facilities | 26 | 61 | 52 | - | 139 |
| | 460 | 640 | 241 | 5 | 1 346 |
| III. Road Maintenance | | | | | |
| (a) Road conditions | 134 | 31 | 12 | 1 | 178 |
| (b) Traffic signs and aids | 105 | 34 | 23 | 2 | 164 |
| (c) Carriageway markings | 14 | 3 | 4 | - | 21 |
| | 253 | 68 | 39 | 3 | 363 |
| IV. Enforcement | | | | | |
| (a) Illegal parking | 683 | 512 | 15 | 2 | 1 212 |
| (b) Other enforcement matters | 450 | 512 | 15 | 328 | 1 305 |
| | 1 133 | 1 024 | 30 | 330 | 2 517 |
| V. Miscellaneous | 193 | 177 | 27 | 26 | 423 |
| Total | 4 950 (29%) | 6 660 (38%) | 858 (5%) | 4 847 (28%) | 17 315 (100%) |

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 for Public Transport Services
(1.1.2005 - 31.12.2005)**

| Outcome of Investigations | | | | | |
|---|------------------------------|------------------------------|---------------------------|------------------------------|--------------------------------|
| Mode of Transport | A1 | A2 | B | C | Total |
| Kowloon Motor Bus | 438 | 772 | 123 | 10 | 1 343 |
| Citybus (Franchise 1) | 167 | 220 | 23 | 6 | 416 |
| Citybus (Franchise 2) | 31 | 46 | 7 | 2 | 86 |
| New World First Bus | 138 | 203 | 20 | 6 | 367 |
| New Lantao Bus | 12 | 8 | 8 | - | 28 |
| Long Win Bus | 9 | 46 | 7 | - | 62 |
| Cross-harbour Bus Services | 171 | 308 | 36 | 10 | 525 |
| KCR Feeder Bus | 5 | 45 | 4 | - | 54 |
| Residents' Services | 15 | 35 | 5 | - | 55 |
| Green Minibus | 1 298 | 837 | 127 | 39 | 2 301 |
| Red Minibus | 264 | 188 | 21 | 58 | 531 |
| Taxi | 306 | 1 527 | 20 | 4 349 | 6 202 |
| Mass Transit Railway | 20 | 94 | 88 | - | 202 |
| Kowloon-Canton Railway (East Rail/West Rail/Ma On Shan Rail) | 15 | 349 | 14 | 2 | 380 |
| Kowloon-Canton Railway (Light Rail) | 5 | 31 | 6 | - | 42 |
| Hongkong Tramways | 9 | 10 | 2 | - | 21 |
| Peak Tramways | 1 | - | - | - | 1 |
| New World First Ferry | 2 | 23 | 6 | - | 31 |
| 'Star' Ferry | 2 | 4 | 3 | - | 9 |
| Minor Ferries | 3 | 5 | 1 | 1 | 10 |
| Total | 2 911 (23%) | 4 751 (38%) | 521 (4%) | 4 483 (35%) | 12 666 (100%) |

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 Authorities
(January – December 2005)

I. Public Transport Services

- Add bus stops at the following locations to meet the demand of passengers : Sai Sha Road, Lei Yue Mun Road and South Lantau Road.
- Relocate a bus stop at Wa Shun Street to facilitate passengers.
- Enlarge a bus stopping area at Lei Tung Estate Road to facilitate passengers.
- Extend the operation hours of a bus stop at Siu Sai Wan Road to facilitate passengers.
- Add green minibus stops at Cotton Tree Drive and Fung Mo Street to meet the demand of passengers.
- Remove railings at a green minibus stand at Whampoa Estate to facilitate passengers.
- Revise the queuing arrangements at a green minibus stand at City Hall and the taxi stand at Admiralty to facilitate passengers.

II. Traffic Management

- Increase the vehicular green time of traffic lights at the following locations to alleviate traffic congestion : Ap Lei Chau Bridge Road, Caine Road, Lyttelton Road, Robinson Road, Des Voeux Road Central, King's Road, Shu Kuk Street, Hill Road, Convention Avenue, Tai On Street, Wong Nai Chung Gap Road, Pok Fu Lam Road, Seymour Road, Sai Wan Ho Street, Chai Wan Road, Gloucester Road, Eastern Street, Cornwall Street, Fat Tseung Street, Salisbury Road, Cameron Road, Chuk Yuen Road, Tonkin Street, Knight Street, Canton Road, Nathan Road, Hoi Fai Road, Wan Hoi Street, Tai Kok Tsui Road, Chui Yu Road, Lung Sum Avenue, Tai Tong Road, Wo Tai Street, Sha Tin Heights Road, Kam Ying Road, Wo Yi Hop Road and Po Fung Road.
- Increase the pedestrian green time of traffic lights at the following locations to facilitate pedestrians : Siu Sai Wan Road, King's Road, Wai Yip Street, Lai Chi Kok Road, Hin Keng Street, Long Yat Road, Plover Cove Road, Po Heung Street and Po Shek Wu Road.
- Add traffic lights at Cheung Yee Street to improve road safety.

- Add traffic lights at Lee On Road to facilitate pedestrians.
- Add secondary traffic lights at Nam Cheong Street and Shantung Street to avoid confusion to motorists.
- Synchronise traffic lights at the following locations to improve traffic flow : Shan Kwong Road, Queen’s Road West, Pennington Street, Man Yiu Street, Science Museum Road and Lai Chi Kok Road.
- Modify the method of control of traffic lights at Shun Lee Tsuen Road to improve traffic flow.
- Modify the method of control of traffic lights at Argyle Street to avoid confusion to motorists.
- Relocate traffic lights at the vehicular exit of Royal Peninsula to improve road safety.
- Impose “No Stopping Restriction” at the following locations to prevent vehicle obstruction : Nam On Street, Marsh Road, Tin Hau Temple Road, Queen’s Road East, Fung Tak Road, Tung Chau West Street, Sai Yeung Choi Street South, Hammer Hill Road, Salisbury Road, Sin Fat Road, Hak Po Street, Tung Chau Street and Anchor Street.
- Extend the effective hours of “No Stopping Restriction” at the following locations to prevent vehicle obstruction : Pennington Street, Yee Wo Street, Tat Chee Road and Ma Tau Wai Road.
- Extend “No Stopping Restriction” at Lai Chi Kok Road to prevent vehicle obstruction.
- Restrict vehicles weighing over three tonnes from entering Tai Tam Road via Chai Wan Road/Shek O Road roundabout during peak hours to improve traffic flow.
- Add traffic signs at the following locations to improve road safety : Yau Tong Road, Salisbury Road and Wo Hing Road.
- Add a “No Right Turn” traffic sign at Kong Pui Street to remind motorists.
- Add a “No Left Turn” traffic sign at Nathan Road to remind motorists.
- Add traffic signs at Ching Cheung Road to avoid confusion to motorists.
- Add traffic signs at Gloucester Road to alert motorists of merging traffic lanes ahead.

- Add and enlarge traffic signs at Canal Road East to remind motorists of a “Stop” line there.
- Add an advance directional sign for the International Mail Centre at Salisbury Road to facilitate motorists.
- Add a road marking at Thomson Road to deter illegal parking.
- Add road markings/traffic signs at Tin Hau Temple Road and Siu Sai Wan Road to remind motorists to slow down.
- Modify road markings at the following locations to improve traffic flow : Nathan Road, Fung Tak Road and Austin Road.
- Adjust road markings at Argyle Street to better guide motorists.
- Install railings at Drake Street to deter taxis from driving onto the pavement.
- Install railings at Kok Cheung Street and Ho Tung Road to deter illegal parking on pavement.
- Install railings/warning signs at Lai Chi Kok Road and Pak Tai Street to improve road safety.
- Install railings/steel bollards at the following locations to deter illegal parking : Ngau Chi Wan Street, Sheung Hei Street and Jat’s Incline.
- Extend railings at Clear Water Bay Road to improve road safety.
- Modify railings at the following locations to enhance the sightline of motorists : Prince Edward Road West, Hong Kin Road and Shun Lee Tsuen Road.
- Remove a section of railings at Salvation Army Street to facilitate motorists.
- Remove a section of steel parapet at the access road from Lower Baguio Villa to Victoria Road to facilitate motorists.
- Add solid-cum-broken white lines at Lion Rock Tunnel Road to regulate lane-cutting activities.
- Add double white lines at Cha Kwo Ling Road and Prince Edward Road East to regulate lane-cutting activities.
- Add a double white line at Sheung Yee Road to guide motorists in negotiating a road bend.

- Shorten double white lines at Kwun Tong Road and Gloucester Road to facilitate motorists.
- Shorten a solid white line at Argyle Street to facilitate motorists.
- Add a “Give Way” line and traffic sign at Pine Tree Hill Road to prevent vehicle obstruction.
- Add “Stop Lines” at the head of the taxi stand at Admiralty to improve road safety.
- Add a “Give Way” Line at Tsun Yip Street to better guide motorists.
- Relocate a stop line at Des Voeux Road Central to improve the sightline of pedestrians.
- Relocate a “Give Way” line at a U-turn lane at Cheung Sha Wan Road to improve motorists’ sightline and traffic flow.
- Add pedestrian crossings at KCRC Tsuen Wan West Station and Mok Cheong Street to facilitate pedestrians.
- Add signalised crossings at San Shan Road and Cheung Yee Street to improve road safety.
- Relocate a pedestrian crossing to Yuk Wah Crescent to facilitate pedestrians.
- Add parking spaces at Wai Wan Lane to facilitate motorists.
- Add parking spaces for motorcycles at the following locations to facilitate motorcyclists : Tai Hang Road, Wang Wa Street, Kak Tin Street and Wu Chui Road.
- Relocate parking spaces at Fa Po Street to improve road safety.
- Relocate parking spaces for motorcycles at Pak Sha Wan Pier to improve road safety.
- Convert a carparking space into one for the disabled at Mei King Street to facilitate disabled motorists.
- Convert free parking spaces at Ping Yeung Lane and Ping Chuk Lane into metered ones to facilitate motorists.
- Delete lorry parking spaces at King Lam Street to prevent vehicle obstruction.

- Add yellow boxes at Canton Road and King's Road to prevent vehicle obstruction.
- Enlarge yellow boxes at Kwun Tong Road and Canton Road to prevent vehicle obstruction.
- Add a safety island and road markings at Sun Yip Street to better guide motorists.
- Widen safety islands at Pui Ching Road to facilitate pedestrians.
- Remove a safety island at Ngau Chi Wan Street to facilitate motorists.
- Add a U-turn lane north of the junction of Canton Road and Kowloon Park Drive to alleviate traffic congestion.
- Convert a section of Wai Lok Street to one-way to facilitate motorists.
- Adjust the turning angle at the junction of Argyle Street and Kadoorie Avenue to improve traffic flow.
- Relocate traffic light poles at Nelson Street and Tong Chun Street to facilitate motorists/pedestrians.
- Add street lights at Wai Fat Road to facilitate road users.

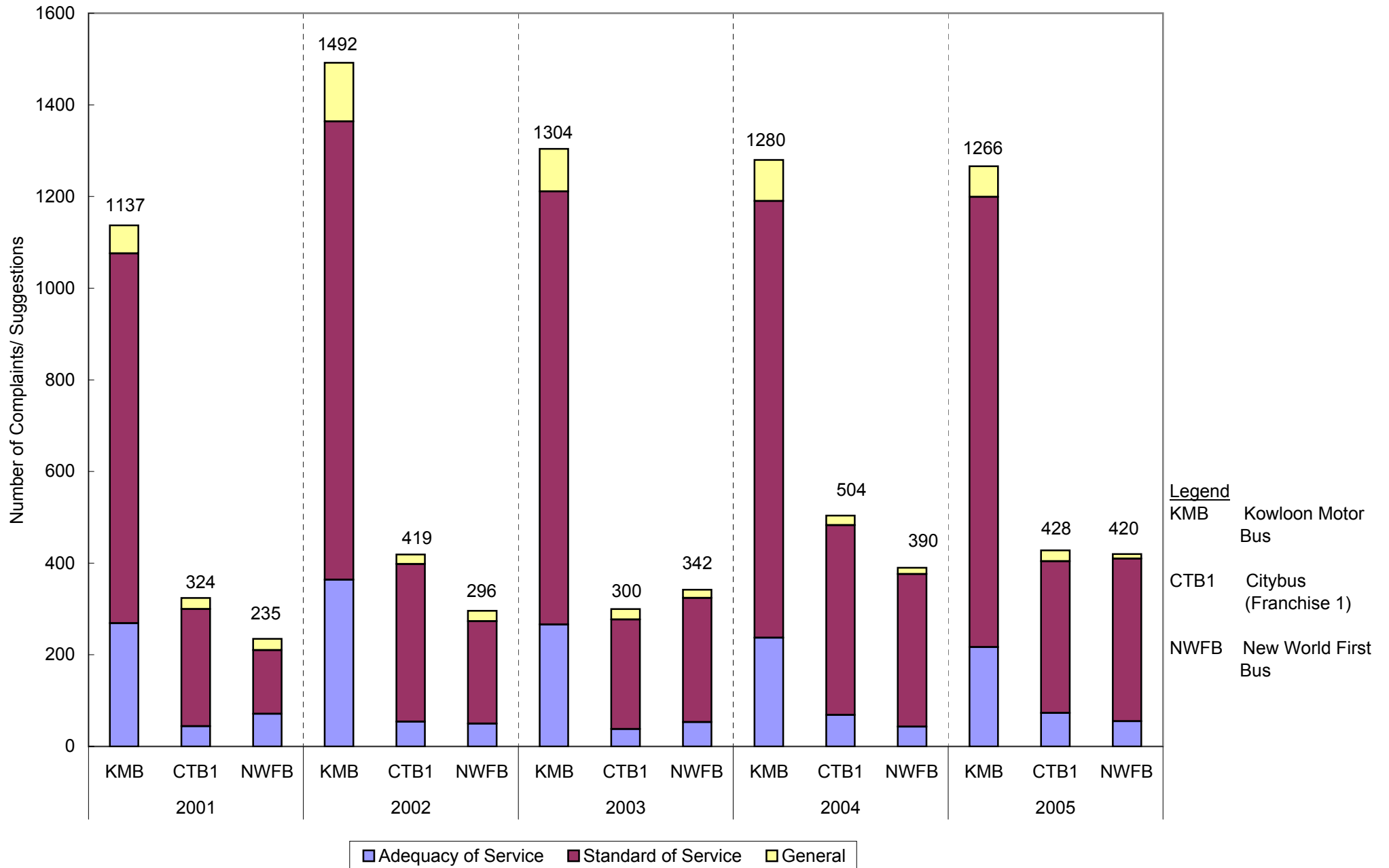
**Breakdown of Complaints and Suggestions
on the Services of Franchised Bus Companies**

| <u>Bus Company</u> | <u>2004</u> | <u>2005</u> | <u>Difference</u> | |
|----------------------------|----------------------------|----------------------------|--------------------------|-----------------------|
| Kowloon Motor Bus | 1 280 (1.35) | 1 266 (1.41) | -1.1% | (+4.4%) |
| Citybus (Franchise 1) | 504 (3.44) | 428 (3.03) | -15.1% | (-11.9%) |
| Citybus (Franchise 2) | 66 (3.68) | 94 (4.99) | +42.4% | (+35.6%) |
| New World First Bus | 390 (3.13) | 420 (3.51) | +7.7% | (+12.1%) |
| New Lantao Bus | 35 (2.90) | 24 (1.80) | -31.4% | (-37.9%) |
| Long Win Bus | 41 (1.84) | 68 (2.80) | +65.9% | (+52.2%) |
| Cross-harbour Bus Services | 698 (3.42) | 592 (2.99) | -15.2% | (-12.6%) |
| KCR Feeder Bus | 58 (1.51) | 44 (0.99) | -24.1% | (-34.4%) |
| Total | <u>3 072 (2.03)</u> | <u>2 936 (2.01)</u> | <u>-4.4%</u> | <u>(-1.0%)</u> |

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

(2) Complaints and suggestions on cross-harbour bus services cannot be further broken down by bus company as the services are jointly operated by Kowloon Motor Bus, Citybus and New World First Bus.

Complaints and Suggestions on KMB, CTB1, NWFB Services during 2001 - 2005

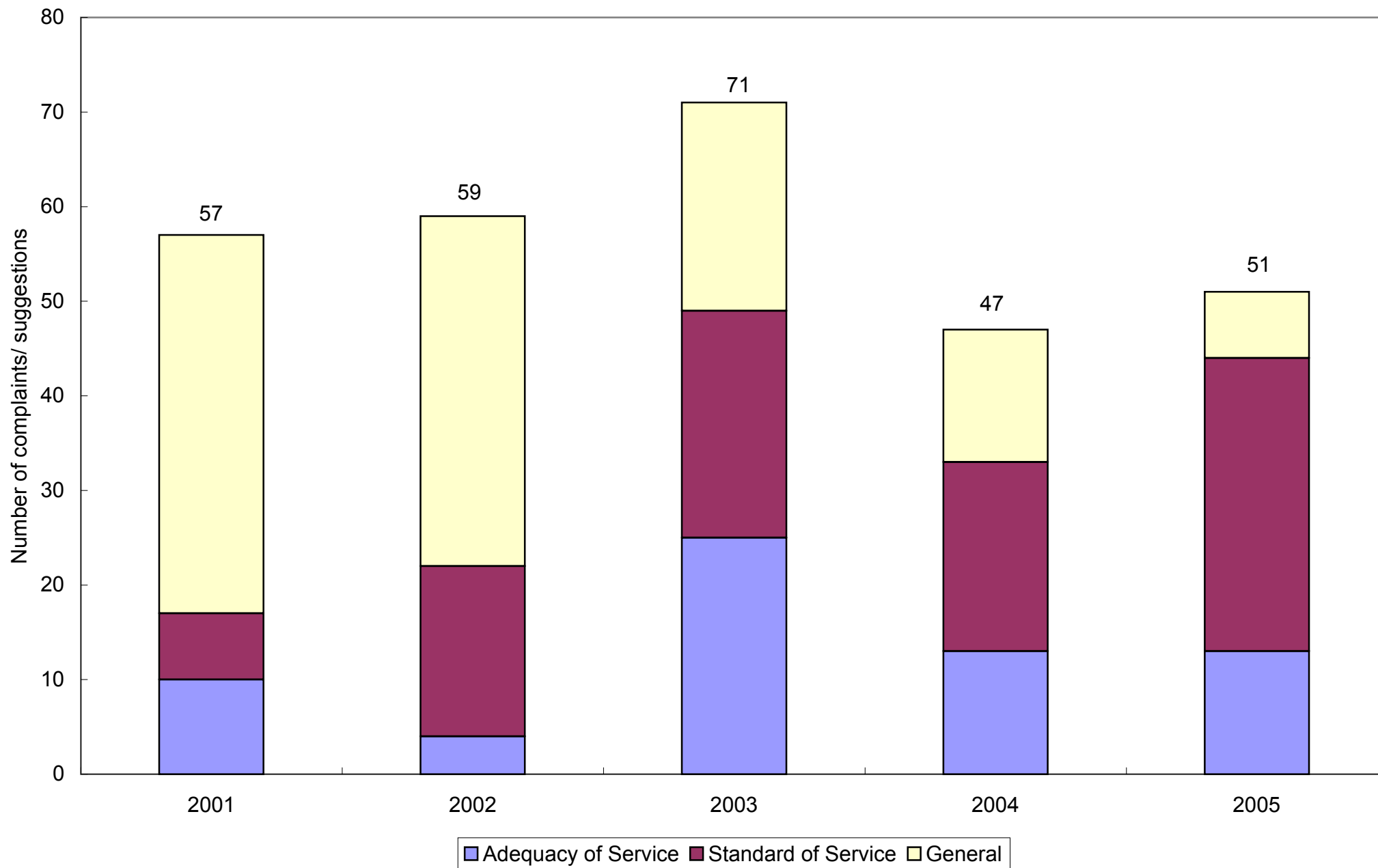


Breakdown of Complaints and Suggestions on Residents' Services

| <u>Nature of Complaints/Suggestions</u> | <u>2004</u> | <u>2005</u> | <u>Difference</u> |
|--|-------------|-------------|-------------------|
| (A) Adequacy of Service | | | |
| (1) Frequency | 10 | 10 | - |
| (2) Routeing | 2 | 1 | -50.0% |
| (3) Hours of operation | - | - | - |
| (4) Provision of stops | 1 | 2 | +100.0% |
| Sub-total | 13 | 13 | - |
| (B) Standard of Service | | | |
| (1) Regularity of service | 6 | 6 | - |
| (2) Adherence to routeing | 1 | 3 | +200.0% |
| (3) Improper driving behaviour | 6 | 7 | +16.7% |
| (4) Conduct and performance of staff (including drivers) | 1 | 4 | +300.0% |
| (5) Overcharging | - | - | - |
| (6) Cleanliness | - | 1 | - |
| (7) Conditions of vehicles | 4 | 4 | - |
| (8) Passenger services and facilities | 2 | 6 | +200.0% |
| Sub-total | 20 | 31 | +55.0% |
| (C) General* | 14 | 7 | -50.0% |
| Total | 47 | 51 | +8.5% |

* These complaints are mainly related to obstruction caused by coaches of residents' services.

Complaints and Suggestions on Residents' Services during 2001 - 2005



Breakdown of Complaints and Suggestions on Green Minibus Services

| <u>Nature of Complaints/Suggestions</u> | <u>2004</u> | <u>2005</u> | <u>Difference</u> |
|--|--------------|--------------|-------------------|
| (A) Adequacy of Service | | | |
| (1) Frequency | 346 | 413 | +19.4% |
| (2) Routeing | 84 | 47 | -44.0% |
| (3) Hours of operation | 11 | 8 | -27.3% |
| (4) Provision of stops | 19 | 40 | +110.5% |
| Sub-total | 460 | 508 | +10.4% |
| (B) Standard of Service | | | |
| (1) Regularity of service | 387 | 343 | -11.4% |
| (2) Adherence to routeing | 135 | 135 | - |
| (3) Improper driving behaviour | 380 | 480 | +26.3% |
| (4) Conduct and performance of staff (including drivers) | 455 | 555 | +22.0% |
| (5) Overcharging | 38 | 25 | -34.2% |
| (6) Cleanliness | 16 | 8 | -50.0% |
| (7) Conditions of vehicles | 41 | 64 | +56.1% |
| (8) Passenger services and facilities | 86 | 77 | -10.5% |
| Sub-total | 1 538 | 1 687 | +9.7% |
| (C) General* | 83 | 124 | +49.4% |
| Total | 2 081 | 2 319 | +11.4% |

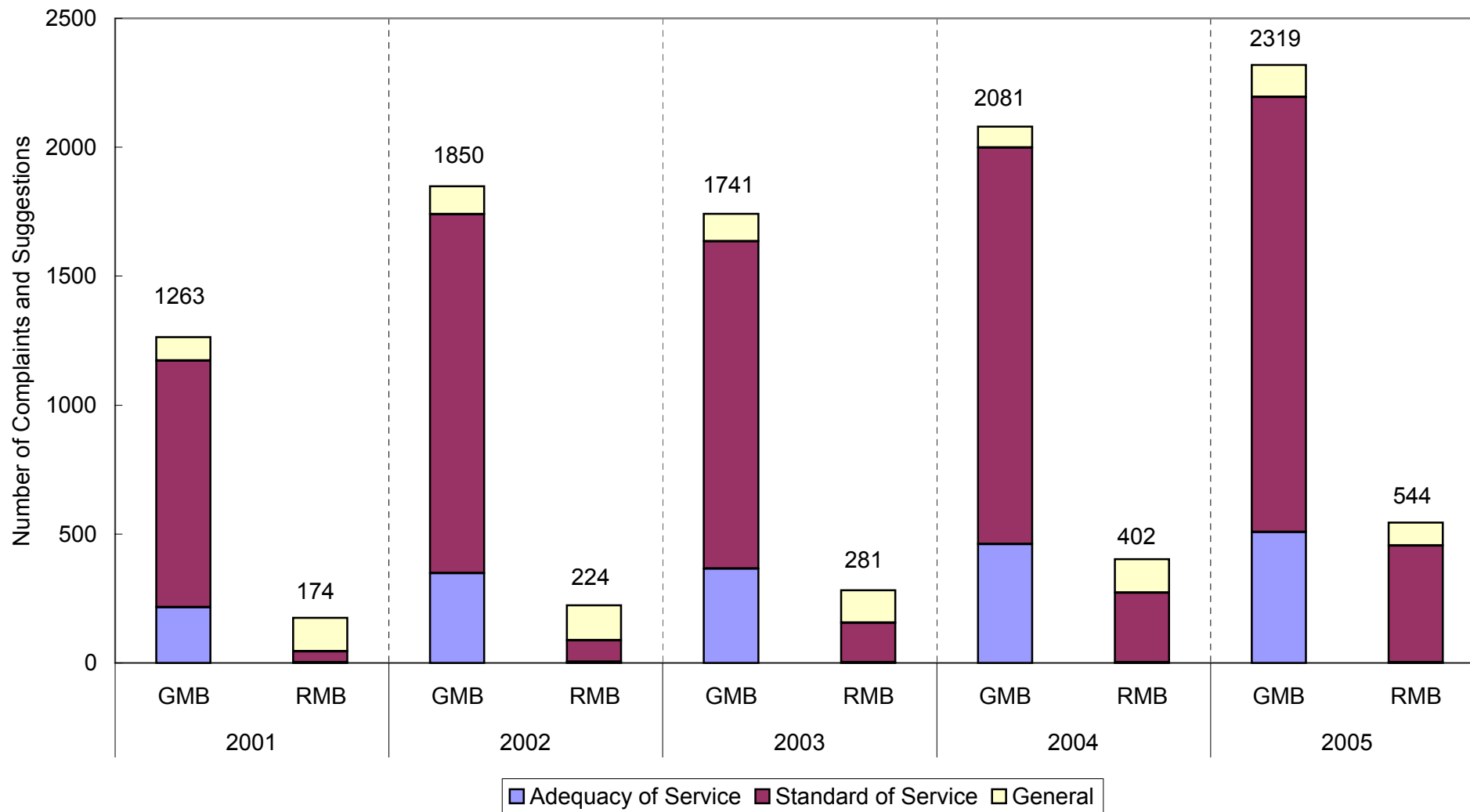
* These complaints are mainly related to obstruction caused by green minibuses.

Breakdown of Complaints and Suggestions on Red Minibus Services

| <u>Nature of Complaints/Suggestions</u> | <u>2004</u> | <u>2005</u> | <u>Difference</u> |
|--|--------------------|--------------------|--------------------------|
| (A) Adequacy of Service | | | |
| (1) Frequency | - | 2 | - |
| (2) Provision of stops | 1 | - | - |
| Sub-total | 1 | 2 | +100.0% |
| (B) Standard of Service | | | |
| (1) Regularity of Service | - | 1 | - |
| (2) Adherence to routeing | 5 | 1 | -80.0% |
| (3) Improper driving behaviour | 150 | 294 | +96.0% |
| (4) Conduct and performance of staff (including drivers) | 101 | 134 | +32.7% |
| (5) Overcharging | 5 | 7 | +40.0% |
| (6) Cleanliness | - | 1 | - |
| (7) Conditions of vehicles | 6 | 9 | +50.0% |
| (8) Passenger services and facilities | 4 | 5 | +25.0% |
| Sub-total | 271 | 452 | +66.8% |
| (C) General* | 130 | 90 | -30.8% |
| Total | 402 | 544 | +35.3% |

* These complaints are mainly related to obstruction caused by red minibuses.

Complaints and Suggestions on Green Minibus (GMB) and Red Minibus (RMB) Services during 2001 - 2005



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

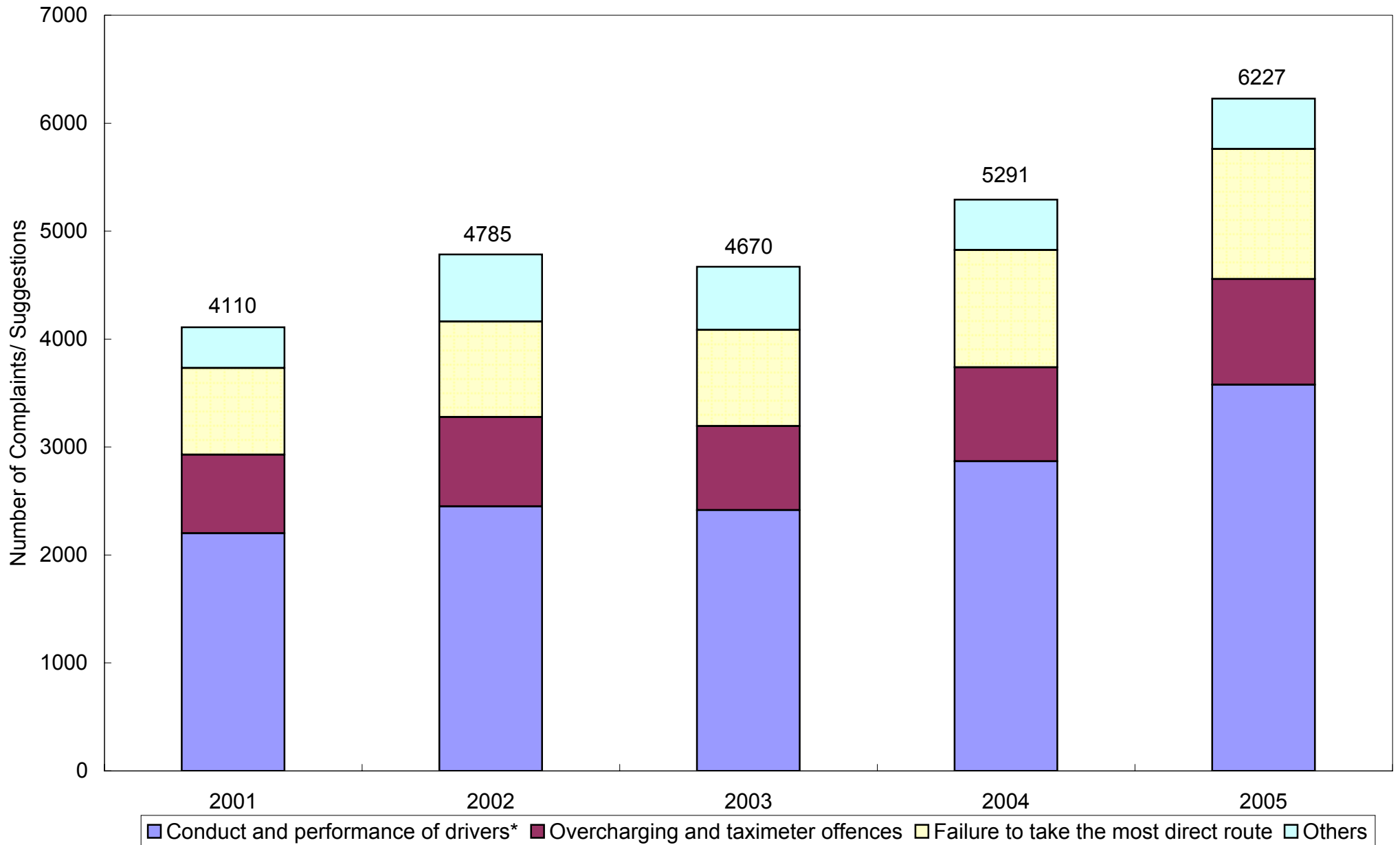
| Taxi driver malpractice | <u>2004</u> | <u>2005</u> | <u>Difference</u> |
|--|--------------------|--------------------|--------------------------|
| (a) Conduct and performance of drivers | | | |
| (i) Behaving other than in a civil & orderly manner | 1 348 | 1 495 | +10.9% |
| (ii) Refusing hire | 766 | 927 | +21.0% |
| (iii) Soliciting passengers | 33 | 19 | -42.4% |
| (iv) Refusing to drive to destination | 192 | 266 | +38.5% |
| (v) Failure to display driver identity plate | 38 | 57 | +50.0% |
| (vi) Failure to display driver identity plate properly | 10 | 7 | -30.0% |
| (b) Improper driving behaviour | 482 | 806 | +67.2% |
| (c) Overcharging | 398 | 500 | +25.6% |
| (d) Taximeter irregularities | 472 | 478 | +1.3% |
| (e) Failure to take the most direct route | 1 085 | 1 205 | +11.1% |
| Sub-total | 4 824 | 5 760 | +19.4% |
| Others | | | |
| (a) Taxi obstruction | 400 | 392 | -2.0% |
| (b) Miscellaneous | 67 | 75 | +11.9% |
| Sub-total | 467 | 467 | - |
| Total | 5 291 | 6 227 | +17.7% |

Results of Taxi Driver Malpractice Cases Referred to the Police
(1.1.2005 - 31.12.2005)

| | <u>No. of Cases</u> | | <u>Percentage</u> | |
|---|----------------------------|----------------|--------------------------|--------------|
| (i) Summonsed | 112 | (60) | 10 | (6) |
| (ii) Withdrawal by complainants | 437 | (502) | 38 | (50) |
| (iii) Evidence considered insufficient by the Police for further processing | 606 | (448) | 52 | (44) |
| Total | 1 155 | (1 010) | 100 | (100) |

Note : Comparative figures for 2004 are in brackets.

Complaints and Suggestions on Taxi Services during 2001 - 2005



* Including improper driving behaviour

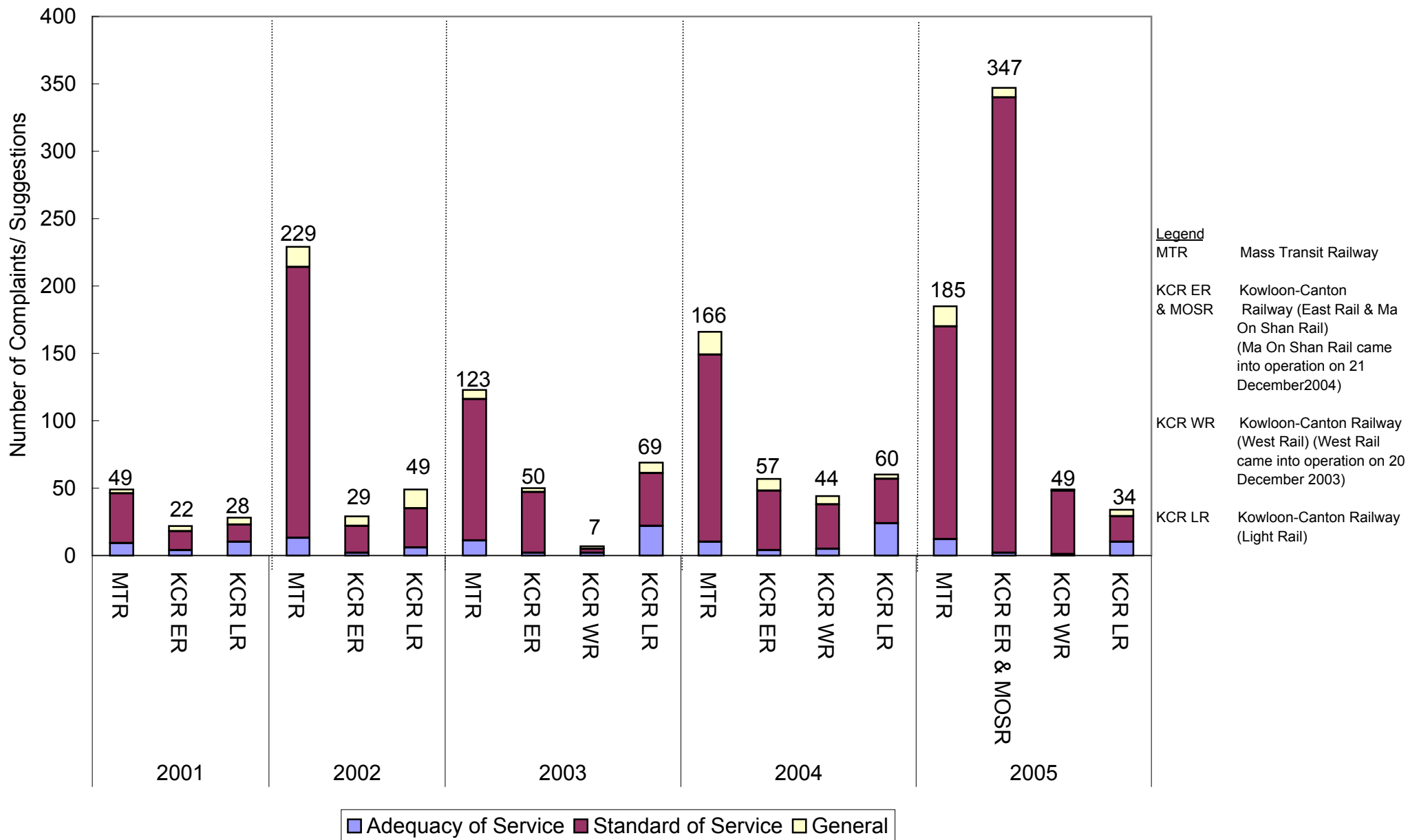
Breakdown of Complaints and Suggestions on the Services of Railway Companies

| <u>Railway Company</u> | <u>2004</u> | | <u>2005</u> | | <u>Difference</u> | |
|--|--------------------|---------------|--------------------|---------------|--------------------------|-----------------|
| Mass Transit Railway | 166 | (0.20) | 185 | (0.21) | +11.4% | (+5.0%) |
| Kowloon-Canton Railway (East Rail and Ma On Shan Rail) | 57 | (0.19) | 347 | (1.06) | +508.8% | (+457.9%) |
| Kowloon-Canton Railway (West Rail) | 44 | (0.92) | 49 | (0.76) | +11.4% | (-17.4%) |
| Kowloon-Canton Railway (Light Rail) | 60 | (0.46) | 34 | (0.25) | -43.3% | (-45.7%) |
| Hongkong Tramways | 21 | (0.25) | 23 | (0.27) | +9.5% | (+8.0%) |
| Peak Tramways | - | (-) | 1 | (0.25) | - | (-) |
| Total | 348 | (0.25) | 639 | (0.43) | +83.6% | (+72.0%) |

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

(2) Kowloon-Canton Railway (Ma On Shan Rail) came into operation on 21 December 2004.

Complaints and Suggestions on MTR and KCR Services during 2001 - 2005

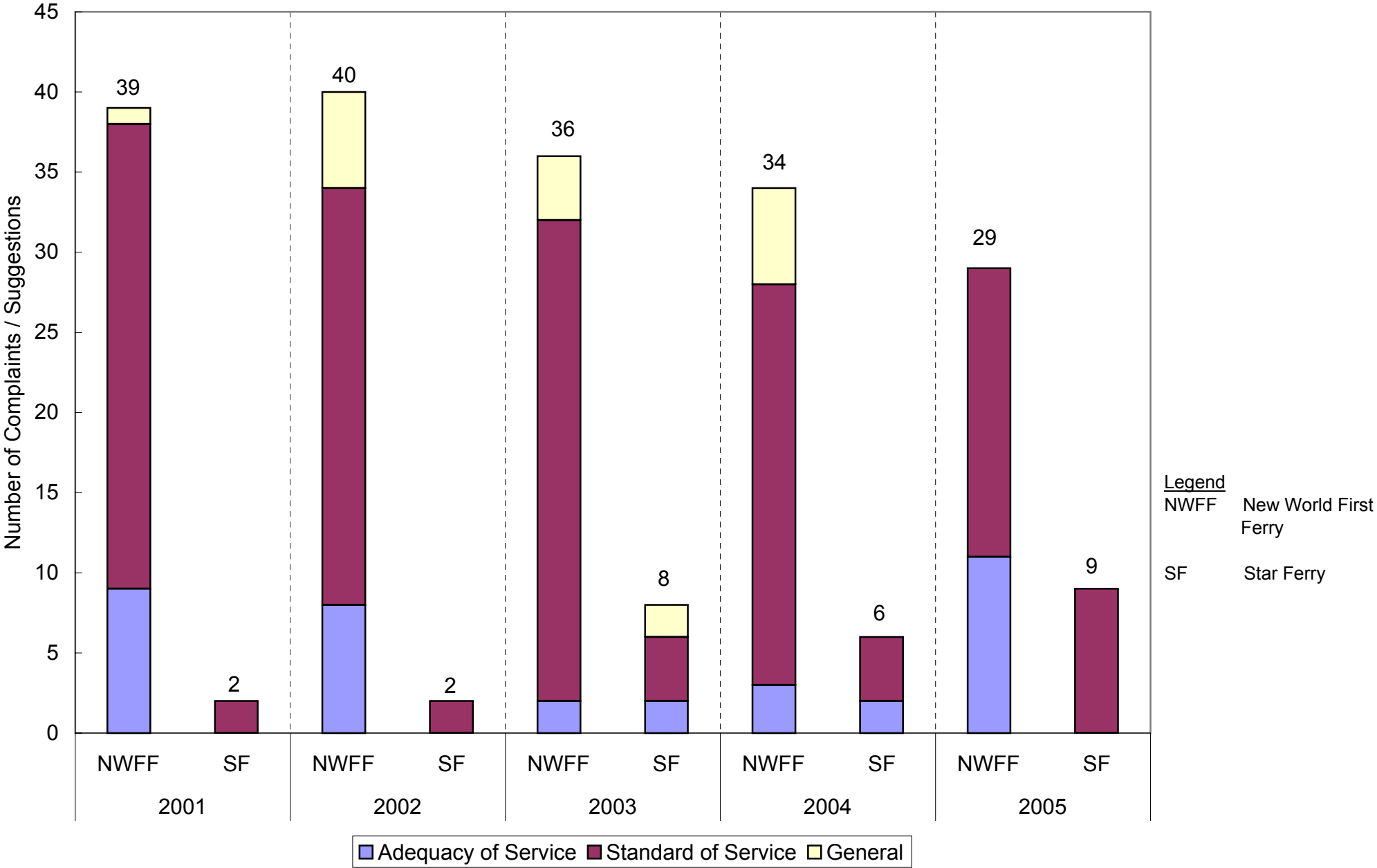


Breakdown of Complaints and Suggestions on the Services of Ferry Companies

| <u>Ferry Company</u> | <u>2004</u> | | <u>2005</u> | | <u>Difference</u> | |
|-----------------------------|--------------------|---------------|--------------------|---------------|--------------------------|----------------|
| New World First Ferry | 34 | (2.34) | 29 | (2.03) | -14.7% | (-13.2%) |
| 'Star' Ferry | 6 | (0.20) | 9 | (0.31) | +50.0% | (+55.0%) |
| Minor Ferries | 8 | (0.63) | 13 | (1.01) | +62.5% | (+60.3%) |
| Total | 48 | (0.85) | 51 | (0.91) | +6.3% | (+7.1%) |

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

Complaints and Suggestions on NWFF and SF Services during 2001 - 2005



Breakdown of Complaints and Suggestions on Traffic and Road Conditions

| <u>Nature of Complaints/Suggestions</u> | <u>2004</u> | <u>2005</u> | <u>Difference</u> |
|--|--------------------|--------------------|--------------------------|
| <u>Traffic Conditions</u> | | | |
| (a) Traffic congestion | 928 | 623 | -32.9% |
| (b) Traffic management | 389 | 307 | -21.1% |
| (c) Additional traffic signs and aids | 163 | 164 | +0.6% |
| (d) Parking facilities | 210 | 123 | -41.4% |
| Sub-total | 1 690 | 1 217 | -28.0% |
| <u>Road Maintenance</u> | | | |
| (a) Road conditions | 203 | 183 | -9.9% |
| (b) Traffic signs and aids | 244 | 162 | -33.6% |
| (c) Carriageway markings | 11 | 19 | +72.7% |
| Sub-total | 458 | 364 | -20.5% |
| <u>Enforcement</u> | | | |
| (a) Illegal parking | 1 190 | 1 185 | -0.4% |
| (b) Other enforcement matters | 1 248 | 1 363 | +9.2% |
| Sub-total | 2 438 | 2 548 | +4.5% |
| Total | 4 586 | 4 129 | -10.0% |

Breakdown of Complaints and Suggestions on Traffic and Road Conditions by District
(1.1.2005 - 31.12.2005)

| District Nature of Complaint/Suggestion | Hong Kong Island | | | | Kowloon | | | | | New Territories | | | | | | | | Others (e.g. general issues and tunnels 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 | 35 | 71 | 77 | 22 | 33 | 23 | 48 | 36 | 85 | 14 | 5 | 23 | 61 | 24 | 27 | 20 | 5 | 3 | 11 | 623 |
| (b) Traffic management | 25 | 26 | 21 | 8 | 15 | 11 | 24 | 17 | 44 | 7 | 9 | 20 | 22 | 15 | 16 | 8 | 11 | 5 | 3 | 307 |
| (c) Additional traffic signs and aids | 7 | 12 | 16 | 9 | 17 | 6 | 9 | 5 | 12 | 4 | 3 | 17 | 8 | 10 | 9 | 5 | 9 | 6 | - | 164 |
| (d) Parking facilities | 7 | 4 | 7 | 5 | 2 | 2 | 12 | 5 | 14 | 6 | 4 | 14 | 7 | 4 | 7 | 13 | 5 | 3 | 2 | 123 |
| Sub-total | 74 | 113 | 121 | 44 | 67 | 42 | 93 | 63 | 155 | 31 | 21 | 74 | 98 | 53 | 59 | 46 | 30 | 17 | 16 | 1217 |
| <u>Road Maintenance</u> | | | | | | | | | | | | | | | | | | | | |
| (a) Road conditions | 3 | 10 | 20 | 8 | 18 | 7 | 10 | 12 | 12 | 7 | 6 | 16 | 17 | 4 | 9 | 10 | 11 | 3 | - | 183 |
| (b) Traffic signs & aids | 14 | 16 | 13 | 4 | 14 | 3 | 16 | 13 | 18 | 6 | 6 | 12 | 9 | 3 | 6 | 5 | 3 | 1 | - | 162 |
| (c) Carriageway markings | 1 | 2 | 1 | - | 1 | 1 | 1 | - | 1 | 2 | - | 5 | 1 | - | 1 | - | 1 | 1 | - | 19 |
| Sub-total | 18 | 28 | 34 | 12 | 33 | 11 | 27 | 25 | 31 | 15 | 12 | 33 | 27 | 7 | 16 | 15 | 15 | 5 | - | 364 |
| <u>Enforcement</u> | | | | | | | | | | | | | | | | | | | | |
| (a) Illegal parking | 100 | 100 | 77 | 28 | 88 | 44 | 101 | 68 | 134 | 43 | 24 | 65 | 62 | 72 | 44 | 55 | 73 | 7 | - | 1185 |
| (b) Other enforcement matters | 78 | 136 | 119 | 46 | 85 | 32 | 112 | 86 | 155 | 27 | 23 | 65 | 84 | 75 | 76 | 100 | 28 | 6 | 30 | 1363 |
| Sub-total | 178 | 236 | 196 | 74 | 173 | 76 | 213 | 154 | 289 | 70 | 47 | 130 | 146 | 147 | 120 | 155 | 101 | 13 | 30 | 2548 |
| Total | 270 | 377 | 351 | 130 | 273 | 129 | 333 | 242 | 475 | 116 | 80 | 237 | 271 | 207 | 195 | 216 | 146 | 35 | 46 | 4129 |