

Transport Complaints Unit Report 2011

Overview of Complaints and Suggestions in 2011

In 2011, the Transport Complaints Unit (TCU) received 18 882 complaints and suggestions on transport and traffic matters, including 378 pure suggestions. The number of cases recorded an increase of 7.1 % as compared with 17 624 cases received in 2010. 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 2011 by category is as follows -

<u>Nature of Complaint/Suggestion</u>	<u>2010</u>	<u>2011</u>	<u>Difference</u>
Public Transport Services	14 606	16 492	+12.9%
Traffic Conditions	719	600	-16.6%
Road Maintenance	222	194	-12.6%
Enforcement	1 891	1 461	-22.7%
Miscellaneous	186	135	-27.4%
Total	17 624	18 882	+7.1%

2. In 2011, complaints and suggestions received through telephone accounted for 73% of the total. The remaining cases (27%) were received in the form of e-mail, fax, letter or TCU Complaint Form.

3. During the year, investigations into 18 321 cases (including some outstanding cases carried forward from the previous year) were completed. Of these, 11 402 (62%) were found to be substantiated, 821 (5%) unsubstantiated, and the remaining 6 098 (33%) 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 from 66% in 2010 to 62% in 2011. 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 29% in 2010 to 33% in 2011.

4. In 2011, relevant government departments and public transport operators took on board 125 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 the proponents of these suggestions who provided their contact details.

Public Transport Services

5. Public transport services remained the major area of concern. In 2011, 16 492 complaints and suggestions were received, accounting for about 87% of the total number of cases. Among these, 187 were pure suggestions. The number of cases in this category recorded an increase of 12.9% as compared with 14 606 cases in 2010. A breakdown of the complaints and suggestions by mode of transport is as follows -

<u>Mode of Transport</u>	<u>2010</u>		<u>2011</u>		<u>Difference</u>	
Franchised Bus Services (including feeder buses)	3 195	(2.32)	3 894	(2.82)	+21.9 %	(+21.6%)
Residents' Services	80	(0.99)	69	(0.81)	-13.8%	(-18.2%)
Green Minibuses	2 656	(4.85)	3 051	(5.47)	+14.9%	(+12.8%)
Red Minibuses	307	(2.24)	317	(2.39)	+3.3%	(+6.7%)
Taxis	7 997	(22.17)	8 789	(24.21)	+9.9%	(+9.2%)
Rail Transport	331	(0.20)	318	(0.18)	-3.9%	(-10.0%)
Ferries	40	(0.81)	54	(1.09)	+35.0%	(+34.6%)
Total	14 606		16 492		+12.9%	

(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 3 894 cases on franchised bus services in 2011, representing 2.82 complaints/suggestions per million passenger journeys. These figures represent increases of 21.9% and 21.6% respectively when compared with 3 195 cases and 2.32 complaints/suggestions per million passenger journeys in 2010. The increase was mainly attributable to more complaints/suggestions about regularity of service, driving behaviour and passenger services and facilities.

7. The TCU Sub-Committee noted that among these 3 894 complaints, 2 100 were about the services of the Kowloon Motor Bus Company (1933) Limited (KMB). In particular, the increase in the number of complaints against service irregularity might be attributable to the rise in KMB's lost trip rate, which, according to KMB, was primarily a result of more congested roads and shortage of bus drivers. The Transport Department (TD) has urged KMB to rectify the situation at their regular meetings with KMB's top management. Measures being undertaken by KMB to improve the situation and address the manpower shortage include reviving recruitment of full time and part-time bus captains, as well as re-employment of retired bus captains. TD will continue to keep the situation closely in view and actively follow up with KMB on the matter.

8. TD noted that the complaints about improper driving behaviour were related to bus stop skipping and the drivers' poor driving skills. To address the problems, bus companies have stepped up their outdoor monitoring and enhanced refresher training on driving safety for their bus captains.

9. TD always encourages and welcomes the use of new technologies by bus companies to provide passenger information. KMB, Citybus Limited (Citybus) (Franchise 1) and New World First Bus Services Limited (NWFB) have launched mobile phone applications (apps) for this purpose. Apart from providing general bus route information (such as fares, routes, maps and schedules), the apps enable a mobile phone to detect bus stops within a radius of about 200 metres through the Global Positioning System (GPS) for passengers' convenience.

10. TD will continue to monitor the bus services through site surveys and passenger feedback to ensure that all franchised bus operators adhere strictly to the schedules and improve services to meet passenger demand. The public transport operators are also encouraged to participate actively in the testing of

the latest applications of mobile communication technologies and to use advanced information technology systems to enhance their services to the public.

11. A breakdown of the 3 894 cases by individual bus companies/services is at Appendix 5. The complaints and suggestions on the services of the three major franchised bus companies are highlighted below -

- KMB – The number of complaints/suggestions per million passenger journeys increased by 29.7% from 1.95 in 2010 to 2.53 in 2011. As regards the 2 100 cases received in 2011, they were mainly about regularity of service (893), passenger services and facilities (472) and improper driving behaviour (237).
- Citybus (Franchise 1) – The number of complaints/suggestions per million passenger journeys increased by 21.8% from 2.11 in 2010 to 2.57 in 2011. As regards the 379 cases received in 2011, they were mainly about regularity of service (96), passenger services and facilities (96) and improper driving behaviour (87).
- NWFB – The number of complaints/suggestions per million passenger journeys decreased by 15.2% from 3.22 in 2010 to 2.73 in 2011. As regards the 318 cases received in 2011, they were mainly about regularity of service (100), passenger services and facilities (99) and conduct and performance of staff (46).

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

Residents' Services

13. Residents' services provide services primarily during 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.

14. There were 69 cases on residents' services in 2011, representing 0.81 complaints/suggestions per million passenger journeys. These figures represent decreases of 13.8% and 18.2% respectively when compared with 80 cases and 0.99 complaints/suggestions per million passenger journeys in 2010. A detailed breakdown of the 69 cases is at Appendix 7.

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

Public Light Bus Services

16. There were 3 368 cases on public light bus (PLB) services in 2011, representing 4.87 complaints/suggestions per million passenger journeys. These figures represent increases of 13.7% and 12.7% respectively when compared with 2 963 cases and 4.32 complaints/suggestions per million passenger journeys in 2010.

Green Minibus Services

17. 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.

18. In 2011, there were 3 051 complaints/suggestions on GMB services, accounting for 91% of all PLB cases received. The number of complaints/suggestions per million passenger journeys was 5.47. These figures represent increases of 14.9% and 12.8% respectively when compared with 2 656 cases and 4.85 complaints/suggestions per million passenger journeys in 2010. A detailed breakdown of the 3 051 cases is at Appendix 9.

Red Minibus Services

19. Red minibuses (RMB) are subject to the control of the Road Traffic (Public Service Vehicles) Regulations.

20. In 2011, there were 317 complaints/suggestions on RMB services, accounting for 9% of all PLB cases received. The number of complaints/suggestions per million passenger journeys was 2.39. These figures represent increases of 3.3% and 6.7% respectively when compared with 307 cases and 2.24 complaints/suggestions per million passenger journeys in 2010. A detailed breakdown of the 317 cases is at Appendix 10.

21. Comparisons of the complaints and suggestions on GMB and RMB services in the past five years are at Appendix 11.

22. The TCU Sub-Committee noted that the increase in the number of complaints about regularity of service against GMBs might be attributable to a reduction in trips operated during the peak hours, which was likely caused by difficulty in recruiting sufficient PLB drivers, traffic congestion and road works. For repeated complaints on particular GMB routes, TD had interviewed the GMB operators concerned to find out the causes and implemented remedial measures (e.g. adjustment to frequency, dispatch of short-working trips, re-routeing to avoid congested roads, better vehicle deployment and strengthening staff supervision).

23. TD has continued to implement various measures to promote the provision of safe, quality and customer-oriented PLB services. The measures included: publication of the PLB Newsletter, provision of workshops for PLB drivers to enhance safe driving and customer service, and appeals to the PLB associations and operators to promote safe driving and quality service.

24. With effect from June 2010, all PLBs are required to be installed with speed limiters with a pre-set speed of 80 km/h through the addition of a new condition in their vehicle licence and passenger service licence. By the end of 2011, all licensed PLBs have completed the installation. With a view to further enhancing the safety of PLB operation and the quality of PLB services, the Road Traffic (Amendment) (No. 2) Bill 2011 was introduced into the Legislative Council in July 2011, bringing in more measures to control and regulate the travelling speed of PLBs and to deter inappropriate driving behaviour of PLB drivers.

Taxi Services

25. Taxi services remained one of the major areas of complaints in 2011. There were 8 789 cases, accounting for 53% of all the cases on public transport services. The number of complaints/suggestions per million passenger journeys was 24.21, the highest amongst all types of public transport services. These figures represent increases of 9.9% and 9.2% when compared with 7 997 cases and 22.17 complaints/suggestions per million passenger journeys in 2010. The increase was mainly attributable to more complaints about taxi driver malpractice (especially those related to drivers' conduct and performance and failing to take the most direct route). A detailed breakdown of the 8 789 cases is at Appendix 12.

26. Of the 8 789 cases received, 8 559 (97%) 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, 1 789 such cases (21%) were referred to the Police. In 2011, the Police completed the investigation of 1 942 cases referred to them during the year or the year before. A breakdown of the results is at Appendix 13.

27. A comparison of the complaints and suggestions on taxi services in the past five years is at Appendix 14.

28. The TCU Sub-Committee noted that TD and the Quality Taxi Services Steering Committee (QTSSC) chaired by Mr Jimmy Poon Wing-fai, a Transport Advisory Committee member, have introduced a number of measures to improve the service standard of the taxi trade. On driver education, TD and QTSSC promulgated a set of service standards to taxi drivers, produced self-learning programmes on languages and taxi operation, and periodically published Taxi Newsletters for drivers with a view to refreshing and enhancing their attitude and ability in providing high standard service.

29. On driver morale, QTSSC has started to commend those taxi drivers providing good service through its Taxi Driver Commendation Scheme since 2001. As at the end of 2011, some 6 500 taxi drivers have been commended under the scheme. TD and QTSSC have enhanced the scheme in 2010 to provide more incentives for taxi drivers to improve service quality and facilitate passengers in identifying those drivers who provide quality service. The enhancements included displaying posters at taxi stands, issuing letters to taxi associations to invite the participation of their drivers, and broadcasting of the scheme on radio, etc.

30. On assistance to taxi passengers, TD provides update taxi information at the airport, major cross-boundary points and major taxi stands by means of information boards, LED displays and information flyers. Furthermore, TD continues to designate more taxi stands and taxi pick-up/drop-off points for meeting passengers' expectation for point to point service when travelling by taxi.

Rail Services

31. There were 318 cases on rail services in 2011, representing 0.18 complaints/suggestions per million passenger journeys. These figures represent decreases of 3.9% and 10% respectively when compared with 331 cases and 0.2 complaints/suggestions per million passenger journeys in 2010. There were 298 cases on the services of MTR Corporation Limited (MTRCL), accounting for 94% of all cases on rail services received.

32. The TCU Sub-Committee also noted that the MTRCL has implemented improvement measures on passenger facilities which included: measures introduced at MTR stations to enhance communication with passengers in the event of train service suspensions; and Automatic Platform Gates installed at eight at-grade and above-ground stations for enhancing safety.

33. TD will continue to closely monitor the level of train service provided, the achievement of performance requirements and the effectiveness of contingency transport arrangements during train service disruption, and work with MTRCL to explore further improvement measures if necessary.

34. A breakdown of the 318 cases by individual railway companies is at Appendix 15. 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 10.5% from 0.19 in 2010 to 0.17 in 2011. As regards the 259 cases received in 2011, they were mainly about passenger services and facilities (159) and frequency/carrying capacity (25).
- Light Rail – The number of complaints/suggestions per million passenger journeys in 2011 was 0.24, same as that of 2010. As regards the 39 cases received in 2011, they were mainly about improper driving behaviour (11).

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

Ferry Services

36. There were 54 cases on ferry services in 2011, representing 1.09 complaints/suggestions per million passenger journeys. These figures represent increases of 35% and 34.6% respectively when compared with 40 cases and 0.81 complaints/suggestions per million passenger journeys recorded in 2010.

37. A breakdown of the 54 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 Limited (NWFF) – The number of complaints/suggestions per million passenger journeys increased by 48 % from 1.02 in 2010 to 1.51 in 2011.
- The ‘Star’ Ferry Company Limited (‘Star’ Ferry) – The number of complaints/suggestions per million passenger journeys increased by 5.9% from 0.17 in 2010 to 0.18 in 2011.

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

Traffic and Road Conditions

39. In 2011, there were 2 255 complaints and suggestions about traffic and road conditions, including 175 pure suggestions. The number of cases received represents a decrease of 20.4% as compared with 2 832 cases in 2010. Detailed breakdowns of the cases by category and by district are at Appendices 19 and 20 respectively.

Traffic Conditions

40. In 2011, 600 complaints and suggestions about traffic conditions were received, accounting for about 3% of the total number of cases. The

number of cases in this category recorded a decrease of 16.6% as compared with 719 cases in 2010.

41. Of the 600 cases received, 262 (44%) were related to traffic congestion. This represents a decrease of 18.4% as compared with 321 cases in 2010. Factors contributing to complaints about traffic congestion in 2011 are broken down as follows -

<u>Factor</u>	<u>No. of Complaints</u>		<u>Difference</u>
	<u>2010</u>	<u>2011</u>	
Traffic management	125	117	-6.4%
Vehicle obstruction	79	32	-59.5%
Road works	59	65	+10.2%
Others	58	48	-17.2%
Total	321	262	-18.4%

42. In 2011, districts which attracted relatively more complaints about traffic congestion were -

<u>District</u>	<u>No. of Complaints</u>		<u>Difference</u>
	<u>2010</u>	<u>2011</u>	
Central & Western	42	31	-26.2%
Wan Chai	33	26	-21.2%
Yau Tsim Mong	34	25	-26.5%
Sha Tin	17	25	+47.1%

43. 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 action. The TCU Sub-Committee noted that TD had taken the following measures to alleviate traffic congestion in 2011 -

- (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 and relocation/cancellation of on-street parking spaces, bus stops or taxi stands to increase road capacity;
- (h) provision of lay-bys to facilitate loading/unloading activities; and
- (i) launching of publicity campaign to promote driver discipline so as to reduce vehicle obstruction.

44. In 2011, there were 186 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 recorded a decrease of 22.2 % as compared with 239 cases in 2010.

45. Besides, TCU received 94 requests for additional traffic signs and aids in 2011. This represents an increase of 2.2% as compared with 92 cases received in 2010.

46. There were also 58 complaints and suggestions on parking facilities in 2011, representing a decrease of 13.4% as compared with 67 cases in 2010.

Road Maintenance

47. In 2011, 194 complaints and suggestions about road maintenance were received, accounting for about 1% of the total number of cases. The number of cases in this category recorded a decrease of 12.6% as compared with 222 cases in 2010. All the complaints were referred to the Highways Department or other relevant departments for investigation and remedial action.

Enforcement

48. In 2011, 1 461 complaints about enforcement matters were received, accounting for about 8% of the total number of cases. The number of complaints in this category recorded a decrease of 22.7% as compared with 1 891 complaints in 2010.

49. Complaints about enforcement matters were mainly related to illegal parking and motorists/pedestrians failing to comply with traffic regulations. All the complaints were referred to the Police for further investigation. Some cases were also referred to 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

50. Among the 18 882 complaints and suggestions received in 2011, 2 826 (15%) were related to road safety matters. A breakdown of these cases is as follows -

	<u>No. of Complaints/Suggestions</u>
Public Transport Services	1 968
Traffic Management	109
Road Maintenance	83
Enforcement	666
Total	<u>2 826</u>

51. 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. condition of vehicles, location of stops) might pose danger to passengers and other road users.

52. As regards traffic management, the complainants were mainly concerned that sight-line obstruction caused by various objects, inadequate crossing facilities for pedestrians and inadequate traffic signs/aids/road markings might lead to traffic accidents.

53. On road maintenance, the complainants were mostly concerned about defective traffic lights, damaged road surface and inadequate traffic signs/aids for road works that might give rise to traffic accidents.

54. Regarding enforcement, there were 255 complaints about illegal parking which caused obstruction and posed danger to motorists and pedestrians. There were also 411 complaints about motorists/pedestrians failing to observe traffic regulations (e.g. jumping red lights, disobeying traffic signs/schemes, changing lanes abruptly) and posing danger to other road users.

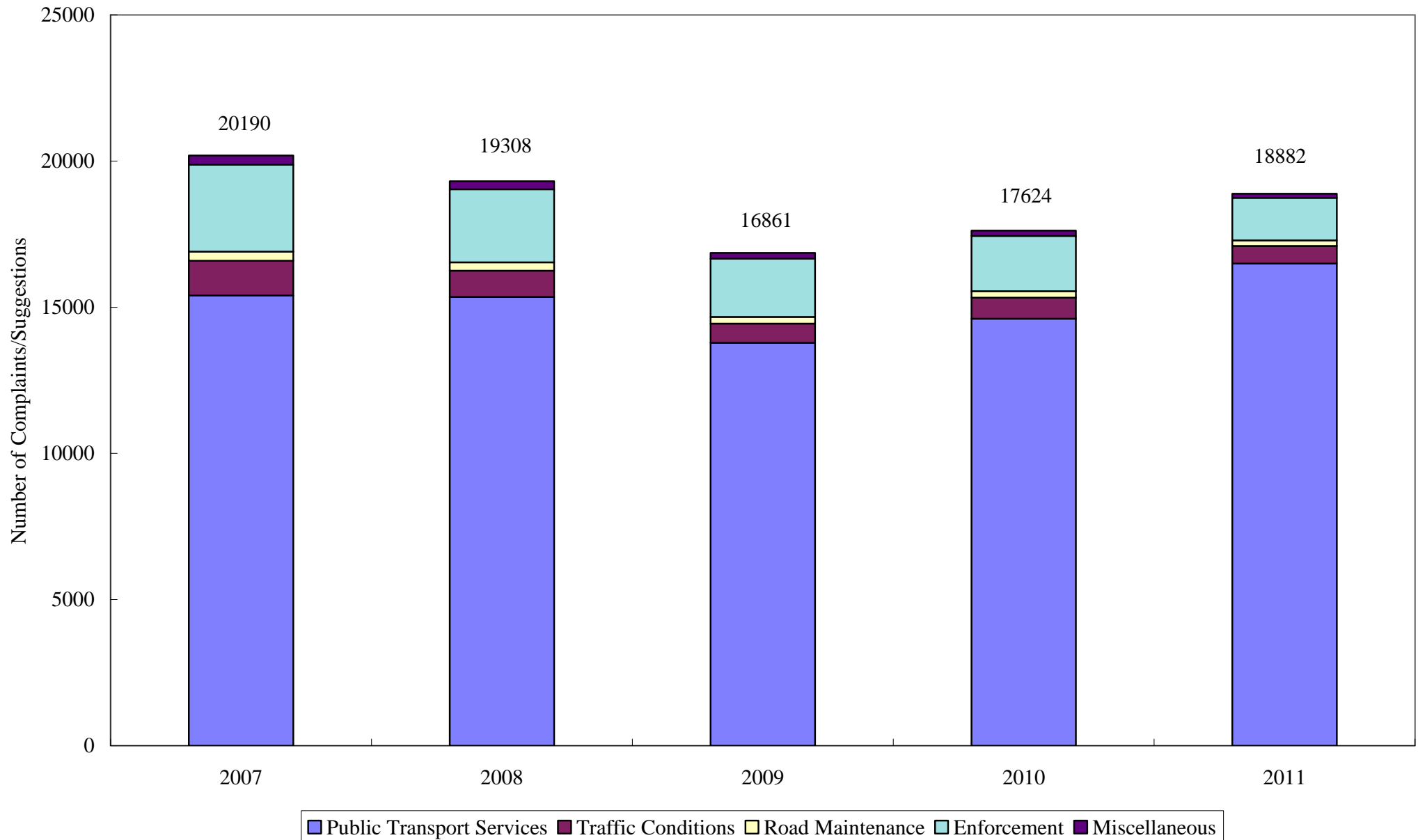
55. All the complaints and suggestions on road safety matters were referred to TD, the Police, other relevant departments or the public transport operators concerned for investigation and follow-up action. The response of the departments/operators was generally positive. Improvement measures were/would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

Complaints and Suggestions Received by TCU during 2007 - 2011

<u>Nature of Complaint/Suggestion</u>	<u>2007</u>		<u>2008</u>		<u>2009</u>		<u>2010</u>		<u>2011</u>	
I. Public Transport Services										
(a) Adequacy of service	897	[69]	820	[69]	747	[45]	734	[84]	775	[109]
(b) Standard of service	13 863	[20]	13 932	[26]	12 538	[18]	13 455	[27]	15 355	[52]
(c) General	642	[19]	600	[19]	495	[15]	417	[11]	362	[26]
	15 402	[108]	15 352	[114]	13 780	[78]	14 606	[122]	16 492	[187]
II. Traffic Conditions										
(a) Traffic congestion	663		484		279		321	[1]	262	[13]
(b) Traffic management	255	[16]	232	[26]	226	[35]	239	[34]	186	[65]
(c) Additional traffic signs and aids	126	[15]	99	[19]	83	[8]	92	[20]	94	[55]
(d) Parking facilities	140	[29]	82	[8]	74	[14]	67	[8]	58	[24]
	1 184	[60]	897	[53]	662	[57]	719	[63]	600	[157]
III. Road maintenance										
(a) Road conditions	167	[1]	129	[2]	131		115		79	[6]
(b) Traffic signs and aids	137		141	[2]	84		96	[1]	98	[2]
(c) Carriageway markings	14		21	[1]	12	[1]	11	[1]	17	[2]
	318	[1]	291	[5]	227	[1]	222	[2]	194	[10]
IV. Enforcement										
(a) Illegal parking	1 492		1 418		1 000		1 048		828	[2]
(b) Other enforcement matters	1 476		1 082		995	[1]	843	[1]	633	[6]
	2 968		2 500		1 995	[1]	1 891	[1]	1 461	[8]
V. Miscellaneous	318	[17]	268	[14]	197	[26]	186	[24]	135	[16]
Total	20 190	[186]	19 308	[186]	16 861	[163]	17 624	[212]	18 882	[378]

Note : 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 2007 - 2011



Summary of Results of Investigations into Complaints and Suggestions
(January – December 2011)

Outcome of Investigation Nature of Complaint/ Suggestion					
	A1	A2	B	C	Total
I. Public Transport Services					
(a) Adequacy of service	57	440	138	1	636
(b) Standard of service	3 313	5 218	354	5 997	14 882
(c) General	199	107	57	4	367
	3 569	5 765	549	6 002	15 885
II. Traffic Conditions					
(a) Traffic congestion	95	149	14	2	260
(b) Traffic management	50	40	108	-	198
(c) Additional traffic signs/aids	30	6	54	-	90
(d) Parking facilities	12	15	30	-	57
	187	210	206	2	605
III. Road Maintenance					
(a) Road conditions	59	8	7	1	75
(b) Traffic signs and aids	68	1	25	-	94
(c) Carriageway markings	9	-	5	-	14
	136	9	37	1	183
IV. Enforcement					
(a) Illegal parking	693	143	2	2	840
(b) Other enforcement matters	320	235	9	91	655
	1 013	378	11	93	1 495
V. Miscellaneous	91	44	18	-	153
Total	4 996 (27%)	6 406 (35%)	821 (5%)	6 098 (33%)	18 321 (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 on Public Transport Services
(January – December 2011)**

Outcome of Investigation Mode of Transport	A1	A2	B	C	Total
The Kowloon Motor Bus Company (1933) Limited	703	1 099	171	21	1 994
Citybus Limited (Franchise 1)	192	136	34	4	366
Citybus Limited (Franchise 2)	38	30	9	1	78
The New World First Bus Services Limited	131	166	31	3	331
The New Lantao Bus Company (1973) Limited	18	3	4	-	25
Long Win Bus Company Limited	18	69	5	1	93
Cross-harbour Bus Services	383	308	78	5	774
MTR Feeder Bus	20	37	3	-	60
Residents' Services	28	16	7	2	53
Green Minibus	1 521	692	55	45	2 313
Red Minibus	276	24	25	27	352
Taxi	144	2 962	20	5 893	9 019
Mass Transit Railway Corporation Limited (Excluding Light Rail)	51	159	89	-	299
Mass Transit Railway Corporation Limited (Light Rail)	22	23	11	-	56
The Hongkong Tramways Limited	8	16	1	-	25
Peak Tramways Company Limited	-	1	-	-	1
New World First Ferry Services Limited	2	8	1	-	11
The 'Star' Ferry Company Limited	1	1	3	-	5
Minor Ferries	13	15	2	-	30
Total	3 569 (23%)	5 765 (36%)	549 (3%)	6 002 (38%)	15 885 (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 Government Departments/Public Transport Operators in 2011**

I. Public Transport Services

Hong Kong Island

- Add markings/signs for queuing at bus stops at Hennessy Road, King's Road and Des Voeux Road Central to facilitate orderly queuing.
- Remove railings at Chi Fu Road to facilitate bus passengers' access.

Kowloon

- Install a shelter at a bus stop at Yen Chow Street West to facilitate passengers' queuing.
- Add a taxi pick-up/drop-off point at King Tung Street to facilitate passengers travelling by taxis.
- Modify railings at bus terminus at Tsim Sha Tsui East to facilitate passengers' access.
- Remove railings at bus stops at Shek Tong Street and Lai Chi Kok Road to facilitate passengers' access.
- Provide barrier-free access at Laguna City Public Transport Interchange to facilitate disabled passengers' access.

II. Traffic Management

Hong Kong Island

- Increase the vehicular green time of traffic lights at the following locations to alleviate traffic congestion/improve traffic flow : Western Street, Bonham Road, Harcourt Road, Tai On Street, Shing On Street, King's Road, Eastern Hospital Road, Sands Street, Causeway Road, Tung Lo Wan Road, Connaught Road Central, Pok Fu Lam Road, Victoria Road and Caine Road.

- Increase the pedestrian green time of traffic lights at the following locations to facilitate pedestrians crossing the roads : Queen’s Road Central, Queen’s Road West, Hoi Chak Street and Bonham Road.
- Revise the audible signal settings of traffic lights at King’s Road to facilitate visually-impaired pedestrians crossing the roads.
- Adjust the settings of traffic lights at the junction of Tai Hang Road and Tai Hang Drive to alleviate traffic congestion.
- Synchronise traffic lights at Tai Hong Street, King’s Road and Tung Lo Wan Road to alleviate traffic congestion/ improve traffic flow.
- Add/relocate traffic lights and modify the signal aspects at the junction of Bonham Road and Pok Fu Lam Road to improve road safety.
- Extend “No Stopping Restriction” at Mercury Street to prevent vehicle obstruction.
- Extend the effective hours of “No Stopping Restriction” at Nam Fung Road to improve road safety.
- Impose “No Stopping Restriction” at Ka Wai Man Road and Castle Road to prevent vehicle obstruction.
- Add a traffic sign at Pok Fu Lam Road to remind motorists of the speed limit.
- Add a traffic sign at Hennessy Road to remind motorists of traffic lights ahead.
- Add a traffic sign and road markings at Aldrich Bay Road to better guide motorists.
- Erect warning signs at Spring Garden Lane to remind motorists and pedestrians of reversing vehicles.
- Relocate traffic signs at Taikoo Shing Road to improve the sight-line of motorists.
- Add a double white line at Leighton Road to deter U-turning activities.
- Extend a double white line at Victoria Park Road to regulate lane-cutting activities.
- Add a “Slow” road marking and a double white line at Nam Fung Road to improve road safety.

- Add a road marking at Tin Hau Temple Road to remind motorists to slow down.
- Add road markings at Aberdeen Tunnel to better guide motorists.
- Add road markings at Comfort Terrace to remind pedestrians to watch out for traffic.
- Modify road makings at Bonham Road and Shau Kei Wan Road to improve road safety.
- Add “Keep Clear” road markings at the following locations to prevent vehicle obstruction : South Bay Close, Cadogan Street and Gloucester Road.
- Add dropped kerbs, tactile warning strips and road markings at Ap Lei Chau Estate Bus Terminus to facilitate disabled pedestrians’ access.
- Modify railings at Gloucester Road to improve the sight-line of motorists.
- Prohibit left-turning movements of vehicles from King’s Road to Health Street East to improve traffic flow.
- Add parking spaces for motorcycles at Yip Hing Street to facilitate parking of motorcycles.

Kowloon

- Increase the vehicular green time of traffic lights at Jordan Road to improve traffic flow.
- Increase the pedestrian green time of traffic lights at the following locations to facilitate pedestrians crossing the roads : Lai Wan Road, Sham Mong Road, Tat Chee Avenue and Tung Tau Tsuen Road.
- Extend the intergreen time of a traffic light at Prince Edward Road West to improve road safety.
- Modify the mode of operation of a traffic light at the junction of Mei Lai Road and Cheung Sha Wan Road to improve traffic flow.
- Modify the mode of operation of traffic lights at Middle Road and Tung Chau Street to facilitate pedestrians crossing the roads.
- Shorten the pedestrian intergreen time of traffic lights at Choi Hung Road to facilitate pedestrians crossing the road.

- Extend the effective hours of “No Stopping Restriction” at Kai Wah Street to prevent vehicle obstruction.
- Impose “No Stopping Restriction” at Wong Tai Sin Road, Yee On Street and the junction of Pitt Street and Portland Street to prevent vehicle obstruction.
- Add a “No Left Turn” traffic sign at Nathan Road to remind motorists.
- Add “No U-turn” traffic signs at the junction of Tung Chau Street and Fat Tseung Street to remind motorists.
- Enlarge a traffic sign at Nam Cheong Street to alert motorists of bus-only lane ahead.
- Add a traffic sign and road markings at Hoi Fan Road to remind motorists and pedestrians to watch out for pedestrians/traffic.
- Relocate a traffic sign at Cheung Sha Wan Road to improve the sight-line of motorists.
- Add road markings and traffic signs at Hoi Lai Street to prevent vehicle obstruction.
- Add road markings at Lai Chi Kok Road to better guide motorists.
- Add road markings and modify a direction sign at Tung Chau Street to better guide motorists.
- Add road markings at Yue Man Square, Wui Cheung Road and Fuk Wa Street to better guide motorists/prevent vehicle obstruction.
- Shorten a solid-cum-broken white line at Prince Edward Road East to facilitate lane-changing activities.
- Relocate a pedestrian crossing at Argyle Street to improve road safety.
- Add a signalised pedestrian crossing at Sau Mau Ping Road to facilitate pedestrians crossing the road.
- Install railings/bollards at King Tung Street, Yau Shun Street and Sheung Yee Road to deter illegal parking.
- Cancel a bus stop at Austin Road West to improve road safety.
- Relocate a lamp pole at Cornwall Street to improve the sight-line of motorists.

- Widen the pavement at the junction of Kiu Kiang Street and Fuk Wa Street to improve road safety.
- Delete a parking space for goods vehicle at Bedford Road to facilitate loading/unloading activities.

New Territories

- Increase the vehicular green time of traffic lights at the following locations to alleviate traffic congestion : Po Heung Street, Nam Wan Road, Sha Tau Kok Road – Lung Yeuk Tau and Ma Sik Road.
- Increase the pedestrian green time of traffic lights at Ping Che Road and Kwun Tsing Road to facilitate pedestrians crossing the roads.
- Modify the setting of a traffic light at the junction of Wang Tat Road and Fung Chi Road to improve road safety.
- Relax “No Stopping Restriction” at a lay-by at Hang Tai Road to facilitate loading/unloading activities.
- Extend “No Stopping Restriction” at Sha Tsui Road and Tong Tak Street to prevent vehicle obstruction.
- Impose “No Stopping Restriction” at San Ping Circuit to prevent vehicle obstruction.
- Add traffic signs at Castle Peak Road – Castle Peak Bay to remind motorists of the bus-only lane ahead.
- Add a “No Left Turn” traffic sign at Castle Peak Road – Castle Peak Bay to remind motorists.
- Add a “No Left or Right Turn for New Territories Taxis” traffic sign at Wan Po Road to remind taxi drivers.
- Add “No U-turn” traffic signs at Tuen Hing Road to remind motorists.
- Add traffic signs at Yuk Tai Street to remind motorists of the one-way traffic.
- Add traffic signs and road markings at Chiu Shun Road to remind motorists to slow down before the pedestrian crossing.
- Add traffic signs and road markings at Choi Ming Street and a lay-by at Man Kuk Lane to prevent vehicle obstruction.

- Add a “Keep Clear” road marking at Lo Tak Court to prevent vehicle obstruction.
- Convert road markings at Tong Ming Street from “Turn Right” to “Straight Ahead and Turn Right” to improve traffic flow.
- Modify road markings and add a double white line at Chui Ling Road to improve road safety.
- Shift backward a stop line at Fuk Hang Tsuen Road to facilitate turning movements of vehicles at the junction with Castle Peak Road – Lam Tei.
- Add a right-turning pocket at Tsing Lun Road to improve road safety.
- Shorten the effective hours of the bus-only lane at a slip road to Tate’s Cairn Highway to facilitate motorists’ access.
- Install railings at Science Park Road to deter illegal parking on pavement.
- Install railings at MTR Wu Kai Sha Station to prevent jaywalking.
- Remove railings at Kwok Shui Road to facilitate pedestrians' access.
- Add a yellow beacon at the junction of Yau Pok Road and Castle Peak Road – Tam Mei to remind motorists of the pedestrian crossing ahead.
- Install bollards at the footpath between Kong Yau Road and Fung Kam Street to prevent cycling on pavement.
- Install road humps and warning signs at So Kwun Wat Tsuen Road to remind motorists to slow down.
- Relocate a green minibus stop at Sha Tsui Road to improve road safety.
- Add parking spaces for motorcycles at MTR Kam Sheung Road Station to facilitate parking of motorcycles.
- Convert non-metered parking spaces to metered parking spaces at Shek Kok Road car park to deter illegal parking.

Complaints and Suggestions on Public Transport Services in 2011

Legend

KMB	The Kowloon Motor Bus Company (1933) Limited
CTB1	Citybus Limited (Franchise 1)
CTB2	Citybus Limited (Franchise 2)
FB	The New World First Bus Services Limited
NLB	The New Lantau Bus Company (1973) Limited
LWB	Long Win Bus Company Limited
XHT	Cross-harbour Bus Services
MTRF	MTR Feeder Bus
RS	Residents' Services
GMB	Green Minibus
RMB	Red Minibus
MTR (Non-LR)	Mass Transit Railway Corporation Limited (excluding Light Rail)
MTR (LR)	Mass Transit Railway Corporation Limited (Light Rail)
HT	The Hongkong Tramways Limited
PT	Peak Tramways Company Limited
FF	New World First Ferry Services Limited
SF	The 'Star' Ferry Company Limited
MF	Minor Ferries

* Including taximeter irregularities

Including 609 complaints from 113 complainants about audio-visual broadcasting on public transport vehicles

Nature of Complaint/Suggestion	Mode	Vehicular Transport												Rail Transport				Waterborne Transport			Total/ Sub- total
		Bus Services								RS	GMB	RMB	Taxi	MTR (Non-LR)	MTR (LR)	HT	PT	FF	SF	MF	
		KMB	CTB1	CTB2	FB	NLB	LWB	XHT	MTRF												
(A) <u>Adequacy of Service</u>																					
(1) Frequency/carrying capacity		95	15	14	6	1	12	57	8	3	310	-	-	25	2	1	1	2	-	4	556
(2) Routeing		49	2	5	2	-	1	13	-	2	30	-	-	3	1	-	-	-	-	-	108
(3) Hours of operation		8	2	4	1	-	-	5	-	1	6	-	-	-	-	-	-	-	-	1	28
(4) Provision of stops		29	5	1	4	-	-	10	-	2	32	-	-	-	-	-	-	-	-	-	83
Sub-total		181	24	24	13	1	13	85	8	8	378	-	-	28	3	1	1	2	-	5	775
(B) <u>Standard of Service</u>																					
(1) Regularity of service		893	96	21	100	-	52	306	24	12	639	-	-	15	5	3	-	5	-	8	2179
(2) Adherence to routeing		7	3	-	-	1	-	3	-	5	130	1	1511	-	-	-	-	-	-	-	1661
(3) Improper driving behaviour		237	87	13	39	5	10	90	10	17	672	169	1095	14	11	7	-	1	1	1	2479
(4) Conduct & performance of staff (including drivers)		214	41	12	46	11	12	102	12	8	1004	82	4309	18	6	1	-	2	-	2	5882
(5) Overcharging		9	-	1	3	-	-	3	-	-	51	8	1644 *	-	-	-	-	-	-	-	1719
(6) Cleanliness		8	2	-	2	-	-	4	-	1	20	-	9	-	-	-	-	-	-	2	48
(7) Conditions of vehicles/vessels		40	17	5	7	1	2	17	4	4	34	7	38	10	4	3	-	2	-	6	201
(8) Passenger services & facilities		472	96	9	99	1	4	210	-	11	74	4	32	159	6	2	-	4	1	2	1186 #
Sub-total		1880	342	61	296	19	80	735	50	58	2624	271	8638	216	32	16	-	14	2	21	15355
(C) <u>General</u>		39	13	1	9	1	1	18	-	3	49	46	151	15	4	2	-	4	2	4	362
Total this year		2100	379	86	318	21	94	838	58	69	3051	317	8789	259	39	19	1	20	4	30	16492
Grand-total		(3894)								(12226)				(318)				(54)			
Total previous year		1636	298	66	368	38	67	690	32	80	2656	307	7997	273	37	21	-	13	4	23	14606

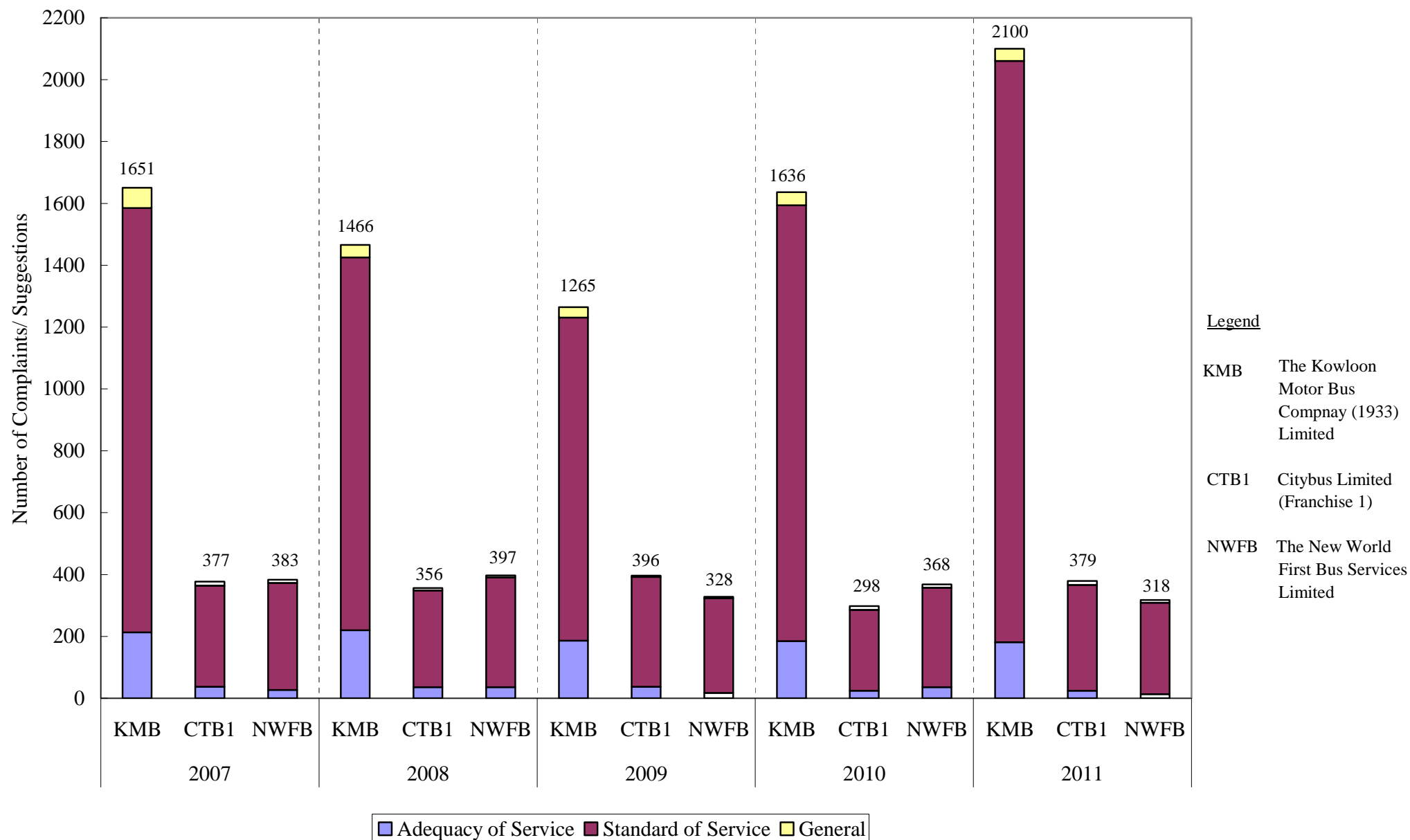
Complaints and Suggestions on Franchised Bus Services

<u>Bus Company/ Services</u>	<u>2010</u>		<u>2011</u>		<u>Difference</u>	
The Kowloon Motor Bus Company (1933) Limited (KMB)	1	636 (1.95)	2	100 (2.53)	+28.4%	(+29.7%)
Citybus Limited (Franchise 1) (Citybus)		298 (2.11)		379 (2.57)	+27.2%	(+21.8%)
Citybus Limited (Franchise 2) (Citybus)		66 (2.93)		86 (3.67)	+30.3%	(+25.3%)
The New World First Bus Services Limited (NWFB)		368 (3.22)		318 (2.73)	-13.6%	(-15.2%)
The New Lantao Bus Company (1973) Limited		38 (1.99)		21 (1.00)	-44.7%	(-49.7%)
Long Win Bus Company Limited		67 (2.28)		94 (3.11)	+40.3%	(+36.4%)
Cross-harbour Bus Services		690 (3.46)		838 (4.15)	+21.4%	(+19.9%)
MTR Feeder Bus Services		32 (0.60)		58 (1.02)	+81.3%	(+70.0%)
Total	3	195 (2.32)	3	894 (2.82)	+21.9%	(+21.6%)

Notes : (1) Figures for complaints/suggestions per million passenger journeys 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 KMB, Citybus and NWFB.

Complaints and Suggestions on KMB, CTB1 and NWFB Services during 2007 - 2011

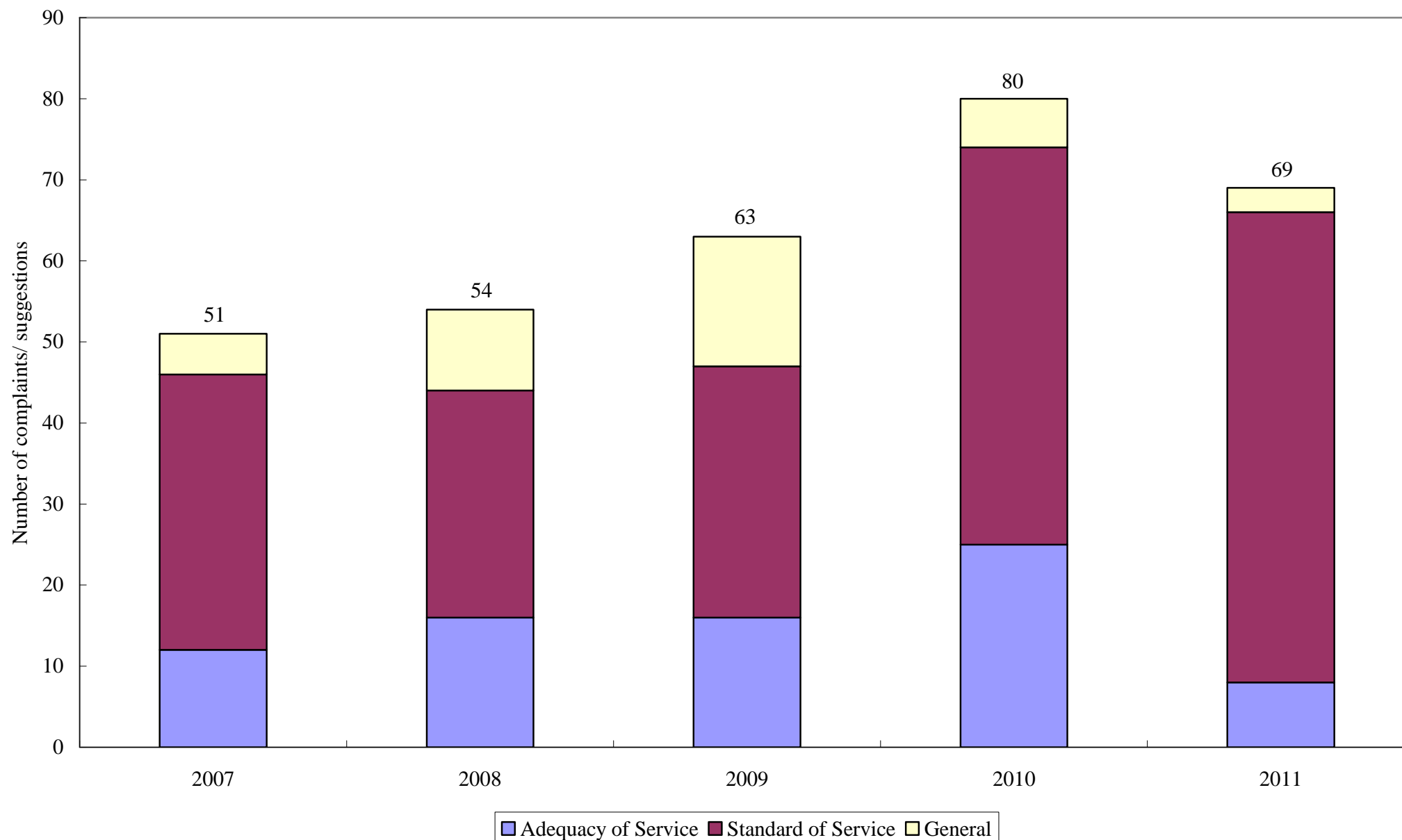


Complaints and Suggestions on Residents' Services

<u>Nature of Complaint/Suggestion</u>	<u>2010</u>	<u>2011</u>	<u>Difference</u>
(A) Adequacy of Service			
(1) Frequency	16	3	-81.3%
(2) Routeing	4	2	-50.0%
(3) Hours of operation	1	1	-
(4) Provision of stops	4	2	-50.0%
Sub-total	25	8	-68.0%
(B) Standard of Service			
(1) Regularity of service	18	12	-33.3%
(2) Adherence to routeing	2	5	+150.0%
(3) Improper driving behaviour	15	17	+13.3%
(4) Conduct and performance of staff (including drivers)	7	8	+14.3%
(5) Overcharging	-	-	-
(6) Cleanliness	-	1	-
(7) Conditions of vehicles	4	4	-
(8) Passenger services and facilities	3	11	+266.7%
Sub-total	49	58	+18.4%
(C) General*	6	3	-50.0%
Total	80	69	-13.8%

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

Complaints and Suggestions on Residents' Services during 2007 - 2011



Complaints and Suggestions on Green Minibus Services

<u>Nature of Complaint/Suggestion</u>	<u>2010</u>	<u>2011</u>	<u>Difference</u>
(A) Adequacy of Service			
(1) Frequency	246	310	+26.0%
(2) Routeing	26	30	+15.4%
(3) Hours of operation	3	6	+100.0%
(4) Provision of stops	30	32	+6.7%
Sub-total	305	378	+23.9%
(B) Standard of Service			
(1) Regularity of service	487	639	+31.2%
(2) Adherence to routeing	126	130	+3.2%
(3) Improper driving behaviour	654	672	+2.8%
(4) Conduct and performance of staff (including drivers)	874	1 004	+14.9%
(5) Overcharging	43	51	+18.6%
(6) Cleanliness	16	20	+25.0%
(7) Conditions of vehicles	33	34	+3.0%
(8) Passenger services and facilities	68	74	+8.8%
Sub-total	2 301	2 624	+14.0%
(C) General*	50	49	-2.0%
Total	2 656	3 051	+14.9%

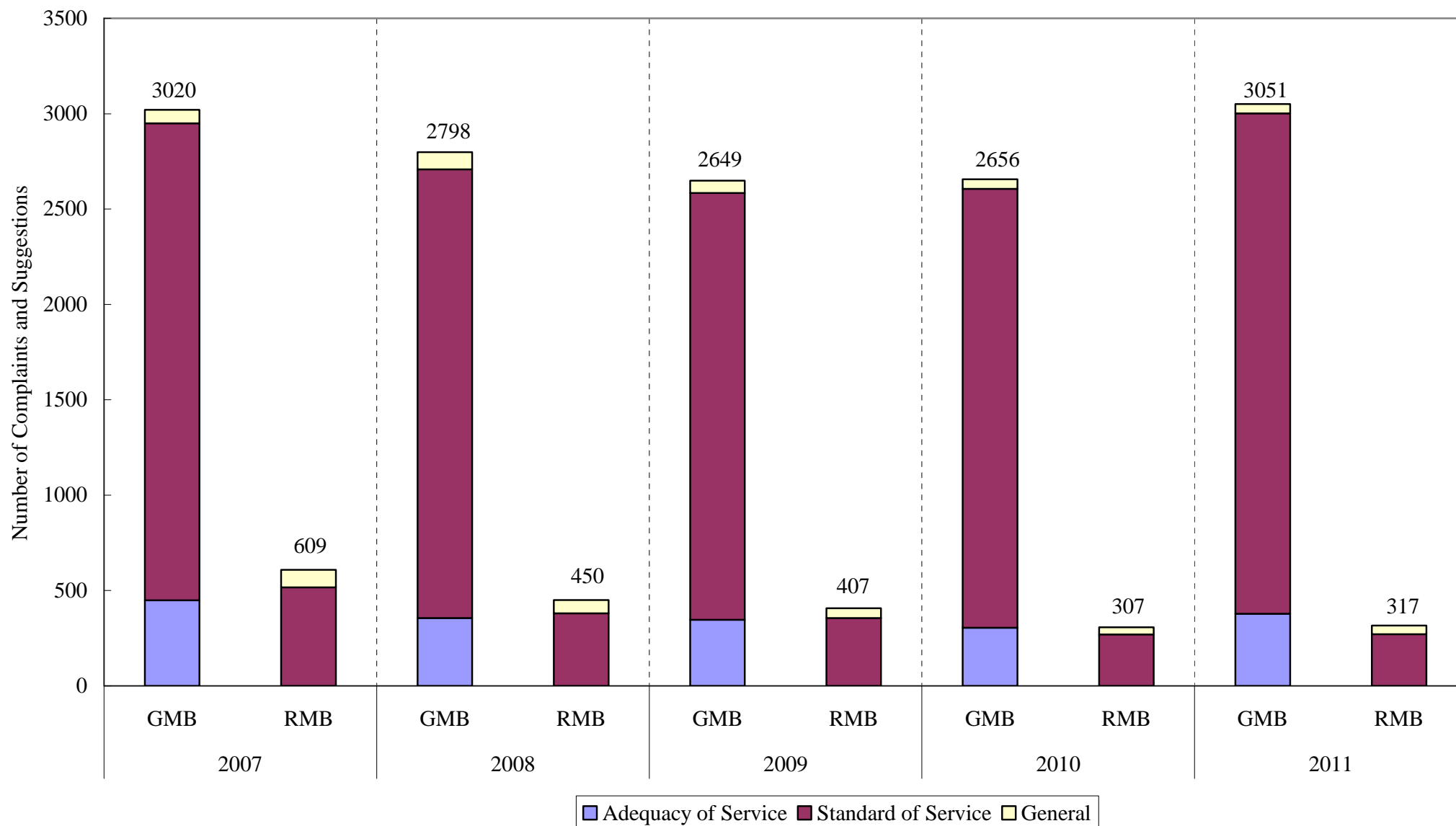
* These complaints are mainly related to obstruction caused by green minibuses.

Complaints and Suggestions on Red Minibus Services

<u>Nature of Complaint/Suggestion</u>	<u>2010</u>	<u>2011</u>	<u>Difference</u>
(A) Adequacy of Service	-	-	-
(B) Standard of Service			
(1) Regularity of Service	-	-	-
(2) Adherence to routeing	-	1	-
(3) Improper driving behaviour	178	169	-5.1%
(4) Conduct and performance of staff (including drivers)	80	82	+2.5%
(5) Overcharging	5	8	+60.0%
(6) Cleanliness	1	-	-
(7) Conditions of vehicles	3	7	+133.3%
(8) Passenger services and facilities	3	4	+33.3%
Sub-total	270	271	+0.4%
(C) General*	37	46	+24.3%
Total	307	317	+3.3%

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

**Complaints and Suggestions on Green Minibus (GMB) and Red Minibus (RMB) Services
during 2007 - 2011**



Complaints and Suggestions on Taxi Services

<u>Nature of Complaint/Suggestion</u>	<u>2010</u>	<u>2011</u>	<u>Difference</u>
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Taxi driver malpractice

(a) Conduct and performance of drivers

(i) Behaving other than in a civil and orderly manner	1 746	1 635	-6.4%
(ii) Refusing hire	1 610	2 111	+31.1%
(iii) Soliciting passengers	11	34	+209.1%
(iv) Refusing to drive to destination	355	379	+6.8%
(v) Failure to display driver identity plate	45	90	+100.0%
(vi) Failure to display driver identity plate properly	5	60	+1100.0%

	3 772	4 309	+14.2%
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(b) Improper driving behaviour	1 094	1 095	+0.1%
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(c) Overcharging	1 000	1 255	+25.5%
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(d) Taximeter irregularities	441	389	-11.8%
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(e) Failure to take the most direct route	1 428	1 511	+5.8%
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Sub-total	7 735	8 559	+10.7%
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Others

(a) Taxi obstruction	186	130	-30.1%
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(b) Miscellaneous	76	100	+31.6%
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Sub-total	262	230	-12.2%
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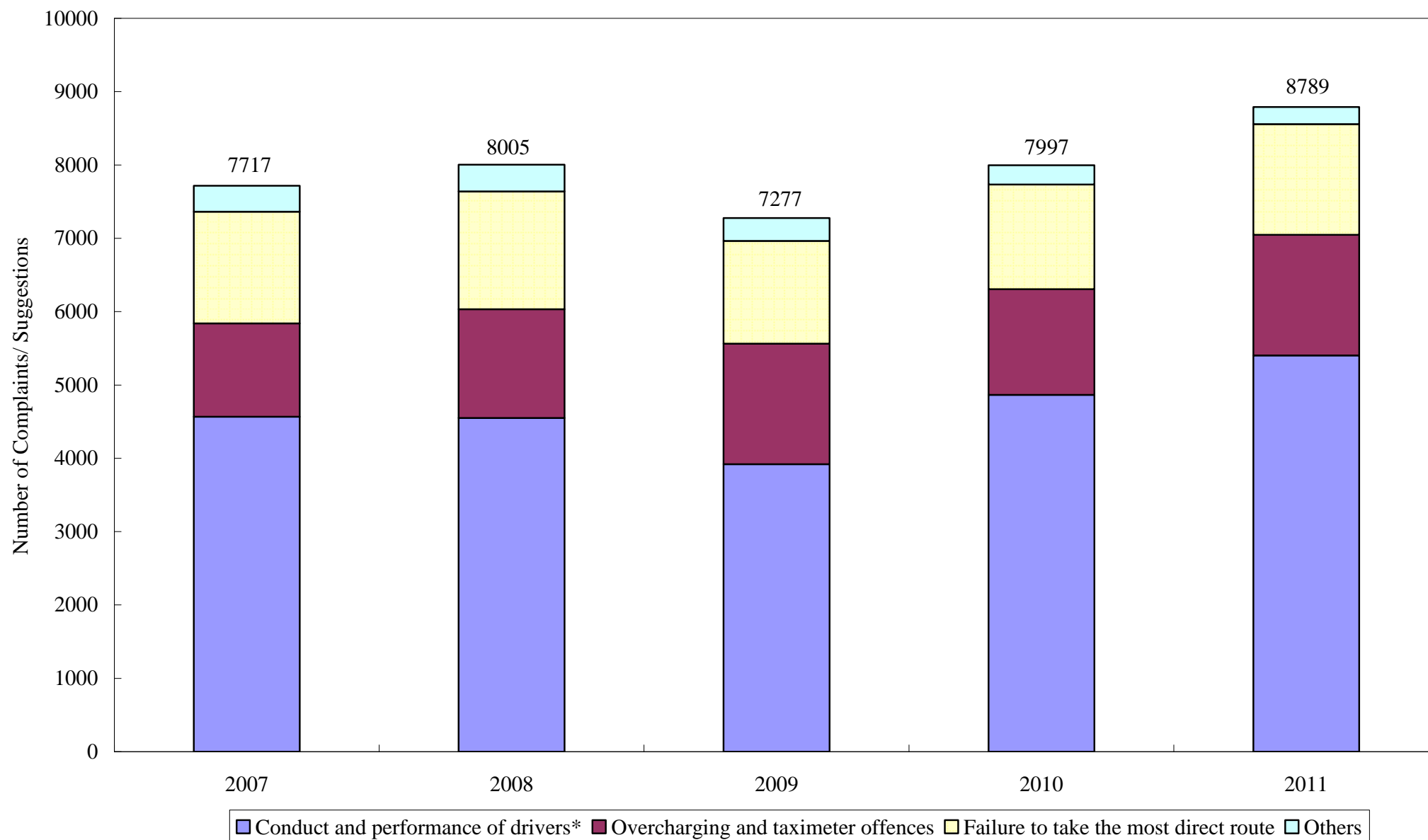
Total	7 997	8 789	+9.9%
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Results of Taxi Driver Malpractice Cases Referred to the Police
(January – December 2011)

	<u>No. of Cases</u>		<u>Percentage</u>	
(i) Summonsed	169	(167)	9	(13)
(ii) Withdrawal by complainants	564	(528)	29	(39)
(iii) Evidence considered insufficient by the Police for further processing	1 209	(647)	62	(48)
Total	1 942	(1 342)	100	(100)

Note : Comparative figures for 2010 are in brackets.

Complaints and Suggestions on Taxi Services during 2007 - 2011



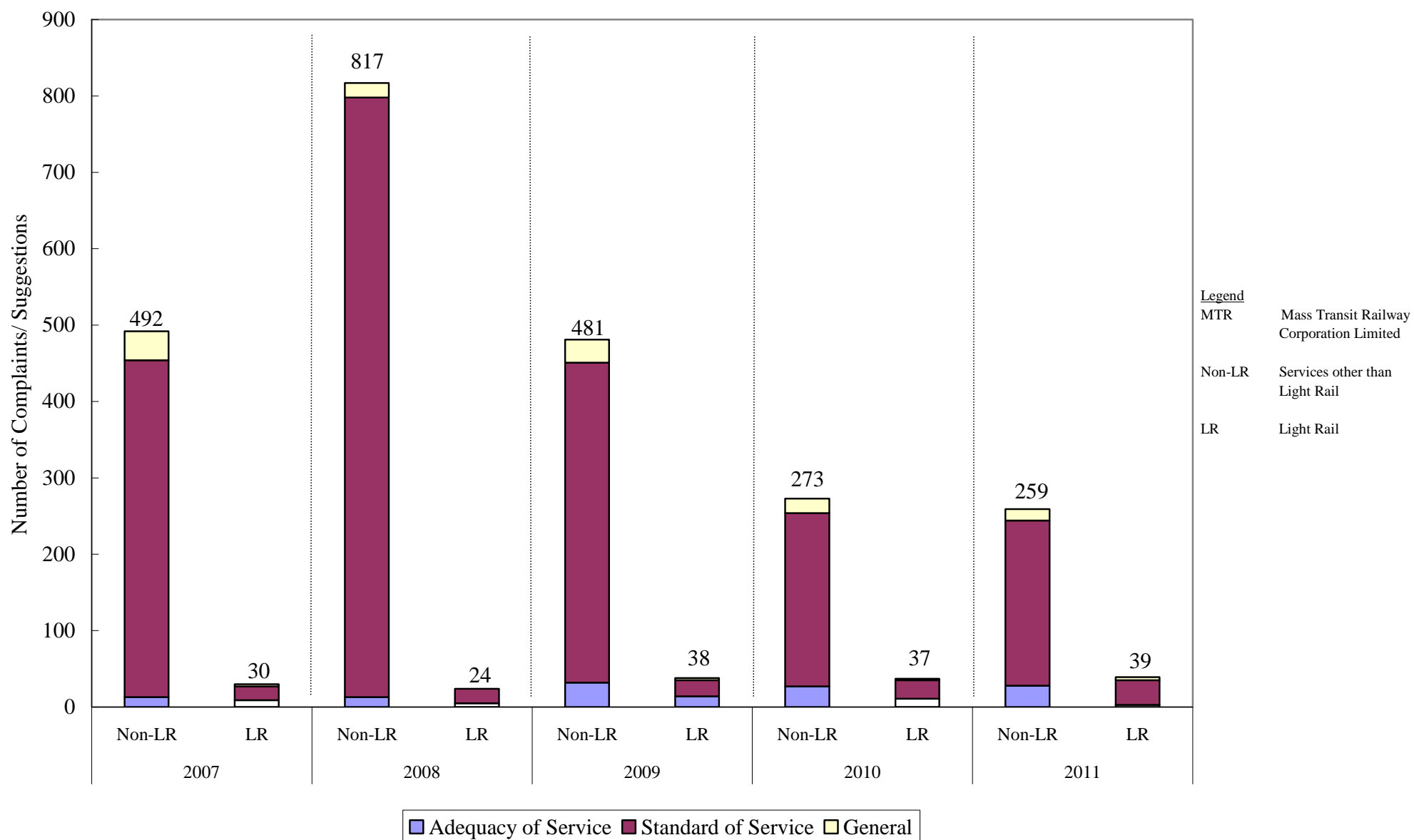
* Including improper driving behaviour

Complaints and Suggestions on Rail Services

<u>Railway Company</u>	<u>2010</u>		<u>2011</u>		<u>Difference</u>	
Mass Transit Railway Corporation Limited (Excluding Light Rail)	273	(0.19)	259	(0.17)	-5.1%	(-10.5%)
Mass Transit Railway Corporation Limited (Light Rail)	37	(0.24)	39	(0.24)	+5.4%	(-)
The Hongkong Tramways Limited	21	(0.25)	19	(0.24)	-9.5%	(-4.0%)
Peak Tramways Company Limited	-	(-)	1	(0.17)	-	(-)
Total	331	(0.20)	318	(0.18)	-3.9%	(-10.0%)

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

Complaints and Suggestions on MTR Services during 2007 - 2011

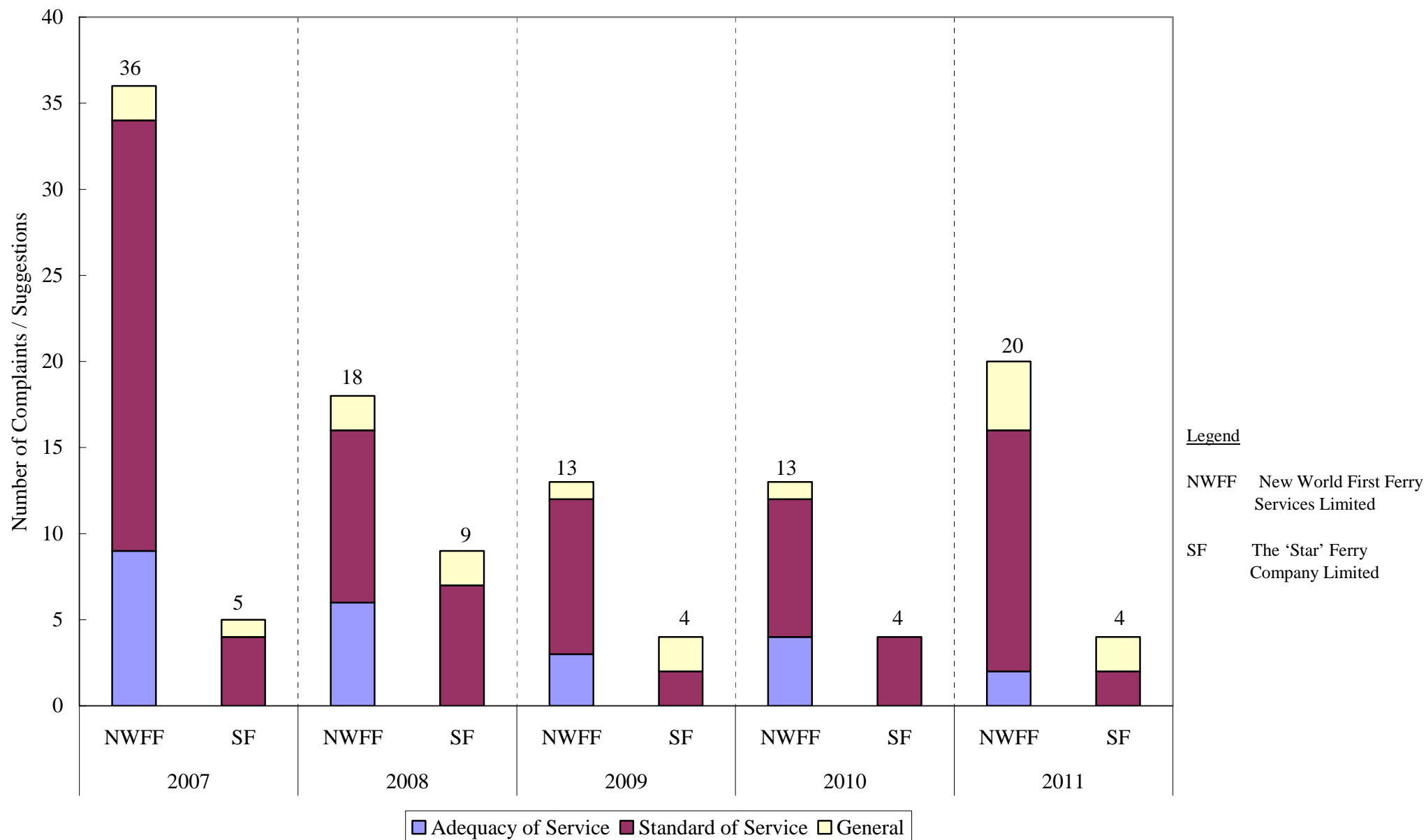


Complaints and Suggestions on Ferry Services

<u>Ferry Company</u>	<u>2010</u>		<u>2011</u>		<u>Difference</u>	
New World First Ferry Services Limited	13	(1.02)	20	(1.51)	+53.8%	(+48.0%)
The 'Star' Ferry Company Limited	4	(0.17)	4	(0.18)	-	(+5.9%)
Minor Ferries	23	(1.67)	30	(2.15)	+30.4%	(+28.7%)
Total	40	(0.81)	54	(1.09)	+35.0%	(+34.6%)

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

Complaints and Suggestions on NWFF and SF Services during 2007 - 2011



Complaints and Suggestions on Traffic and Road Conditions

<u>Nature of Complaint/Suggestion</u>	<u>2010</u>	<u>2011</u>	<u>Difference</u>
<u>Traffic Conditions</u>			
(a) Traffic congestion	321	262	-18.4%
(b) Traffic management	239	186	-22.2%
(c) Additional traffic signs and aids	92	94	+2.2%
(d) Parking facilities	67	58	-13.4%
Sub-total	719	600	-16.6%
<u>Road Maintenance</u>			
(a) Road conditions	115	79	-31.3%
(b) Traffic signs and aids	96	98	+2.1%
(c) Carriageway markings	11	17	+54.6%
Sub-total	222	194	-12.6%
<u>Enforcement</u>			
(a) Illegal parking	1 048	828	-21.0%
(b) Other enforcement matters	843	633	-24.9%
Sub-total	1 891	1 461	-22.7%
Total	2 832	2 255	-20.4%

Breakdown of Complaints and Suggestions on Traffic and Road Conditions by District
(January – December 2011)

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	14	26	31	23	17	6	23	5	25	10	5	25	3	15	16	6	11	1	-	262
(b) Traffic management	10	11	23	5	7	10	17	17	14	4	5	11	14	6	14	7	5	2	4	186
(c) Additional traffic signs and aids	9	3	4	6	6	2	12	10	8	1	1	9	4	5	3	5	4	2	-	94
(d) Parking facilities	2	-	2	4	5	3	4	3	3	2	1	6	1	1	5	2	13	1	-	58
Sub-total	35	40	60	38	35	21	56	35	50	17	12	51	22	27	38	20	33	6	4	600
<u>Road Maintenance</u>																				
(a) Road conditions	4	5	9	3	8	6	6	1	6	-	3	3	5	8	2	6	2	-	2	79
(b) Traffic signs & aids	10	8	9	2	4	7	6	6	8	6	6	5	4	6	2	3	3	2	1	98
(c) Carriageway markings	1	2	2	-	2	1	-	-	4	-	2	-	-	1	1	-	-	-	1	17
Sub-total	15	15	20	5	14	14	12	7	18	6	11	8	9	15	5	9	5	2	4	194
<u>Enforcement</u>																				
(a) Illegal parking	65	66	56	23	64	44	48	35	96	33	28	59	48	39	37	39	46	2	-	828
(b) Other enforcement matters	37	69	56	27	41	25	60	38	61	20	12	35	42	24	33	24	15	6	8	633
Sub-total	102	135	112	50	105	69	108	73	157	53	40	94	90	63	70	63	61	8	8	1461
Total	152	190	192	93	154	104	176	115	225	76	63	153	121	105	113	92	99	16	16	2255