

Transport Complaints Unit Report 2013

Overview of Complaints and Suggestions in 2013

In 2013, the Transport Complaints Unit (TCU) received 24 133 complaints and suggestions on transport and traffic matters, including 299 pure suggestions. The number of cases recorded an increase of 7.7% as compared with 22 405 cases received in 2012. 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 2013 by category is as follows –

<u>Nature of Complaint/Suggestion</u>	<u>2012</u>	<u>2013</u>	<u>Difference</u>
Public Transport Services	20 061	21 847	+8.9%
Traffic Conditions	557	529	-5.0%
Road Maintenance	187	155	-17.1%
Enforcement	1 475	1 510	+2.4%
Miscellaneous	125	92	-26.4%
Total	22 405	24 133	+7.7%

2. In 2013, complaints and suggestions received through telephone accounted for 55% of the total. The remaining cases (45%) were received in the form of e-mail, fax, letter or TCU Complaint Form.

3. During the year, investigations into 22 874 cases (including some outstanding cases carried forward from the previous year) were completed. Of these, 15 887 (70%) were found to be substantiated, 789 (3%) unsubstantiated, and the remaining 6 198 (27%) 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 67% in 2012 to 70% in 2013. 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 29% in 2012 to 27% in 2013.

4. In 2013, relevant government departments and public transport operators took on board 94 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 2013, 21 847 complaints and suggestions were received, accounting for about 91% of the total number of cases. Among these, 167 were pure suggestions. The number of cases in this category recorded an increase of 8.9% as compared with 20 061 cases in 2012. A breakdown of the complaints and suggestions by mode of transport is as follows -

<u>Mode of Transport</u>	<u>2012</u>		<u>2013</u>		<u>Difference</u>	
Franchised Bus Services	6 308	(4.50)	7 424	(5.20)	+17.7 %	(+15.6%)
Non-franchised Bus Services	174	(1.33)	182	(1.35)	+4.6%	(+1.5%)
Green Minibuses	3 555	(6.37)	3 458	(6.27)	-2.7%	(-1.6%)
Red Minibuses	299	(2.31)	290	(2.28)	-3.0%	(-1.3%)
Taxis	9 079	(25.94)	9 306	(24.99)	+2.5%	(-3.7%)
Rail Transport	599	(0.33)	1 082	(0.58)	+80.6%	(+75.8%)
Ferries	47	(0.95)	105	(2.12)	+123.4%	(+123.2%)
Total	20 061		21 847		+8.9%	

(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 7 424 cases on franchised bus services in 2013, representing 5.2 complaints/suggestions per million passenger journeys. These figures represent increases of 17.7% and 15.6% respectively when compared with 6 308 cases and 4.5 complaints/suggestions per million passenger journeys in 2012. Most complaints were about regularity of service, passenger service and facilities and conduct and performance of staff.

7. The TCU Sub-Committee noted that to tackle complaints on regularity of service, which was attributable to lost trips due to bus captain shortage and worsened traffic congestion, measures have been taken by bus companies to enhance their bus captain recruiting and training programs as well as to review and adjust service timetable of individual routes to better reflect the actual operational situation. A good number of complaints on passenger services and facilities are on the TV broadcasting system on franchised buses. In this regard, TD has requested all the bus companies concerned to adjust the broadcasting volume to a level close to the ambient noise level so as to provide a comfortable environment of generally acceptable standard for passengers on board. To address the complaints over conduct and performance of staff, bus companies have strengthened their training programme and arranged covert ride checks to monitor drivers' performance.

8. In terms of complaints about franchised bus services in 2013, the magnitude of increase over previous year reduced substantially (17.7% in 2013 vs. 64.4% in 2012). The overall lost trip rate of bus companies was reduced remarkably from 4.2% in 2012 to 2.6% in 2013.

9. With the implementation of a number of bus route rationalisation schemes in various districts including Eastern District, Northern District, Tuen Mun and Sai Kung in the latter half of 2013, TD noted the number of complaints about the change of routing and service frequency received in the period. Such complaints were mainly a result of the teething adjustments. TD will continue to monitor the bus services through surveys and passenger feedback to ensure that scheduled service level is well adhered to.

10. A breakdown of the 7 424 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 14.5% from 4.29 in 2012 to 4.91 in 2013. As regards the 4 196 cases received in 2013, they were mainly about regularity of service (2 262), conduct and performance of staff (520) and passenger services and facilities (512).
- Citybus Limited (Franchise 1) (Citybus) – The number of complaints/suggestions per million passenger journeys increased by 13.7% from 3.58 in 2012 to 4.07 in 2013. As regards the 638 cases received in 2013, they were mainly about regularity of service (279), passenger services and facilities (120) and improper driving behaviour (83).
- The New World First Bus Services Limited (NWFB) – The number of complaints/suggestions per million passenger journeys increased by 30.5% from 3.74 in 2012 to 4.88 in 2013. As regards the 587 cases received in 2013, they were mainly about regularity of service (310), improper driving behaviour (72) and passenger services and facilities (69).

11. 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

12. 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.

13. There were 182 cases on non-franchised bus services in 2013, representing 1.35 complaints/suggestions per million passenger journeys. These figures represent increases of 4.6% and 1.5% respectively when compared with 174 cases and 1.33 complaints/suggestions per million passenger journeys in 2012. The increase was mainly attributable to more complaints/suggestions about regularity of residents' services. A detailed breakdown of the 182 cases is at Appendix 7.

14. 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

15. There were 3 748 cases on public light bus (PLB) services in 2013, representing 5.52 complaints/suggestions per million passenger journeys. These figures represent decreases of 2.8% and 1.4% respectively when compared with 3 854 cases and 5.6 complaints/suggestions per million passenger journeys in 2012.

Green Minibus Services

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

17. In 2013, there were 3 458 complaints/suggestions on GMB services, accounting for 92% of all PLB cases received. The number of complaints/suggestions per million passenger journeys was 6.27. These figures represent decreases of 2.7% and 1.6% respectively when compared with 3 555 cases and 6.37 complaints/suggestions per million passenger journeys in 2012. A detailed breakdown of the 3 458 cases is at Appendix 9.

Red Minibus Services

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

19. In 2013, there were 290 complaints/suggestions on RMB services, accounting for 8% of all PLB cases received. The number of complaints/suggestions per million passenger journeys was 2.28. These figures represent decreases of 3.0% and 1.3% respectively when compared with 299 cases and 2.31 complaints/suggestions per million passenger journeys in 2012. A detailed breakdown of the 290 cases is at Appendix 10.

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

21. The TCU Sub-Committee noted the decrease in the number of complaints about regularity of service against GMBs might be attributable to the implementation of remedial measures such as frequency adjustment, operation of short-working and supplementary trips to avoid congested roads particularly during peak hours, better vehicle deployment and strengthening of staff supervision. However, the number of complaints on conduct and performance of staff (including drivers) has increased from 1 061 in 2012 to 1 145 in 2013 for GMB services and from 73 in 2012 to 92 in 2013 for RMB services. The increase was mainly in the area of failing to pick up passengers (i.e. from 628 cases in 2012 to 677 cases in 2013 for GMB and from eight cases in 2012 to 24 cases in 2013 for RMB) as well as failing to set down passengers at their designated location for GMB services (i.e. from 78 cases in 2012 to 94 cases in 2013). The problem was mainly due to driver's inattentiveness to passengers' requests and the traffic situations at specific locations which might have caused difficulties for the drivers to pick up and set down passengers. The poor conduct and performance of staff might have been caused by the overall shortage of drivers in the transport fields, including the public light bus services, which led to high turn-over rate and the employment of drivers with less experience.

22. To alleviate the problem of driver shortage and poor behaviour, some GMB operators provided financial incentives such as increased salary to retain the incumbent drivers and attract new blood to join the GMB trade; and provided sufficient on-job training to new drivers. TD monitored the manpower situation closely and encouraged the GMB operators to participate in the job fairs organised by the Labour Department. Besides, TD required GMB operators to strengthen staff supervision. For repeated complaints on particular GMB routes, TD interviewed the GMB operators concerned and issued warning letters to those operators in respect of repeated complaints without improvements.

23. TD continued to implement various measures in 2013 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 the safety of operation and quality of PLB services, the Government planned to introduce legislative amendments in 2014 to implement two measures, namely the mandatory installation of approved electronic data recording devices on newly registered PLBs, and mandatory completion of a pre-service course by applicants of PLB driving licence.

(Note : The Government has tabled the abovementioned legislative amendments in the Legislative Council in July 2014.)

Taxi Services

25. Taxi services remained one of the major areas of complaints in 2013. There were 9 306 cases, accounting for 43% of all the cases on public transport services. The number of complaints/suggestions per million passenger journeys was 24.99, the highest amongst all types of public transport services. These figures represent an increase of 2.5% when compared with 9 079 cases and a decrease of 3.7% when compared with 25.94 complaints/suggestions per million passenger journeys in 2012. The increase was mainly attributable to more complaints about taxi driver malpractice (especially those related to refusing hire and drivers behaving other than in a civil and orderly manner). A detailed breakdown of the 9 306 cases is at Appendix 12.

26. Of the 9 306 cases received, 9 072 (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, 1 662 such cases (18%) were referred to the Police. In 2013, the Police completed the investigation of 1 553 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 a two-pronged approach is being adopted for tackling malpractices by a small group of unscrupulous taxi drivers. 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. Taxi information is provided at the airport, major cross-boundary points, cruise termini and major taxi stands by means of information boards, LED displays and information flyers. 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 at The Peak and 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 in January 2014 (see paragraph 31 below), radio programmes and segments to promote quality taxi services and remind taxi drivers to refrain from malpractices were extensively broadcast on Commercial Radio in December 2013 and January 2014. TD, Police and the Hong Kong Tourism Board are considering further joint efforts to educate both taxi passengers and drivers for combating taxi malpractice.

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

30. 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 reminding them the need to provide high-standard services.

31. QTSSC has started to commend those taxi drivers providing good service through its Taxi Driver Commendation Scheme since 2001. As at the end of 2013, some 7 500 taxi drivers have been commended under the scheme. TD and QTSSC have enhanced the promotion of the scheme to motivate taxi drivers to improve service quality and facilitate passengers in identifying those drivers

¹ QTSSC, currently chaired by Mr Peter Yan King-shun who is a Transport Advisory Committee member, was established in May 1999 to promote quality taxi service. It comprises representatives of the taxi associations, Hong Kong Tourism Board, Consumer Council, District Councils, Transport and Housing Bureau and Transport Department.

who provide quality service. The enhancements included the display of relevant posters at taxi stands, letters to taxi associations to invite the participation of their drivers, and broadcasting of the scheme on radio, etc. To improve the convenience for the public to access the QTSSC website to make commendation nomination, a QR code has been created and printed in taxi publicity materials since December 2013.

32. 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 where the circumstances so warrant for meeting passengers' aspiration for point to point convenience when using taxi service.

Rail Services

34. There were 1 082 cases on rail services in 2013, representing 0.58 complaints/suggestions per million passenger journeys. These figures represent increases of 80.6% and 75.8% respectively when compared with 599 cases and 0.33 complaints/suggestions per million passenger journeys in 2012. The increase in the number of cases on rail services was mainly attributable to more complaints about the Mass Transit Railway (MTR) services (excluding Light Rail). There were 930 complaints about MTR services (excluding Light Rail) as compared with 385 in 2012.

35. The TCU Sub-Committee noted that the upsurge of complaints against MTR services in 2013 was mainly about the the nuisance brought to passengers by the "MTR Talkazine". This issue alone has accounted for 563 complaints. The MTR Corporation Limited (MTRCL) originally intended to launch a three-month trial of a live talk show, "the MTR Talkazine", in station concourses of Kwun Tong Line, Island Line, Tsuen Wan Line and Tseung Kwan O Line during evening peaks on every Friday, Saturday and Sunday. The talk show started on 28 September 2013 aiming to bring the latest news on MTRCL's service enhancements for passengers and up-to-date train service information.

However, due to large number of complaints received against the talk show as it caused noise nuisance to passengers, MTRCL terminated the talk show after two weeks of the trial.

36. A breakdown of the 1 082 cases by individual railway companies is at Appendix 15. There were 984 cases on the services of the MTRCL, accounting for 91% 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 132% from 0.25 in 2012 to 0.58 in 2013. As regards the 930 cases received in 2013, they were mainly about passenger services and facilities (734).
- Light Rail – The number of complaints/suggestions per million passenger journeys decreased by 3.1% from 0.32 in 2012 to 0.31 in 2013. As regards the 54 cases received in 2013, they were mainly about improper driving behaviour (16).

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

Ferry Services

38. There were 105 cases on ferry services in 2013, representing 2.12 complaints/suggestions per million passenger journeys. These figures represent increases of 123.4% and 123.2% respectively when compared with 47 cases and 0.95 complaints/suggestions per million passenger journeys recorded in 2012. The increase was mainly caused by complaints against New World First Ferry Services Limited (“NWFF”), Hong Kong and Kowloon Ferry Holdings Limited (“HKK”) and Discovery Bay Transportation Services Limited (“DBTSL”).

39. There were 49 complaints against NWFF in 2013, including 19 about frequency/carrying capacity, 14 about staff conduct and performance, six about passenger services, five about regularity of service, three about fare and two about conditions of vessel. Majority of the complaints were caused by the increase in passenger demand for a few specific sailings of “Central – Cheung Chau” licensed ferry route in peak hours and the associated passengers’

dissatisfaction with failure of pier staff to arrange additional sailings. TD has asked NWFF to deploy available resources to arrange additional sailings to cater for the passenger demand.

40. For HKK, there were 34 complaints in 2013, including 14 about regularity of service, seven about passenger services, six about conditions of vessel, three about frequency/carrying capacity, two about fare collection and two about staff conduct and performance. Majority of complaints were about regularity of “Central - Peng Chau” licensed ferry route upon service re-organisation in August. In response to TD’s request, HKK has already deployed an additional spare vessel on the route to enhance the service quality.

41. There were seven complaints against DBTSL’s only “Central – Discovery Bay” licensed ferry route in 2013. About half of the complaints were related to the local objection to the 9.5% fare increase of the route imposed in May.

42. TD will continue to closely monitor the performance of ferry operators through field surveys and inspections, with a view to ensuring that all ferry operators adhere to the schedules and improve services to meet passenger demand, when needed.

43. A breakdown of the 105 cases by ferry companies is at Appendix 17. The complaints and suggestions on the services of the two major ferry companies are highlighted below -

- NWFF – The number of complaints/suggestions per million passenger journeys increased by 121.4 % from 1.54 in 2012 to 3.41 in 2013.
- The ‘Star’ Ferry Company Limited (‘Star’ Ferry) – The number of complaints/suggestions per million passenger journeys decreased by 28.1% from 0.32 in 2012 to 0.23 in 2013.

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

Traffic and Road Conditions

45. In 2013, there were 2 194 complaints and suggestions about traffic and road conditions, including 117 pure suggestions. The number of cases received represents a decrease of 1.1% as compared with 2 219 cases in 2012. Detailed breakdowns of the cases by category and by district are at Appendices 19 and 20 respectively.

Traffic Conditions

46. In 2013, 529 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 5.0% as compared with 557 cases in 2012.

47. Of the 529 cases received, 237 (45%) were related to traffic congestion. This represents a decrease of 4.4% as compared with 248 cases in 2012. Factors contributing to complaints about traffic congestion in 2013 are broken down as follows -

<u>Factor</u>	<u>No. of Complaints</u>		<u>Difference</u>
	<u>2012</u>	<u>2013</u>	
Traffic management	139	113	-18.7%
Road works	53	63	+18.9%
Vehicle obstruction	26	26	-
Others	30	35	+16.7%
Total	248	237	-4.4%

48. In 2013, districts which attracted relatively more complaints about traffic congestion were –

<u>District</u>	<u>No. of Complaints</u>		<u>Difference</u>
	<u>2012</u>	<u>2013</u>	
Tuen Mun	13	27	+107.7%
Central & Western	23	24	+4.3%
Kowloon City	27	20	-25.9%
Tsuen Wan	8	19	+137.5%

49. 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 2013 –

- (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 to reduce vehicle obstruction.

50. In 2013, there were 171 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 represents an increase of 21.3% as compared with 141 cases in 2012.

51. Besides, TCU received 74 requests for additional traffic signs and aids in 2013, 21.3% less than that of 2012.

52. There were 47 complaints and suggestions on parking facilities in 2013. This represents a decrease of 36.5% as compared with 74 cases in 2012.

Road Maintenance

53. In 2013, 155 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 17.1% as compared with 187 cases in 2012. All the complaints were referred to HyD or other relevant departments for investigation and remedial action.

Enforcement

54. In 2013, 1 510 complaints about enforcement matters were received, accounting for about 6% of the total number of cases. The number of complaints in this category recorded an increase of 2.4% as compared with 1 475 complaints in 2012.

55. 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

56. Among the 24 133 complaints and suggestions received in 2013, 2 804 (12%) were related to road safety matters. A breakdown of these cases is as follows -

	<u>No. of Complaints/Suggestions</u>
Public Transport Services	2 198
Traffic Management	53
Road Maintenance	19
Enforcement	534
Total	<u>2 804</u>

57. 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, boarding arrangement) might pose danger to passengers and other road users.

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

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

60. Regarding enforcement, there were 188 complaints about illegal parking which caused obstruction and posed danger to motorists and pedestrians. There were also 346 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.

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

Noteworthy Improvement Measures Taken in Some Cases

Implementation of “No Stopping” restriction in Green Lane and Blue Pool Road in Happy Valley

62. In September 2011, a complaint was lodged concerning vehicle obstruction at the junction of Blue Pool Road and Green Lane. The complainant noted that many private cars and school coaches used the junction to drop off/pick up children attending schools in the neighbourhood during early morning and in mid-afternoon. Very often these vehicles were even parked at roadside to wait for children. As there was a bend at Blue Pool Road near the junction, vehicles stopped/parked there would obstruct the sightline of motorists travelling uphill and downhill along Blue Pool Road. Road safety was compromised when vehicles were double parked at the junction forcing other moving vehicles to take up part of the opposite traffic lane when passing through the junction. The problem of illegal parking also spread to Green Lane causing obstruction to the carpark entrance of residential buildings. The complainant suggested turning the junction and Green Lane into “No Stopping” zone to deter vehicle obstruction.

63. The Road Traffic (Parking) Regulations stipulate that no vehicle shall park on any road furnished with street lighting other than in a parking place. On receipt of the case, TCU alerted the Police of the situation for taking appropriate enforcement action. Fixed penalty tickets were issued to vehicles involved in parking offence.

64. TCU also invited TD to consider the complainant’s suggestion of imposing “No Stopping” restriction. After consulting the local community and balancing the need for loading/unloading and picking up/dropping off passengers and taking road safety into consideration, TD imposed “No Stopping” restriction in a few sections of the junction, namely at the bend of Blue Pool Road, at the entrance of Green Lane and on one side of a section of Green Lane where vehicle obstruction might pose road safety issue. Since the implementation of the restriction in July 2013, the complainant has raised no further query.

Provision of a pedestrian cautionary crossing at Ngau Tau Kok Road

65. In October 2011, a member of the public approached TCU to express her concern about illegal parking and jaywalking outside the Ngau Tau Kok MTR station, specifically between the signalised crossing and pedestrian subway at Ngau Tau Kok Road.

66. The case was referred to the Police for follow-up on the enforcement front. In the subsequent months, enforcement was stepped up against jaywalking and illegal parking at the location. Verbal warnings and fixed penalty tickets were issued for jaywalking and illegal parking, and some pedestrians were summonsed for jaywalking. The Police observed that the situation had been improved and would continue to monitor the situation and take appropriate actions.

67. In view of the frequent jaywalking activities at the location, TCU consulted TD if any traffic management measures could be implemented to tackle the problem and enhance road safety. TD's initial thinking was to install railing between the opposing traffic along Ngau Tau Kok Road to deter jaywalking. However, it cannot materialise due to the limited carriageway width and other site constraints. As an alternative, TD put forth a proposal of installing a pedestrian cautionary crossing at the location to facilitate pedestrian crossing the road. In view that the proposal would affect the existing bus layby and the operation of a bus stop, TD discussed with the bus operators and conducted a public consultation exercise through the District Office. Different views on TD's proposal were received in the process and after thorough consideration, the existing bus stop was relocated to a nearby location to make way for a cautionary crossing, which was installed by HyD in May 2013.

68. The member of the public was informed of the follow-up actions taken by the departments and has made no further comment.

Improvement to traffic management outside Tsuen Wan Plaza

69. In June 2012, TCU received a complaint about traffic congestion in the vicinity of Tsuen Wan Plaza caused by vehicles queuing to enter the carpark of the Plaza, especially during weekends and public holidays. Vehicles travelling from Yuen Tun Circuit southbound would turn right to Tai Pa Street and use the left lane to enter the carpark of the Plaza. On the other hand, vehicles travelling from Yuen Tun Circuit northbound would turn left to Tai Pa Street to enter the carpark. During the weekends and public holidays when many vehicles were lining up to enter the carpark, the queue would extend from the left lane of Tai Pa Street to Yuen Tun Circuit. Other vehicles at Yuen Tun Circuit not wishing to use

the carpark could not enter Tai Pa Street as they were stuck in the queue. Some motorists would even line up on the box junction road marking at the entrance of Tai Pa Street to compete for a place in the queue. The traffic congestion also affected Heung Wo Street, which was one street further down intersecting with Yuen Tun Circuit. The vehicles at Heung Wo Street were not able to turn right into Yuen Tun Circuit due to the queue.

70. The case was referred to the Police for taking traffic control or enforcement action as appropriate, while TD's consideration of possible measures to alleviate the traffic congestion was invited. In this connection, TD had engaged District Council member and the representatives of Tsuen Wan Plaza to discuss the issue. With the agreement of the local community, traffic management measures were put in place to the effect that vehicles travelling from Yuen Tun Circuit southbound were prohibited to enter the left lane of Tai Pa Street to ensure that all vehicles waiting to enter Tsuen Wan Plaza should line up at Yuen Tun Circuit northbound. An additional "left-turn only" traffic lane was provided at Yuen Tun Circuit northbound to facilitate the implementation of the traffic management scheme.

71. The works were carried out by HyD and completed in July 2013. The complainant has not lodged further complaint.

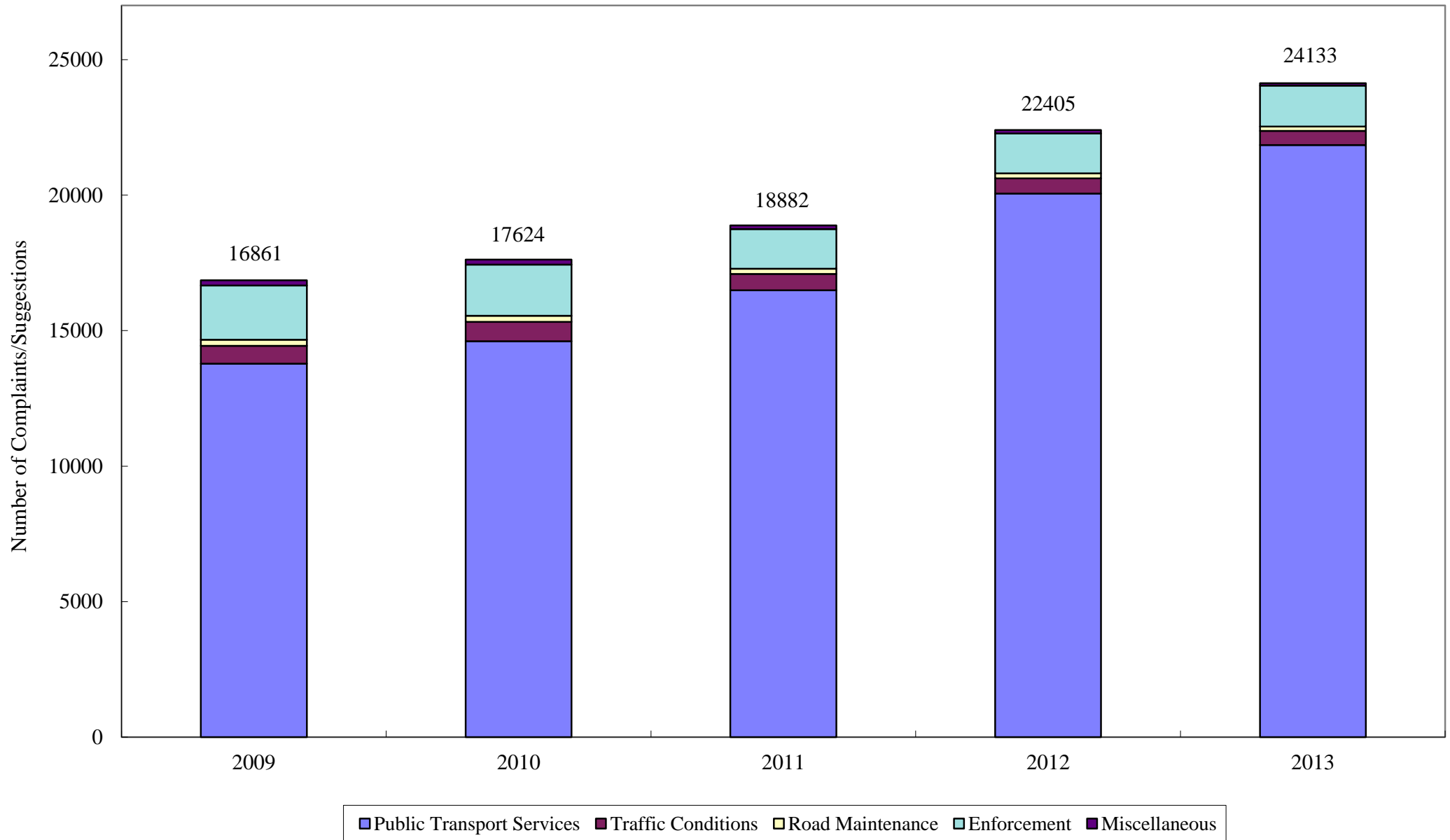
Complaints and Suggestions Received by TCU during 2009 - 2013

<u>Nature of Complaint/Suggestion</u>	<u>2009</u>	<u>2010</u>	<u>2011</u>	<u>2012</u>	<u>2013</u>
I. Public Transport Services					
(a) Adequacy of service	747 [45]	734 [84]	775 [109]	918 [120]	1 120 [115]
(b) Standard of service	12 538 [18]	13 455 [27]	15 355 [52]	18 671 [91]	20 255 [31]
(c) General	495 [15]	417 [11]	362 [26]	472 [30]	472 [21]
	13 780 [78]	14 606 [122]	16 492 [187]	20 061 [241]	21 847 [167]
II. Traffic Conditions					
(a) Traffic congestion	279	321 [1]	262 [13]	248 [19]	237 [7]
(b) Traffic management	226 [35]	239 [34]	186 [65]	141 [55]	171 [50]
(c) Additional traffic signs and aids	83 [8]	92 [20]	94 [55]	94 [53]	74 [33]
(d) Parking facilities	74 [14]	67 [8]	58 [24]	74 [49]	47 [18]
	662 [57]	719 [63]	600 [157]	557 [176]	529 [108]
III. Road maintenance					
(a) Road conditions	131	115	79 [6]	81 [3]	80 [1]
(b) Traffic signs and aids	84	96 [1]	98 [2]	81 [2]	65 [2]
(c) Carriageway markings	12 [1]	11 [1]	17 [2]	25 [4]	10 [1]
	227 [1]	222 [2]	194 [10]	187 [9]	155 [4]
IV. Enforcement					
(a) Illegal parking	1 000	1 048	828 [2]	922	989 [2]
(b) Other enforcement matters	995 [1]	843 [1]	633 [6]	553 [2]	521 [3]
	1 995 [1]	1 891 [1]	1 461 [8]	1 475 [2]	1 510 [5]
V. Miscellaneous	197 [26]	186 [24]	135 [16]	125 [17]	92 [15]
Total	16 861 [163]	17 624 [212]	18 882 [378]	22 405 [445]	24 133 [299]

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 2009 - 2013

Appendix 1 (ii)



Summary of Results of Investigations into Complaints and Suggestions
(January – December 2013)

Outcome of Investigation Nature of Complaint/ Suggestion					
	A1	A2	B	C	Total
I. Public Transport Services					
(a) Adequacy of service	83	751	66	1	901
(b) Standard of service	4 831	8 110	468	6 074	19 483
(c) General	152	205	53	7	417
	5 066	9 066	587	6 082	20 801
II. Traffic Conditions					
(a) Traffic congestion	72	102	27	5	206
(b) Traffic management	44	42	66	-	152
(c) Additional traffic signs/aids	29	24	34	-	87
(d) Parking facilities	27	14	21	-	62
	172	182	148	5	507
III. Road Maintenance					
(a) Road conditions	51	6	6	-	63
(b) Traffic signs and aids	37	7	22	-	66
(c) Carriageway markings	11	-	2	-	13
	99	13	30	-	142
IV. Enforcement					
(a) Illegal parking	722	122	5	4	853
(b) Other enforcement matters	208	172	6	106	492
	930	294	11	110	1 345
V. Miscellaneous	45	20	13	1	79
Total	6 312 (28%)	9 575 (42%)	789 (3%)	6 198 (27%)	22 874 (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 2013)**

Outcome of Investigation					
Mode of Transport	A1	A2	B	C	Total
The Kowloon Motor Bus Company (1933) Limited	998	2 508	277	28	3 811
Citybus Limited (Franchise 1)	245	329	15	2	591
Citybus Limited (Franchise 2)	49	73	13	1	136
The New World First Bus Services Limited	156	311	14	4	485
The New Lantau Bus Company (1973) Limited	21	9	5	-	35
Long Win Bus Company Limited	46	83	11	-	140
Cross-harbour Bus Services	440	933	93	7	1 473
Non-franchised Bus Services	41	116	11	2	170
Green Minibus	2 085	1 247	84	53	3 469
Red Minibus	188	42	6	28	264
Taxi	81	3 032	4	5 955	9 072
Mass Transit Railway Corporation Limited (Excluding Light Rail)	633	251	39	1	924
Mass Transit Railway Corporation Limited (Light Rail)	25	24	3	-	52
The Hongkong Tramways Limited	43	67	1	1	112
Peak Tramways Company Limited	-	1	-	-	1
New World First Ferry Services Limited	2	22	3	-	27
The 'Star' Ferry Company Limited	2	3	1	-	6
Minor Ferries	11	15	7	-	33
Total	5 066 (24%)	9 066 (44%)	587 (3%)	6 082 (29%)	20 801 (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 2013**

I. Public Transport Services

Hong Kong Island

- Provide barrier-free access at Shau Kei Wan Bus Terminus to facilitate disabled passengers' access.
- Add a green minibus stop at Chai Wan Road to meet the demand of passengers.
- Erect a two-faced sign of cross-harbour taxi stand at Paterson Street to facilitate passengers.

Kowloon

- Impose “No Stopping” restriction near a minibus stop at Lai King Hill Road to prevent other vehicles causing obstruction to passengers boarding/alighting from minibuses.

New Territories

- Add a bus stop at Tung Wui Road to meet the demand of passengers.
- Install an information board at the taxi pick-up/drop-off point at Pak Lam Road to remind passengers about additional fare incurred for the use of the Lantau Link.
- Add a taxi pick-up/drop-off point at Ning Tai Road to meet the demand of passengers.

II. Traffic Management

Hong Kong Island

- Increase the vehicular green time of traffic lights at Ka On Street, Water Street, Victoria Road, Edinburgh Place, Hung Hing Road and the junction of Victoria Road and Sandy Bay Road to improve traffic flow.

- Increase the vehicular green time of a traffic light at Caine Road during weekends to improve traffic flow.
- Increase the vehicular green time of a traffic light at Harbour Road in the evening to improve traffic flow.
- Increase the vehicular green time and enhance synchronisation of traffic lights at Percival Street to alleviate traffic congestion.
- Adjust the vehicular green time of traffic lights at the junction of Queen's Road East and Hennessy Road to improve traffic flow.
- Relocate a traffic light at Chater Road to avoid confusion to motorists.
- Increase the pedestrian green time of a traffic light at Queen's Road Central to facilitate pedestrians crossing the road.
- Adjust the signal setting of traffic lights at Hing Fat Street to improve traffic flow.
- Impose "No Stopping" restriction at Lockhart Road and the junction of Siu Sai Wan Road and Harmony Road to prevent vehicle obstruction.
- Impose "No Stopping" restriction at Shouson Hill Road to deter illegal parking.
- Extend the effective hours of "No Stopping" restriction at Power Street and City Garden Road to prevent vehicle obstruction.
- Extend "No Stopping" restriction at Smithfield to prevent vehicle obstruction.
- Impose "No Stopping" restriction at Green Lane and Blue Pool Road to prevent vehicle obstruction and improve road safety.
- Add "Ahead Only" and "No Right Turn" traffic signs at Marsh Road to remind motorists.
- Modify road markings at the junction of King's Road and Hei Wo Street to better guide motorists.
- Add a "Keep Clear" road marking at City Garden Road to prevent vehicle obstruction.
- Extend the hatched road markings at Holly Road to prevent vehicle obstruction.

- Convert part of the carriageway into a layby with hatched road markings at both ends, impose “No Stopping” restriction along the westbound lane, and replace the “Give Way” traffic sign and road markings with “Stop” sign and road markings on a slip lane at Robinson Road to enhance road safety.
- Reposition the traffic island, add a kerb built-out, and shift the zebra crossing northward at the junction of Blue Pool Road and Wong Nai Chung Road to enhance road safety.
- Add metered parking spaces at New Praya, Kennedy Town to facilitate parking of private cars.

Kowloon

- Increase the vehicular green time of traffic lights, and convert road markings from “Ahead Only” to “Straight Ahead and Turn Right”, at the junction of Yen Chow Street West and Sham Mong Road to improve traffic flow.
- Increase the pedestrian green time of a traffic light at the junction of Chun Wah Road and Choi Ha Road to facilitate pedestrians crossing the road.
- Extend the effective hours of “No Stopping” restriction at King Fuk Street and King Hong Street to prevent vehicle obstruction.
- Add traffic signs at Jordan Road to remind motorists of the restricted lane ahead.
- Add a “No Right Turn” traffic sign at Shung Shun Street to remind motorists.
- Add a “Give Way” traffic sign and road markings at the junction of Hai Tan Street and Kiu Kiang Street to remind motorists.
- Add a direction sign at Kwai Chung Road to remind motorists to get in lane in advance.
- Add “No Left Turn” traffic signs at Lai Chi Kok Road near Prince Edward Road West to remind motorists.
- Adjust the orientation of traffic signs and install a traffic bollard at the junction of Yan Wing Street and Cha Kwo Ling Road to alert motorists of the “No Entry” restriction.
- Add road markings at Tonkin Street to deter illegal parking.

- Add a “Give way” line at the junction of Li Tak Street and Kok Cheung Street to remind motorists to slow down.
- Add road marking and alert marking at Tung Chau Street to alert motorists of the edge of the carriageway.
- Add hatched road markings at Scout Path to remind motorists of the two way road.
- Modify the road markings at San Lau Street to regulate lane-changing activities.
- Modify the road markings and add box junction road markings at Sheung Yuen Street to alleviate traffic congestion.
- Add hatched road markings at the junction of Sai Yee Street and Argyle Street to enhance road safety.
- Convert parking spaces for goods vehicle into a loading/unloading bay at Luk Hop Street to facilitate loading/unloading activities.
- Allow U-turn activities at the junction of Yau Tong Road and Cha Kwo Ling Road to provide a convenient access for motorists.
- Convert part of the carriageway into pavement at Maple Street, the junction of Un Chau Street and Cheung Wah Street and the junction of Ng Fong Street and Tai Yau Street to facilitate pedestrians crossing the road.
- Add a pedestrian crossing at King Fuk Street to facilitate pedestrians crossing the road.
- Add a cautionary crossing at Ngau Tau Kok Road to improve road safety.
- Add signalised pedestrian crossings at the junction of How Ming Street, Tsun Yip Street and Tsun Yip Lane to facilitate pedestrians crossing the road.
- Convert a cautionary crossing at Wai Yip Street to a signalised crossing to improve road safety.

New Territories

- Increase the vehicular green time of traffic lights at Po Lam Road North, Castle Peak Road (Sham Tseng), the junction of Hang Hong Street and Sai Sha Road, the junction of Yu Tai Road and Pak Wo Road, the junction of Chun Yat Street and Wan Po Road, the junction of Kin Wing Street and Tsun Wen Road, the junction of Wu Shan Road and Lun Mun Road, the junction of Tan Kwai Tsuen Road and Castle Peak Road (Hung Shui Kiu), the junction of Yau Lai Road and Castle Peak Road (Ting Kau) and the junction of Town Park Road South and Lam Hau Tsuen Road to alleviate traffic congestion.
- Adjust the vehicular green time of traffic lights at Hang Hong Street to improve traffic flow.
- Increase the pedestrian green time of a traffic light at Hiram's Highway to facilitate pedestrians crossing the road.
- Adjust the settings of traffic lights at the junction of Ting Kok Road and Fung Yuen Road to improve traffic flow.
- Increase the vehicular green time of a traffic light at the junction of Tong Yan San Tsuen Road and Castle Peak Road (Ping Shan) to improve traffic flow.
- Impose "No Stopping" restriction at Chui Pak Road to deter illegal parking.
- Impose "No Stopping" restriction at On Ping Street, On Lai Street, Chai Wan Kok Street and Hoi Tak Street to prevent vehicle obstruction.
- Add a traffic sign at Tuen Kwai Road to remind motorists to slow down and to watch out for pedestrians.
- Add "No U-turn" traffic signs at Lok Yip Road and Fan Leng Lau Road and Kwai Foo Road and Hing Fong Road to remind motorists.
- Add traffic signs at Po Shun Road to remind motorists of the speed limit.
- Add traffic signs at Castle Peak Road (Tai Lam) and Castle Peak Road (Tsing Lung Tau) to remind motorists of the requirement of keeping left unless overtaking.

- Add traffic signs and road markings at Siu Hong Station (North) Public Transport Interchange to remind motorists of the bus lane and loading/unloading area.
- Relocate traffic signs at Sha Tin Wai Road to improve the sight-line of motorists.
- Add “No Through Road” traffic signs at Yau Tin East Road to remind motorists.
- Add a road marking at the junction of Container Port Road and Kwai Fung Crescent to improve road safety.
- Add a “Keep Clear” road marking at Fung Heung Street and Po Lam Road South to prevent vehicle obstruction.
- Extend a double white line at Ning Tai Road to regulate lane-changing activities.
- Add “Slow” road marking at Tsing King Road to remind motorists.
- Install railings at Wo Che Street to prevent jaywalking.
- Add a traffic lane at Yuen Tun Circuit to alleviate traffic congestion.
- Add tactile warning strips and adjust the location of steel bollards at Tuen Lee Street to improve the pedestrian crossing.
- Install railings at Fui Yiu Kok Street to deter illegal parking on pavement.
- Add parking spaces for motorcycles at Tam Kon Shan Road and near Po Lam Road North to facilitate parking of motorcycles.
- Add parking spaces for motorcycles and railings at Heung Fan Liu Street to deter illegal parking.

Appendix 4

Complaints and Suggestions on Public Transport Services in 2013

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) <u>Adequacy of Service</u>																			
(1) Frequency/carrying capacity	218	21	11	26	8	28	84	29	329	-	-	25	5	1	-	19	-	6	810
(2) Routeing	121	7	-	12	-	1	32	9	18	-	-	1	1	-	-	-	-	1	203
(3) Hours of operation	13	3	-	-	-	1	8	4	6	-	-	2	1	1	-	-	-	-	39
(4) Provision of stops	23	6	1	3	-	-	12	3	20	-	-	-	-	-	-	-	-	-	68
Sub-total	375	37	12	41	8	30	136	45	373	-	-	28	7	2	-	19	-	7	1120
(B) <u>Standard of Service</u>																			
(1) Regularity of service	2262	279	87	310	6	65	888	59	798	-	-	44	8	5	-	5	1	14	4831
(2) Adherence to routeing	8	3	1	3	-	1	13	1	210	-	1539	-	-	-	-	-	-	-	1779
(3) Improper driving behaviour	353	83	15	72	9	20	128	24	680	148	1170	35	16	46	-	2	-	1	2802
(4) Conduct & performance of staff (including drivers)	520	79	37	66	15	32	159	34	1145	92	4465	53	7	6	-	12	2	2	6726
(5) Overcharging	14	1	1	2	2	-	8	1	71	9	1898 *	-	-	-	-	-	-	1	2008
(6) Cleanliness	6	1	1	1	1	1	5	2	17	-	16	6	1	-	-	1	1	3	63
(7) Conditions of vehicles/vessels	48	13	2	10	-	1	9	6	44	3	50	9	-	9	-	1	-	7	212
(8) Passenger services & facilities	512	120	16	69	7	9	248	4	64	3	24	734	7	1	1	6	1	8	1834 #
Sub-total	3723	579	160	533	40	129	1458	131	3029	255	9162	881	39	67	1	27	5	36	20255
(C) <u>General</u>	98	22	2	13	3	5	20	6	56	35	144	21	8	28	-	3	-	8	472
Total this year	4196	638	174	587	51	164	1614	182	3458	290	9306	930	54	97	1	49	5	51	21847
Grand-total	(7424)							(13236)				(1082)				(105)			
Total previous year	3631	545	126	446	31	139	1390	174	3555	299	9079	385	54	160	-	21	7	19	20061

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 662 complaints from 133 complainants about audio-visual broadcasting on public transport vehicles

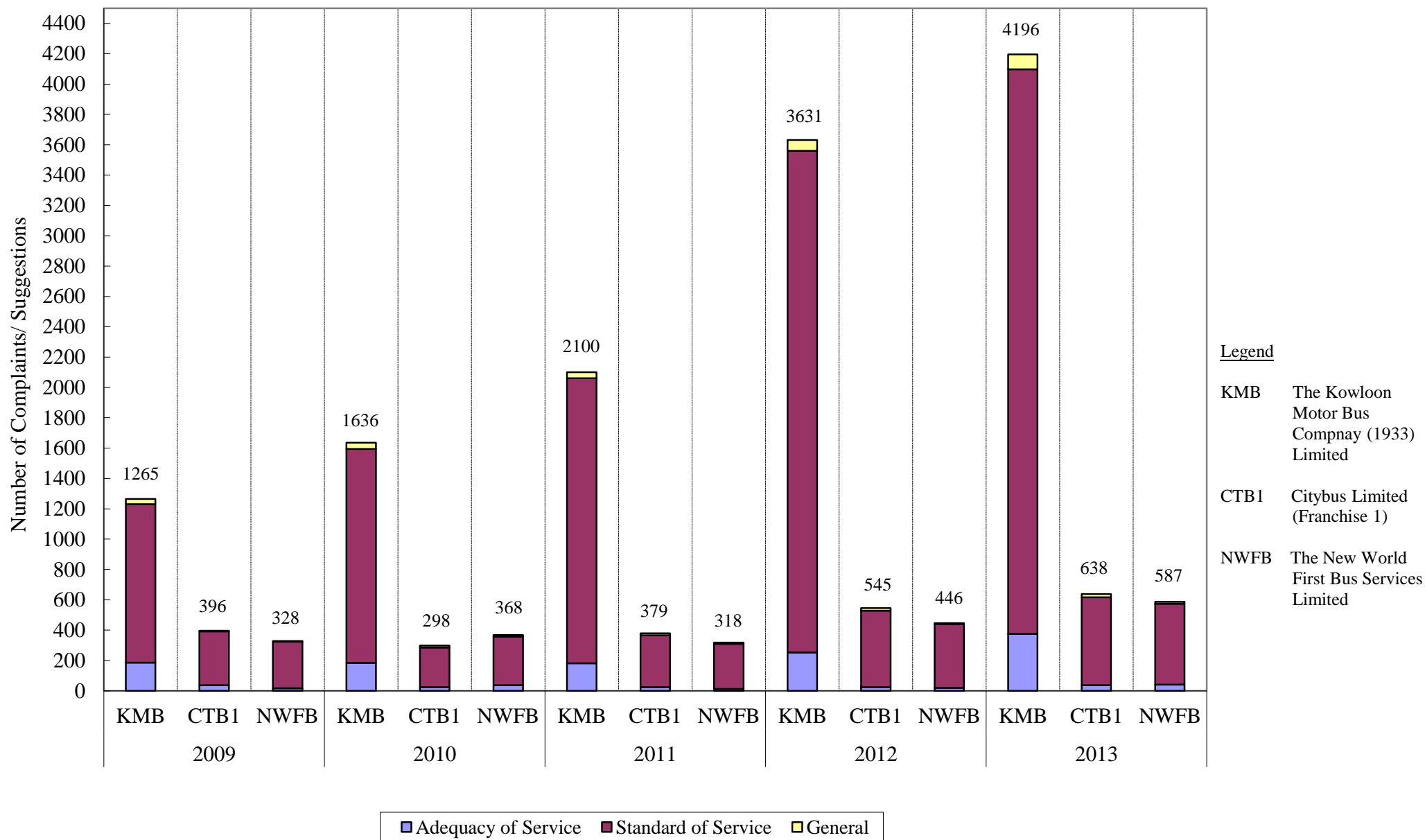
Complaints and Suggestions on Franchised Bus Services

<u>Bus Company/ Services</u>	<u>2012</u>	<u>2013</u>	<u>Difference</u>	
The Kowloon Motor Bus Company (1933) Limited (KMB)	3 631 (4.29)	4 196 (4.91)	+15.6%	(+14.5%)
Citybus Limited (Franchise 1) (Citybus)	545 (3.58)	638 (4.07)	+17.1%	(+13.7%)
Citybus Limited (Franchise 2) (Citybus)	126 (5.11)	174 (6.71)	+38.1%	(+31.3%)
The New World First Bus Services Limited (NWFB)	446 (3.74)	587 (4.88)	+31.6%	(+30.5%)
The New Lantao Bus Company (1973) Limited	31 (1.39)	51 (2.16)	+64.5%	(+55.4%)
Long Win Bus Company Limited	139 (4.45)	164 (4.94)	+18.0%	(+11.0%)
Cross-harbour Bus Services	1 390 (6.73)	1 614 (7.62)	+16.1%	(+13.2%)
Total	6 308 (4.50)	7 424 (5.20)	+17.7%	(+15.6%)

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 2009- 2013

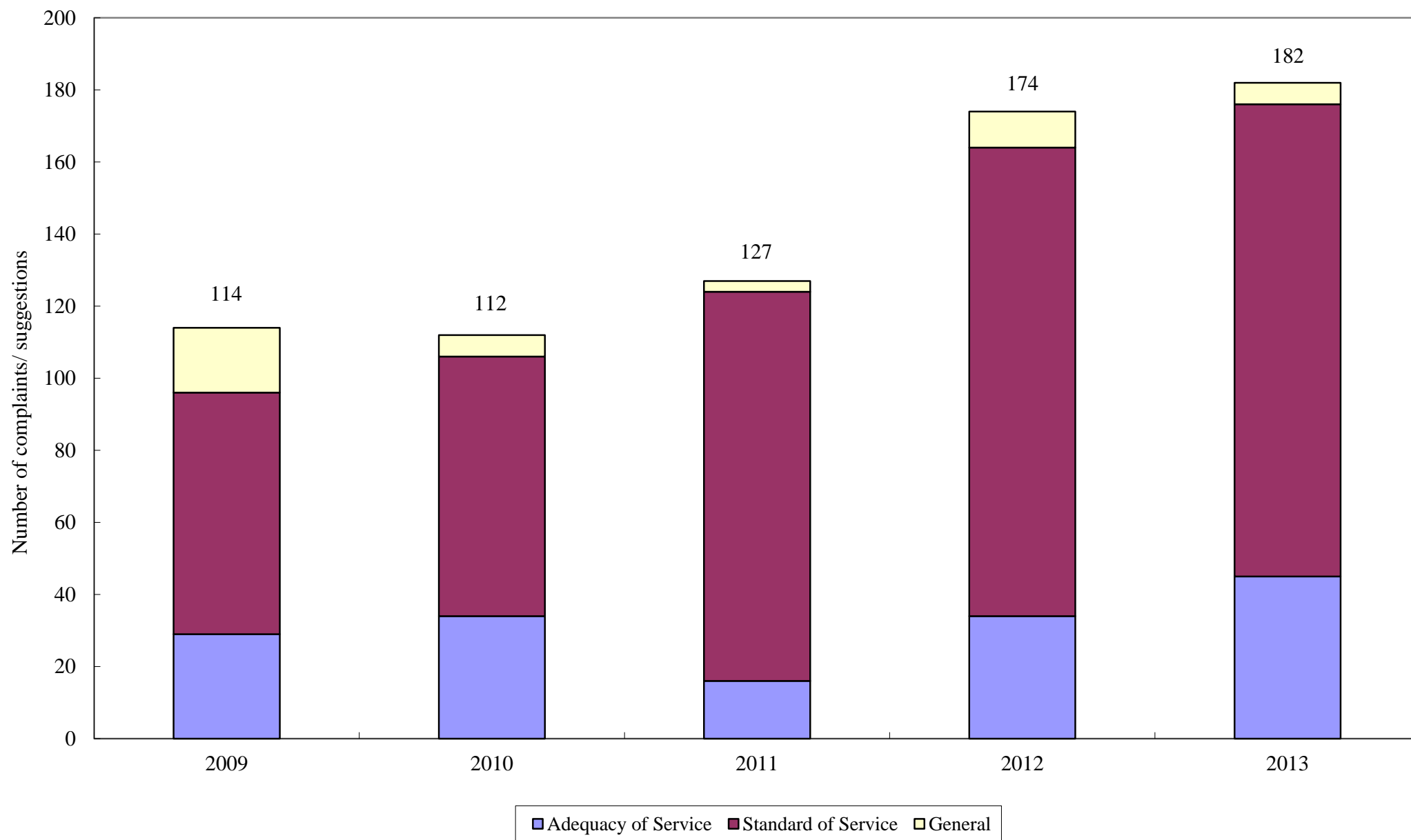


Complaints and Suggestions on Non-franchised Bus Services

<u>Nature of Complaint/Suggestion</u>	<u>2012</u>	<u>2013</u>	<u>Difference</u>
(A) Adequacy of Service			
(1) Frequency	20	29	+45.0%
(2) Routeing	8	9	+12.5%
(3) Hours of operation	1	4	+300.0%
(4) Provision of stops	5	3	-40.0%
Sub-total	34	45	+32.4%
(B) Standard of Service			
(1) Regularity of service	58	59	+1.7%
(2) Adherence to routeing	2	1	-50.0%
(3) Improper driving behaviour	29	24	-17.2%
(4) Conduct and performance of staff (including drivers)	16	34	+112.5%
(5) Overcharging	-	1	-
(6) Cleanliness	-	2	-
(7) Conditions of vehicles	10	6	-40.0%
(8) Passenger services and facilities	15	4	-73.3%
Sub-total	130	131	+0.8%
(C) General*	10	6	-40.0%
Total	174	182	+4.6%

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

Complaints and Suggestions on Non-franchised Bus Services during 2009 - 2013



Complaints and Suggestions on Green Minibus Services

<u>Nature of Complaint/Suggestion</u>	<u>2012</u>	<u>2013</u>	<u>Difference</u>
(A) Adequacy of Service			
(1) Frequency	332	329	-0.9%
(2) Routeing	21	18	-14.3%
(3) Hours of operation	7	6	-14.3%
(4) Provision of stops	29	20	-31.0%
Sub-total	389	373	-4.1%
(B) Standard of Service			
(1) Regularity of service	920	798	-13.3%
(2) Adherence to routeing	209	210	+0.5%
(3) Improper driving behaviour	698	680	-2.6%
(4) Conduct and performance of staff (including drivers)	1 061	1 145	+7.9%
(5) Overcharging	71	71	-
(6) Cleanliness	25	17	-32.0%
(7) Conditions of vehicles	42	44	+4.8%
(8) Passenger services and facilities	77	64	-16.9%
Sub-total	3 103	3 029	-2.4%
(C) General*	63	56	-11.1%
Total	3 555	3 458	-2.7%

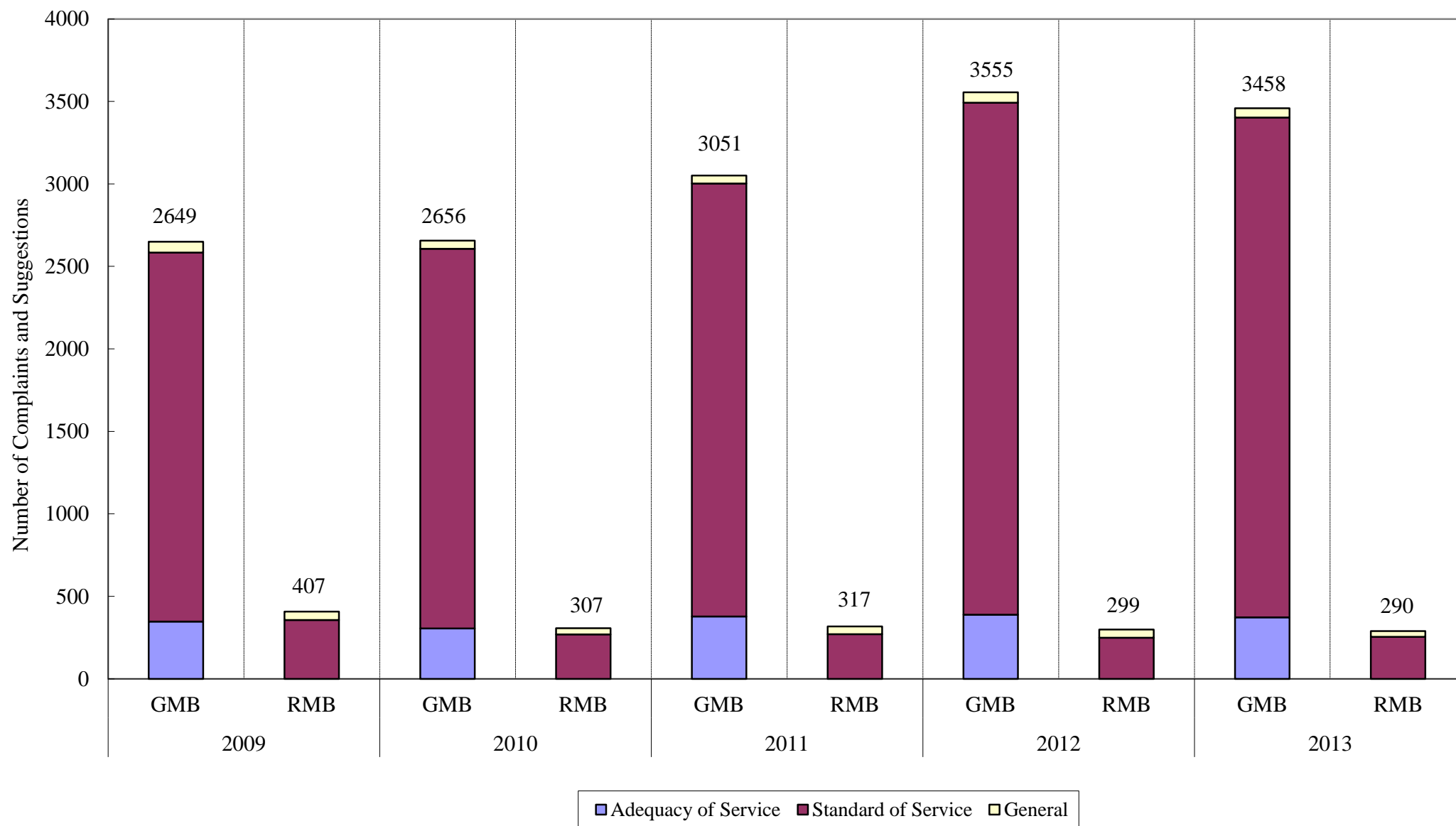
* These complaints are mainly related to obstruction caused by green minibuses.

Complaints and Suggestions on Red Minibus Services

<u>Nature of Complaint/Suggestion</u>	<u>2012</u>	<u>2013</u>	<u>Difference</u>
(A) Adequacy of Service	-	-	-
(B) Standard of Service			
(1) Regularity of Service	-	-	-
(2) Adherence to routeing	-	-	-
(3) Improper driving behaviour	159	148	-6.9%
(4) Conduct and performance of staff (including drivers)	73	92	+26.0%
(5) Overcharging	8	9	+12.5%
(6) Cleanliness	-	-	-
(7) Conditions of vehicles	6	3	-50.0%
(8) Passenger services and facilities	3	3	-
Sub-total	249	255	+2.4%
(C) General*	50	35	-30.0%
Total	299	290	-3.0%

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

**Complaints and Suggestions on Green Minibus (GMB) and Red Minibus (RMB) Services
during 2009 - 2013**



Complaints and Suggestions on Taxi Services

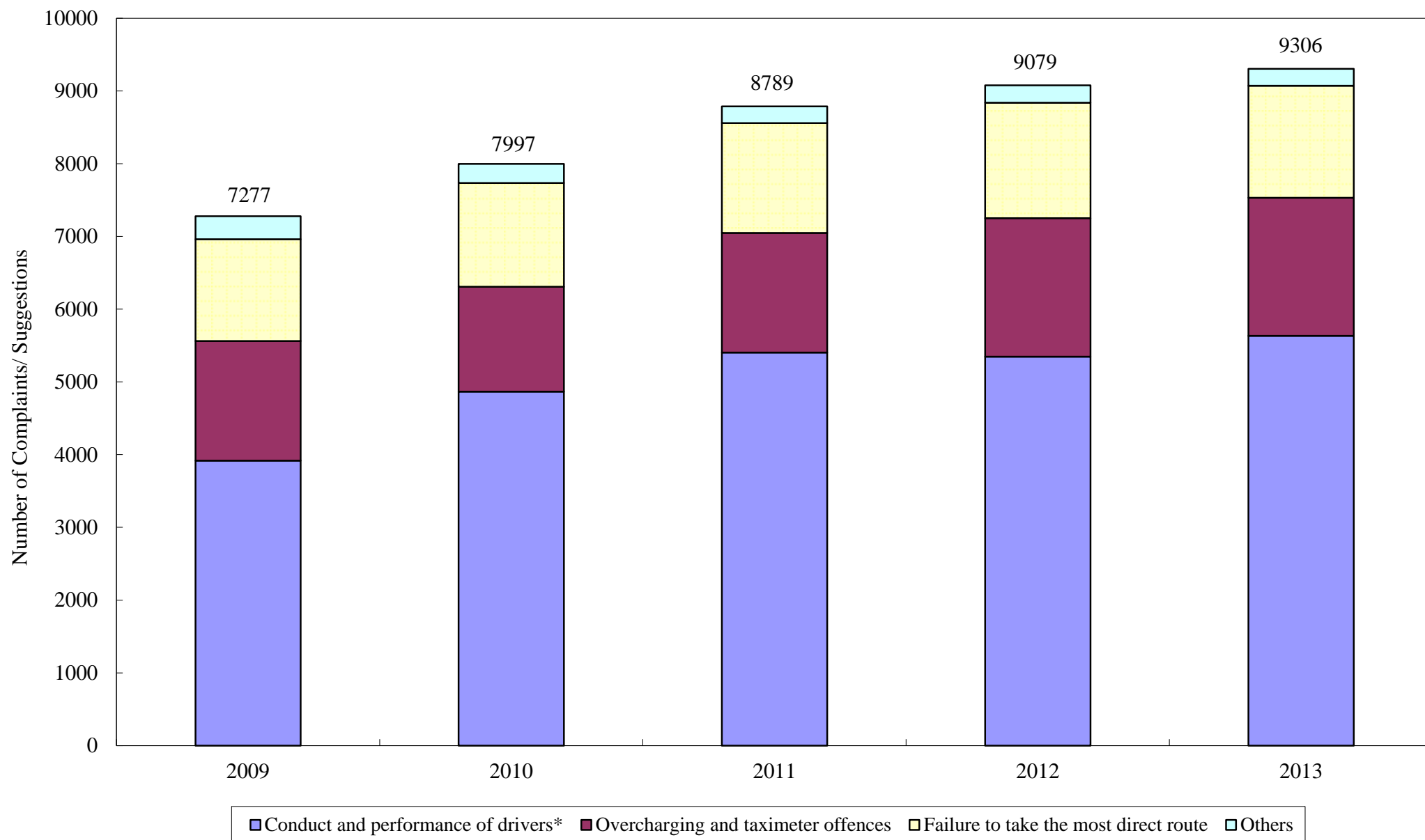
<u>Nature of Complaint/Suggestion</u>	<u>2012</u>	<u>2013</u>	<u>Difference</u>
Taxi driver malpractice			
(a) Conduct and performance of drivers			
(i) Behaving other than in a civil and orderly manner	1 510	1 672	+10.7%
(ii) Refusing hire	2 063	2 255	+9.3%
(iii) Soliciting passengers	24	16	-33.3%
(iv) Refusing to drive to destination	486	464	-4.5%
(v) Failure to display driver identity plate	64	45	-29.7%
(vi) Failure to display driver identity plate properly	8	13	+62.5%
	4 155	4 465	+7.5%
(b) Improper driving behaviour	1 192	1 170	-1.8%
(c) Overcharging	1 525	1 535	+0.7%
(d) Taximeter irregularities	378	363	-4.0%
(e) Failure to take the most direct route	1 590	1 539	-3.2%
Sub-total	8 840	9 072	+2.6%
Others			
(a) Taxi obstruction	119	104	-12.6%
(b) Miscellaneous	120	130	+8.3%
Sub-total	239	234	-2.1%
Total	9 079	9 306	+2.5%

Results of Taxi Driver Malpractice Cases Referred to the Police
(January – December 2013)

		<u>No. of Cases</u>	<u>Percentage</u>
(i)	Summoned	121 (125)	8 (8)
(ii)	Withdrawal by complainants	975 (611)	63 (41)
(iii)	Evidence considered insufficient by the Police for further processing	457 (773)	29 (51)
	Total	1 553 (1 509)	100 (100)

Note : Comparative figures for 2012 are in brackets.

Complaints and Suggestions on Taxi Services during 2009 - 2013



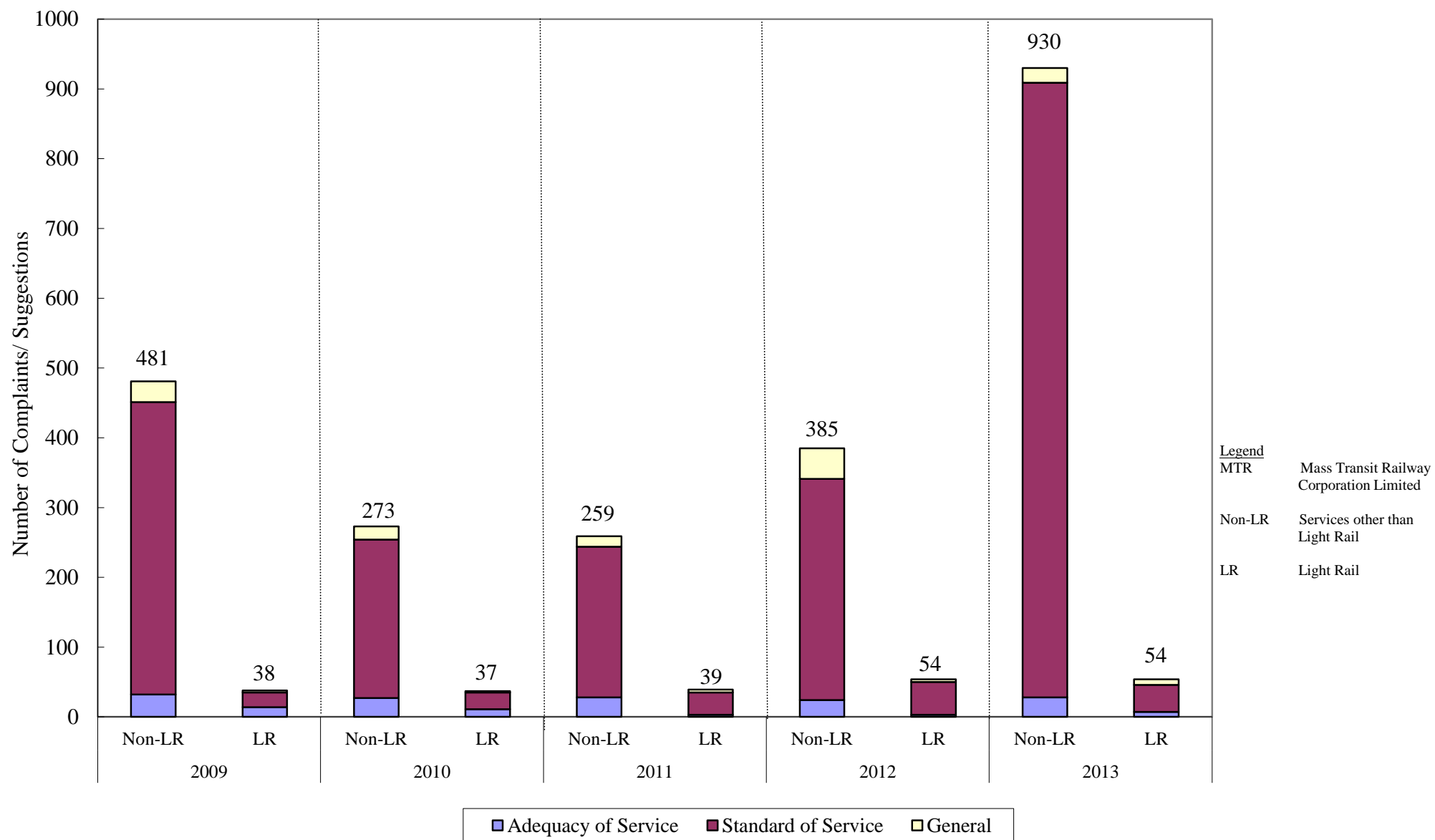
* Including improper driving behaviour

Complaints and Suggestions on Rail Services

<u>Railway Company</u>	<u>2012</u>		<u>2013</u>		<u>Difference</u>	
Mass Transit Railway Corporation Limited (Excluding Light Rail)	385	(0.25)	930	(0.58)	+141.6%	(+132.0%)
Mass Transit Railway Corporation Limited (Light Rail)	54	(0.32)	54	(0.31)	-	(-3.1%)
The Hongkong Tramways Limited	160	(2.16)	97	(1.34)	-39.4%	(-38.0%)
Peak Tramways Company Limited	-	(-)	1	(0.16)	-	(-)
Total	599	(0.33)	1 082	(0.58)	+80.6%	(+75.8%)

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

Complaints and Suggestions on MTR Services during 2009 - 2013

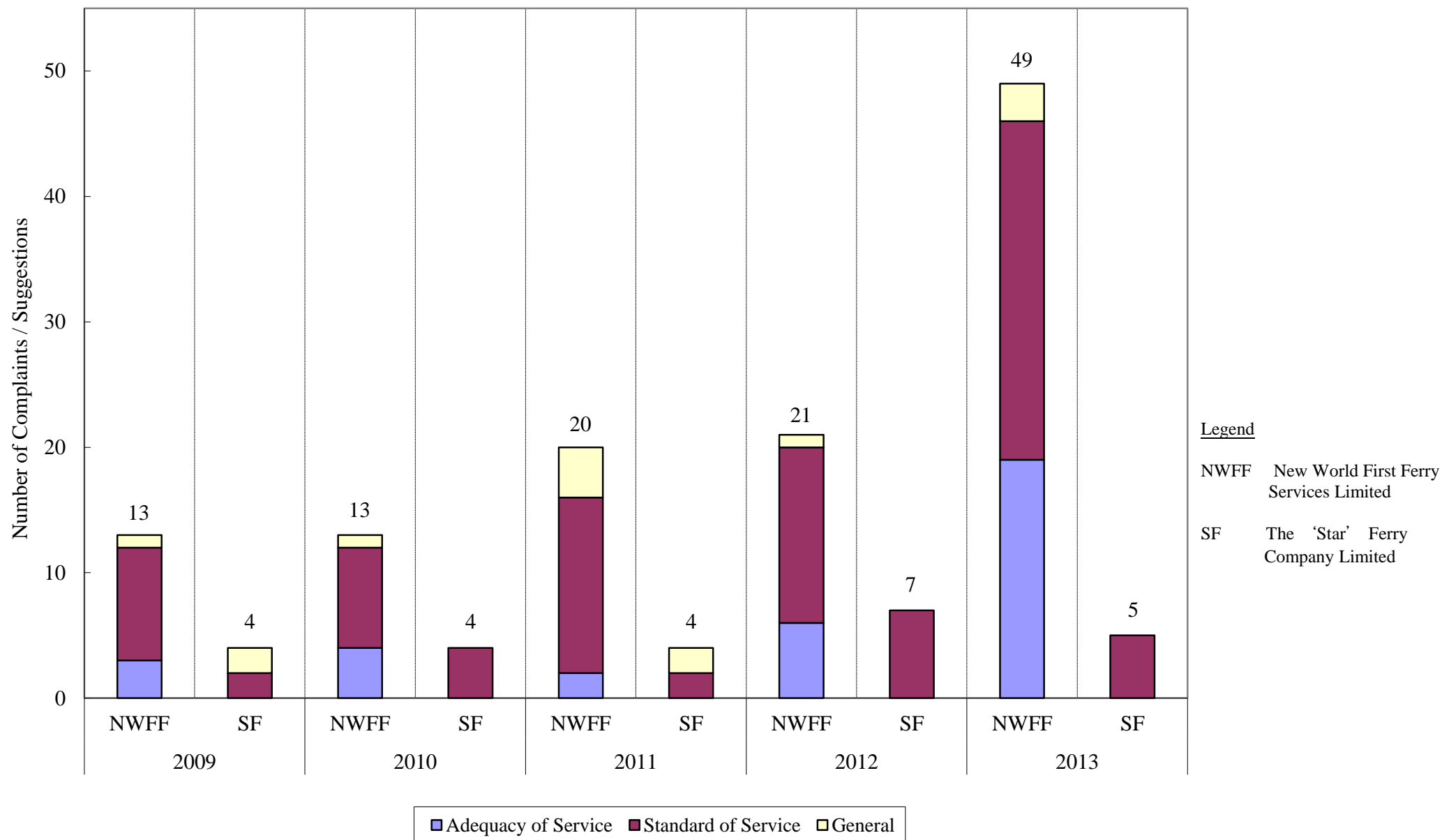


Complaints and Suggestions on Ferry Services

<u>Ferry Company</u>	<u>2012</u>		<u>2013</u>		<u>Difference</u>	
New World First Ferry Services Limited	21	(1.54)	49	(3.41)	+133.3%	(+121.4%)
The 'Star' Ferry Company Limited	7	(0.32)	5	(0.23)	-28.6%	(-28.1%)
Minor Ferries	19	(1.35)	51	(3.79)	+168.4%	(+180.7%)
Total	47	(0.95)	105	(2.12)	+123.4%	(+123.2%)

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

Complaints and Suggestions on NWFF and SF Services during 2009 - 2013



Complaints and Suggestions on Traffic and Road Conditions

<u>Nature of Complaint/Suggestion</u>	<u>2012</u>	<u>2013</u>	<u>Difference</u>
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Traffic Conditions

(a) Traffic congestion	248	237	-4.4%
(b) Traffic management	141	171	+21.3%
(c) Additional traffic signs and aids	94	74	-21.3%
(d) Parking facilities	74	47	-36.5%

Sub-total	557	529	-5.0%
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Road Maintenance

(a) Road conditions	81	80	-1.2%
(b) Traffic signs and aids	81	65	-19.8%
(c) Carriageway markings	25	10	-60.0%

Sub-total	187	155	-17.1%
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Enforcement

(a) Illegal parking	922	989	+7.3%
(b) Other enforcement matters	553	521	-5.8%

Sub-total	1 475	1 510	+2.4%
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Total	2 219	2 194	-1.1%
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Breakdown of Complaints and Suggestions on Traffic and Road Conditions by District
(January – December 2013)

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	18	18	24	15	18	6	20	8	12	7	14	5	6	27	19	9	4	1	6	237
(b) Traffic management	5	11	17	7	17	4	8	7	14	6	4	13	13	7	20	7	4	3	4	171
(c) Additional traffic signs and aids	6	8	7	6	3	3	5	2	10	-	-	4	6	1	4	3	2	-	4	74
(d) Parking facilities	2	-	2	2	4	6	6	-	5	1	-	10	1	1	-	1	1	3	2	47
Sub-total	31	37	50	30	42	19	39	17	41	14	18	32	26	36	43	20	11	7	16	529
<u>Road Maintenance</u>																				
(a) Road conditions	5	8	5	2	6	1	4	3	4	1	10	4	5	11	2	5	1	1	2	80
(b) Traffic signs & aids	5	2	2	3	4	-	6	5	4	2	4	6	2	8	3	3	4	-	2	65
(c) Carriageway markings	-	2	1	-	-	-	-	1	1	-	-	1	-	2	1	1	-	-	-	10
Sub-total	10	12	8	5	10	1	10	9	9	3	14	11	7	21	6	9	5	1	4	155
<u>Enforcement</u>																				
(a) Illegal parking	67	61	52	38	103	42	77	33	119	39	20	95	70	50	42	41	29	10	1	989
(b) Other enforcement matters	36	41	42	21	26	13	68	27	51	16	10	30	25	24	24	29	19	12	7	521
Sub-total	103	102	94	59	129	55	145	60	170	55	30	125	95	74	66	70	48	22	8	1510
Total	144	151	152	94	181	75	194	86	220	72	62	168	128	131	115	99	64	30	28	2194