

## **Transport Complaints Unit Report 2014**

### **Overview of Complaints and Suggestions in 2014**

In 2014, the Transport Complaints Unit (TCU) received 24 763 complaints and suggestions on transport and traffic matters, including 179 pure suggestions. The number of cases recorded an increase of 2.6% as compared with 24 133 cases received in 2013. 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 2014 by category is as follows –

<b><u>Nature of Complaint/Suggestion</u></b>	<b><u>2013</u></b>	<b><u>2014</u></b>	<b><u>Difference</u></b>
Public Transport Services	21 847	22 550	+3.2%
Traffic Conditions	529	473	-10.6%
Road Maintenance	155	126	-18.7%
Enforcement	1 510	1 527	+1.1%
Miscellaneous	92	87	-5.4%
<b>Total</b>	<b>24 133</b>	<b>24 763</b>	<b>+2.6%</b>

2. In 2014, complaints and suggestions received through telephone accounted for 52% of the total. The remaining cases (48%) were received in the form of e-mail, fax, letter or TCU Complaint Form.

3. During the year, investigations into 27 176 cases (including some outstanding cases carried forward from the previous year) were completed. Of these, 19 251 (71%) were found to be substantiated, 947 (3%) unsubstantiated, and the remaining 6 978 (26%) 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 slightly increased from 70% in 2013 to 71% in 2014. 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 slightly decreased from 27% in 2013 to 26% in 2014.

4. In 2014, relevant government departments and public transport operators took on board 82 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 2014, 22 550 complaints and suggestions were received, accounting for more than 90% of the total number of cases. Among these, 119 were pure suggestions. The number of cases in this category recorded an increase of 3.2% as compared with 21 847 cases in 2013. A breakdown of the complaints and suggestions by mode of transport is as follows -

<b><u>Mode of Transport</u></b>	<b><u>2013</u></b>		<b><u>2014</u></b>		<b><u>Difference</u></b>	
Franchised Bus Services	7 424	(5.20)	7 442	(5.21)	+0.2%	(+0.2%)
Non-franchised Bus Services	182	(1.35)	174	(1.27)	-4.4%	(-5.9%)
Green Minibuses	3 458	(6.27)	3 515	(6.39)	+1.6%	(+1.9%)
Red Minibuses	290	(2.28)	640	(5.02)	+120.7%	(+120.2%)
Taxis	9 306	(24.99)	10 060	(28.55)	+8.1%	(+14.2%)
Rail Transport	1 082	(0.58)	563	(0.29) <sup>@</sup>	-48.0%	(-50.0%)
Ferries	105	(2.12)	156	(3.16)	+48.6%	(+49.1%)
<b>Total</b>	<b>21 847</b>		<b>22 550</b>		<b>+3.2%</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](#).

<sup>@</sup> As peak tramway is primarily a tourist and recreational facility, TCU no longer handled complaints against peak tramway with effect from 1 October 2014. Such complaints will be handled by the relevant authority. The complaint case (one case) received by TCU in the 1<sup>st</sup> quarter of 2014 is excluded in the computation of the number of complaints/suggestions per million passenger journeys for rail transport.

## ***Franchised Bus Services***

6. There were 7 442 cases on franchised bus services in 2014, representing 5.21 complaints/suggestions per million passenger journeys. These figures represent increases of 0.2% respectively when compared with 7 424 cases and 5.2 complaints/suggestions per million passenger journeys in 2013. The number of complaints against standard of service has decreased (-71 cases) while the number of complaints against adequacy of service has increased (+97 cases).

7. The TCU Sub-Committee noted that with the concerted effort of the bus companies in recruitment of bus captain as well as making adjustment to bus operation and service timetable of individual routes in light of the actual operational situation, the reliability of bus service continued to improve in 2014, which was reflected by the decreasing number of complaints against regularity of service (from 3 897 cases in 2013 to 3 767 cases in 2014, representing a reduction of 3.3%). The Transport Department (TD) also noted that there was a notable reduction in the number of complaints against passenger services and facilities (from 981 cases in 2013 to 849 cases in 2014, representing a reduction of 13.5%). Having said that, TD will continue to monitor the quality of passenger service and facilities provided by the bus companies. In view of the increasing trend of complaints against conduct and performance of staff in 2014 (from 908 cases in 2013 to 1 107 cases in 2014, representing an increase of 22%), the TD has requested the bus companies to strengthen training given to their staff on driving attitude and customer service and in handling passengers' enquiries and complaints.

8. The bus route rationalisation plans were vigorously pursued in 2014, in particular in four districts, namely, Shatin, Yuen Long, Tai Po and Tsing Yi where bus services were rationalised under "Area Approach". As it takes time for passengers to adapt to the changed bus network and for the travelling pattern to stabilise, this might be attributable to the increase in complaints on adequacy of service. Nevertheless, the TD would continue to pursue bus rationalisation plans after detailed assessment and extensive consultation with a view to using existing bus resources to cater for the changing demand more efficiently, alleviating traffic congestion as well as improving the environment.

9. A breakdown of the 7 442 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 decreased by 6.5% from 4.91 in 2013 to 4.59 in 2014. As regards the 3 945 cases received in 2014, they were mainly about regularity of service (2 035), conduct and performance of staff (521) and passenger services and facilities (451).
- Citybus Limited (Franchise 1) (Citybus) – The number of complaints/suggestions per million passenger journeys increased by 13.5% from 4.07 in 2013 to 4.62 in 2014. As regards the 727 cases received in 2014, they were mainly about regularity of service (333), conduct and performance of staff (118) and passenger services and facilities (115).
- The New World First Bus Services Limited (NWFB) – The number of complaints/suggestions per million passenger journeys increased by 10.7% from 4.88 in 2013 to 5.4 in 2014. As regards the 629 cases received in 2014, they were mainly about regularity of service (316), conduct and performance of staff (112) and improper driving behaviour (71).

10. 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***

11. 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.

12. There were 174 cases on non-franchised bus services in 2014, representing 1.27 complaints/suggestions per million passenger journeys. These figures represent decreases of 4.4% and 5.9% respectively when compared with 182 cases and 1.35 complaints/suggestions per million passenger journeys in 2013. The decrease was due to the reduced number of complaints about adequacy of service. A detailed breakdown of the 174 cases is at Appendix 7.

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

### ***Public Light Bus Service***

14. There were 4 155 cases on public light bus (PLB) service in 2014, representing 6.13 complaints/suggestions per million passenger journeys. These figures represent increases of 10.9% and 11.1% respectively when compared with 3 748 cases and 5.52 complaints/suggestions per million passenger journeys in 2013.

### **Green Minibus Service**

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

16. In 2014, there were 3 515 complaints/suggestions on GMB services, accounting for 85% of all PLB cases received. The number of complaints/suggestions per million passenger journeys was 6.39. These figures represent increases of 1.6% and 1.9% respectively when compared with 3 458 cases and 6.27 complaints/suggestions per million passenger journeys in 2013. A detailed breakdown of the 3 515 cases is at Appendix 9.

### **Red Minibus Service**

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

18. In 2014, there were 640 complaints/suggestions on RMB service, accounting for 15% of all PLB cases received. The number of complaints/suggestions per million passenger journeys was 5.02. These figures represent increases of 120.7% and 120.2% respectively when compared with 290 cases and 2.28 complaints/suggestions per million passenger journeys in 2013. A detailed breakdown of the 640 cases is at Appendix 10.

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

20. The TCU Sub-Committee noted the number of complaints about regularity of service against GMBs increased from 798 in 2013 to 880 in 2014. The service regularity of GMB was mainly affected by shortage of drivers and traffic congestion. TD will continue to implement measures to help GMB operators, such as service rationalisation and fare increases, to improve the financial viability of GMB services thus enabling the operators to employ adequate drivers by increasing drivers' wages; and to implement frequency adjustment and operate short-working and supplementary trips to avoid congested roads with a view to improving the regularity of services. For the complaints on improper driving behavior, the number of complaints decreased from 680 in 2013 to 578 in 2014 for GMB service. The decrease might be attributable to the strengthening of staff supervision by the operators and the increase of drivers' wages. TD will continue to closely monitor the GMB service regularity and the driver's driving behavior through surveys.

21. The drastic increase in the number of complaints against RMBs under "General" from 35 in 2013 to 367 in 2014 was attributable to the large number of complaints on obstruction to traffic caused by RMBs in Mong Kok in late 2014. TD reminded the RMB associations by letter and at the regular meeting in December 2014 not to cause obstruction to traffic, in particular on Tung Choi Street in Mong Kok.

22. TD continued to implement various measures in 2014 to promote the provision of safe, quality and customer-oriented PLB service. 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 GMB operators and RMB associations to promote safe driving and quality service.

23. To further enhance the safety of operation and quality of PLB service, the legal requirement to install approved electronic data recording devices on newly registered PLBs was implemented on 1 December 2014 and that to complete a pre-service course by applicants for a PLB driving licence was implemented on 1 June 2015.

## *Taxi Service*

24. Taxi service remained one of the major areas of complaints in 2014. There were 10 060 cases, accounting for 45% of all the cases on public transport services. The number of complaints/suggestions per million passenger journeys was 28.55, the highest amongst all types of public transport services. These figures represent an increase of 8.1% when compared with 9 306 cases and an increase of 14.2% when compared with 24.99 complaints/suggestions per million passenger journeys in 2013. The increase was mainly attributable to more complaints about taxi driver malpractice (especially those related to drivers behaving other than in a civil and orderly manner, refusing hire and failure to take the most direct route). A detailed breakdown of the 10 060 cases is at Appendix 12.

25. Of the 10 060 cases received, 9 786 (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, 1 896 such cases (19%) were referred to the Police. In 2014, the Police completed the investigation of 1 844 cases referred to them during the year or the year before. A breakdown of the results is at Appendix 13.

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

27. The TCU Sub-Committee noted that the Government has been taking measures to improve the standard of taxi service in Hong Kong. The Police have, in various police districts, particularly the districts frequented by tourists, implemented targeted measures against taxi malpractice on a regular basis. Key tasks are to strengthen patrols at black spots like Lan Kwai Fong and Canton Road and launch intelligence-led operations. In encountering any taxi malpractice, such as overcharging, refusing hire and soliciting passengers, members of the public are strongly encouraged to have the incidents reported to the Police with details, such as date, time, location and taxi registration numbers, for investigation. Police will take prosecution action if there is sufficient evidence.

28. TD and the Quality Taxi Services Steering Committee (QTSSC)<sup>1</sup> have already set up information boards at major taxi stands and tourist spots to provide passengers, particularly tourists, with information on taxi fares as well as reference fares for taxi rides to major destinations. Information flyers on taxi fares are being distributed at Hong Kong International Airport, Hong Kong Tourism Board's visitor centres at major tourist spots, Ocean Terminal and Kai Tak Cruise Terminal. TD and QTSSC also inform different passenger groups via channels like taxi service guidebooks and websites on useful taxi information and tips on lodging complaints.

29. TD and QTSSC also 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. Radio programmes and segments will also be broadcast on Commercial Radio in the first quarter of 2015 to remind taxi drivers to behave courteously and refrain from malpractices.

30. The Taxi Driver Commendation Scheme was launched in 2001 by TD and QTSSC to establish an on-going channel to commend taxi drivers who have provided quality taxi service to passengers. Between 2002 and 2013, a total of 122 people were conferred with the honour of Quality Taxi Drivers under the Scheme. To improve the convenience for the public to access the QTSSC website to nominate drivers, a QR code has been created and printed in taxi publicity materials since 2013. Besides, postage will be free if nomination forms are mailed in Hong Kong.

31. 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.

32. 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.

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<sup>1</sup> 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.



## ***Rail Services***

33. There were 563 cases on rail services in 2014, representing 0.29 complaints/suggestions per million passenger journeys. These figures represent decreases of 48% and 50% respectively when compared with 1 082 cases and 0.58 complaints/suggestions per million passenger journeys in 2013. The decrease in the number of cases on rail services was mainly attributable to fewer complaints about the Mass Transit Railway (MTR) services (excluding Light Rail). There were 465 complaints about MTR services (excluding Light Rail) as compared with 930 in 2013.

34. The TCU Sub-Committee noted that the drop of complaints against MTR services in 2014 was mainly related to the absence of the nuisance brought to passengers by the “MTR Talkazine”<sup>2</sup>. This issue alone had accounted for 563 complaints in 2013. Due to large number of complaints received against the talk show as it caused noise nuisance to passengers, MTR Corporation Limited (MTRCL) terminated the talk show after two weeks of the trial.

35. On the other hand, the number of complaints in the areas of “conduct and performance of staff” and “general” against MTR service increased in 2014. The increase in the number of cases was mainly due to a stray dog incident on East Rail Line tracks on 20 August 2014. This incident was widely discussed in social media leading to demonstration to the headquarters of MTRCL and various stations, accusing MTRCL of seemingly not making every effort to save the dog. MTRCL then set up a Task Force to investigate the incident and introduced a package of measures to minimise track intrusion by dogs and enhance railway operating and response procedures should animal-on-track incidents occur in future.

36. A breakdown of the 563 cases by individual railway operators is at Appendix 15. There were 507 cases on the services of the MTRCL, accounting for 90% of all cases on rail services received. The complaints and suggestions on the services of MTRCL are highlighted below –

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<sup>2</sup> 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.

- Services other than Light Rail – The number of complaints/suggestions per million passenger journeys decreased by 51.7% from 0.58 in 2013 to 0.28 in 2014. As regards the 465 cases received in 2014, they were mainly about passenger services and facilities (219).
- Light Rail – The number of complaints/suggestions per million passenger journeys decreased by 22.6% from 0.31 in 2013 to 0.24 in 2014. As regards the 42 cases received in 2014, they were mainly about frequency/carrying capacity (12).

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

### ***Ferry Services***

38. There were 156 cases on ferry services in 2014, representing 3.16 complaints/suggestions per million passenger journeys. These figures represent increases of 48.6% and 49.1% respectively when compared with 105 cases and 2.12 complaints/suggestions per million passenger journeys recorded in 2013. The increase was mainly caused by complaints against New World First Ferry Services Limited (“NWFF”).

39. There were 115 complaints against NWFF in 2014, including 76 about frequency/carrying capacity, 12 about regularity of service, and the remaining ones were about improper driving behaviour, conduct & performance of staff, overcharging, cleanliness, conditions of vessel and passenger services & facilities. Majority of the complaints were caused by the increase in passenger demand for “Central – Cheung Chau” licensed ferry route, especially during the Lunar New Year holiday period. In February 2014, 60 complaint cases on the frequency/carrying capacity of the “Central – Cheung Chau” route were received. TD has asked NWFF to arrange additional sailings to cater for the passenger demand. In fact, the number of complaints and suggestions had significantly reduced after February 2014.

40. 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.

41. A breakdown of the 156 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 129.3% from 3.41 in 2013 to 7.82 in 2014.
- The ‘Star’ Ferry Company Limited (‘Star’ Ferry) – The number of complaints/suggestions per million passenger journeys decreased by 78.3% from 0.23 in 2013 to 0.05 in 2014.

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 2014, there were 2 126 complaints and suggestions about traffic and road conditions, including 52 pure suggestions. The number of cases received represents a decrease of 3.1% as compared with 2 194 cases in 2013. Detailed breakdowns of the cases by category and by district are at Appendices 19 and 20 respectively.

### ***Traffic Conditions***

44. In 2014, 473 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 10.6% as compared with 529 cases in 2013.

45. Of the 473 cases received, 242 (51%) were related to traffic congestion. This represents an increase of 2.1% as compared with 237 cases in 2013. Factors contributing to complaints about traffic congestion in 2014 are broken down as follows -

<b><u>Factor</u></b>	<b><u>No. of Complaints</u></b>		<b><u>Difference</u></b>
	<b><u>2013</u></b>	<b><u>2014</u></b>	
Traffic management	113	131	+15.9%
Road works	63	46	-27.0%
Vehicle obstruction	26	35	+34.6%
Others	35	30	-14.3%
<b>Total</b>	<b>237</b>	<b>242</b>	<b>+2.1%</b>

46. In 2014, 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>2013</u></b>	<b><u>2014</u></b>	
Central & Western	24	32	+33.3%
Wan Chai	18	29	+61.1%
Yau Tsim Mong	12	21	+75.0%
Kowloon City	20	20	-

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 2014 –

- (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.

48. In 2014, there were 134 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 a decrease of 21.6% as compared with 171 cases in 2013.

49. Besides, TCU received 49 requests for additional traffic signs and aids in 2014, 33.8% less than that of 2013.

50. There were 48 complaints and suggestions on parking facilities in 2014. This represents a slight increase of 2.1% as compared with 47 cases in 2013.

### ***Road Maintenance***

51. In 2014, 126 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 18.7% as compared with 155 cases in 2013. All the complaints were referred to HyD or other relevant departments for investigation and remedial action.

## ***Enforcement***

52. In 2014, 1 527 complaints about enforcement matters were received, accounting for about 6% of the total number of cases. The number of complaints in this category recorded a slight increase of 1.1% as compared with 1 510 complaints in 2013.

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

## **Complaints and Suggestions on Road Safety Matters**

54. Among the 24 763 complaints and suggestions received in 2014, 2 388 (10%) 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	2 007
Traffic Management	12
Road Maintenance	13
Enforcement	356
<b>Total</b>	<b><u>2 388</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) 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, inappropriate restriction and coordination of traffic lights might lead to traffic accidents.

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

58. Regarding enforcement, there were 93 complaints about illegal parking which caused obstruction and posed danger to motorists and pedestrians. There were also 263 complaints about motorists/pedestrians failing to observe traffic regulations (e.g. jumping red lights, changing lanes abruptly and disobeying traffic signs/schemes) 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.

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

### ***Enhancement of road safety at the junctions of Pok Fu Lam Road with Bisney Road and Sassoon Road***

60. A member of the public approached TCU in end 2011/early 2012 to express his concern about road safety at the junctions of Pok Fu Lam Road with Bisney Road and Sassoon Road. Despite ‘STOP’ traffic signs and road markings were already placed at the two junctions, there were occasions when vehicles from behind failed to stop and crashed into those stopping at the junctions.

61. The Transport Department (TD) was invited to consider possible improvement measures. The Department subsequently conducted a review on the local traffic arrangements. To enhance road safety at the Bisney Road/Pok Fu Lam Road junction, a traffic sign giving advance warning to motorists that vehicles had to stop at the junction ahead was installed further down Bisney Road. Besides, a ‘SLOW’ road marking was added to remind motorists to slow down before approaching the junction.

62. Regarding the Sassoon Road/Pok Fu Lam Road junction, a traffic sign “bend to right ahead”, together with three traffic signs “sharp deviation” and road marking “slow” have been added on Sassoon Road ahead of the junction to alert motorists of the sharp bend of the road segment. Furthermore, an existing traffic island was reconfigured to the effect that traffic coming from Sassoon Road would not merge immediately with that from Pok Fu Lam Road northbound at the junction. As a result, vehicles from Sassoon Road would no longer need to stop at the junction, but could continue going along the leftmost lane of Pok Fu Lam Road northbound. On the other hand, vehicles using the leftmost lane of Pok Fu Lam Road northbound before reaching the intersection with Sassoon Road would be diverted to the slip road at the Sassoon Road Rest Garden and depart Pok Fu Lam Road northbound.

63. All the associated works of the revised traffic arrangements were completed by April 2014.



### ***Relocation of the pedestrian crossing at Dunbar Road in Ho Man Tin***

64. In May 2013, a complaint was lodged concerning the positioning of a pedestrian crossing at Dunbar Road in Ho Man Tin. It was noted that some railings were already installed at the corners of the pavement on both sides of Dunbar Road directing pedestrians to use the existing crossing. However, as the crossing was placed within a short distance from the intersection with Princess Margaret Road, both pedestrians and motorists did not have a clear sightline to enable them seeing each other early enough to avoid vehicle-pedestrian conflicts. Since there were schools in the neighbourhood and the said pedestrian crossing was frequently used by students, the complainant urged the relevant department to improve road safety at the location.

65. The case was referred to TD for consideration of ways to tackle the problem. After looking into the case, the Department proposed to widen the footpath and relocate the pedestrian crossing further away from the road junction so as to increase the sightline distance for both pedestrians and motorists. Traffic signs would be installed at the junction to alert motorists to reduce speed. Moreover, to better guide pedestrians of the direction of the approaching vehicles, 'LOOK RIGHT' and 'LOOK LEFT' road markings would be added at the pedestrian crossing.

66. Upon satisfactory completion of the consultation and the works involved, the improvement measures were implemented in July 2014.

### ***Traffic management measure to improve traffic flow in Yau Tin West Road in Yuen Long***

67. In August 2014, a member of the public expressed concern over the traffic congestion along Yau Tin West Road in Yuen Long, in particular at the intersection with Yuen Lung Street. In recent years a good number of private cars and lorries from the nearby Long Ho Road would head towards the vicinity of West Rail Yuen Long Station via Yau Tin West Road during rush hours. The congestion caused inconvenience to road users and the local community. To alleviate the situation, the member of the public suggested converting the existing one-lane-two-way traffic of Yau Tin West Road into one-lane-one-way southbound traffic and designating the parallel Yau Tin East Road for northbound traffic if the latter could be extended to connect Long Ho Road.

68. On receipt of the case, TCU invited TD to consider the suggestion or if any other traffic management measures could be implemented. The Department advised that Yau Tin West Road was a one-lane village road for two-way traffic. Except for the section between Kong Yau Road and Yuen Lung Street, which was relatively straight, there were lay-bys along Yau Tin West Road to allow vehicles coming from opposite directions to manoeuvre. TD observed that there were occasions when conflicts between vehicles from different directions resulting congestion at the said section.

69. To improve the traffic flow and road safety, TD proposed to convert the traffic lane arrangement of Yau Tin West Road between Kong Yau Road and Yuen Lung Street from one-lane-two-way traffic to one-lane-one-way southbound traffic. After local consultation, the revised traffic arrangement was implemented in early December 2014. Related road markings and traffic signs were in place to guide motorists.

70. Regarding the suggestion of connecting Yau Tin East Road, taking into account the traffic flow in both Yau Tin East Road and Yau Tin West Road and the complexity of the work, which would involve building a new road under the busy Yuen Long Highway, TD did not plan to pursue the suggestion at this stage. The Department would continue to monitor the traffic condition and make further arrangements when required.

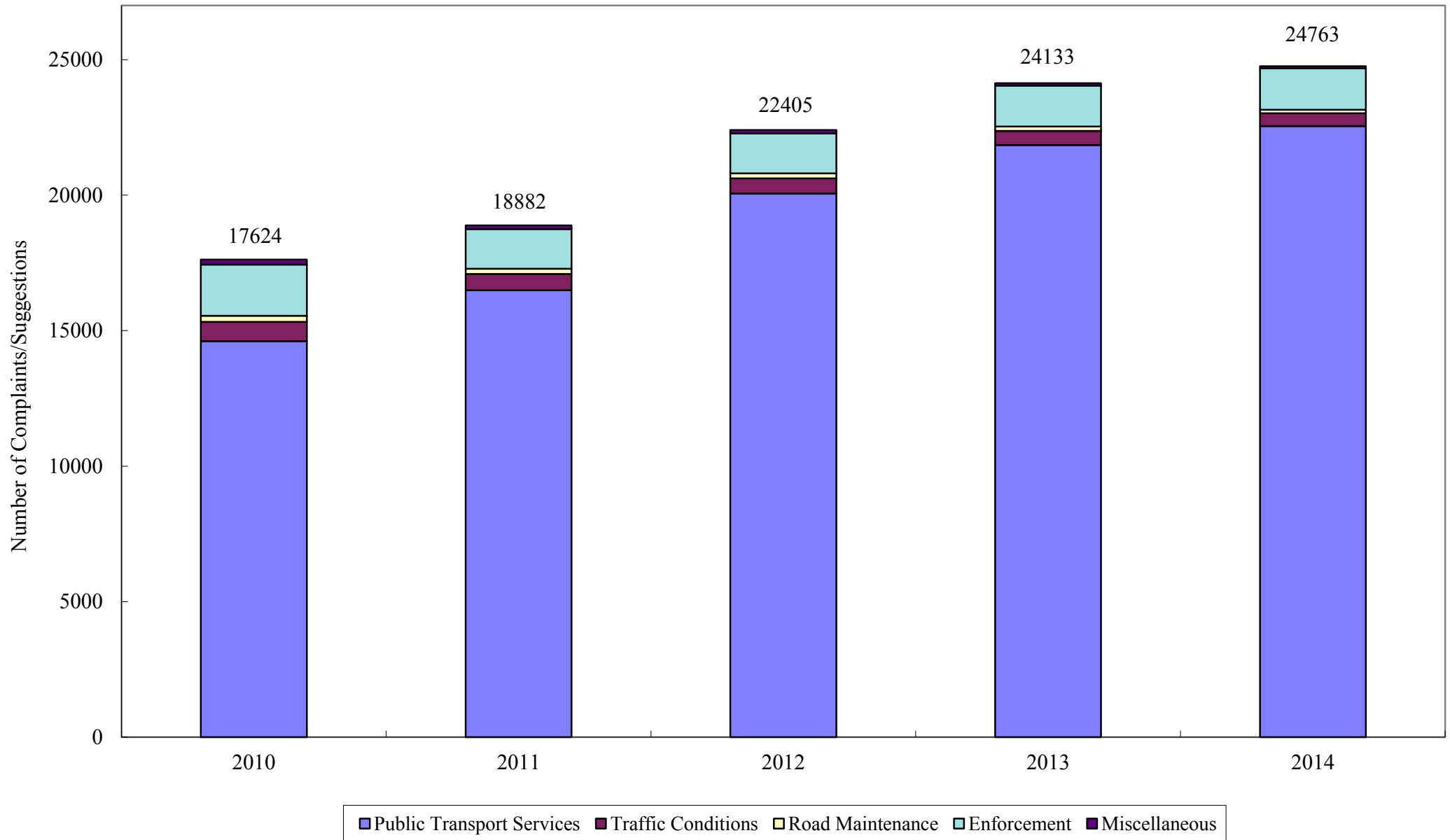
**Complaints and Suggestions Received by TCU during 2010 - 2014**

<b><u>Nature of Complaint/Suggestion</u></b>	<b><u>2010</u></b>	<b><u>2011</u></b>	<b><u>2012</u></b>	<b><u>2013</u></b>	<b><u>2014</u></b>
<b>I. Public Transport Services</b>					
(a) Adequacy of service	734 [84]	775 [109]	918 [120]	1 120 [115]	1 250 [69]
(b) Standard of service	13 455 [27]	15 355 [52]	18 671 [91]	20 255 [31]	20 400 [25]
(c) General	417 [11]	362 [26]	472 [30]	472 [21]	900 [25]
	14 606 [122]	16 492 [187]	20 061 [241]	21 847 [167]	22 550 [119]
<b>II. Traffic Conditions</b>					
(a) Traffic congestion	321 [1]	262 [13]	248 [19]	237 [7]	242 [3]
(b) Traffic management	239 [34]	186 [65]	141 [55]	171 [50]	134 [29]
(c) Additional traffic signs and aids	92 [20]	94 [55]	94 [53]	74 [33]	49 [12]
(d) Parking facilities	67 [8]	58 [24]	74 [49]	47 [18]	48 [7]
	719 [63]	600 [157]	557 [176]	529 [108]	473 [51]
<b>III. Road maintenance</b>					
(a) Road conditions	115	79 [6]	81 [3]	80 [1]	75
(b) Traffic signs and aids	96 [1]	98 [2]	81 [2]	65 [2]	46 [1]
(c) Carriageway markings	11 [1]	17 [2]	25 [4]	10 [1]	5
	222 [2]	194 [10]	187 [9]	155 [4]	126 [1]
<b>IV. Enforcement</b>					
(a) Illegal parking	1 048	828 [2]	922	989 [2]	1 057
(b) Other enforcement matters	843 [1]	633 [6]	553 [2]	521 [3]	470
	1 891 [1]	1 461 [8]	1 475 [2]	1 510 [5]	1 527
<b>V. Miscellaneous</b>	186 [24]	135 [16]	125 [17]	92 [15]	87 [8]
<b>Total</b>	<b>17 624 [212]</b>	<b>18 882 [378]</b>	<b>22 405 [445]</b>	<b>24 133 [299]</b>	<b>24 763 [179]</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 2010 - 2014

Appendix 1 (ii)



**Summary of Results of Investigations into Complaints and Suggestions**  
**(January – December 2014)**

Outcome of Investigation  Nature of Complaint/ Suggestion					
	A1	A2	B	C	Total
<b>I. Public Transport Services</b>					
(a) Adequacy of service	97	1 388	79	-	1 564
(b) Standard of service	5 247	9 683	642	6 805	22 377
(c) General	240	333	54	40	667
	<b>5 584</b>	<b>11 404</b>	<b>775</b>	<b>6 845</b>	<b>24 608</b>
<b>II. Traffic Conditions</b>					
(a) Traffic congestion	92	147	22	-	261
(b) Traffic management	50	54	66	-	170
(c) Additional traffic signs/aids	19	17	22	-	58
(d) Parking facilities	26	15	20	-	61
	<b>187</b>	<b>233</b>	<b>130</b>	<b>-</b>	<b>550</b>
<b>III. Road Maintenance</b>					
(a) Road conditions	80	9	7	-	96
(b) Traffic signs and aids	48	4	17	-	69
(c) Carriageway markings	4	4	1	-	9
	<b>132</b>	<b>17</b>	<b>25</b>	<b>-</b>	<b>174</b>
<b>IV. Enforcement</b>					
(a) Illegal parking	939	227	4	4	1 174
(b) Other enforcement matters	223	208	5	127	563
	<b>1 162</b>	<b>435</b>	<b>9</b>	<b>131</b>	<b>1 737</b>
<b>V. Miscellaneous</b>	<b>59</b>	<b>38</b>	<b>8</b>	<b>2</b>	<b>107</b>
<b>Total</b>	<b>7 124</b> <b>(26%)</b>	<b>12 127</b> <b>(45%)</b>	<b>947</b> <b>(3%)</b>	<b>6 978</b> <b>(26%)</b>	<b>27 176</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 2014)**

<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	1 359	3 351	270	36	5 016
Citybus Limited (Franchise 1)	273	446	85	14	818
Citybus Limited (Franchise 2)	66	130	8	3	207
The New World First Bus Services Limited	247	448	49	10	754
The New Lantao Bus Company (1973) Limited	46	28	4	-	78
Long Win Bus Company Limited	72	100	20	2	194
Cross-harbour Bus Services	577	1 244	106	24	1 951
Non-franchised Bus Services	66	138	11	2	217
Green Minibus	2 319	1 551	104	62	4 036
Red Minibus	245	68	4	31	348
Taxi	110	3 325	18	6 658	10 111
Mass Transit Railway Corporation Limited (Excluding Light Rail)	111	336	70	3	520
Mass Transit Railway Corporation Limited (Light Rail)	17	32	5	-	54
The Hongkong Tramways Limited	58	46	2	-	106
Peak Tramways Company Limited <sup>@</sup>	1	-	-	-	1
New World First Ferry Services Limited	5	121	8	-	134
The 'Star' Ferry Company Limited	-	2	2	-	4
Minor Ferries	12	38	9	-	59
<b>Total</b>	<b>5 584</b> <b>(23%)</b>	<b>11 404</b> <b>(46%)</b>	<b>775</b> <b>(3%)</b>	<b>6 845</b> <b>(28%)</b>	<b>24 608</b> <b>(100%)</b>

**Legend**

- A1 - Substantiated (Action completed/in hand)
- A2 - Substantiated (Action requiring further consideration)
- B - Unsubstantiated
- C - Non-pursuable
- @ - As peak tramway is primarily a tourist and recreational facility, TCU no longer handled complaints against peak tramway with effect from 1 October 2014. Such complaints will be handled by the relevant authority.

**Public Suggestions Taken on Board by  
Relevant Government Departments/Public Transport Operators in 2014**

**I. Public Transport Services**

***Hong Kong Island***

- Rearrange bus stops at King's Road (eastbound) to facilitate passengers.
- Add a bus stop at Taikoo Shing Road to meet the demand of passengers.
- Remove railings and add queue markings at a bus stop at Tung Lo Wan Road to facilitate passengers.

***New Territories***

- Add a passenger shelter at a bus stop at Yeung Uk Road for passengers' convenience.
- Add bus stop plates indicating destinations of bus routes at Cheung Ching Bus Terminus to facilitate passengers.
- Add and replace bus-stop plates at Cheung On Bus Terminus and Wang Wo Tsai Street bus-stop respectively to facilitate passengers.
- Remove railings at Yuen Long New Street to facilitate the queuing of passengers.

**II. Traffic Management**

***Hong Kong Island***

- Increase the vehicular green time of a traffic light at Eastern Street to improve traffic flow.

- Shorten the waiting time for pedestrian green phase of traffic lights at Lung Wo Road and Edinburgh Place to facilitate pedestrians crossing the roads.
- Modify the setting of traffic lights at Shan Kwong Road to facilitate pedestrians crossing the road and to improve road safety.
- Modify the setting of a traffic light at the junction of Lyttelton Road and Park Road to improve road safety.
- Add push-buttons to traffic lights on safety islands at Wong Nai Chung Gap Road and Nam Fung Road to facilitate pedestrians.
- Impose “No Stopping” restriction at the junction of Siu Sai Wan Road and Hiu Tsui Street, the junction of Tai Ning Street and Tai Shek Street and the junction of Yat Fu Lane and Queen’s Road West to prevent vehicle obstruction.
- Extend “No Stopping” restriction at Wong Nai Chung Road to prevent vehicle obstruction.
- Add traffic signs at the junction of Connaught Road Central and Douglas Street to better alert motorists of the “No Stopping” restriction.
- Relocate a traffic sign at Sin Fat Road to better alert motorists.
- Add a “Slow” road marking at Taikoo Shing Road and replace the railings at Tai Wing Avenue to improve road safety.
- Add a “Slow” road marking at Victoria Road to remind motorists.
- Add box junction road markings at the junction of Smithfield and Belcher’s Street to prevent vehicle obstruction.
- Add road markings at Ap Lei Chau Bridge Road to better guide motorists to the proper traffic lanes.
- Modify road markings, traffic signs and traffic light signals at Bonham Road to improve road safety.
- Modify road markings at the roundabout of Repulse Bay Road to better alert motorists.



- Modify road markings at the junction of Tung Lo Wan Road and Lin Fa Kung Street West and Lai Yin Lane to better guide motorists entering Lai Yin Lane.
- Install traffic cylinders and adjust the setting of a traffic light at Pok Fu Lam Road to improve road safety.
- Convert a set of steps at Des Voeux Road Central to an access ramp to facilitate pedestrians.
- Add a safety island at Pok Fu Lam Road to enhance road safety.
- Increase the distance between parking spaces at Tin Wan Hill Road to facilitate parking of coaches.

### ***Kowloon***

- Increase the vehicular green time of a traffic light at Fung Shing Street in the evening to alleviate traffic congestion.
- Increase the vehicular green time of a traffic light at Muk Chui Street in the morning to alleviate traffic congestion.
- Increase the vehicular green time of a traffic light at the junction of Embankment Road and Prince Edward Road West during peak hours to improve traffic flow.
- Replace the “full green” signal aspect by a “straight ahead arrow” signal aspect at Tai Po Road to better guide motorists.
- Replace the standard signal aspects by larger aspects at the junction of Mody Road and Mody Lane and the junction of To Kwa Wan Road and Chi Kiang Street to better alert motorists.
- Add a set of traffic light with “turn left green arrow” signal aspect at the junction of Argyle Street and Nathan Road to better alert motorists.
- Impose “No Stopping” restriction at Foo Yuen Street to prevent vehicle obstruction.

- Extend “No Stopping” restriction and add a “Keep Clear” road marking at Fung Tak Road to prevent vehicle obstruction.
- Add a “No Right Turn” traffic sign at Nam Cheong Street near Hai Tan Street to remind motorists.
- Add a direction sign at Boundary Street to better guide motorists.
- Reduce the lighting of direction signs at the junction of Broadcast Drive and Junction Road to improve the sight-line of motorists.
- Add a “Keep Clear” road marking at Sai Yee Street to prevent vehicle obstruction.
- Modify road markings at Lin Cheung Road southbound near Cherry Street and Lung Kong Road to improve traffic flow.
- Add a safety island at La Salle Road to improve road safety.
- Install bollards at Diamond Hill Station Public Transport Interchange to deter illegal parking on pavement.
- Modify railings at Sheung Hing Street to improve the sight-line of motorists and pedestrians.
- Relocate the pedestrian crossing and add road markings and traffic signs at Dunbar Road to improve road safety.
- Add parking spaces for motorcycles at Tai Kok Tsui Road to facilitate parking of motorcycles.
- Convert parking spaces for coaches to those for private cars at Baptist University Road to facilitate parking of private cars.
- Delete a metered parking space at Granville Road to facilitate loading and unloading activities.

## *New Territories*

- Increase the vehicular green time of a traffic light at Ma Sik Road to alleviate traffic congestion.
- Increase the pedestrian green time of a traffic light at Sha Tau Kok Road – Lung Yeuk Tau and the junction of Tong Chun Street and Tong Tak Street to facilitate pedestrians crossing the road.
- Relocate traffic signal poles at Sha Tsui Road to improve road safety.
- Add a “turn left green arrow” signal aspect at the junction of Tai Chung Kiu Road and On Sum Street to improve traffic flow.
- Adjust the volume of the audible signal at the junction of Che Kung Miu Road and Sha Tin Tau Road to minimize disturbance to the neighbourhood.
- Adjust the volume of the audible signal at On Chun Street to facilitate pedestrians.
- Impose “No Stopping” restriction at Sha Tin Centre Street to alleviate traffic congestion.
- Impose “No Stopping” restriction at Kin Lok Street to deter illegal parking.
- Extend “No Stopping” restriction at Chai Wan Kok Street and Lai Yan Lane to prevent vehicle obstruction.
- Extend “No Stopping” restriction and modify the road marking at Kat Cheung Crescent to improve road safety.
- Extend the effective hours of “No Stopping” restriction at Shek Yam Road to prevent vehicle obstruction.
- Add a “Turn Left” traffic sign at Tong Yin Street to remind motorists.
- Erect “Cattle” warning sign at South Lantau Road near Tong Fuk to alert motorists.
- Relocate traffic signs and modify road markings at Tai Wo Service Road West to improve road safety.

- Add box junction road markings at Shek Mun Interchange, Shenzhen Bay Port near taxi queue area and the junction of San Fung Avenue and San Kin Street to prevent vehicle obstruction.
- Replace a “Turn left” road marking by a “Ahead only or turn left” road marking at Tong Ming Street to improve traffic flow.
- Replace a “Straight Ahead and Turn Left” road marking by a “Straight Ahead” road marking at the junction of Pak Wo Road and Yat Ming Road to improve road safety.
- Modify road markings and add traffic signs at the junction of Wing Yin Street and Wing Shun Street to facilitate vehicles below seven metres turning right.
- Modify road markings on Tuen Mun Road near Tuen Hing Road to alleviate traffic congestion.
- Add and relocate street lamps at Sai Sha Road to enhance the lighting of the pedestrian path.
- Remove railings at Pik Tin Street to deter illegal parking of bicycles and facilitate pedestrians.
- Install railings at Po Lam Road, Fuk Hang Tsuen Road, Sha Tseng Road and Tsing Yeung Circuit to deter illegal parking on pavement.
- Add parking spaces for motorcycles at Tsing King Road to facilitate parking of motorcycles.
- Add parking meters at Wan Po Road Carpark to facilitate parking of private cars.

## Appendix 4

### Complaints and Suggestions on Public Transport Services in 2014

<div><div>Mode</div><div>Nature of Complaint/Suggestion</div></div>	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	223	30	6	27	13	24	96	13	330	-	-	22	12	-	-	76	-	4	876
(2) Routeing	176	12	5	11	-	2	21	1	13	-	-	2	-	-	-	-	-	3	246
(3) Hours of operation	14	1	-	1	-	1	6	2	8	-	-	-	-	-	-	-	-	1	34
(4) Provision of stops	41	11	1	4	2	3	5	2	25	-	-	-	-	-	-	-	-	-	94
Sub-total	454	54	12	43	15	30	128	18	376	-	-	24	12	-	-	76	-	8	1250
(B) <u>Standard of Service</u>																			
(1) Regularity of service	2035	333	81	316	11	63	928	80	880	-	-	36	7	2	-	12	-	8	4792
(2) Adherence to routeing	20	4	3	5	-	3	19	-	212	-	1731	-	-	1	-	-	-	-	1998
(3) Improper driving behaviour	338	74	24	71	9	26	137	27	578	168	1170	22	7	26	1	1	-	-	2679
(4) Conduct & performance of staff (including drivers)	521	118	29	112	24	44	259	25	1120	88	4953	85	3	7	-	9	-	7	7404
(5) Overcharging	15	1	1	2	-	-	10	1	89	4	1932 *	1	-	-	-	1	-	-	2057
(6) Cleanliness	6	-	1	1	-	1	2	-	36	1	30	5	2	-	-	2	-	-	87
(7) Conditions of vehicles/vessels	29	5	6	6	1	2	6	7	50	3	25	16	1	2	-	2	-	-	161
(8) Passenger services & facilities	451	115	19	53	8	14	189	6	98	9	8	219	4	10	-	9	-	10	1222
Sub-total	3415	650	164	566	53	153	1550	146	3063	273	9849	384	24	48	1	36	-	25	20400
(C) <u>General</u>	76	23	5	20	5	2	24	10	76	367	211	57	6	7	-	3	1	7	900
Total this year	3945	727	181	629	73	185	1702	174	3515	640	10060	465	42	55	1	115	1	40	22550
Grand-total	(7442)							(14389)				(563)				(156)			
Total previous year	4196	638	174	587	51	164	1614	182	3458	290	9306	930	54	97	1	49	5	51	21847

#### 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 541 complaints from 121 complainants about audio-visual broadcasting on public transport vehicles

@ As peak tramway is primarily a tourist and recreational facility, TCU no longer handled complaints against peak tramway with effect from 1 October 2014. Such complaints will be handled by the relevant authority.

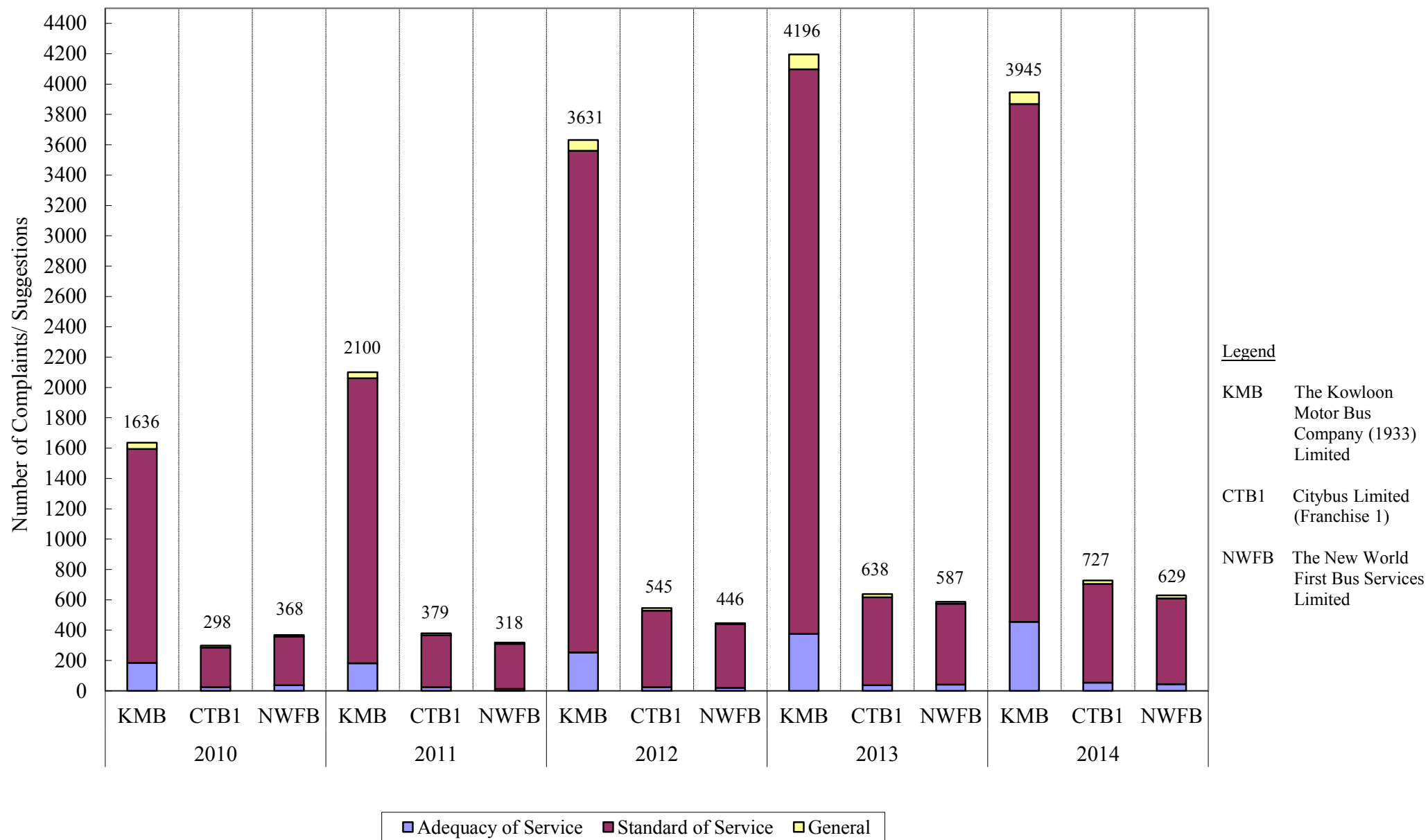
**Complaints and Suggestions on Franchised Bus Services**

<b><u>Bus Company/ Services</u></b>	<b><u>2013</u></b>	<b><u>2014</u></b>	<b><u>Difference</u></b>	
The Kowloon Motor Bus Company (1933) Limited (KMB)	4 196 (4.91)	3 945 (4.59)	-6.0%	(-6.5%)
Citybus Limited (Franchise 1) (Citybus)	638 (4.07)	727 (4.62)	+13.9%	(+13.5%)
Citybus Limited (Franchise 2) (Citybus)	174 (6.71)	181 (6.69)	+4.0%	(-0.3%)
The New World First Bus Services Limited (NWFB)	587 (4.88)	629 (5.40)	+7.2%	(+10.7%)
The New Lantao Bus Company (1973) Limited	51 (2.16)	73 (2.89)	+43.1%	(+33.8%)
Long Win Bus Company Limited	164 (4.94)	185 (5.31)	+12.8%	(+7.5%)
Cross-harbour Bus Services	1 614 (7.62)	1 702 (8.16)	+5.5%	(+7.1%)
<b>Total</b>	<b>7 424 (5.20)</b>	<b>7 442 (5.21)</b>	<b>+0.2%</b>	<b>(+0.2%)</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 2010- 2014**



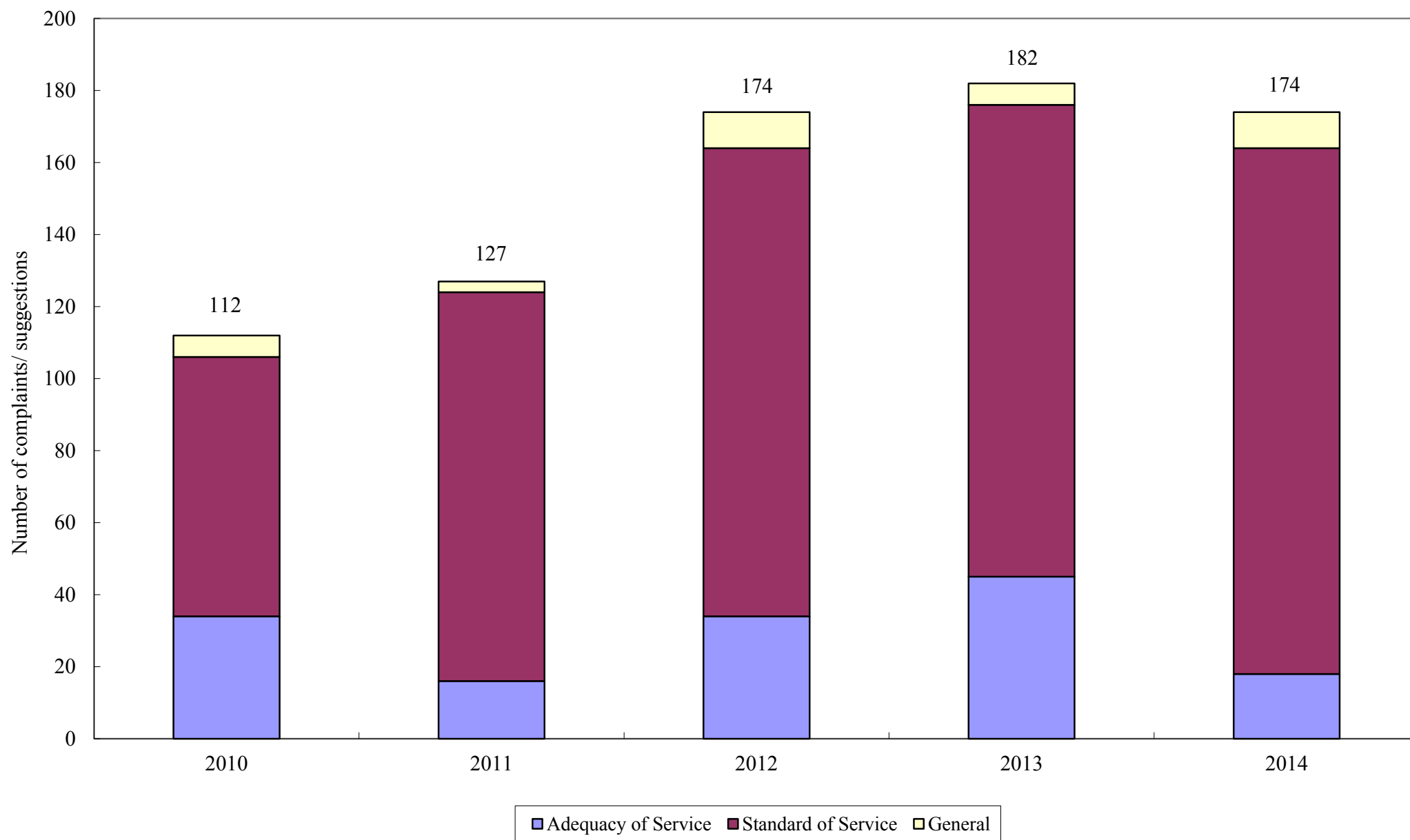
**Complaints and Suggestions on Non-franchised Bus Services**

<b><u>Nature of Complaint/Suggestion</u></b>	<b><u>2013</u></b>	<b><u>2014</u></b>	<b><u>Difference</u></b>
<b>(A) Adequacy of Service</b>			
(1) Frequency	29	13	-55.2%
(2) Routeing	9	1	-88.9%
(3) Hours of operation	4	2	-50.0%
(4) Provision of stops	3	2	-33.3%
<b>Sub-total</b>	<b>45</b>	<b>18</b>	<b>-60.0%</b>
<b>(B) Standard of Service</b>			
(1) Regularity of service	59	80	+35.6%
(2) Adherence to routeing	1	-	-100.0%
(3) Improper driving behaviour	24	27	+12.5%
(4) Conduct and performance of staff (including drivers)	34	25	-26.5%
(5) Overcharging	1	1	-
(6) Cleanliness	2	-	-100.0%
(7) Conditions of vehicles	6	7	+16.7%
(8) Passenger services and facilities	4	6	+50.0%
<b>Sub-total</b>	<b>131</b>	<b>146</b>	<b>+11.5%</b>
<b>(C) General*</b>	<b>6</b>	<b>10</b>	<b>+66.7%</b>
<b>Total</b>	<b>182</b>	<b>174</b>	<b>-4.4%</b>

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



## Complaints and Suggestions on Non-franchised Bus Services during 2010 - 2014



**Complaints and Suggestions on Green Minibus Service**

<b><u>Nature of Complaint/Suggestion</u></b>	<b><u>2013</u></b>	<b><u>2014</u></b>	<b><u>Difference</u></b>
<b>(A) Adequacy of Service</b>			
(1) Frequency	329	330	+0.3%
(2) Routeing	18	13	-27.8%
(3) Hours of operation	6	8	+33.3%
(4) Provision of stops	20	25	+25.0%
<b>Sub-total</b>	<b>373</b>	<b>376</b>	<b>+0.8%</b>
<b>(B) Standard of Service</b>			
(1) Regularity of service	798	880	+10.3%
(2) Adherence to routeing	210	212	+1.0%
(3) Improper driving behaviour	680	578	-15.0%
(4) Conduct and performance of staff (including drivers)	1 145	1 120	-2.2%
(5) Overcharging	71	89	+25.4%
(6) Cleanliness	17	36	+111.8%
(7) Conditions of vehicles	44	50	+13.6%
(8) Passenger services and facilities	64	98	+53.1%
<b>Sub-total</b>	<b>3 029</b>	<b>3 063</b>	<b>+1.1%</b>
<b>(C) General*</b>	<b>56</b>	<b>76</b>	<b>+35.7%</b>
<b>Total</b>	<b>3 458</b>	<b>3 515</b>	<b>+1.6%</b>

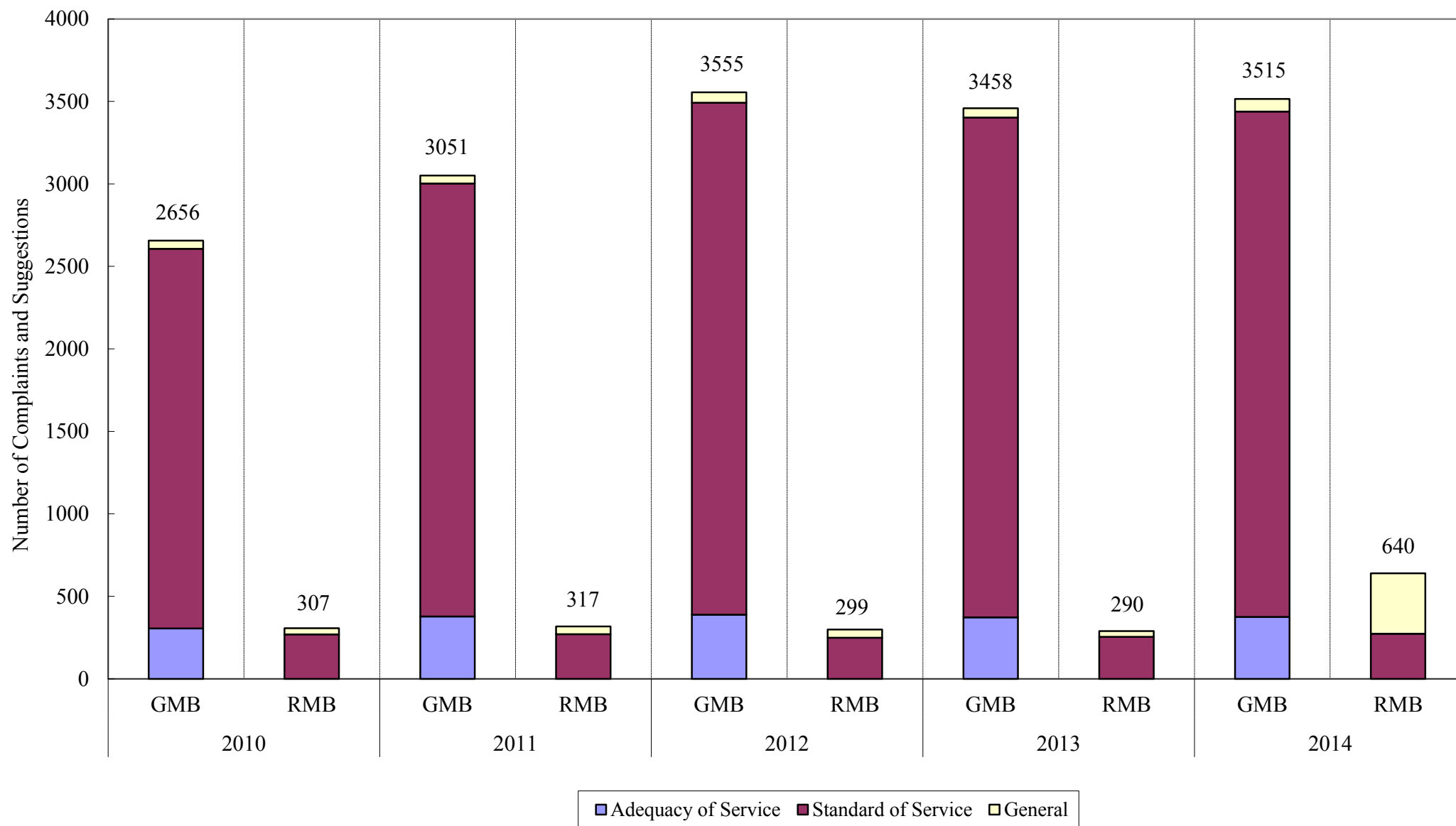
\* These complaints are mainly related to obstruction caused by green minibuses.

**Complaints and Suggestions on Red Minibus Service**

<b><u>Nature of Complaint/Suggestion</u></b>	<b><u>2013</u></b>	<b><u>2014</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	-	-	-
(3) Improper driving behaviour	148	168	+13.5%
(4) Conduct and performance of staff (including drivers)	92	88	-4.3%
(5) Overcharging	9	4	-55.6%
(6) Cleanliness	-	1	-
(7) Conditions of vehicles	3	3	-
(8) Passenger services and facilities	3	9	+200.0%
<b>Sub-total</b>	<b>255</b>	<b>273</b>	<b>+7.1%</b>
<b>(C) General*</b>	<b>35</b>	<b>367</b>	<b>+948.6%</b>
<b>Total</b>	<b>290</b>	<b>640</b>	<b>+120.7%</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 2010 - 2014**



**Complaints and Suggestions on Taxi Service**

<b><u>Nature of Complaint/Suggestion</u></b>	<b><u>2013</u></b>	<b><u>2014</u></b>	<b><u>Difference</u></b>
<b>Taxi driver malpractice</b>			
(a) Conduct and performance of drivers			
(i) Behaving other than in a civil & orderly manner	1 672	1 957	+17.0%
(ii) Refusing hire	2 255	2 498	+10.8%
(iii) Soliciting passengers	16	21	+31.3%
(iv) Refusing to drive to destination	464	432	-6.9%
(v) Failure to display driver identity plate	45	40	-11.1%
(vi) Failure to display driver identity plate properly	13	5	-61.5%
	4 465	4 953	+10.9%
(b) Improper driving behaviour	1 170	1 170	-
(c) Overcharging	1 535	1 577	+2.7%
(d) Taximeter irregularities	363	355	-2.2%
(e) Failure to take the most direct route	1 539	1 731	+12.5%
<b>Sub-total</b>	<b>9 072</b>	<b>9 786</b>	<b>+7.9%</b>
<b>Others</b>			
(a) Taxi obstruction	104	164	+57.7%
(b) Miscellaneous	130	110	-15.4%
<b>Sub-total</b>	<b>234</b>	<b>274</b>	<b>+17.1%</b>
<b>Total</b>	<b>9 306</b>	<b>10 060</b>	<b>+8.1%</b>

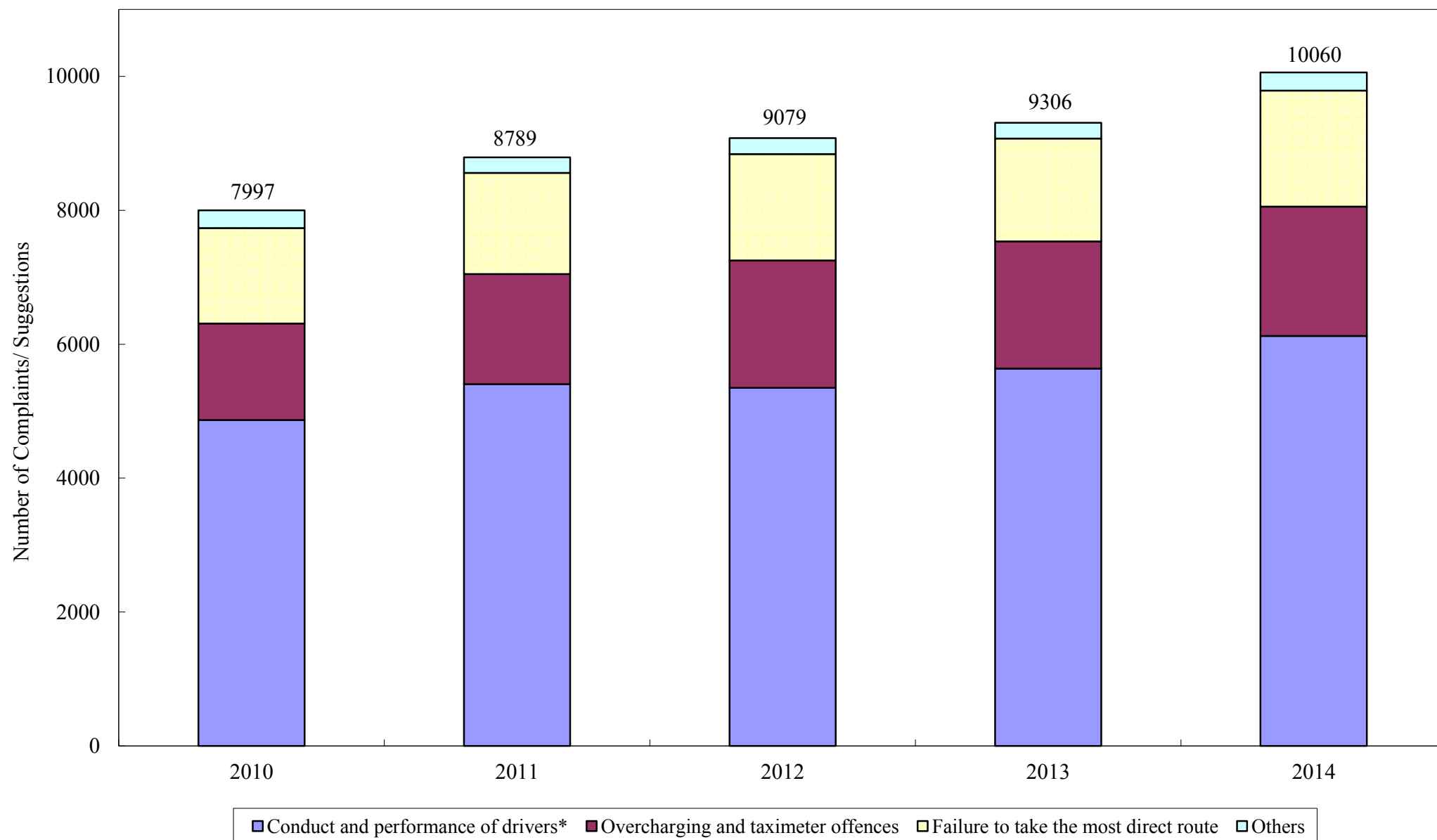
**Results of Taxi Driver Malpractice Cases Referred to the Police**  
**(January – December 2014)**

		<b><u>No. of Cases</u></b>	<b><u>Percentage</u></b>
(i)	Summoned	134 (121)	7 (8)
(ii)	Withdrawal by complainants	1 352 (975)	73 (63)
(iii)	Evidence considered insufficient by the Police for further processing	358 (457)	20 (29)
	<b>Total</b>	<b>1 844 (1 553)</b>	<b>100 (100)</b>

Note : Comparative figures for 2013 are in brackets.

## Complaints and Suggestions on Taxi Service during 2010 - 2014

Appendix 14



\* Including improper driving behaviour

**Complaints and Suggestions on Rail Services**

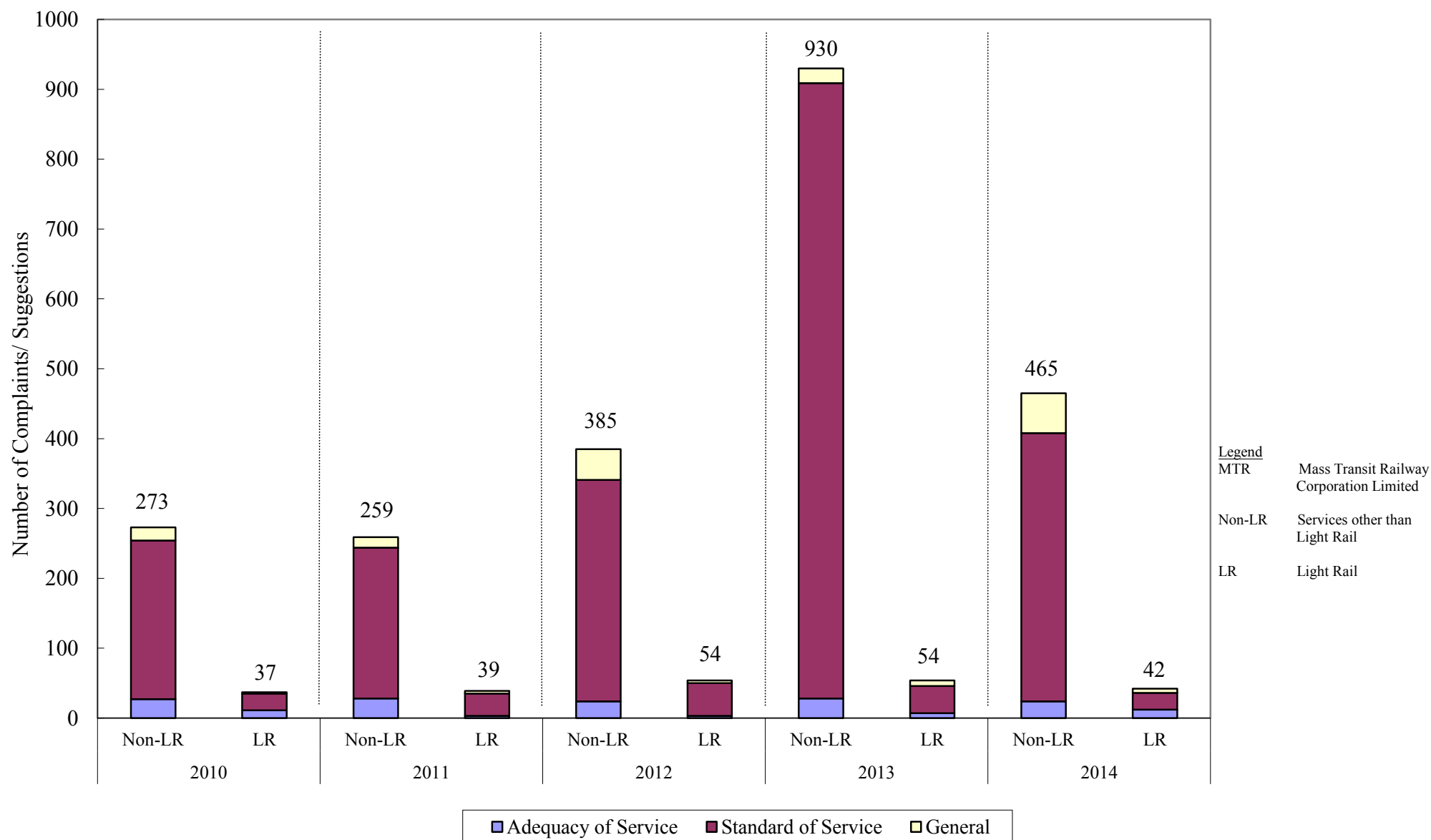
<b><u>Railway Company</u></b>	<b><u>2013</u></b>		<b><u>2014</u></b>		<b><u>Difference</u></b>	
Mass Transit Railway Corporation Limited (Excluding Light Rail)	930	(0.58)	465	(0.28)	-50.0%	(-51.7%)
Mass Transit Railway Corporation Limited (Light Rail)	54	(0.31)	42	(0.24)	-22.2%	(-22.6%)
The Hongkong Tramways Limited	97	(1.34)	55	(0.83)	-43.3%	(-38.1%)
Peak Tramways Company Limited <sup>@</sup>	1	(0.16)	1	(-)	-	(N/A)
<b>Total</b>	<b>1 082</b>	<b>(0.58)</b>	<b>563</b>	<b>(0.29)</b>	<b>-48.0%</b>	<b>(-50.0%)</b>

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

<sup>@</sup> As peak tramway is primarily a tourist and recreational facility, TCU no longer handled complaints against peak tramway with effect from 1 October 2014. Such complaints will be handled by the relevant authority. The number of passenger journeys of Peak Tramway published by the Transport Department is no longer available from 2014 onwards.



# Complaints and Suggestions on MTR Services during 2010 - 2014

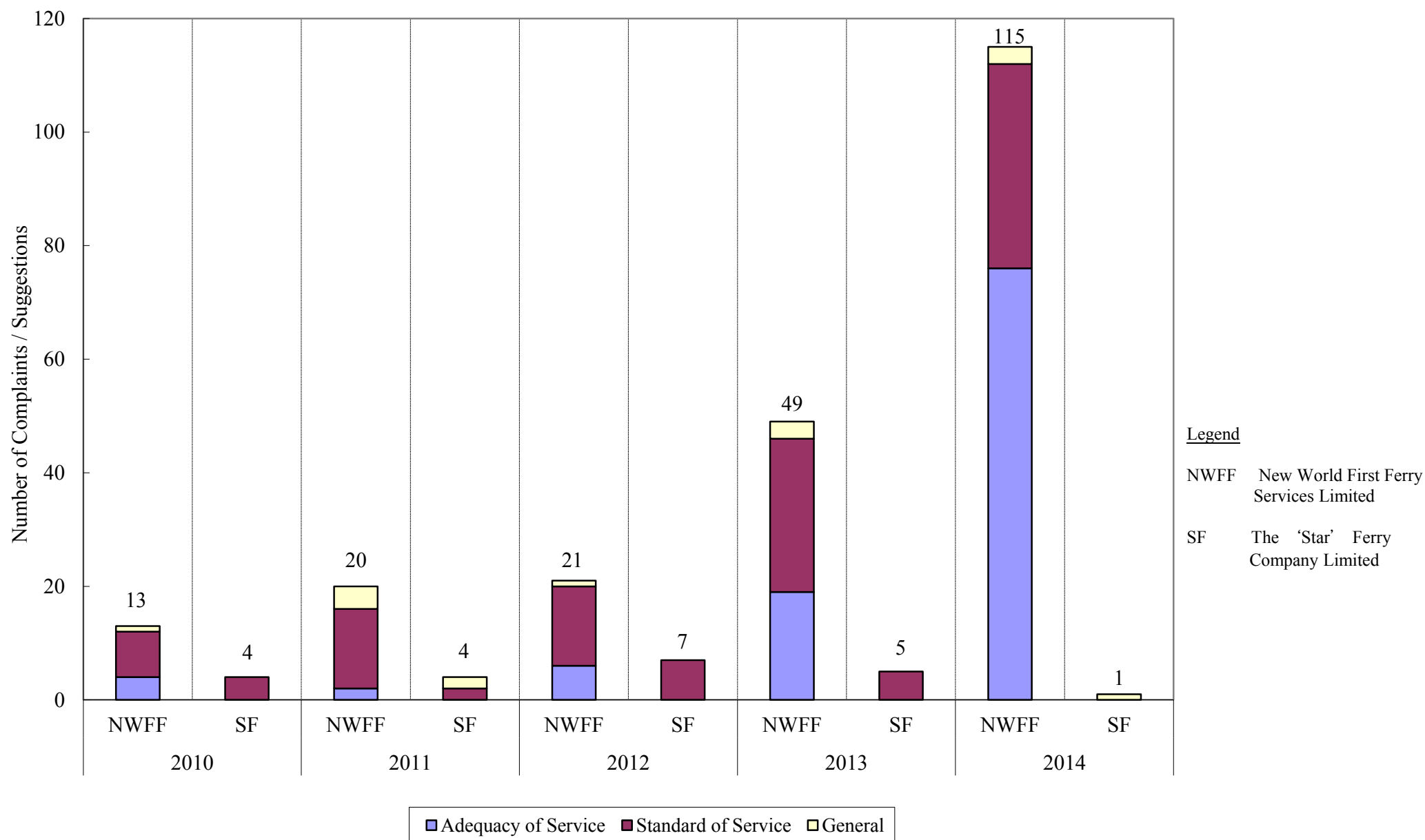


**Complaints and Suggestions on Ferry Services**

<b><u>Ferry Company</u></b>	<b><u>2013</u></b>		<b><u>2014</u></b>		<b><u>Difference</u></b>	
New World First Ferry Services Limited	49	(3.41)	115	(7.82)	+134.7%	(+129.3%)
The 'Star' Ferry Company Limited	5	(0.23)	1	(0.05)	-80.0%	(-78.3%)
Minor Ferries	51	(3.79)	40	(2.93)	-21.6%	(-22.7%)
<b>Total</b>	<b>105</b>	<b>(2.12)</b>	<b>156</b>	<b>(3.16)</b>	<b>+48.6%</b>	<b>(+49.1%)</b>

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

**Complaints and Suggestions on NWFF and SF Services during 2010 - 2014**



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

<b><u>Nature of Complaint/Suggestion</u></b>	<b><u>2013</u></b>	<b><u>2014</u></b>	<b><u>Difference</u></b>
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**Traffic Conditions**

(a) Traffic congestion	237	242	+2.1%
(b) Traffic management	171	134	-21.6%
(c) Additional traffic signs and aids	74	49	-33.8%
(d) Parking facilities	47	48	+2.1%

<b>Sub-total</b>	<b>529</b>	<b>473</b>	<b>-10.6%</b>
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**Road Maintenance**

(a) Road conditions	80	75	-6.3%
(b) Traffic signs and aids	65	46	-29.2%
(c) Carriageway markings	10	5	-50.0%

<b>Sub-total</b>	<b>155</b>	<b>126</b>	<b>-18.7%</b>
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**Enforcement**

(a) Illegal parking	989	1 057	+6.9%
(b) Other enforcement matters	521	470	-9.8%

<b>Sub-total</b>	<b>1 510</b>	<b>1 527</b>	<b>+1.1%</b>
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<b>Total</b>	<b>2 194</b>	<b>2 126</b>	<b>-3.1%</b>
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**Breakdown of Complaints and Suggestions on Traffic and Road Conditions by District**  
**(January – December 2014)**

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	15	29	32	17	19	2	20	8	21	11	5	5	19	7	9	9	6	1	7	242
(b) Traffic management	9	12	16	6	13	7	9	3	10	4	4	4	8	8	11	1	2	3	4	134
(c) Additional traffic signs and aids	1	4	5	5	5	1	1	1	7	1	2	3	3	2	5	-	2	1	-	49
(d) Parking facilities	3	1	2	-	-	6	3	1	9	2	2	6	-	3	5	2	1	1	1	48
Sub-total	28	46	55	28	37	16	33	13	47	18	13	18	30	20	30	12	11	6	12	473
<u>Road Maintenance</u>																				
(a) Road conditions	5	4	10	3	4	3	4	6	6	2	1	1	4	9	5	5	2	1	-	75
(b) Traffic signs & aids	4	-	6	2	3	1	4	2	6	-	1	5	3	3	2	1	3	-	-	46
(c) Carriageway markings	-	-	1	-	-	-	-	1	-	-	-	-	1	1	-	1	-	-	-	5
Sub-total	9	4	17	5	7	4	8	9	12	2	2	6	8	13	7	7	5	1	-	126
<u>Enforcement</u>																				
(a) Illegal parking	78	62	67	26	109	44	86	54	146	30	28	79	63	38	50	47	39	11	-	1057
(b) Other enforcement matters	23	43	29	10	23	20	44	29	40	16	10	35	36	28	24	16	20	12	12	470
Sub-total	101	105	96	36	132	64	130	83	186	46	38	114	99	66	74	63	59	23	12	1527
Total	138	155	168	69	176	84	171	105	245	66	53	138	137	99	111	82	75	30	24	2126