

## Transport Complaints Unit Report 2012

### Overview of Complaints and Suggestions in 2012

In 2012, the Transport Complaints Unit (TCU) received 22 405 complaints and suggestions on transport and traffic matters, including 445 pure suggestions. The number of cases recorded an increase of 18.7% as compared with 18 882 cases received in 2011. 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 2012 by category is as follows –

<u>Nature of Complaint/Suggestion</u>	<u>2011</u>	<u>2012</u>	<u>Difference</u>
Public Transport Services	16 492	20 061	+21.6%
Traffic Conditions	600	557	-7.2%
Road Maintenance	194	187	-3.6%
Enforcement	1 461	1 475	+1.0%
Miscellaneous	135	125	-7.4%
<b>Total</b>	<b>18 882</b>	<b>22 405</b>	<b>+18.7%</b>

2. In 2012, complaints and suggestions received through telephone accounted for 63% of the total. The remaining cases (37%) were received in the form of e-mail, fax, letter or TCU Complaint Form.

3. During the year, investigations into 19 651 cases (including some outstanding cases carried forward from the previous year) were completed. Of these, 13 087 (67%) were found to be substantiated, 802 (4%) unsubstantiated, and the remaining 5 762 (29%) not pursuable due to lack of evidence. A summary of the results of investigations is at [Appendix 2](#). It is noted that -

- the percentage of substantiated cases increased from 62% in 2011 to 67% in 2012. For these cases, relevant government departments/public transport operators had either taken steps to rectify the situation or were considering possible solutions to the problems identified; and
- the percentage of cases not pursuable decreased from 33% in 2011 to 29% in 2012.

4. In 2012, relevant government departments and public transport operators took on board 91 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 2012, 20 061 complaints and suggestions were received, accounting for about 90% of the total number of cases. Among these, 241 were pure suggestions. The number of cases in this category recorded an increase of 21.6% as compared with 16 492 cases in 2011. A breakdown of the complaints and suggestions by mode of transport is as follows -

<b><u>Mode of Transport</u></b>	<b><u>2011</u></b>		<b><u>2012</u></b>		<b><u>Difference</u></b>	
Franchised Bus Services	3 836	(2.77)	6 308	(4.50)	+64.4 %	(+62.5%)
Non-franchised Bus Services	127	(0.98)	174	(1.33)	+37.0%	(+35.7%)
Green Minibuses	3 051	(5.47)	3 555	(6.37)	+16.5%	(+16.5%)
Red Minibuses	317	(2.39)	299	(2.31)	-5.7%	(-3.3%)
Taxis	8 789	(24.21)	9 079	(25.94)	+3.3%	(+7.1%)
Rail Transport	318	(0.18)	599	(0.33)	+88.4%	(+83.3%)
Ferries	54	(1.09)	47	(0.95)	-13.0%	(-12.8%)
<b>Total</b>	<b>16 492</b>		<b>20 061</b>		<b>+21.6%</b>	

(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 6 308 cases on franchised bus services in 2012, representing 4.5 complaints/suggestions per million passenger journeys. These figures represent increases of 64.4% and 62.5% respectively when compared with 3 836 cases and 2.77 complaints/suggestions per million passenger journeys in 2011. The increase was mainly attributable to more complaints/suggestions about regularity of service, conduct and performance of staff and improper driving behaviour.

7. The TCU Sub-Committee noted that nearly 80% of the total increase came from increased complaints on regularity of service, which was attributable to lost trips due to bus captain shortage and road congestion. In view of this and under close monitoring of the Transport Department (TD), the franchised bus operators have stepped up their bus captain recruitment and training efforts to tackle crew shortage. Apart from hiring new captains, incentive measures to retain existing ones such as monthly bonus to and career advancement opportunities for good performers have been introduced. Regarding service disruption due to traffic congestion, the bus operators have reviewed the service timetable and suitably adjusted frequency, journey time and bus allocation according to the actual traffic situation so as to improve service regularity.

8. With concerted effort, the lost trip situation has in general been improving since the third quarter of 2012. The overall average lost trip rate of all franchised bus operators went down from 6.3% in 2011 to 4.2% in 2012.

9. To address the complaints over improper driving behaviour and conduct and performance of staff, bus companies have strengthened bus captain training. Routine covert ride checks and installation of black boxes have also been arranged for promoting bus operation safety and continued monitoring of drivers' performance.

10. TD will continue to closely monitor the performance of the individual franchised bus operators through a multi-pronged approach to ensure that the operators would remain vigilant in keeping service reliable.

11. A breakdown of the 6 308 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 -

- The Kowloon Motor Bus Company (1933) Limited (KMB) – The number of complaints/suggestions per million passenger journeys increased by 69.6% from 2.53 in 2011 to 4.29 in 2012. As regards the 3 631 cases received in 2012, they were mainly about regularity of service (2 168), passenger services and facilities (384) and conduct and performance of staff (377).
- Citybus Limited (Franchise 1) (Citybus) – The number of complaints/suggestions per million passenger journeys increased by 39.3% from 2.57 in 2011 to 3.58 in 2012. As regards the 545 cases received in 2012, they were mainly about regularity of service (238), passenger services and facilities (97) and improper driving behaviour (87).
- The New World First Bus Services Limited (NWFB) – The number of complaints/suggestions per million passenger journeys increased by 37% from 2.73 in 2011 to 3.74 in 2012. As regards the 446 cases received in 2012, they were mainly about regularity of service (236), improper driving behaviour (68) and conduct and performance of staff (52).

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

### ***Non-franchised Bus Services***

13. Non-franchised bus services supplement the mass carriers by relieving heavy demand on the franchised bus and green minibus services primarily during the peak hours and filling gaps of passenger demand which cannot be met viably by the regular public transport services.

14. There were 174 cases on non-franchised bus services in 2012, representing 1.33 complaints/suggestions per million passenger journeys. These figures represent increases of 37% and 35.7% respectively when compared with 127 cases and 0.98 complaints/suggestions per million passenger journeys in 2011. The increase was mainly attributable to more complaints/suggestions about regularity of residents' services. A detailed breakdown of the 174 cases is at Appendix 7.

15. A comparison of the complaints and suggestions on non-franchised bus services in the past five years is at Appendix 8.

### ***Public Light Bus Services***

16. There were 3 854 cases on public light bus (PLB) services in 2012, representing 5.60 complaints/suggestions per million passenger journeys. These figures represent increases of 14.4% and 15% respectively when compared with 3 368 cases and 4.87 complaints/suggestions per million passenger journeys in 2011.

### **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 2012, there were 3 555 complaints/suggestions on GMB services, accounting for 92% of all PLB cases received. The number of complaints/suggestions per million passenger journeys was 6.37. These figures represent increases of 16.5% when compared with 3 051 cases and 5.47 complaints/suggestions per million passenger journeys in 2011. A detailed breakdown of the 3 555 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 2012, there were 299 complaints/suggestions on RMB services, accounting for 8% of all PLB cases received. The number of complaints/suggestions per million passenger journeys was 2.31. These figures represent decreases of 5.7% and 3.3% respectively when compared with 317 cases and 2.39 complaints/suggestions per million passenger journeys in 2011. A detailed breakdown of the 299 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 the increased number of GMB cases concerning service schedules. According to TD, the increase in the number of complaints about regularity of service might be attributable to a reduction in trips operated during peak hours, caused by difficulty in recruiting sufficient GMB drivers, traffic congestion and road works. For repeated complaints on particular GMB routes, TD has 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). As for the increase in the number of complaints against GMBs not adhering to scheduled routing, which was likely caused by drivers' poor driving attitude and traffic congestion, TD has required GMB operators to strengthen staff supervision and consider re-routeing to avoid congested roads.

23. TD continued to implement various measures in 2012 to promote the provision of safe, quality and customer-oriented PLB services. Those 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. To further enhance safety and quality of PLB operations, the Administration introduced the Road Traffic (Amendment) (No.2) Bill 2011 (the Bill) into the Legislative Council on 13 July 2011. The Bill provided the necessary statutory provisions for introducing a package of measures to control and regulate the travelling speed of PLBs; and to deter inappropriate driving behaviour of PLB drivers. The Bill was passed by the Legislative Council on 29 March 2012 and a package of measures including imposing a maximum speed limit of 80 km/h for PLBs on roads, mandating installation of approved speed limiter on all PLBs and mandating display of driver identity plates by PLB drivers in PLBs were effective on 13 April 2012. TD would continue to monitor the effect of the new measures in place. The relevant legislative amendments regarding two other measures, i.e. mandating attendance and completion of a pre-service training course by applicants for a PLB driving licence, and mandating the installation of approved electronic data recording device on newly registered PLBs, are expected to be tabled at the Legislative Council within 2013.

## ***Taxi Services***

25. Taxi services remained one of the major areas of complaints in 2012. There were 9 079 cases, accounting for 45% of all the cases on public transport services. The number of complaints/suggestions per million passenger journeys was 25.94, the highest amongst all types of public transport services. These figures represent increases of 3.3% and 7.1% when compared with 8 789 cases and 24.21 complaints/suggestions per million passenger journeys in 2011. The increase was mainly attributable to more complaints about taxi driver malpractice (especially those related to overcharging, refusing to drive to destination and improper driving behaviour). A detailed breakdown of the 9 079 cases is at Appendix 12.

26. Of the 9 079 cases received, 8 840 (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, 1 504 such cases (17%) were referred to the Police. In 2012, the Police completed the investigation of 1 509 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 to tackle the malpractices by a small group of unscrupulous taxi drivers, a two-pronged approach is being adopted by the departments concerned. The Police has stepped up enforcement actions against the malpractices of overcharging, refusing hire, etc as well as those akin to stealing. TD has strengthened its efforts in providing taxi service information and educating taxi passengers. Information on taxi services is provided at the airport, major cross-boundary points and major taxi stands by means of information boards and LED displays. Through the Airport Authority and the Hong Kong Tourism Board, information flyers on taxi fares are being distributed at the airport and major tourist spots. In particular, to combat unscrupulous drivers overcharging passengers boarding at the Peak Tram stations on The Peak and at Garden Road, TD has put up banners at conspicuous locations near these two stations to alert passengers to pay according to meters and inform them of the rough taxi fares to popular destinations. Riding on the prize presentation ceremony of the Taxi Driver Commendation Scheme (see paragraph 31 below) in January 2013, radio programmes and segments to promote quality taxi services and remind taxi drivers to refrain from malpractices

were extensively broadcast on the Commercial Radio in December 2012 and January 2013. TD, Police and the Hong Kong Tourism Board are considering further joint efforts to educate both taxi passengers and drivers for combating taxi malpractices.

29. Improving the quality of taxi service in Hong Kong is the ultimate goal. TD and the Quality Taxi Services Steering Committee (QTSSC)<sup>1</sup> have introduced a number of measures to improve the service standard of the taxi trade from all perspectives.

30. On driver education, TD and QTSSC promulgated a set of service standards to taxi drivers, produced for them self-learning programmes on languages and taxi operation, and periodically published Taxi Newsletters for drivers with a view to enhancing their attitude and ability in providing high-standard services.

31. 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 2012, some 6 800 taxi drivers have been commended under the scheme. TD and QTSSC have enhanced the effort to promote the scheme to both taxi drivers and the public for improving taxi service quality and facilitating passengers to show appreciation to good drivers. The enhancements included the display of relevant posters at taxi stands, issuing letters to taxi associations to invite the participation of their drivers, and promoting the scheme on radio, etc.

32. On driver image, TD and QTSSC upgraded the design and method of display of the taxi driver identity plates for projecting the professional image of drivers and making the identity plates more visible to passengers. All taxi drivers are required to display the new identity plates with effect from March 2010.

33. TD also supports the Road Co-op Lost & Found 24-Hour Free Hotline for Lost Property on Taxi. Furthermore, TD continues to designate more taxi stands and taxi pick-up/drop-off points for meeting passengers' aspiration for point to point convenience when using taxi service.

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<sup>1</sup> The Quality Taxi Services Steering Committee (QTSSC) currently chaired by Mr Peter Yan King-shun, a Transport Advisory Committee member, was established in May 1999, comprising representatives of the taxi associations, Hong Kong Tourism Board, Consumer Council, District Councils, Transport and Housing Bureau and Transport Department, to promote quality taxi service.

## *Rail Services*

34. There were 599 cases on rail services in 2012, representing 0.33 complaints/suggestions per million passenger journeys. These figures represent increases of 88.4% and 83.3% respectively when compared with 318 cases and 0.18 complaints/suggestions per million passenger journeys in 2011. The increase in the number of cases on rail services was mainly attributable to more complaints about tram and the Mass Transit Railway (MTR) services (excluding Light Rail). There were 160 complaints about tram services as compared with 19 in 2011. For MTR services (excluding Light Rail), there were 385 complaints in 2012 as compared with 259 in 2011.

35. The TCU Sub-Committee noted that the complaints against tram services in 2012 were mainly about noise nuisance caused by the tram services, driving behaviour of the motormen and regularity of service. The increase in the number of complaints might be attributable to tram track condition, shortage of motormen and traffic congestion. On the condition of tram track, the Hong Kong Tramways Limited (HKT) has drawn up an on-going tram track repair and renewal programme to ensure safe and smooth operation of the tram services. In order to monitor the driving speed of the motormen, HKT has installed CCTV cameras to monitor the tram speed at critical locations. With the installation of the real-time tram positioning equipment, HKT could better regulate the headways of the tram services. TD will continue to monitor and review the effectiveness of the service improvement measures carried out by HKT.

36. For MTR services, the increase in the number of cases was due to more complaints about regularity of service, notice and announcement during train service disruptions and staff attitude. To ease crowding and reduce the waiting time, the MTR Corporation Limited (MTRCL) has enhanced the train frequency of various railway lines bringing about 1 200 additional train trips per week in 2012. To improve the dissemination of information to passengers, a new smart phone application “Traffic News” has been launched in late September 2012 to provide passengers with timely information on changes in train schedules during Tropical Cyclones, serious service disruptions or special festive periods. As for staff attitude, MTRCL has reminded its staff to receive passengers’ requests and enquiries in a polite and courteous manner.

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

38. A breakdown of the 599 cases by individual railway companies is at Appendix 15. There were 439 cases on the services of the MTRCL, accounting for 73% of all cases on rail services received. The complaints and suggestions on the services of MTRCL are highlighted below –

- Services other than Light Rail – The number of complaints/suggestions per million passenger journeys increased by 47.1% from 0.17 in 2011 to 0.25 in 2012. As regards the 385 cases received in 2012, they were mainly about passenger services and facilities (193).
- Light Rail – The number of complaints/suggestions per million passenger journeys increased by 33.3% from 0.24 in 2011 to 0.32 in 2012. As regards the 54 cases received in 2012, they were mainly about improper driving behaviour (15).

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

### ***Ferry Services***

40. There were 47 cases on ferry services in 2012, representing 0.95 complaints/suggestions per million passenger journeys. These figures represent decreases of 13% and 12.8% respectively when compared with 54 cases and 1.09 complaints/suggestions per million passenger journeys recorded in 2011.

41. A breakdown of the 47 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 2 % from 1.51 in 2011 to 1.54 in 2012.
- The ‘Star’ Ferry Company Limited (‘Star’ Ferry) – The number of complaints/suggestions per million passenger journeys increased by 77.8% from 0.18 in 2011 to 0.32 in 2012.

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

### **Traffic and Road Conditions**

43. In 2012, there were 2 219 complaints and suggestions about traffic and road conditions, including 187 pure suggestions. The number of cases received represents a decrease of 1.6% as compared with 2 255 cases in 2011. Detailed breakdowns of the cases by category and by district are at Appendices 19 and 20 respectively.

#### ***Traffic Conditions***

44. In 2012, 557 complaints and suggestions about traffic conditions were received, accounting for about 2% of the total number of cases. The number of cases in this category recorded a decrease of 7.2% as compared with 600 cases in 2011.

45. Of the 557 cases received, 248 (45%) were related to traffic congestion. This represents a decrease of 5.3% as compared with 262 cases in 2011. Factors contributing to complaints about traffic congestion in 2012 are broken down as follows -

<b><u>Factor</u></b>	<b><u>No. of Complaints</u></b>		<b><u>Difference</u></b>
	<b><u>2011</u></b>	<b><u>2012</u></b>	
Traffic management	117	139	+18.8%
Road works	65	53	-18.5%
Vehicle obstruction	32	26	-18.8%
Others	48	30	-37.5%
<b>Total</b>	<b>262</b>	<b>248</b>	<b>-5.3%</b>

46. In 2012, districts which attracted relatively more complaints about traffic congestion were –

<b><u>District</u></b>	<b><u>No. of Complaints</u></b>		<b><u>Difference</u></b>
	<b><u>2011</u></b>	<b><u>2012</u></b>	
Wan Chai	26	51	+96.2%
Kowloon City	23	27	+17.4%
Yau Tsim Mong	25	25	-
Central & Western	31	23	-25.8%
Kwun Tong	17	19	+11.8%

47. All the complaints and suggestions concerning traffic congestion were referred to TD, the Police, the Highways Department (HyD) and other relevant departments for consideration and follow-up action. The TCU Sub-Committee noted that TD had taken the following measures to alleviate traffic congestion in 2012 -

- (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.

48. In 2012, there were 141 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 24.2 % as compared with 186 cases in 2011.

49. Besides, TCU received 94 requests for additional traffic signs and aids in 2012, same as in 2011.

50. There were also 74 complaints and suggestions on parking facilities in 2012, representing an increase of 27.6% as compared with 58 cases in 2011.

### ***Road Maintenance***

51. In 2012, 187 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 3.6% as compared with 194 cases in 2011. All the complaints were referred to HyD or other relevant departments for investigation and remedial action.

### ***Enforcement***

52. In 2012, 1 475 complaints about enforcement matters were received, accounting for about 7% of the total number of cases. The number of complaints in this category recorded an increase of 1% as compared with 1 461 complaints in 2011.

53. 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**

54. Among the 22 405 complaints and suggestions received in 2012, 2 998 (13%) were related to road safety matters. A breakdown of these cases is as follows -

	<b><u>No. of Complaints/Suggestions</u></b>
Public Transport Services	2 199
Traffic Management	89
Road Maintenance	53
Enforcement	657
<b>Total</b>	<b><u>2 998</u></b>

55. 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.

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

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

58. Regarding enforcement, there were 273 complaints about illegal parking which caused obstruction and posed danger to motorists and pedestrians. There were also 384 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.

59. 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.

## **Improvement Measures Taken in Some Cases**

### ***Provision of taxi stands at How Ming Street near the carpark entrance of the Millennium City in Kwun Tong***

60. In June 2011, TCU received a complaint about obstruction by taxis near the carpark entrance of the Millennium City at How Ming Street in Kwun Tong. The complainant noted that the location concerned was a 'no stopping zone'. However, the right lane of How Ming Street was often occupied by taxis waiting for passengers, causing congestion on the street and obstruction to other motorists entering the carpark of the Millennium City. Although some of those taxi drivers claimed that they had obtained the Restricted Zone Permit, the complainant pointed out that the permit should only authorize taxi drivers to pick up or drop off passengers instead of plying for hire within the restricted zone, and that a designated taxi pick-up/drop-off point was already provided on the left lane.

61. The case was referred to the Police for enforcement action. Meanwhile TD was invited to consider possible improvement on the traffic management arrangement in the area. After investigation, TD proposed to provide an urban taxi stand and a cross harbour taxi stand with access ramps on the right lane of How Ming Street, while the existing taxi pick-up/drop-off point on the left lane would be removed. The improvement works aimed to facilitate the orderly queuing of taxis and help alleviate traffic congestion at the location concerned. After consultation with the local community, through the District Office, and the Police, the works were carried out by HyD and completed at the end of July 2012. The complainant has raised no further complaint since.

### ***Improvement to pedestrian crossing at the junction of Blue Pool Road and Wong Nai Chung Road***

62. In September 2011, a member of the public approached TCU to express his concern about motorists failing to observe the right-of-way rules at a zebra crossing situated at the junction of Blue Pool Road and Wong Nai Chung Road.

63. On receipt of the case, TCU alerted the Police of the matter for taking appropriate enforcement action. TCU also invited TD's consideration of any possible measure to improve the situation and enhance road safety.

64. After reviewing the vehicular and pedestrian traffic at the junction, TD came up with a modification plan for the junction. Specifically, the configuration of the junction would be altered by repositioning a traffic island and adding a kerb build-out in order to slow down vehicles entering Blue Pool Road from Wong Nai Chung Road. The existing zebra crossing would be shifted northward further away from the junction to allow a better sightline for motorists to make themselves aware of the crossing ahead. Traffic signs and road markings would also be added.

65. When TCU conveyed TD's improvement measures to the member of the public, he further suggested adding traffic lights at the zebra crossing. Taking into account the volume of traffic and pedestrian flows at the location, TD was of the view that a signal-controlled crossing might not be suitable and that it would be better to assess the effectiveness of the package of improvement measures installed before considering the need for other measures.

66. HyD completed the works involved at the end of December 2012. The member of the public raised no further comment.

### ***Provision of parking spaces for motorcycles in North Tsing Yi***

67. In October 2012, a member of the public lodged a complaint about the inadequate parking spaces for motorcycles in North Tsing Yi. Although there were carparks managed by The Link Management Limited (The Link) in housing estates in the district, the monthly parking was often oversubscribed and there was no hourly parking arrangement for motorcycles in most of those carparks. He suggested converting unused public land under flyovers or footbridges in the area into parking spaces for motorcycles.

68. TCU referred the complaint to TD and invited the Department to consider the complainant's suggestion. TD explained that under the existing policy, all parking spaces should be provided off the road as far as practicable in order not to affect the road capacity. If adequate public parking spaces for motorcycles were already provided in buildings or short-term tenancy carparks in a particular area, TD would not consider the addition of roadside parking spaces. Nevertheless, TD would continue to closely monitor the parking provision and look for feasible options to meet the demand.

69. TD noted the increased demand for parking spaces for motorcycles in North Tsing Yi. As an imminent measure to tackle the problem, in December 2012, TD designated 35 motorcycle parking spaces at Tam Kon Shan Road near Cheung On Estate. Besides, the Department wrote to The Link proposing an increase in the number of parking spaces for motorcycles in carpark managed by the Company. On the other hand, the Department, in coordination with the Lands Department, would study the possibility of prescribing the provision of parking spaces for motorcycles as one of the conditions for the renewal of short term tenancies for carpark operation in the area.

70. TD had previously proposed adding parking spaces for motorcycles at Hang Mei Street and Cheung Wan Street. However, the proposal was met with opposition of the stakeholders in the district. To take things further, TD, together with District Council members, conducted a site visit to the areas concerned. As a follow-up, TD was studying the feasibility of adding parking spaces for motorcycles in Tsing King Road near the public transport interchange of the Tsing Yi MTR Station to further alleviate the shortage of such parking spaces.

71. TCU informed the complainant of TD's reply and he did not raise further comment.

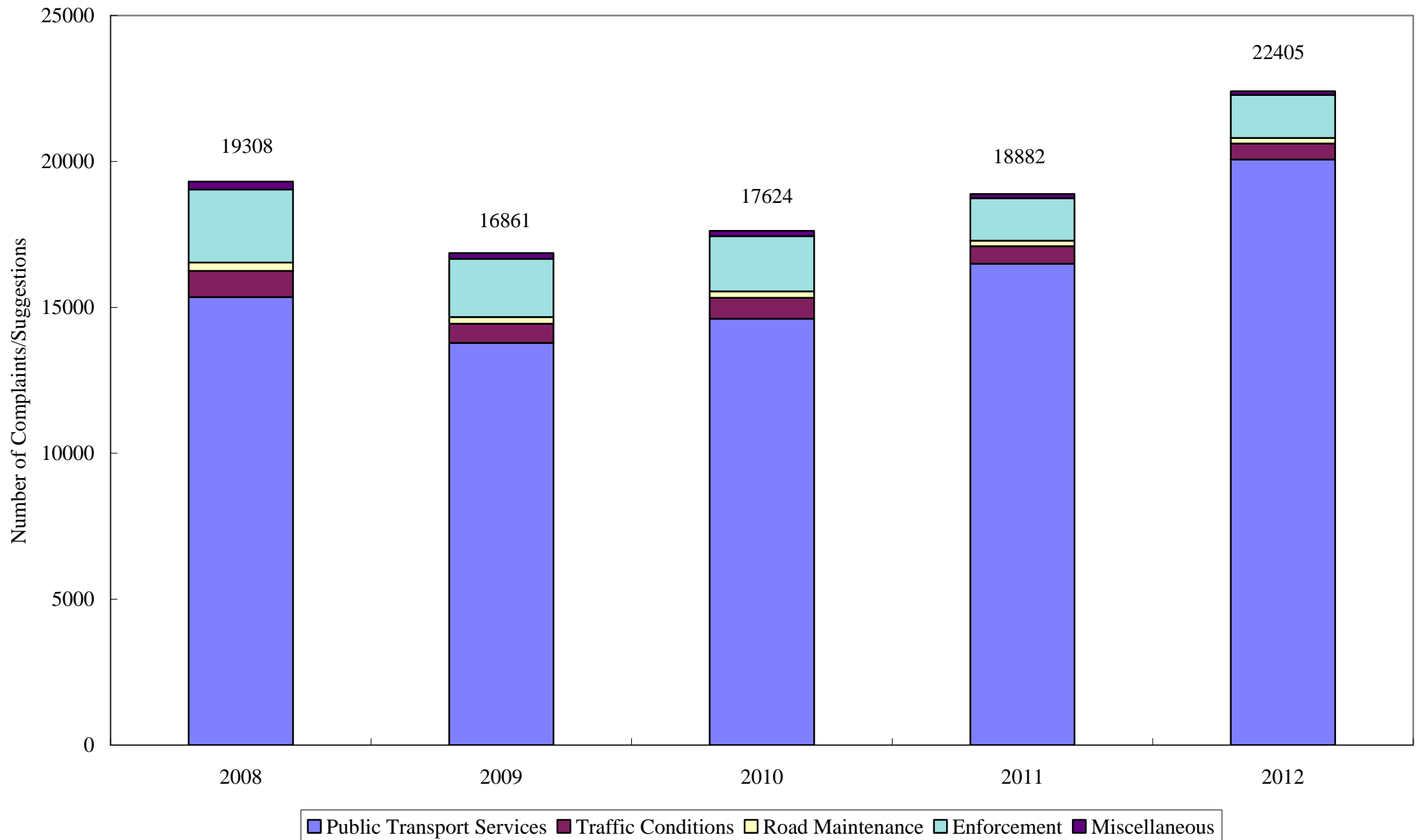
**Complaints and Suggestions Received by TCU during 2008 - 2012**

<b><u>Nature of Complaint/Suggestion</u></b>	<b><u>2008</u></b>	<b><u>2009</u></b>	<b><u>2010</u></b>	<b><u>2011</u></b>	<b><u>2012</u></b>
<b>I. Public Transport Services</b>					
(a) Adequacy of service	820 [69]	747 [45]	734 [84]	775 [109]	918 [120]
(b) Standard of service	13 932 [26]	12 538 [18]	13 455 [27]	15 355 [52]	18 671 [91]
(c) General	600 [19]	495 [15]	417 [11]	362 [26]	472 [30]
	15 352 [114]	13 780 [78]	14 606 [122]	16 492 [187]	20 061 [241]
<b>II. Traffic Conditions</b>					
(a) Traffic congestion	484	279	321 [1]	262 [13]	248 [19]
(b) Traffic management	232 [26]	226 [35]	239 [34]	186 [65]	141 [55]
(c) Additional traffic signs and aids	99 [19]	83 [8]	92 [20]	94 [55]	94 [53]
(d) Parking facilities	82 [8]	74 [14]	67 [8]	58 [24]	74 [49]
	897 [53]	662 [57]	719 [63]	600 [157]	557 [176]
<b>III. Road maintenance</b>					
(a) Road conditions	129 [2]	131	115	79 [6]	81 [3]
(b) Traffic signs and aids	141 [2]	84	96 [1]	98 [2]	81 [2]
(c) Carriageway markings	21 [1]	12 [1]	11 [1]	17 [2]	25 [4]
	291 [5]	227 [1]	222 [2]	194 [10]	187 [9]
<b>IV. Enforcement</b>					
(a) Illegal parking	1 418	1 000	1 048	828 [2]	922
(b) Other enforcement matters	1 082	995 [1]	843 [1]	633 [6]	553 [2]
	2 500	1 995 [1]	1 891 [1]	1 461 [8]	1 475 [2]
<b>V. Miscellaneous</b>	268 [14]	197 [26]	186 [24]	135 [16]	125 [17]
<b>Total</b>	<b>19 308 [186]</b>	<b>16 861 [163]</b>	<b>17 624 [212]</b>	<b>18 882 [378]</b>	<b>22 405 [445]</b>

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 2008 - 2012

**Appendix 1 (ii)**



**Summary of Results of Investigations into Complaints and Suggestions**  
**(January – December 2012)**

Outcome of Investigation  Nature of Complaint/ Suggestion					
	A1	A2	B	C	Total
<b>I. Public Transport Services</b>					
(a) Adequacy of service	75	617	133	1	826
(b) Standard of service	3 509	6 677	419	5 641	16 246
(c) General	164	124	80	12	380
	<b>3 748</b>	<b>7 418</b>	<b>632</b>	<b>5 654</b>	<b>17 452</b>
<b>II. Traffic Conditions</b>					
(a) Traffic congestion	128	80	25	1	234
(b) Traffic management	53	27	61	-	141
(c) Additional traffic signs/aids	33	22	27	1	83
(d) Parking facilities	24	14	24	-	62
	<b>238</b>	<b>143</b>	<b>137</b>	<b>2</b>	<b>520</b>
<b>III. Road Maintenance</b>					
(a) Road conditions	70	9	3	-	82
(b) Traffic signs and aids	64	2	9	-	75
(c) Carriageway markings	18	1	1	-	20
	<b>152</b>	<b>12</b>	<b>13</b>	<b>-</b>	<b>177</b>
<b>IV. Enforcement</b>					
(a) Illegal parking	697	125	-	2	824
(b) Other enforcement matters	273	178	5	104	560
	<b>970</b>	<b>303</b>	<b>5</b>	<b>106</b>	<b>1 384</b>
<b>V. Miscellaneous</b>	<b>69</b>	<b>34</b>	<b>15</b>	<b>-</b>	<b>118</b>
<b>Total</b>	<b>5 177</b> <b>(27%)</b>	<b>7 910</b> <b>(40%)</b>	<b>802</b> <b>(4%)</b>	<b>5 762</b> <b>(29%)</b>	<b>19 651</b> <b>(100%)</b>

**Legend**

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

**Summary of Results of Investigations  
into Complaints and Suggestions on Public Transport Services  
(January – December 2012)**

<b>Outcome of Investigation</b>					
<b>Mode of Transport</b>	<b>A1</b>	<b>A2</b>	<b>B</b>	<b>C</b>	<b>Total</b>
The Kowloon Motor Bus Company (1933) Limited	738	1 501	256	18	2 513
Citybus Limited (Franchise 1)	167	198	32	4	401
Citybus Limited (Franchise 2)	37	62	8	1	108
The New World First Bus Services Limited	115	189	23	2	329
The New Lantau Bus Company (1973) Limited	18	9	3	1	31
Long Win Bus Company Limited	22	74	17	-	113
Cross-harbour Bus Services	286	657	74	13	1 030
Non-franchised Bus Services	54	78	12	3	147
Green Minibus	1 860	1 228	103	56	3 247
Red Minibus	232	30	13	29	304
Taxi	120	3 122	18	5 522	8 782
Mass Transit Railway Corporation Limited (Excluding Light Rail)	41	178	59	1	279
Mass Transit Railway Corporation Limited (Light Rail)	14	20	3	1	38
The Hongkong Tramways Limited	32	46	3	2	83
Peak Tramways Company Limited	-	-	-	-	-
New World First Ferry Services Limited	3	17	3	1	24
The 'Star' Ferry Company Limited	3	-	-	-	3
Minor Ferries	6	9	5	-	20
<b>Total</b>	<b>3 748</b> <b>(21%)</b>	<b>7 418</b> <b>(43%)</b>	<b>632</b> <b>(4%)</b>	<b>5 654</b> <b>(32%)</b>	<b>17 452</b> <b>(100%)</b>

**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 2012**

**I. Public Transport Services**

***Kowloon***

- Replace a taxi pick up/drop-off point by a taxi stand at How Ming Street to facilitate the orderly queuing of taxis.
- Extend the “No Stopping” restriction at Argyle Street to a minibus stop to prevent other vehicles causing obstruction to passengers boarding/alighting from minibuses.

***New Territories***

- Convert part of a loading/unloading bay near a bus stop at Long Ping Road into footpath to facilitate passengers’ queuing.
- Add barrier-free access and a bus stop at Castle Peak Road – Tsuen Wan to facilitate disabled passengers’ access and meet the demand of passengers.

**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 : Nam Long Shan Road, Fleming Road, Caine Road, Johnston Road, Wan Chai Road, Connaught Road West, Mercury Street, Electric Road and Wong Nai Chung Gap Road.
- Shorten the waiting time for pedestrian green phase of a traffic light at Caine Road to facilitate pedestrians crossing the road.
- Modify the mode of operation of traffic lights at the junction of Sing Woo Road and King Kwong Street to facilitate pedestrians crossing the road.
- Add a traffic light at the junction of Ap Lei Chau Drive and Lei Tung Estate Road to alleviate traffic congestion.

- Extend the effective hours of “No Stopping” restriction at Electric Road to prevent vehicle obstruction.
- Extend “No Stopping” restriction at Wing Wo Street to prevent vehicle obstruction.
- Impose “No Stopping” restriction at the following locations to prevent vehicle obstruction: Ice House Street, Kin Wah Street, Fort Street, Cheung Hong Street, North View Street and the junction of Cross Lane and Burrows Street.
- Modify a traffic sign at Admiralty (West) Bus Terminus to avoid confusion to motorists.
- Relocate a traffic sign at Siu Sai Wan Road to improve the sight-line of motorists.
- Add a direction sign at Harbour Road to better guide motorists.
- Add a “No Right Turn” traffic sign at Pok Fu Lam Road to remind motorists.
- Add traffic signs at Tai Hang Road to alert motorists to watch out for pedestrians.
- Add a traffic sign and road markings at Conduit Road to remind motorists of pedestrians crossing ahead.
- Add an “Ahead Only” traffic sign at Tung Hei Road to deter U-turning activities.
- Add a “Keep Clear” road marking at Kennedy Road to prevent vehicle obstruction.
- Modify road markings and traffic signs at Nam Fung Road and Nam Fung Path to improve road safety.
- Add double white lines at Wong Chuk Hang Road and Shouson Hill Road to deter U-turning activities.
- Prohibit entry of vehicles longer than 7 metres into Honiton Road to improve road safety.
- Relocate bus stops at King’s Road to alleviate traffic congestion.
- Widen a traffic lane at Drake Street to improve traffic flow.
- Widen and skew a pedestrian crossing at King’s Road to improve pedestrian flow.
- Relocate a traffic signal pole at Caine Road and a fire hydrant at Tonnochy Road to avoid causing obstruction to pedestrians.

- Widen the pavement at Matheson Street to improve road safety.
- Widen the pavement and impose “No Stopping” restriction at the junction of Fung Yip Street and Sheung On Street to improve road safety.

### ***Kowloon***

- Increase the vehicular green time of traffic lights at the following locations to alleviate traffic congestion: Camp Street, the junction of Fat Tseung Street and Hang Cheung Street.
- Shorten the waiting time for pedestrian green phase of traffic lights at Choi Hung Road to facilitate pedestrians crossing the road.
- Adjust the pedestrian green time of traffic lights at the junction of Carnarvon Road and Granville Road to facilitate pedestrians crossing the roads.
- Modify the mode of operation of traffic lights at the junction of Lai Chi Kok Road and Maple Street to improve road safety.
- Impose “No Stopping” restriction at the following locations to prevent vehicle obstruction/deter illegal parking: junction of Kwong Lee Road, Cheung Fat Street, Cha Kwo Ling Road and Mody Road
- Extend “No Stopping” restriction at Carnarvon Road to prevent vehicle obstruction.
- Extend the effective hours of “No Stopping” restriction at Wai Yip Street to improve road safety.
- Add a direction sign at Kai Cheung Road Flyover to better guide motorists.
- Add traffic signs and road marking at Dyer Avenue to remind motorists to slow down.
- Modify a direction sign at the junction of Gascoigne Road and Pak Hoi Street to better guide motorists.
- Add a “No Left Turn” traffic sign at Pok Man Street to remind motorists.
- Add road markings and relocate a traffic sign at Lancashire Road to improve road safety.
- Add road markings at Ching Cheung Road to better guide motorists.

- Add road markings at Cha Kwo Ling Road to alleviate traffic congestion.
- Add road markings at the junction of Tak Shing Street and Tak Hing Street to enhance road safety.
- Add “Keep Clear” road markings at Cheung Yee Street to prevent vehicle obstruction.
- Add a double white line at Hammer Hill Road to improve road safety.
- Add a double white line at Hoi Ting Road to deter U-turning activities.
- Extend a solid-cum-broken white line at Kwun Tong Road to regulate lane-cutting activities.
- Install bollards at Yan Cheung Road and Ferry Street to improve road safety.
- Install railings at Yu Chau Street to guard against jaywalking.
- Reduce the size of a safety island at the junction of Lei Yu Mun Road and Tseung Kwan O Road to facilitate vehicle passage.
- Remove the staggered arrangement of a pedestrian crossing at Choi Hung Road to facilitate pedestrians crossing the road.
- Increase the length of parking spaces at Yuk Yat Street to facilitate parking of lorries.
- Add parking spaces for motorcycles at Hing Wah Street to facilitate parking of motorcycles.
- Delete a parking space and provide a loading/unloading bay at King Fuk Street to improve the sight-line of motorists and facilitate public loading and unloading activities.

### ***New Territories***

- Increase the vehicular green time of traffic lights at the following locations to alleviate traffic congestion/improve traffic flow: Lei Muk Road, Hoi Hing Road, Wu Shan Road, Sha Tau Kok Road-Lung Yeuk Tau, Castle Peak Road-Tai Lam, and the junction of Tuen Mun Road and Pui To Road.
- Adjust the vehicular green time of traffic lights at the junction of Tin Shui Road and Wetland Park Road to improve traffic flow.

- Modify the mode of operation of traffic lights at Ma On Shan Road and Kam Ying Road to improve road safety.
- Modify the mode of operation of traffic lights at Ping Ha Road and the junction of Chung Hau Street and Carmel Village Street to improve traffic flow.
- Increase the pedestrian green time of a traffic light at Kiu Ha Road to facilitate pedestrians/cyclists crossing the road.
- Modify the setting of a traffic light at the junction of Pak Wo Road and So Kwun Po Road to alleviate traffic congestion.
- Extend “No Stopping” restriction at the following locations to prevent vehicle obstruction/to improve traffic flow: Yuk Tai Street and Chai Wan Kok Roundabout.
- Relax restriction and add an “Except for School Bus” traffic sign at Tam Kon Chau Road to facilitate school buses’ access.
- Add traffic signs at Chui Ling Road to better guide motorists.
- Add “Slow” road markings at the entrance to Wu Kai Sha Station Public Transport Interchange to remind bus drivers to drive slowly and observe pedestrians crossing ahead.
- Modify road markings at Yeung Tsing Road to improve road safety.
- Modify road markings at Tsuen King Circuit to improve traffic flow.
- Erect concrete barriers at Mei Yuen Street to deter illegal parking.
- Install railings at Castle Peak Road – Tsing Lung Tau to prevent jaywalking.
- Add dropped kerbs at Tai Po Tau Road to provide a convenient crossing for pedestrians.
- Add a pedestrian crossing at Kwok Shui Road to facilitate pedestrians crossing the road.
- Add parking spaces for motorcycles at the following locations to facilitate parking of motorcycles: Shek Kok Road, Wan Po Road and Wan Hang Road.

## Appendix 4

### Complaints and Suggestions on Public Transport Services in 2012

Mode  Nature of Complaint/Suggestion	Vehicular Transport											Rail Transport				Waterborne Transport			Total/ Sub- total
	Franchised Buses											MTR (Non-LR)    MTR (LR)    HT    PT				FF    SF    MF			
	KMB	CTB1	CTB2	FB	NLB	LWB	XHT												
(A) Adequacy of Service																			
(1) Frequency/carrying capacity	162	11	8	12	5	19	74	20	332	-	-	23	3	-	-	6	-	-	675
(2) Routeing	58	1	2	3	1	3	26	8	21	-	-	1	-	-	-	-	-	2	126
(3) Hours of operation	4	2	-	1	-	1	7	1	7	-	-	-	-	-	-	-	-	-	23
(4) Provision of stops	29	9	1	4	-	1	16	5	29	-	-	-	-	-	-	-	-	-	94
Sub-total	253	23	11	20	6	24	123	34	389	-	-	24	3	-	-	6	-	2	918
(B) Standard of Service																			
(1) Regularity of service	2168	238	49	236	5	64	748	58	920	-	-	31	9	21	-	4	1	4	4556
(2) Adherence to routeing	13	3	-	1	3	1	13	2	209	-	1590	-	-	-	-	-	-	-	1835
(3) Improper driving behaviour	309	87	30	68	2	12	151	29	698	159	1192	25	15	58	-	-	1	-	2836
(4) Conduct & performance of staff (including drivers)	377	65	18	52	13	21	133	16	1061	73	4155	39	8	7	-	5	2	1	6046
(5) Overcharging	5	-	-	2	-	-	6	-	71	8	1903 *	1	-	-	-	2	-	-	1998
(6) Cleanliness	7	2	1	2	-	-	3	-	25	-	10	3	-	-	-	-	-	-	53
(7) Conditions of vehicles/vessels	45	14	7	12	-	2	16	10	42	6	44	25	4	37	-	-	-	1	265
(8) Passenger services & facilities	384	97	9	47	2	11	175	15	77	3	38	193	11	5	-	3	3	9	1082 #
Sub-total	3308	506	114	420	25	111	1245	130	3103	249	8932	317	47	128	-	14	7	15	18671
(C) General	70	16	1	6	-	4	22	10	63	50	147	44	4	32	-	1	-	2	472
Total this year	3631	545	126	446	31	139	1390	174	3555	299	9079	385	54	160	-	21	7	19	20061
Grand-total	(6308)							(13107)				(599)				(47)			
Total previous year	2100	379	86	318	21	94	838	127	3051	317	8789	259	39	19	1	20	4	30	16492

#### 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
NFBS	Non-franchised bus services
GMB	Green Minibus
RMB	Red Minibus
MTR (Non-LR)	MTR Corporation Limited (Excluding Light Rail)
MTR(LR)	MTR Corporation Limited (Light Rail)
HT	The Hongkong Tramways Limited
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 355 complaints from 72 complainants about audio-visual broadcasting on public transport vehicles

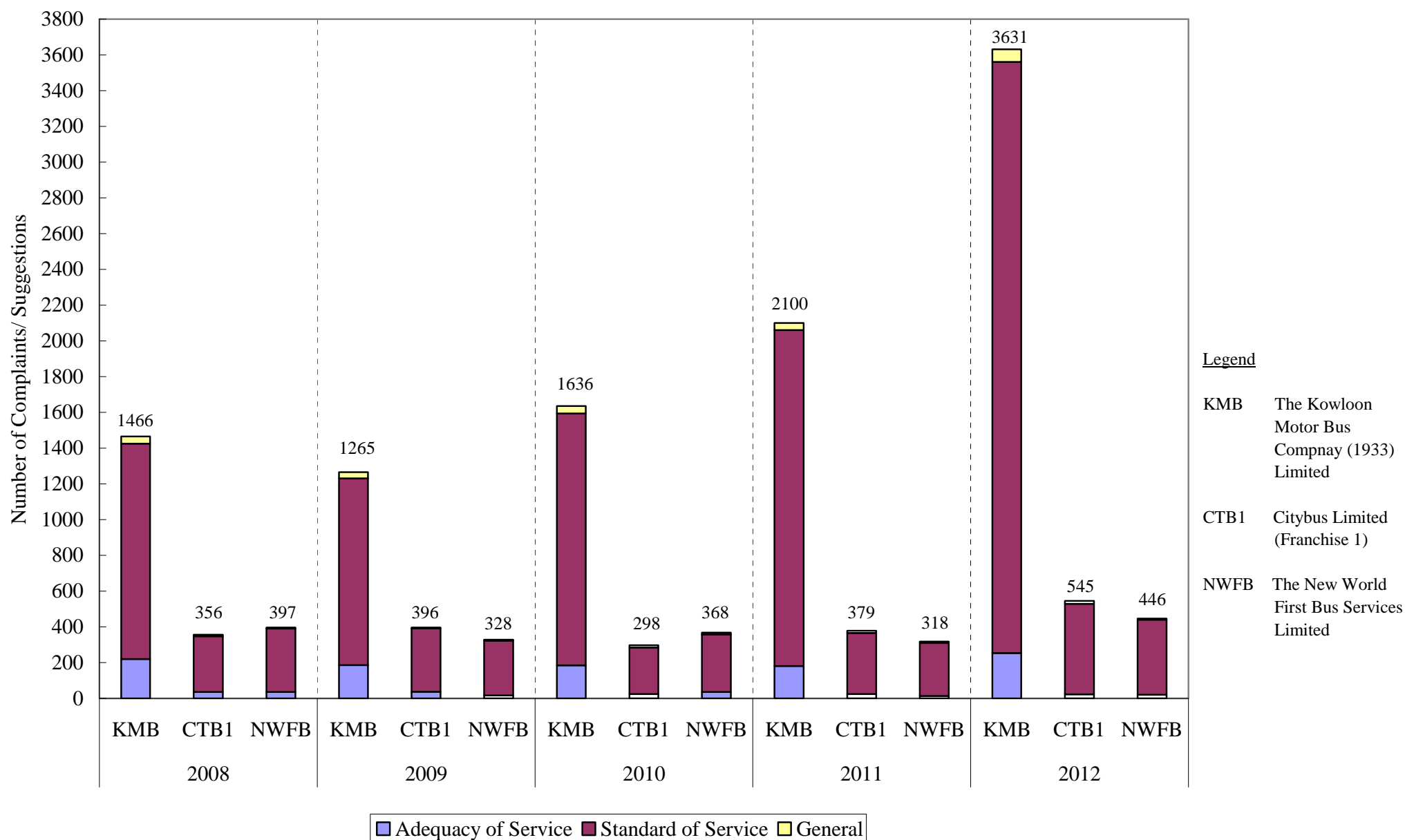
**Complaints and Suggestions on Franchised Bus Services**

<b><u>Bus Company/ Services</u></b>	<b><u>2011</u></b>	<b><u>2012</u></b>	<b><u>Difference</u></b>	
The Kowloon Motor Bus Company (1933) Limited (KMB)	2 100 (2.53)	3 631 (4.29)	+72.9%	(+69.6%)
Citybus Limited (Franchise 1) (Citybus)	379 (2.57)	545 (3.58)	+43.8%	(+39.3%)
Citybus Limited (Franchise 2) (Citybus)	86 (3.67)	126 (5.11)	+46.5%	(+39.2%)
The New World First Bus Services Limited (NWFB)	318 (2.73)	446 (3.74)	+40.3%	(+37.0%)
The New Lantao Bus Company (1973) Limited	21 (1.00)	31 (1.39)	+47.6%	(+39.0%)
Long Win Bus Company Limited	94 (3.11)	139 (4.45)	+47.9%	(+43.1%)
Cross-harbour Bus Services	838 (4.15)	1 390 (6.73)	+65.9%	(+62.2%)
<b>Total</b>	<b>3 836 (2.77)</b>	<b>6 308 (4.50)</b>	<b>+64.4%</b>	<b>(+62.5%)</b>

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 2008 - 2012**

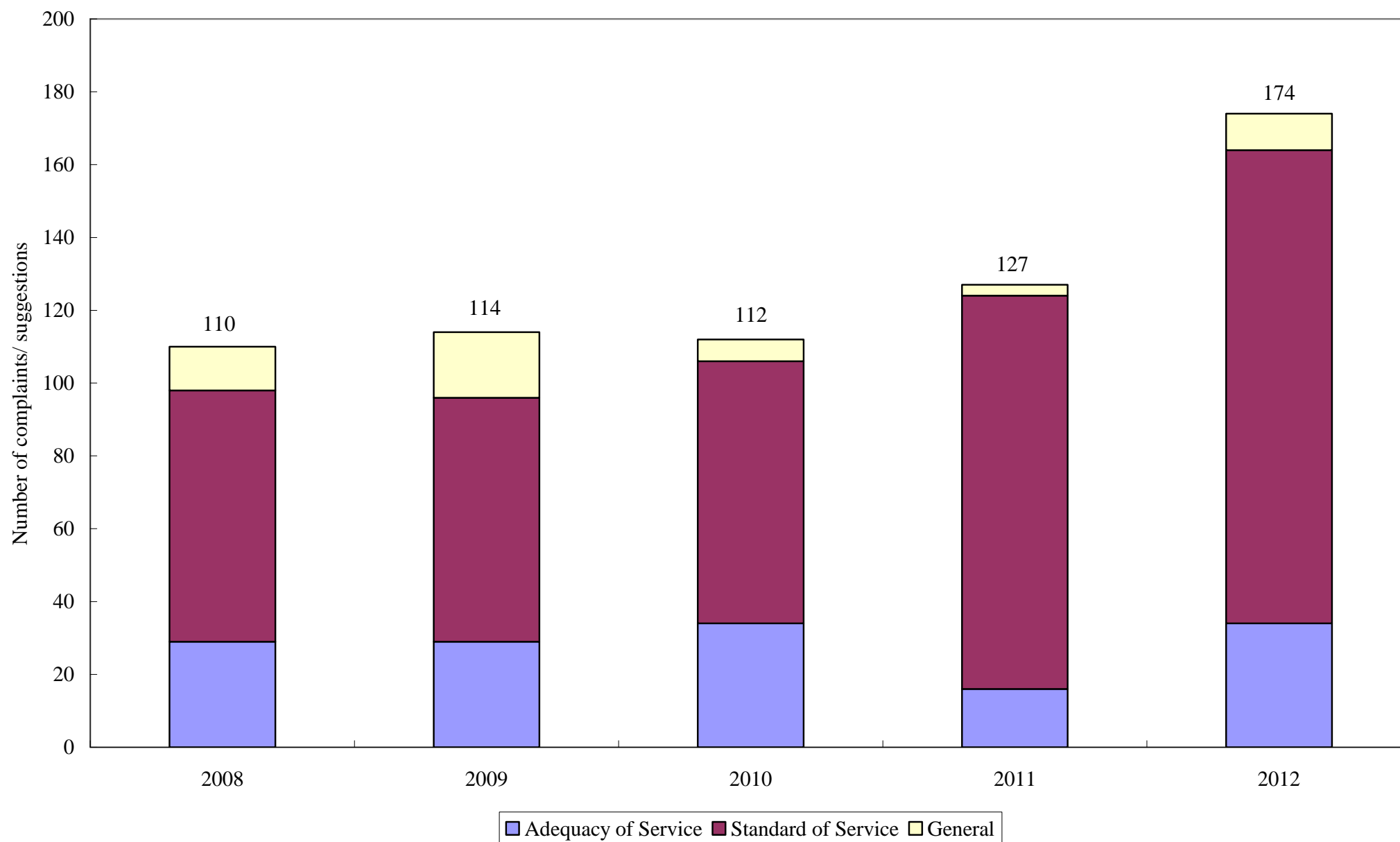


**Complaints and Suggestions on Non-franchised Bus Services**

<b><u>Nature of Complaint/Suggestion</u></b>	<b><u>2011</u></b>	<b><u>2012</u></b>	<b><u>Difference</u></b>
<b>(A) Adequacy of Service</b>			
(1) Frequency	11	20	+81.8%
(2) Routeing	2	8	+300.0%
(3) Hours of operation	1	1	-
(4) Provision of stops	2	5	+150.0%
<b>Sub-total</b>	<b>16</b>	<b>34</b>	<b>+112.5%</b>
<b>(B) Standard of Service</b>			
(1) Regularity of service	36	58	+61.1%
(2) Adherence to routeing	5	2	-60.0%
(3) Improper driving behaviour	27	29	+7.4%
(4) Conduct and performance of staff (including drivers)	20	16	-20.0%
(5) Overcharging	-	-	-
(6) Cleanliness	1	-	-100.0%
(7) Conditions of vehicles	8	10	+25.0%
(8) Passenger services and facilities	11	15	+36.4%
<b>Sub-total</b>	<b>108</b>	<b>130</b>	<b>+20.4%</b>
<b>(C) General*</b>	<b>3</b>	<b>10</b>	<b>+233.3%</b>
<b>Total</b>	<b>127</b>	<b>174</b>	<b>+37.0%</b>

\* These complaints are mainly related to obstruction caused by coaches providing non-franchised bus services.

**Complaints and Suggestions on Non-franchised Bus Services during 2008 - 2012**



**Complaints and Suggestions on Green Minibus Services**

<b><u>Nature of Complaint/Suggestion</u></b>	<b><u>2011</u></b>	<b><u>2012</u></b>	<b><u>Difference</u></b>
<b>(A) Adequacy of Service</b>			
(1) Frequency	310	332	+7.1%
(2) Routeing	30	21	-30.0%
(3) Hours of operation	6	7	+16.7%
(4) Provision of stops	32	29	-9.4%
<b>Sub-total</b>	<b>378</b>	<b>389</b>	<b>+2.9%</b>
<b>(B) Standard of Service</b>			
(1) Regularity of service	639	920	+44.0%
(2) Adherence to routeing	130	209	+60.8%
(3) Improper driving behaviour	672	698	+3.9%
(4) Conduct and performance of staff (including drivers)	1 004	1 061	+5.7%
(5) Overcharging	51	71	+39.2%
(6) Cleanliness	20	25	+25.0%
(7) Conditions of vehicles	34	42	+23.5%
(8) Passenger services and facilities	74	77	+4.1%
<b>Sub-total</b>	<b>2 624</b>	<b>3 103</b>	<b>+18.3%</b>
<b>(C) General*</b>	<b>49</b>	<b>63</b>	<b>+28.6%</b>
<b>Total</b>	<b>3 051</b>	<b>3 555</b>	<b>+16.5%</b>

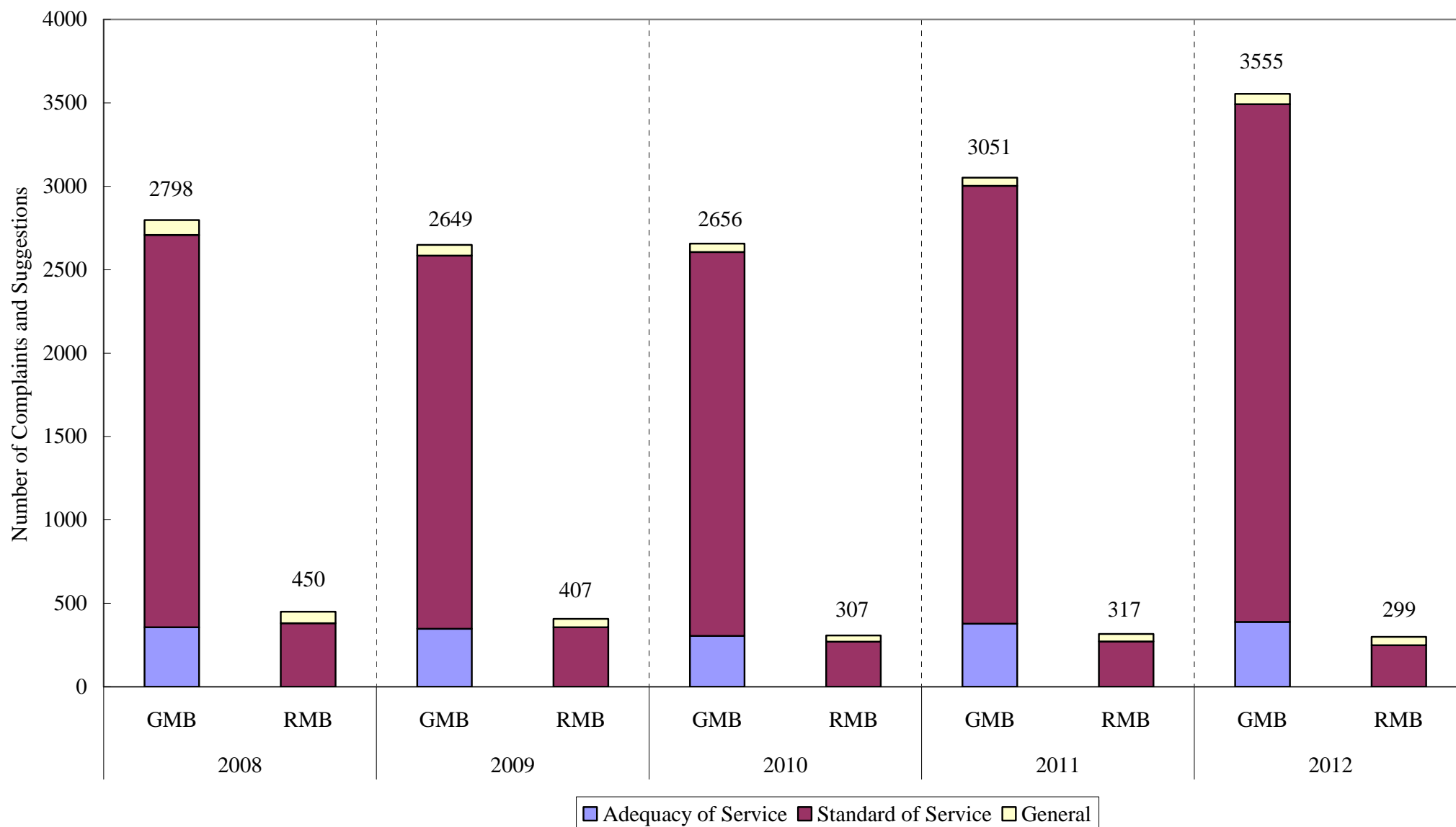
\* These complaints are mainly related to obstruction caused by green minibuses.

**Complaints and Suggestions on Red Minibus Services**

<b><u>Nature of Complaint/Suggestion</u></b>	<b><u>2011</u></b>	<b><u>2012</u></b>	<b><u>Difference</u></b>
<b>(A) Adequacy of Service</b>	-	-	-
<b>(B) Standard of Service</b>			
(1) Regularity of Service	-	-	-
(2) Adherence to routeing	1	-	-100.0%
(3) Improper driving behaviour	169	159	-5.9%
(4) Conduct and performance of staff (including drivers)	82	73	-11.0%
(5) Overcharging	8	8	-
(6) Cleanliness	-	-	-
(7) Conditions of vehicles	7	6	-14.3%
(8) Passenger services and facilities	4	3	-25.0%
<b>Sub-total</b>	<b>271</b>	<b>249</b>	<b>-8.1%</b>
<b>(C) General*</b>	<b>46</b>	<b>50</b>	<b>+8.7%</b>
<b>Total</b>	<b>317</b>	<b>299</b>	<b>-5.7%</b>

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

**Complaints and Suggestions on Green Minibus (GMB) and Red Minibus (RMB) Services  
during 2008 - 2012**



Complaints and Suggestions on Taxi Services

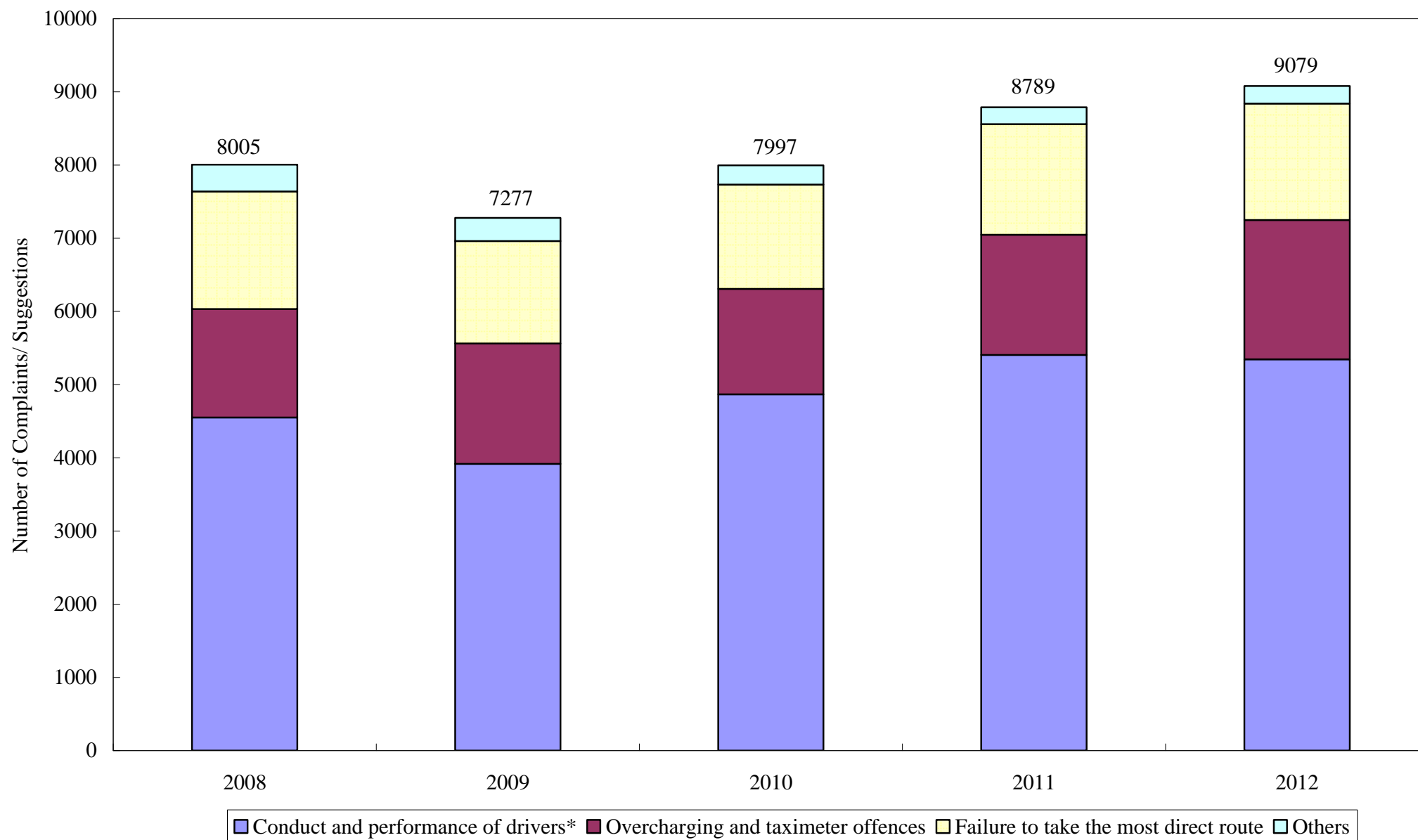
<u>Nature of Complaint/Suggestion</u>	<u>2011</u>	<u>2012</u>	<u>Difference</u>
<b>Taxi driver malpractice</b>			
(a) Conduct and performance of drivers			
(i) Behaving other than in a civil and orderly manner	1 635	1 510	-7.6%
(ii) Refusing hire	2 111	2 063	-2.3%
(iii) Soliciting passengers	34	24	-29.4%
(iv) Refusing to drive to destination	379	486	+28.2%
(v) Failure to display driver identity plate	90	64	-28.9%
(vi) Failure to display driver identity plate properly	60	8	-86.7%
	4 309	4 155	-3.6%
(b) Improper driving behaviour	1 095	1 192	+8.9%
(c) Overcharging	1 255	1 525	+21.5%
(d) Taximeter irregularities	389	378	-2.8%
(e) Failure to take the most direct route	1 511	1 590	+5.2%
<b>Sub-total</b>	<b>8 559</b>	<b>8 840</b>	<b>+3.3%</b>
<b>Others</b>			
(a) Taxi obstruction	130	119	-8.5%
(b) Miscellaneous	100	120	+20.0%
<b>Sub-total</b>	<b>230</b>	<b>239</b>	<b>+3.9%</b>
<b>Total</b>	<b>8 789</b>	<b>9 079</b>	<b>+3.3%</b>

**Results of Taxi Driver Malpractice Cases Referred to the Police**  
**(January – December 2012)**

	<b><u>No. of Cases</u></b>	<b><u>Percentage</u></b>
(i) Summonsed	125 (169)	8 (9)
(ii) Withdrawal by complainants	611 (564)	41 (29)
(iii) Evidence considered insufficient by the Police for further processing	773 (1 209)	51 (62)
<b>Total</b>	<b>1 509 (1 942)</b>	<b>100 (100)</b>

Note : Comparative figures for 2011 are in brackets.

**Complaints and Suggestions on Taxi Services during 2008 - 2012**



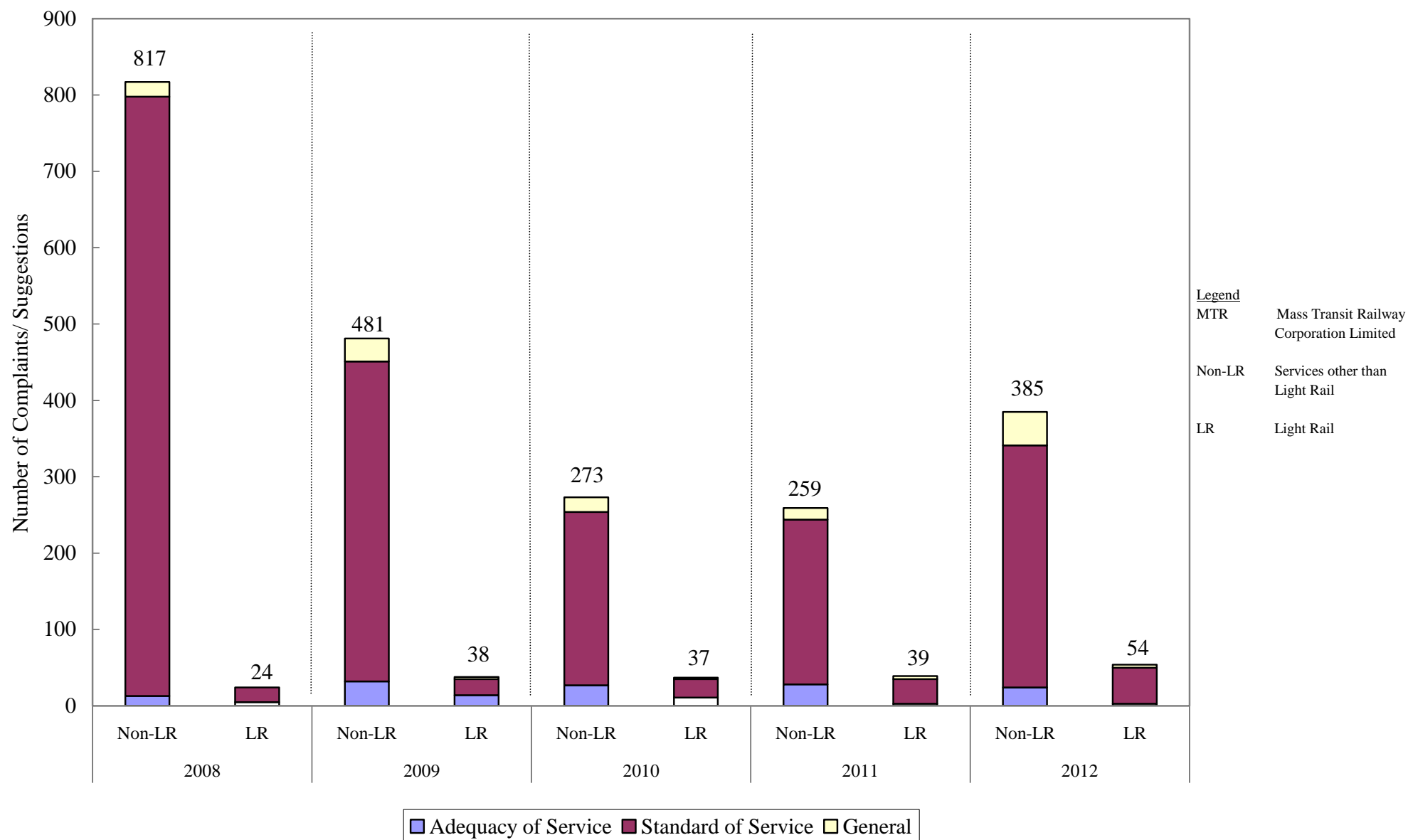
\* Including improper driving behaviour

**Complaints and Suggestions on Rail Services**

<b><u>Railway Company</u></b>	<b><u>2011</u></b>		<b><u>2012</u></b>		<b><u>Difference</u></b>	
Mass Transit Railway Corporation Limited (Excluding Light Rail)	259	(0.17)	385	(0.25)	+48.6%	(+47.1%)
Mass Transit Railway Corporation Limited (Light Rail)	39	(0.24)	54	(0.32)	+38.5%	(+33.3%)
The Hongkong Tramways Limited	19	(0.24)	160	(2.16)	+742.1%	(+800.0%)
Peak Tramways Company Limited	1	(0.17)	-	(-)	-100.0%	(-100.0%)
<b>Total</b>	<b>318</b>	<b>(0.18)</b>	<b>599</b>	<b>(0.33)</b>	<b>+88.4%</b>	<b>(+83.3%)</b>

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

**Complaints and Suggestions on MTR Services during 2008 - 2012**

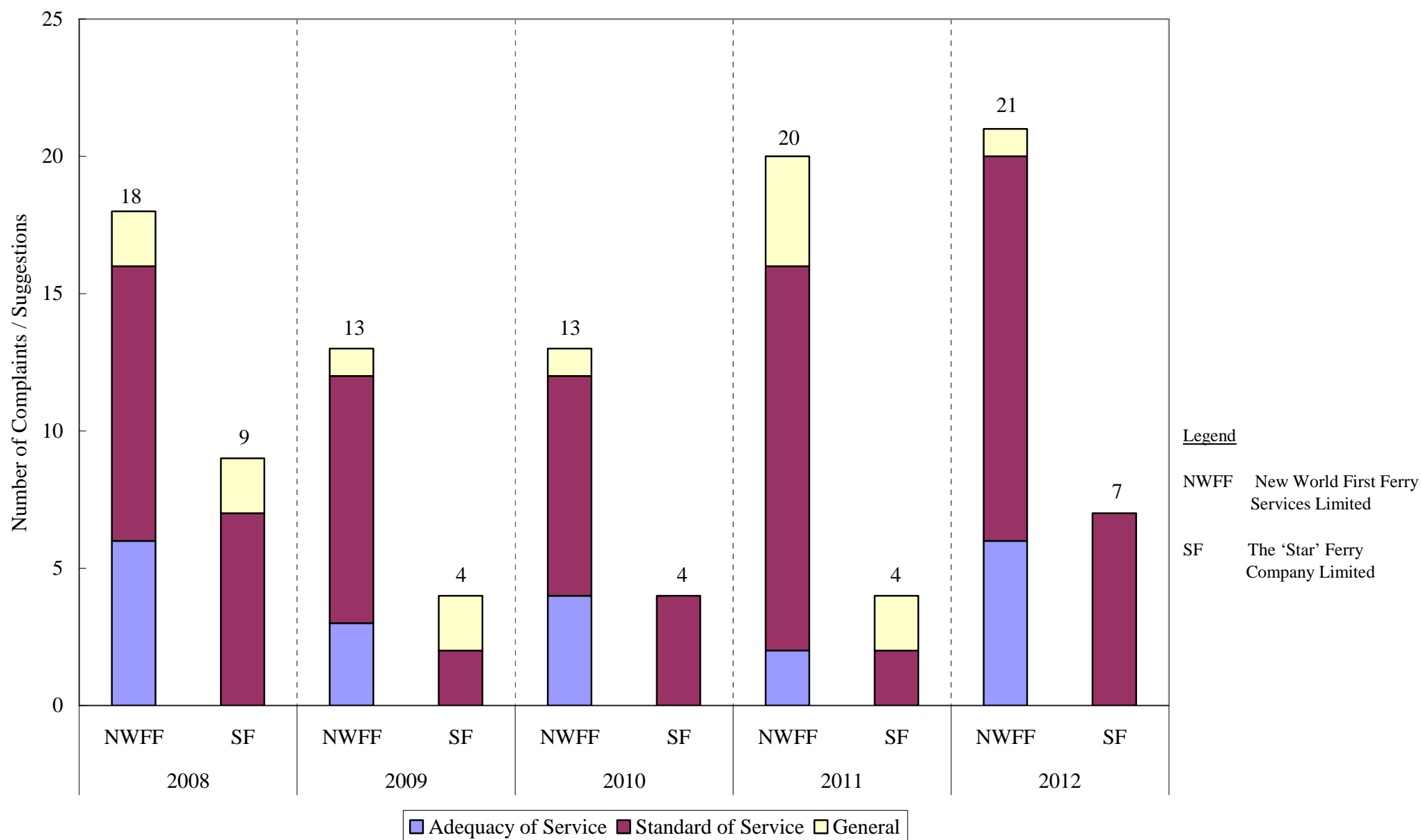


**Complaints and Suggestions on Ferry Services**

<b><u>Ferry Company</u></b>	<b><u>2011</u></b>		<b><u>2012</u></b>		<b><u>Difference</u></b>	
New World First Ferry Services Limited	20	(1.51)	21	(1.54)	+5.0%	(+2.0%)
The 'Star' Ferry Company Limited	4	(0.18)	7	(0.32)	+75.0%	(+77.8%)
Minor Ferries	30	(2.15)	19	(1.35)	-36.7%	(-37.2%)
<b>Total</b>	<b>54</b>	<b>(1.09)</b>	<b>47</b>	<b>(0.95)</b>	<b>-13.0%</b>	<b>(-12.8%)</b>

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

**Complaints and Suggestions on NWFF and SF Services during 2008 - 2012**



**Complaints and Suggestions on Traffic and Road Conditions**

<b><u>Nature of Complaint/Suggestion</u></b>	<b><u>2011</u></b>	<b><u>2012</u></b>	<b><u>Difference</u></b>
<b><u>Traffic Conditions</u></b>			
(a) Traffic congestion	262	248	-5.3%
(b) Traffic management	186	141	-24.2%
(c) Additional traffic signs and aids	94	94	-
(d) Parking facilities	58	74	+27.6%
<b>Sub-total</b>	<b>600</b>	<b>557</b>	<b>-7.2%</b>
<b><u>Road Maintenance</u></b>			
(a) Road conditions	79	81	+2.5%
(b) Traffic signs and aids	98	81	-17.3%
(c) Carriageway markings	17	25	+47.1%
<b>Sub-total</b>	<b>194</b>	<b>187</b>	<b>-3.6%</b>
<b><u>Enforcement</u></b>			
(a) Illegal parking	828	922	+11.4%
(b) Other enforcement matters	633	553	-12.6%
<b>Sub-total</b>	<b>1 461</b>	<b>1 475</b>	<b>+1.0%</b>
<b>Total</b>	<b>2 255</b>	<b>2 219</b>	<b>-1.6%</b>

**Breakdown of Complaints and Suggestions on Traffic and Road Conditions by District**  
**(January – December 2012)**

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	9	51	23	16	19	6	27	6	25	2	6	16	6	13	8	5	5	-	5	248
(b) Traffic management	13	14	8	5	5	5	7	6	10	2	5	12	7	8	13	6	6	4	5	141
(c) Additional traffic signs and aids	4	11	10	7	8	6	6	3	10	1	2	3	6	3	4	6	1	1	2	94
(d) Parking facilities	1	3	5	3	3	2	5	5	9	-	1	6	1	6	-	17	5	1	1	74
Sub-total	27	79	46	31	35	19	45	20	54	5	14	37	20	30	25	34	17	6	13	557
<u>Road Maintenance</u>																				
(a) Road conditions	4	9	5	6	4	2	5	7	6	1	5	1	7	5	5	3	3	-	3	81
(b) Traffic signs & aids	4	5	8	2	3	4	6	6	9	2	4	2	5	7	2	7	4	-	1	81
(c) Carriageway markings	1	3	2	3	-	1	1	2	5	1	-	-	1	1	2	1	-	-	1	25
Sub-total	9	17	15	11	7	7	12	15	20	4	9	3	13	13	9	11	7	-	5	187
<u>Enforcement</u>																				
(a) Illegal parking	65	67	40	23	85	34	80	40	152	48	23	61	48	33	35	44	42	2	-	922
(b) Other enforcement matters	23	59	54	18	36	23	63	29	67	10	14	30	28	27	25	16	13	8	10	553
Sub-total	88	126	94	41	121	57	143	69	219	58	37	91	76	60	60	60	55	10	10	1475
Total	124	222	155	83	163	83	200	104	293	67	60	131	109	103	94	105	79	16	28	2219