

Transport Complaints Unit Report 2015

Overview of Complaints and Suggestions in 2015

In 2015, the Transport Complaints Unit (TCU) received 24 531 complaints and suggestions on transport and traffic matters, including 222 pure suggestions. The number of cases recorded a decrease of 0.9% as compared with 24 763 cases received in 2014. 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 2015 by category is as follows –

<u>Nature of Complaint/Suggestion</u>	<u>2014</u>	<u>2015</u>	<u>Difference</u>
Public Transport Services	22 550	21 735	-3.6%
Traffic Conditions	473	479	+1.3%
Road Maintenance	126	108	-14.3%
Enforcement	1 527	2 078	+36.1%
Miscellaneous	87	131	+50.6%
Total	24 763	24 531	-0.9%

2. In 2015, complaints and suggestions received through telephone accounted for 50% of the total. The remaining cases were received in the form of e-mail, fax, letter or TCU Complaint Form.

3. During the year, investigations into 23 868 cases (including some outstanding cases carried forward from the previous year) were completed. Of these, 16 347 (68%) were found to be substantiated, 670 (3%) unsubstantiated, and the remaining 6 851 (29%) not pursuable due to lack of evidence. A summary of the results of investigations is at [Appendix 2](#). It is noted that -

- the percentage of substantiated cases decreased from 71% in 2014 to 68% in 2015. For these cases, relevant government departments/public transport operators had either taken steps to rectify the situation or were considering possible solutions to the problems identified; and
- the percentage of cases not pursuable increased from 26% in 2014 to 29% in 2015.

4. In 2015, relevant government departments and public transport operators took on board 69 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 2015, 21 735 complaints and suggestions were received, accounting for 89% of the total number of cases. Among these, 135 were pure suggestions. The number of cases in this category recorded a decrease of 3.6% as compared with 22 550 cases in 2014. A breakdown of the complaints and suggestions by mode of transport is as follows -

<u>Mode of Transport</u>	<u>2014</u>	<u>2015</u>	<u>Difference</u>
Franchised Buses	7 442 (5.21)	5 738 (4.02)	-22.9% (-22.8%)
Non-franchised Buses	174 (1.27)	195 (1.42)	+12.1% (+11.8%)
Green Minibuses	3 515 (6.39)	4 416 (7.92)	+25.6% (+23.9%)
Red Minibuses	640 (5.02)	320 (2.6)	-50.0% (-48.2%)
Taxis	10 060 (28.55)	10 359 (29.52)	+3.0% (+3.4%)
Rail Transport	563 (0.29)	630 (0.32)	+11.9% (+10.3%)
Ferries	156 (3.16)	77 (1.57)	-50.6% (-50.3%)
Total	22 550	21 735	-3.6%

(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 5 738 cases on franchised bus services in 2015, representing 4.02 complaints/suggestions per million passenger journeys. These figures represent decreases of 22.9% and 22.8% respectively when compared with 7 442 cases and 5.21 complaints/suggestions per million passenger journeys

in 2014. There was a significant reduction on the number of complaints about regularity of services (from 3 767 cases to 2 429 cases).

7. The TCU Sub-Committee noted that with the concerted effort of the bus companies in recruitment of bus captains as well as making adjustment to bus operation and service timetable of individual routes in light of the actual operational situation, the reliability and regularity of bus service continued to improve in 2015, which was reflected by the decreasing number of complaints against regularity of service. Meanwhile, some bus companies have started to provide passengers with real-time bus service information through their websites and smartphone apps. This could facilitate passengers in planning their journey and knowing their waiting times. The Transport Department (TD) will continue to encourage the use of new technologies by bus companies to provide passenger information.

8. TD noted that there was an overall reduction in the number of complaint about adequacy of service (from 736 cases in 2014 to 535 cases in 2015, representing a reduction of 27.3%). The improved public transport network after opening of the MTR West Island Line and stabilisation of passengers' travelling patterns after implementation of bus route rationalisation under the "Area Approach" in the past few years are considered contributory factors to the reduction. TD also noted that there were fewer complaints about passenger services and facilities (from 849 cases in 2014 to 651 cases in 2015, representing a reduction of 23.3%). TD will continue to monitor the adequacy and quality of passenger services and facilities provided by the bus companies.

9. A breakdown of the 5 738 cases by individual bus companies/services is at Appendix 5. The complaints and suggestions on the services of the three major franchises are highlighted below –

- Kowloon Motor Bus Company (1933) Limited (KMB) – The number of complaints/suggestions per million passenger journeys decreased by 26.8% from 4.59 in 2014 to 3.36 in 2015. As regards the 2 925 cases received in 2015, they were mainly about regularity of service (1 192), conduct and performance of staff (582) and passenger services and facilities (358).
- Citybus Limited (Franchise for Hong Kong Island and Cross-Harbour Bus Network) (Citybus (Franchise 1)) – The number of complaints/suggestions per million passenger journeys decreased by 19.9% from 4.62 in 2014 to 3.7 in 2015. As regards the 543 cases

received in 2015, they were mainly about regularity of service (232), conduct and performance of staff (98) and improper driving behavior (80).

- New World First Bus Services Limited (NWFB) – The number of complaints/suggestions per million passenger journeys decreased by 19.6% from 5.4 in 2014 to 4.34 in 2015. As regards the 485 cases received in 2015, they were mainly about regularity of service (238), conduct and performance of staff (103) and improper driving behaviour (50).

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 (NFB) services play a supplementary role in the public transport system through relieving heavy demand on the franchised bus and green minibus services primarily during peak hours and filling gaps of passenger demand which cannot be met viably by the regular public transport services.

12. There were 195 cases on NFB services in 2015, representing 1.42 complaints/suggestions per million passenger journeys. These figures represent increases of 12.1% and 11.8% respectively when compared with 174 cases and 1.27 complaints/suggestions per million passenger journeys in 2014. The increase of complaints against NFB services in 2015 mainly concern routeing, provision of stops and passenger services and facilities. A detailed breakdown of the 195 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 Services

14. There were 4 736 cases on public light bus (PLB) services in 2015, representing 6.96 complaints/suggestions per million passenger journeys. These figures represent increases of 14% and 13.5% respectively when compared with 4 155 cases and 6.13 complaints/suggestions per million passenger journeys in 2014.

Green Minibus Services

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 2015, there were 4 416 complaints/suggestions on GMB services, accounting for 93% of all PLB cases received. The number of complaints/suggestions per million passenger journeys was 7.92. These figures represent increases of 25.6% and 23.9% respectively when compared with 3 515 cases and 6.39 complaints/suggestions per million passenger journeys in 2014. A detailed breakdown of the 4 416 cases is at [Appendix 9](#).

Red Minibus Services

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 2015, there were 320 complaints/suggestions on RMB services, accounting for 7% of all PLB cases received. The number of complaints/suggestions per million passenger journeys was 2.6. These figures represent decreases of 50% and 48.2% respectively when compared with 640 cases and 5.02 complaints/suggestions per million passenger journeys in 2014. A detailed breakdown of the 320 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 880 in 2014 to 1 143 in 2015. The service regularity of GMB was mainly affected by shortage of drivers and adverse traffic conditions. Same as other road users, heavy traffic and congestion, traffic accidents, road works and planned/unplanned road incidents, etc. may cause delays and service irregularity of GMB services. TD will continue to implement measures to help GMB operators, such as service rationalisation and fare increases, to improve the operating environment and financial viability of GMB services. These would enable the operators to increase the remuneration to retain and employ adequate drivers and improve fleet utilisation, as well as to operate short-working and supplementary trips such as to avoid congested roads

with a view to improving the regularity of service. TD will also continue to work with the Labour Department, the Correctional Services Department and the ethnic minority organisations to attract new recruits for PLB drivers from different backgrounds. For the complaints about conduct and performance of staff, the number of complaints increased from 1 120 in 2014 to 1 398 in 2015. “Failure to pick up passengers” and “poor attitude towards passengers” attracted most complaints. GMB operators have been requested to remind their drivers to pay more attention to waiting passengers at en-route stops and to be polite to passengers. Regarding the complaints about improper driving behavior, the number of complaints increased from 578 in 2014 to 790 in 2015. The operators have been reminded to urge their drivers to drive safely. TD will continue to closely monitor the GMB service regularity and the driver’s driving behavior through surveys.

21. For RMBs, the number of complaints reduced drastically from 640 in 2014 to 320 in 2015. The large number of complaints against RMB in 2014 under “General” (367 cases) were mainly attributed to the obstruction to traffic caused by RMBs on Tung Choi Street in Mong Kok in late 2014, and the number of complaints under “General” fell to 62 (i.e. decreased by 305 cases) in 2015. TD reminded the RMB associations by letter and at the regular meeting in December 2015 not to cause obstruction to other traffic, in particular on Tung Choi Street and Fa Yuen Street in Mong Kok.

22. In 2015, TD continued to promote the provision of safe, quality and customer-oriented PLB services. Those measures included publication of the PLB Newsletter, provision of seminars jointly with the Police 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 services, the legal requirement to complete a pre-service course by applicants for a PLB driving licence was implemented on 1 June 2015.

Taxi Services

24. Taxi services remained one of the major areas of complaints in 2015. There were 10 359 cases, accounting for 48% of all the cases on public transport services. The number of complaints/suggestions per million passenger journeys was 29.52, the highest amongst all types of public transport services. These figures represent an increase of 3% when compared with 10 060 cases and an

increase of 3.4% when compared with 28.55 complaints/suggestions per million passenger journeys in 2014. The increase was mainly attributable to more complaints about taxi driver malpractice (especially those related to refusing hire and improper driving behaviour). A detailed breakdown of the 10 359 cases is at Appendix 12.

25. Of the 10 359 cases received, 10 096 (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, 1 934 such cases (19%) were referred to the Police. In 2015, the Police completed the investigation of 1 835 cases referred to them during the year or the years before. A breakdown of the results is at Appendix 13.

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

27. The TCU Sub-Committee noted that the Police had taken enforcement actions against taxi malpractices particularly at the districts frequented by tourists on a regular basis. Key tasks are to enhance patrols at black spots like Lan Kwai Fong and Canton Road and conduct 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. The Government acknowledges the need for improving taxi service quality. There are over 40 000 taxi drivers, with the majority of them being self-employed rentee-drivers or owner-drivers. As most drivers are not employed by the owners, the quality of service management varies. Since licence ownership and management of taxis are highly decentralised and drivers' income is not necessarily related to service quality, the effectiveness of various efforts to enhance the overall service standards has not been entirely satisfactory. In this regard, further measures will be implemented in addition to strengthening of enforcement actions against taxi malpractices by the Police.

29. At present, taxis are allowed under the law to provide pre-booked hire-as-a-whole service in addition to charging by the taximeter. This allows taxi operators to provide service with flexibility to meet the different needs of passengers. As a short-term measure, TD is helping the taxi trade explore the feasibility of enhancing taxi service through this model. Indeed, some operators

are already providing passengers with service of higher quality (such as by using taxis with larger compartment) in the form of hire-as-a-whole service. The fleet providing this kind of taxi service has increased from about 20 in early-2015 to about 80. Also, the trade is making an effort to improve service quality through self-regulation. 17 taxi associations formed the Hong Kong Taxi Council in November 2015. The Council has launched a mobile application for hailing taxi service and put in place reward and penalty mechanisms to follow up on passengers' comments received on service hired through its mobile application. TD will closely monitor the situation and provide necessary assistance.

30. Meanwhile, the Government is studying whether it is feasible to introduce premium taxis through a franchise model under the Public Transport Strategy Study since November 2015. The policy objectives of introducing premium taxis are to provide passengers with an additional choice other than ordinary taxis and address the needs of passenger groups with higher disposable income. The Government has reported the progress of the study to the Legislative Council Panel on Transport and Transport Advisory Committee in June 2016. The Government will continue to liaise with the trade with a view to determining the policy framework as well as the details of some key implementation arrangements of introducing by around the end of 2016.

Rail Services

31. There were 630 cases on rail services in 2015, representing 0.32 complaints/suggestions per million passenger journeys. These figures represent increases of 11.9% and 10.3% respectively when compared with 563 cases and 0.29 complaints/suggestions per million passenger journeys in 2014. The increase in the number of cases on rail services was mainly attributable to more complaints about tram services. There were 107 complaints about the services of Hong Kong Tramways Limited as compared with 55 complaints in 2014.

32. The TCU Sub-Committee noted that the complaints against MTR services in 2015 remained steady in general. Nevertheless, the number of complaints concerning conduct and performance of staff against MTR service increased in 2015. In order to improve the service standard of frontline staff, MTRCL has strengthened customer service training on technical skills and service attitude for the frontline staff. They are also trained to be courteous and professional when interacting with passengers. The staff will attend trainings on a regular and continual basis to ensure they perform their duties in a proper and competent manner.

33. It was noted that a number of complaints were made in connection with passengers carrying oversized musical instruments and sports equipment being prohibited from travelling on the MTR. After carrying out comprehensive and in-depth risk assessment, the MTRCL has launched a registration scheme to issue a permit to registered passengers for bringing one oversized musical instrument or sports equipment when travelling on the MTR (within the relaxed size restrictions and except morning peak hours in normal weekdays).

34. For tram services, majority of the complaints were about the noise created by tramcars near the junction of King's Road and Mount Parker Road. Hong Kong Tramways Limited has reminded their drivers, including putting up warning notice message at the concerned location, to drive in safe speed to assure safety and minimize noise reduction and conducted regular inspection, rail grinding and welding at the concerned location.

35. A breakdown of the 630 cases by individual railway companies is at Appendix 15. There were 523 cases on the services of the MTRCL, accounting for 83% 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 in 2015 remained the same at 0.28 as in 2014. As regards the 486 cases received in 2015, they were mainly about passenger services and facilities (218) and conduct and performance of staff (129).
- Light Rail – The number of complaints/suggestions per million passenger journeys decreased by 12.5% from 0.24 in 2014 to 0.21 in 2015. As regards the 37 cases received in 2015, they were mainly about frequency/carrying capacity (9) and improper driving behaviour (7).

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

Ferry Services

37. There were 77 cases on ferry services in 2015, representing 1.57 complaints/suggestions per million passenger journeys. These figures represent decreases of 50.6% and 50.3% respectively when compared with

156 cases and 3.16 complaints/suggestions per million passenger journeys recorded in 2014. The decrease was mainly attributable to fewer complaints against New World First Ferry Services Limited (“NWFF”).

38. 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 as soon as possible, when needed.

39. A breakdown of the 77 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 decreased by 62.2% from 7.82 in 2014 to 2.96 in 2015.
- The ‘Star’ Ferry Company Limited (‘Star’ Ferry) – The number of complaints/suggestions per million passenger journeys increased by 300% from 0.05 in 2014 (one case in total) to 0.2 (four cases in total) in 2015.

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

Traffic and Road Conditions

41. In 2015, there were 2 665 complaints and suggestions about traffic and road conditions, including 79 pure suggestions. The number of cases received represents an increase of 25.4% as compared with 2 126 cases in 2014. Detailed breakdowns of the cases by category and by district are at Appendices 19 and 20 respectively.

Traffic Conditions

42. In 2015, 479 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 slight increase of 1.3% as compared with 473 cases in 2014.

43. Of the 479 cases received, 201 (42%) were related to traffic congestion. This represents a decrease of 16.9% as compared with 242 cases in 2014. Factors contributing to complaints about traffic congestion in 2015 are broken down as follows –

<u>Factor</u>	<u>No. of Complaints</u>		<u>Difference</u>
	<u>2014</u>	<u>2015</u>	
Traffic management	131	92	-29.8%
Road works	46	37	-19.6%
Vehicle obstruction	35	37	+5.7%
Others	30	35	+16.7%
Total	242	201	-16.9%

44. In 2015, districts which attracted relatively more complaints about traffic congestion were –

<u>District</u>	<u>No. of Complaints</u>		<u>Difference</u>
	<u>2014</u>	<u>2015</u>	
Kowloon City	20	26	+30.0%
Southern	17	23	+35.3%
Eastern	15	18	+20.0%
Yau Tsim Mong	21	15	-28.6%

45. 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 implemented the following measures to alleviate traffic congestion in 2015 –

- (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 campaigns to promote driver discipline to reduce vehicle obstruction.

46. In 2015, there were 159 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 18.7% as compared with 134 cases in 2014.

47. Besides, TCU received 84 requests for additional traffic signs and aids in 2015. This represents an increase of 71.4% as compared with 49 cases in 2014.

48. There were 35 complaints and suggestions on parking facilities in 2015. This represents a decrease of 27.1% as compared with 48 cases in 2014.

Road Maintenance

49. In 2015, 108 complaints and suggestions about road maintenance were received, accounting for less than 1% of the total number of cases. The number of cases in this category recorded a decrease of 14.3% as compared with 126 cases in 2014. All the complaints were referred to HyD or other relevant departments for investigation and remedial action.

Enforcement

50. In 2015, 2 078 complaints about enforcement matters were received, accounting for about 8% of the total number of cases. The number of complaints in this category recorded an increase of 36.1% as compared with 1 527 complaints in 2014.

51. 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

52. Among the 24 531 complaints and suggestions received in 2015, 2 912 (12%) were related to road safety matters. A breakdown of these cases is as follows -

	<u>No. of Complaints/Suggestions</u>
Public Transport Services	2 357
Traffic Management	16
Road Maintenance	14
Enforcement	525
Total	<u>2 912</u>

53. 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.

54. As regards traffic management, the complainants were mainly concerned that inappropriate arrangement of traffic signs/aids/road markings and inappropriate arrangement/coordination of traffic lights might lead to traffic accidents.

55. On road maintenance, the complainants were mostly concerned about damaged road and defective traffic sign might give rise to traffic accidents.

56. Regarding enforcement, there were 154 complaints about illegal parking which caused obstruction and posed danger to motorists and pedestrians. There were also 371 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.

57. 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 Cheung Wah Street and Un Chau Street/Fuk Wing Street/Fuk Wa Street in Sham Shui Po

58. A member of the public contacted TCU in August 2011 to express concerns about the safety of pedestrians at the junctions of Cheung Wah Street and Un Chau Street/Fuk Wing Street/Fuk Wa Street, as there was no ancillary facility provided for the pedestrian crossings at the three junctions. The member of the public requested the installation of traffic lights or other pedestrian crossing facilities to ensure road safety.

59. The case was referred to the Transport Department (TD) for investigation. The Department pointed out that the pedestrian and traffic volumes were not high at the three junctions and considered that the existing pedestrian crossings allowed pedestrians to safely cross the streets, hence traffic lights would not be installed. The Department further advised that the footpath at the junction of Cheung Wah Street and Fuk Wing Street had already been widened recently to shorten the walking distance for pedestrians crossing the street.

60. For the other two junctions at Un Chau Street and Fuk Wa Street, TD considered that the existing road design met the safety standards. Nevertheless, in view of the public concerns, TD devised several improvement measures to further enhance road safety and sought the views from the local community through consultation exercises conducted by the District Office. Subsequently, with the support of the local community, the pavements at the four corners of the intersection of Cheung Wa Street and Un Chau Street were widened in August 2013. On the other hand, different views on TD's proposed improvement measures for the intersection of Cheung Wa Street and Fuk Wa Street were received during the consultation. After thorough consideration of those views and taking into account the prevailing traffic conditions, the previous proposal was revised. The measures eventually put in place at the said location included cancellation of a metered parking space at Cheung Wah Street to enable the widening of some sections of the pavement, addition of "LOOK RIGHT" and "LOOK LEFT" road markings at three pedestrian crossings to remind pedestrians of the direction of the approaching vehicles and imposition of "No Stopping" restriction at the intersection to deter illegal parking which might obstruct the sightline of pedestrians when they were crossing the street. All works were completed in January 2015 and the improved pedestrian crossings were in use since then.

Improvement of traffic flow at Tai Po Road – Sha Tin

61. In previous years, some members of the public approached TCU to complain about the traffic congestion at Tai Po Road – Sha Tin (Kowloon bound), in particular the section near New Town Plaza. It was noted that the congestion would even extend to the Sha Tin Racecourse during rush hours. Some complainants suggested that the problem could be alleviated by raising the speed limit from 50 kilometres to 70 kilometres per hours at the section outside New Town Plaza.

62. TD was invited to consider possible improvement measures. The Department conducted site inspections to assess the traffic conditions and advised that the traffic volume of Tai Po Road – Sha Tin had reached full capacity; thus, the congestion problem could not be solved through measures of traffic management alone. The addition of a new traffic lane to connect Tai Po Road – Sha Tin (Kowloon bound) and the Tsing Sha Highway would be a more effective way to alleviate traffic congestion in the area.

63. Regarding the suggestion of raising the speed limit, TD noted that the high traffic volume and frequent lane changing activities at the section concerned necessitated the keeping of the speed limit based on road safety consideration. The Department would keep monitoring the traffic conditions and review the speed limit upon the successful completion of the new traffic lane.

64. In July 2015, the construction of a new traffic lane connecting Tai Po Road – Sha Tin (Kowloon bound) with Tsing Sha Highway near Scenery Court and the associated noise barriers was completed. With the addition of a new lane and the subsequent change of traffic conditions, TD took the opportunity to review the speed limit of Tai Po Road –Sha Tin (Kowloon bound) between Sha Tin Rural Committee Road and the diverging point with Tsing Sha Highway. With effect from August 2015, the speed limit of the section concerned was raised from 50 kilometres to 70 kilometres per hours.

65. TD observed that the addition of the new traffic lane, together with the revised speed limit, had improved the traffic. To cope with the expected increase of traffic flow and to further improve the traffic conditions, the Government was planning to widen a section of Tai Po Road - Sha Tin between Sha Tin Rural Committee Road near Sha Tin Plaza and Fo Tan Road near Man Wo House of Wo Che Estate. The initial plan was to complete the project in 2021. Upon its completion, the existing dual two-lane carriageway would be converted to dual three-lane and the road capacity would be further increased by then.

Relocation of the pedestrian crossing at Blue Pool Road near Tsoi Tak Street in Happy Valley

66. In April 2013, a complaint was lodged concerning the lack of traffic lights for a pedestrian crossing at the junction of Blue Pool Road and Tsoi Tak Street. The complainant observed that vehicles coming from the upper part of Blue Pool Road tend to be travelling at a higher speed when approaching the pedestrian crossing. Also, as that section of Blue Pool Road was a two-lane two-way carriageway, without a refuge island in between, pedestrians had to watch out for vehicles coming from both directions when crossing the road. The complainant was of the view that the arrangements at the said crossing posed safety risks to pedestrians. He urged the relevant departments to install traffic lights to regulate traffic there. Alternatively, the cautionary crossing might be converted to a zebra crossing so that priority would be given to pedestrians and motorists would be better alerted to the pedestrians crossing the road.

67. The case was referred to TD for consideration of ways to tackle the problem. TD explained that considering the relatively low traffic volume of Blue Pool Road, the installation of traffic lights at the pedestrian crossing concerned would create unnecessary delay to the traffic and in turn might adversely affect the traffic flow of other connected roads. Noting that there were already two other pedestrian crossings further down the road, one with a refuge island near the intersection with Ventris Road and the other being a zebra crossing about 80 metres away from the junction, TD had reservation about the suggestion of converting the said crossing to another zebra crossing. Besides, due to geographical constraint, it was not feasible to add a refuge island to that crossing.

68. Despite the above constraints, TD undertook to revise the layout of the junction of Blue Pool Road and Tsoi Tak Street to enhance the pedestrian crossing facilities. Under the new layout, the cautionary crossing in question would be relocated westwards between the Ventris Road and Tsoi Tak Street. With the cancellation of a right-turn pocket, the width of the carriageway would allow for putting a refuge island in for the relocated cautionary crossing. Together with the widening of the footpath at the corner of Tsoi Tak Street, the Blue Pool Road westbound carriageway at the new crossing was reduced to one traffic lane only. The proposed road safety enhancement measures were put forward for local consultation. After the satisfactory completion of the consultation and the works involved, the improvement measures were implemented in August 2015.

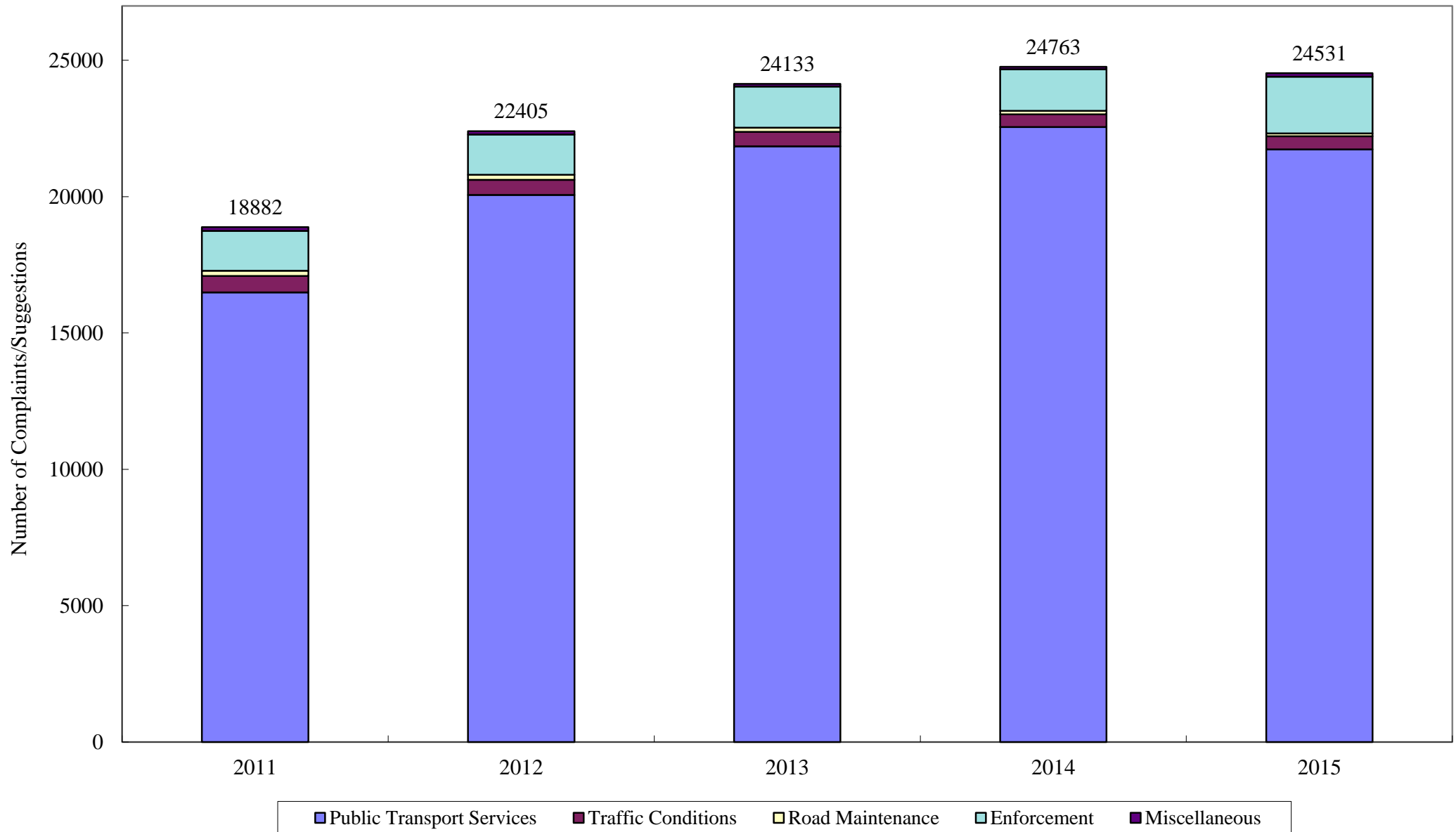
Appendix 1(i)**Complaints and Suggestions Received by TCU during 2011 - 2015**

<u>Nature of Complaint/Suggestion</u>	<u>2011</u>	<u>2012</u>	<u>2013</u>	<u>2014</u>	<u>2015</u>
I. Public Transport Services					
(a) Adequacy of service	775 [109]	918 [120]	1 120 [115]	1 250 [69]	1 040 [80]
(b) Standard of service	15 355 [52]	18 671 [91]	20 255 [31]	20 400 [25]	20 127 [30]
(c) General	362 [26]	472 [30]	472 [21]	900 [25]	568 [25]
	16 492 [187]	20 061 [241]	21 847 [167]	22 550 [119]	21 735 [135]
II. Traffic Conditions					
(a) Traffic congestion	262 [13]	248 [19]	237 [7]	242 [3]	201 [7]
(b) Traffic management	186 [65]	141 [55]	171 [50]	134 [29]	159 [36]
(c) Additional traffic signs and aids	94 [55]	94 [53]	74 [33]	49 [12]	84 [21]
(d) Parking facilities	58 [24]	74 [49]	47 [18]	48 [7]	35 [7]
	600 [157]	557 [176]	529 [108]	473 [51]	479 [71]
III. Road maintenance					
(a) Road conditions	79 [6]	81 [3]	80 [1]	75	63 [2]
(b) Traffic signs and aids	98 [2]	81 [2]	65 [2]	46 [1]	39 [2]
(c) Carriageway markings	17 [2]	25 [4]	10 [1]	5	6
	194 [10]	187 [9]	155 [4]	126 [1]	108 [4]
IV. Enforcement					
(a) Illegal parking	828 [2]	922	989 [2]	1 057	1 512 [1]
(b) Other enforcement matters	633 [6]	553 [2]	521 [3]	470	566 [3]
	1 461 [8]	1 475 [2]	1 510 [5]	1 527	2 078 [4]
V. Miscellaneous	135 [16]	125 [17]	92 [15]	87 [8]	131 [8]
Total	18 882 [378]	22 405 [445]	24 133 [299]	24 763 [179]	24 531 [222]

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 2011 - 2015

Appendix 1 (ii)



Summary of Results of Investigations into Complaints and Suggestions
(January – December 2015)

Outcome of Investigation Nature of Complaint/ Suggestion					
	A1	A2	B	C	Total
I. Public Transport Services					
(a) Adequacy of service	63	834	81	2	980
(b) Standard of service	4 714	7 792	440	6 629	19 575
(c) General	539	227	30	29	825
	5 316	8 853	551	6 660	21 380
II. Traffic Conditions					
(a) Traffic congestion	88	123	16	2	229
(b) Traffic management	28	58	45	1	132
(c) Additional traffic signs/aids	13	30	28	1	72
(d) Parking facilities	7	20	6	-	33
	136	231	95	4	466
III. Road Maintenance					
(a) Road conditions	54	5	3	2	64
(b) Traffic signs and aids	19	6	5	-	30
(c) Carriageway markings	6	1	1	-	8
	79	12	9	2	102
IV. Enforcement					
(a) Illegal parking	978	288	2	1	1 269
(b) Other enforcement matters	154	187	8	184	533
	1 132	475	10	185	1 802
V. Miscellaneous	66	47	5	-	118
Total	6 729 (28%)	9 618 (40%)	670 (3%)	6 851 (29%)	23 868 (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 2015)**

Outcome of Investigation					
Mode of Transport	A1	A2	B	C	Total
The Kowloon Motor Bus Company (1933) Limited	1 214	1 720	164	30	3 128
Citybus Limited (Franchise 1)	148	333	61	4	546
Citybus Limited (Franchise 2)	58	119	19	-	196
New World First Bus Services Limited	123	308	62	10	503
New Lantao Bus Company (1973) Limited	52	28	1	-	81
Long Win Bus Company Limited	83	120	8	2	213
Cross-harbour Bus Services	397	811	94	13	1 315
Non-franchised Bus Services	40	107	5	3	155
Green Minibus	2 323	1 517	74	72	3 986
Red Minibus	539	43	6	23	611
Taxi	156	3 416	5	6 494	10 071
Mass Transit Railway Corporation Limited (Excluding Light Rail)	96	244	47	7	394
Mass Transit Railway Corporation Limited (Light Rail)	10	22	4	1	37
The Hongkong Tramways Limited	60	20	-	1	81
New World First Ferry Services Limited	10	26	-	-	36
The 'Star' Ferry Company Limited	1	-	-	-	1
Minor Ferries	6	19	1	-	26
Total	5 316 (25%)	8 853 (41%)	551 (3%)	6 660 (31%)	21 380 (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 2015**

I. Public Transport Services

Hong Kong Island

- Add queue markings at a bus stop at Man Kwong Street to facilitate passengers.
- Remove the railings at a bus stop at Shu Kuk Street to facilitate passenger boarding and alighting.
- Extend “No Stopping” restriction near a bus stop at Connaught Road West to prevent vehicle obstruction to passenger boarding and alighting.
- Relocate a bus stop at Man Cheung Street to facilitate passenger boarding/alighting and alleviate traffic congestion.

Kowloon

- Modify the railings at bus stops at Po Kong Village Road to facilitate passenger boarding and alighting.
- Extend the length of a bus stop at Jordan Road to facilitate passenger boarding and alighting.
- Extend the bus bay at Prince Edward Road East to improve traffic flow and facilitate passenger boarding.
- Relocate a green minibus stop and remove railings at Hung Lai Road to facilitate passenger boarding.

New Territories

- Add railings at a bus stop at Che Kung Miu Road to facilitate passenger queuing.
- Add waiting stands at a few bus stops at Fung Shue Wo Road and Chung Mei Road to facilitate passenger queuing.
- Relocate a bus stop at Tiu Keng Leng Public Transport Interchange to facilitate disabled passengers' access.
- Add queue markings at a green minibus stop at Fanling Station Road to facilitate passengers.
- Add railings, bollards and movable chains at a taxi stand in the Lok Ma Chau Spur Line Public Transport Interchange to facilitate passenger queuing.

II. Traffic Management

Hong Kong Island

- Increase the vehicular green time of a traffic light at the junction of Bonham Road, Hospital Road and Seymour Road during weekends to alleviate traffic congestion.
- Increase the vehicular green time of traffic lights at Des Voeux Road Central and the junction of Bonham Road and Breezy Path to alleviate traffic congestion.
- Extend the effective hours of "No Stopping" restriction at Shell Street to prevent vehicle obstruction.
- Extend the effective hours of "No Stopping" restriction and add a "Keep Clear" road marking at King's Road to prevent vehicle obstruction.
- Extend "No Stopping" restriction at Ocean Park Road and Leighton Road to prevent vehicle obstruction.
- Impose "No Stopping" restriction at Marble Road to prevent vehicle obstruction.

- Convert part of the carriageway into footpath and modify the “No Stopping” restriction at Bowrington Road to deter illegal parking.
- Extend a box junction road marking at the junction of Morrison Hill Road and Sung Tak Street to improve traffic flow.
- Add box junction road markings at the junction of Queen's Road Central and Lok Ku Road and the junction of Stewart Road and Lockhart Road to prevent vehicle obstruction.
- Add a “Keep Clear” road marking at Shell Street to prevent vehicle obstruction.
- Add hatched road markings at Village Road to prevent vehicle obstruction.
- Modify road markings at the junction of Queen's Road West and Western Street to better guide motorists.
- Modify a road marking at Kam Hong Street to facilitate long vehicles entering Tsat Tsz Mui Road.

Kowloon

- Increase the vehicular green time of traffic lights at Austin Road and the junction of Kai Cheung Road and Wang Chiu Road to improve traffic flow.
- Shorten the waiting time for pedestrian green phase of traffic lights at the junction of Sham Mong Road and Po Lun Street to facilitate pedestrians crossing the road.
- Modify the mode of operation of traffic lights at Shun On Road, Sau Mau Ping Road and Sau Ming Road and the junction of Sham Mong Road and Chui Yu Road to facilitate pedestrians crossing the road.
- Impose “No Stopping” restriction at Mody Road and the junction of Hong Ning Road and Ming Chi Street to prevent vehicle obstruction.
- Add a “No Left Turn” traffic sign at Hoi Ting Road near Hoi Wang Road to better remind motorists.

- Add “No U-turn” traffic signs at Sai Chuen Road to remind motorists.
- Add a “No U-turn” traffic sign at the junction of Hoi Wan Road and Hoi Ting Road to improve road safety.
- Add “Except Public Light Buses” traffic signs at Ngau Tau Kok Road Bus Terminus to remind motorists.
- Add traffic signs at Fir Street to alert motorists of pedestrian crossings ahead.
- Add a traffic sign at Willow Street to alert motorists of pedestrians in road ahead.
- Add a direction sign at Lin Cheung Road to better guide motorists.
- Relocate a traffic sign at Lei Yue Mun Road to improve the sight-line of motorists.
- Modify road markings at Prince Edward Road East flyover to facilitate the movements of long vehicles.
- Add “Look Right” and “Look Left” road markings at Sycamore Street to improve road safety.
- Add a road marking at Boundary Street to better guide motorists of the traffic direction.
- Add road markings at Kwun Tong Bypass to better guide motorists to the proper traffic lanes.
- Add road markings at Sheung Yee Road to improve road safety.
- Extend the railings at Kwun Tong Road Bus Terminus to improve road safety.
- Modify railings at the slip road between Po Kong Village Road and Tai Hom Road to improve the sight-line of motorists.

- Add parking spaces for motorcycles at Fung Shing Street to facilitate parking of motorcycles.

New Territories

- Increase the vehicular green time of traffic lights during morning peak hours at Tsun King Road westbound and the junction of Sha Tau Kok Road and Ma Sik Road to alleviate traffic congestion.
- Increase the vehicular green time of a traffic light at Shek Kok Road westbound during daytime and peak hours to improve traffic flow.
- Increase the vehicular green time of the traffic lights at the junction of Lung Mun Road and Ho Suen Street to alleviate traffic congestion.
- Increase the pedestrian green time of a traffic light at the junction of Tin Yiu Road and Tin Ho Road to facilitate pedestrians crossing the road.
- Extend “No Stopping” restriction at the junction of Yeung Uk Road and Kwu Hang Road to prevent vehicle obstruction.
- Modify “No Stopping” restriction at Clear Water Bay Road near Tai Po Tsai Village to facilitate loading/unloading activities.
- Add “No U-turn” traffic signs at the junction of Hing Kwai Street, Tsun Wen Road and Ming Kum Road to improve road safety.
- Add “Stop” traffic signs at Castle Peak Road - Chau Tau to better guide motorists.
- Add box junction road markings at the junction of Ma Tin Road and Yuen Long Tai Yuk Road to prevent vehicle obstruction.
- Add a “Keep Clear” road marking at Luen Hing Street to prevent vehicle obstruction.
- Modify the road markings at Long Tin Road near Yuen Long Highway to regulate lane-changing activities and alleviate traffic congestion.

- Add road markings at the merging lane of Pui To Road and Tuen Mun Road to better regulate lane-merging activities.
- Convert a section of Yau Tin West Road to one-lane-one-way traffic to improve traffic flow.
- Install bollards at Sha Tin Tau Road to deter illegal parking on pavement and improve road safety.
- Convert metered parking spaces to non-metered parking spaces at the car park at Pak Heung Road to facilitate parking of private cars.

Complaints and Suggestions on Public Transport Services in 2015

Mode Nature of Complaint/Suggestion	Vehicular Transport											Rail Transport			Waterborne Transport			Total/ Sub- total
	Franchised Buses											MTR (Non-LR) MTR (LR) HT			FF SF MF			
	KMB	CTB1	CTB2	FB	NLB	LWB	XHT											
(A) <u>Adequacy of Service</u>																		
(1) Frequency/carrying capacity	172	14	10	11	11	23	64	13	385	-	-	15	9	1	13	-	2	743
(2) Routeing	63	19	6	18	-	4	51	14	21	-	-	1	-	-	-	-	-	197
(3) Hours of operation	10	1	-	3	-	5	1	1	5	-	-	-	1	1	-	-	-	28
(4) Provision of stops	37	4	-	2	2	1	3	4	19	-	-	-	-	-	-	-	-	72
Sub-total	282	38	16	34	13	33	119	32	430	-	-	16	10	2	13	-	2	1040
(B) <u>Standard of Service</u>																		
(1) Regularity of service	1192	232	92	238	11	85	579	79	1143	-	-	42	3	5	14	2	7	3724
(2) Adherence to routeing	23	2	4	6	2	1	7	2	287	-	1607	-	-	-	-	-	-	1941
(3) Improper driving behaviour	333	80	25	50	24	29	124	35	790	151	1323	26	7	57	1	-	1	3056
(4) Conduct & performance of staff (including drivers)	582	98	52	103	24	58	217	28	1398	87	5268	129	6	7	7	-	3	8067
(5) Overcharging	9	3	2	1	2	1	6	-	70	10	1898 *	1	-	-	-	-	-	2003
(6) Cleanliness	9	1	1	3	-	-	4	1	53	4	17	5	-	-	1	-	1	100
(7) Conditions of vehicles/vessels	37	6	9	6	3	3	8	1	71	3	37	12	-	23	2	-	2	223
(8) Passenger services & facilities	358	63	8	36	10	14	162	10	90	3	12	218	6	5	5	2	11	1013 #
Sub-total	2543	485	193	443	76	191	1107	156	3902	258	10162	433	22	97	30	4	25	20127
(C) <u>General</u>	100	20	3	8	3	2	29	7	84	62	197	37	5	8	1	-	2	568
Total this year	2925	543	212	485	92	226	1255	195	4416	320	10359	486	37	107	44	4	29	21735
Grand-total	(5738)							(15290)				(630)			(77)			
Total previous year	3945	727	181	629	73	185	1702	174	3515	640	10060	465	42	55	115	1	40	22550

Legend

KMB	The Kowloon Motor Bus Company (1933) Limited
CTB1	Citybus Limited (Franchise 1)
CTB2	Citybus Limited (Franchise 2)
FB	New World First Bus Services Limited
NLB	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
FF	New World First Ferry Services Limited
SF	The 'Star' Ferry Company Limited
MF	Minor Ferries

* Including taximeter irregularities

Including 384 complaints from 110 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. This figure includes one complaint case about peak tramway received in the 1st quarter of 2014.

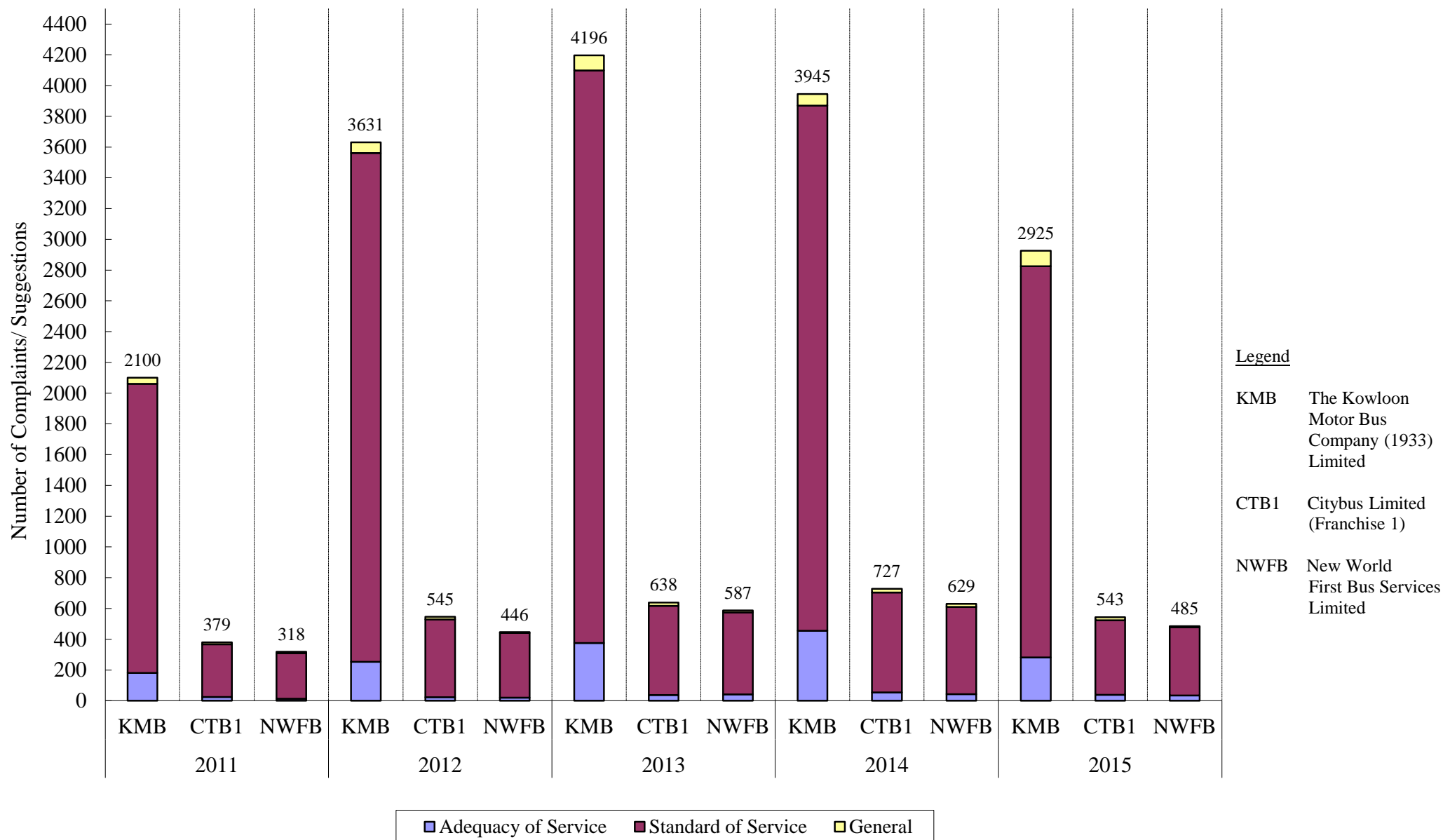
Complaints and Suggestions on Franchised Bus Services

<u>Bus Company/ Services</u>	<u>2014</u>	<u>2015</u>	<u>Difference</u>	
The Kowloon Motor Bus Company (1933) Limited (KMB)	3 945 (4.59)	2 925 (3.36)	-25.9%	(-26.8%)
Citybus Limited (Franchise 1) (Citybus)	727 (4.62)	543 (3.70)	-25.3%	(-19.9%)
Citybus Limited (Franchise 2) (Citybus)	181 (6.69)	212 (7.39)	+17.1%	(+10.5%)
New World First Bus Services Limited (NWFB)	629 (5.40)	485 (4.34)	-22.9%	(-19.6%)
New Lantao Bus Company (1973) Limited	73 (2.89)	92 (3.61)	+26.0%	(+24.9%)
Long Win Bus Company Limited	185 (5.31)	226 (6.16)	+22.2%	(+16.0%)
Cross-harbour Bus Services	1 702 (8.16)	1 255 (5.99)	-26.3%	(-26.6%)
Total	7 442 (5.21)	5 738 (4.02)	-22.9%	(-22.8%)

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 2011- 2015



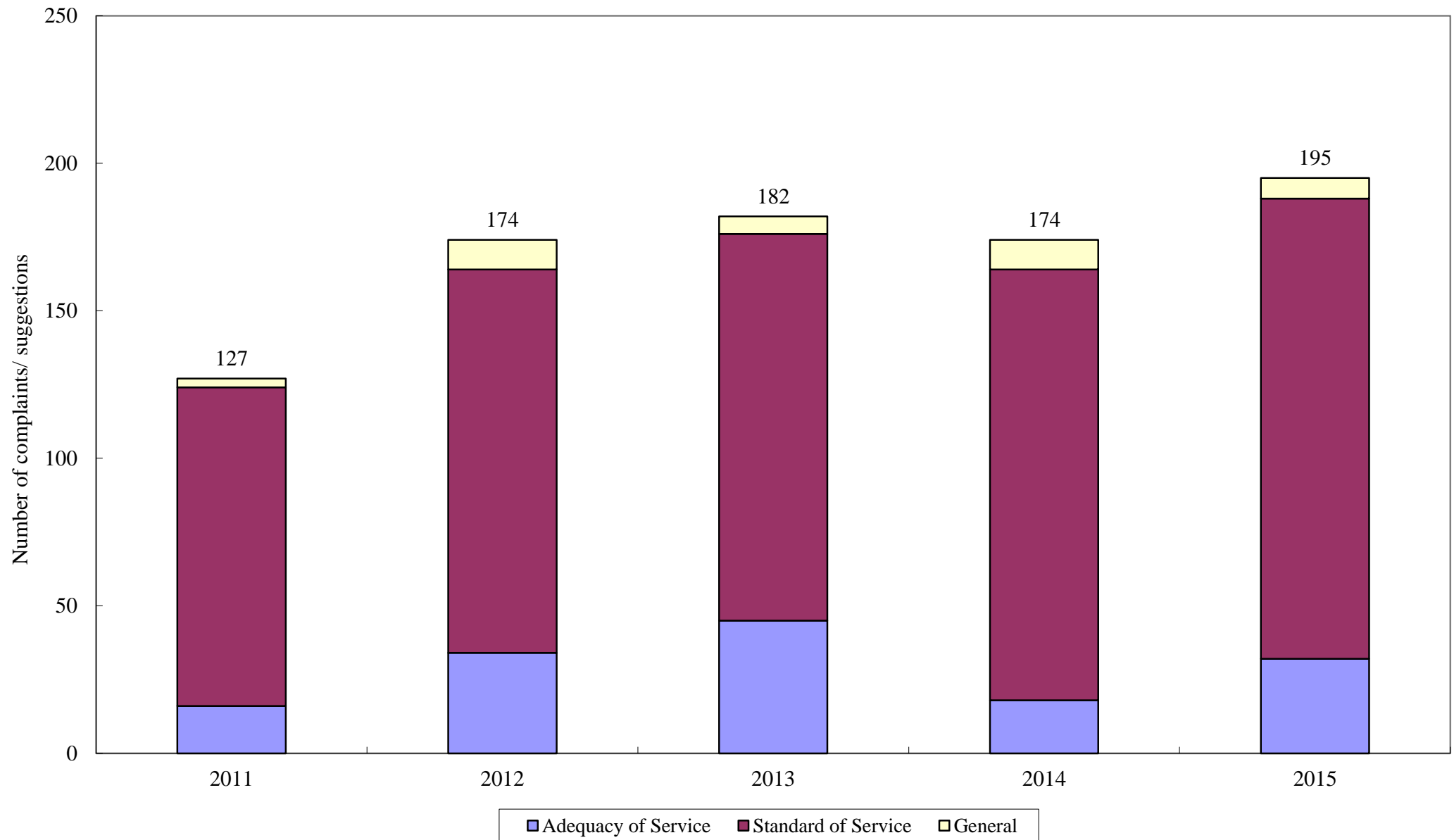
Complaints and Suggestions on Non-franchised Bus Services

<u>Nature of Complaint/Suggestion</u>	<u>2014</u>	<u>2015</u>	<u>Difference</u>
(A) Adequacy of Service			
(1) Frequency	13	13	-
(2) Routeing	1	14	+1300.0%
(3) Hours of operation	2	1	-50.0%
(4) Provision of stops	2	4	+100.0%
Sub-total	18	32	+77.8%
(B) Standard of Service			
(1) Regularity of service	80	79	-1.3%
(2) Adherence to routeing	-	2	-
(3) Improper driving behaviour	27	35	+29.6%
(4) Conduct and performance of staff (including drivers)	25	28	+12.0%
(5) Overcharging	1	-	-100.0%
(6) Cleanliness	-	1	-
(7) Conditions of vehicles	7	1	-85.7%
(8) Passenger services and facilities	6	10	+66.7%
Sub-total	146	156	+6.8%
(C) General*	10	7	-30.0%
Total	174	195	+12.1%

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

Complaints and Suggestions on Non-franchised Bus Services during 2011 - 2015

Appendix 8



Complaints and Suggestions on Green Minibus Services

<u>Nature of Complaint/Suggestion</u>	<u>2014</u>	<u>2015</u>	<u>Difference</u>
(A) Adequacy of Service			
(1) Frequency	330	385	+16.7%
(2) Routeing	13	21	+61.5%
(3) Hours of operation	8	5	-37.5%
(4) Provision of stops	25	19	-24.0%
Sub-total	376	430	+14.4%
(B) Standard of Service			
(1) Regularity of service	880	1 143	+29.9%
(2) Adherence to routeing	212	287	+35.4%
(3) Improper driving behaviour	578	790	+36.7%
(4) Conduct and performance of staff (including drivers)	1 120	1 398	+24.8%
(5) Overcharging	89	70	-21.3%
(6) Cleanliness	36	53	+47.2%
(7) Conditions of vehicles	50	71	+42.0%
(8) Passenger services and facilities	98	90	-8.2%
Sub-total	3 063	3 902	+27.4%
(C) General*	76	84	+10.5%
Total	3 515	4 416	+25.6%

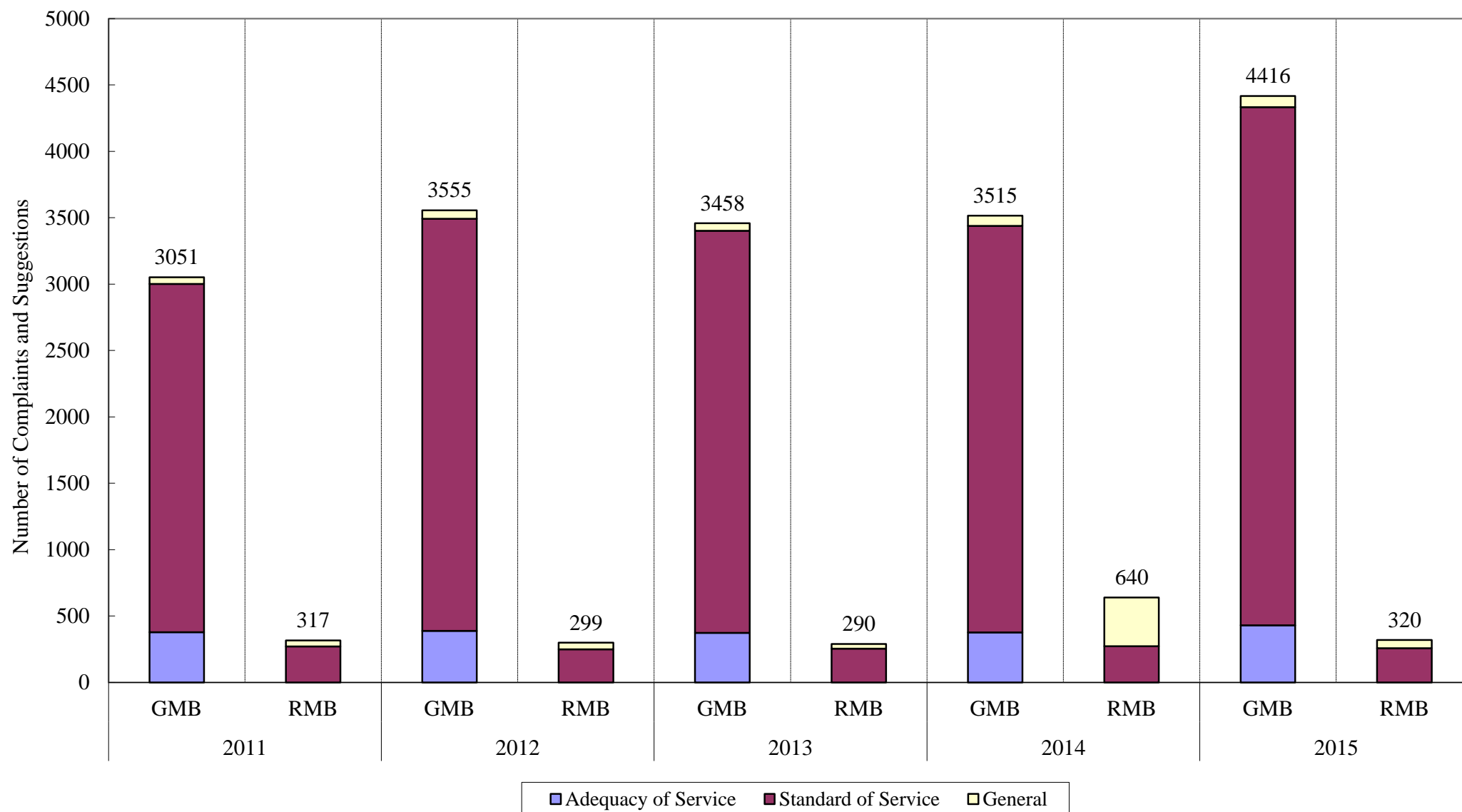
* These complaints are mainly related to obstruction caused by green minibuses.

Complaints and Suggestions on Red Minibus Services

<u>Nature of Complaint/Suggestion</u>	<u>2014</u>	<u>2015</u>	<u>Difference</u>
(A) Adequacy of Service	-	-	-
(B) Standard of Service			
(1) Regularity of service	-	-	-
(2) Adherence to routeing	-	-	-
(3) Improper driving behaviour	168	151	-10.1%
(4) Conduct and performance of staff (including drivers)	88	87	-1.1%
(5) Overcharging	4	10	+150.0%
(6) Cleanliness	1	4	+300.0%
(7) Conditions of vehicles	3	3	-
(8) Passenger services and facilities	9	3	-66.7%
Sub-total	273	258	-5.5%
(C) General*	367	62	-83.1%
Total	640	320	-50.0%

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

**Complaints and Suggestions on Green Minibus (GMB) and Red Minibus (RMB) Services
during 2011 - 2015**



Complaints and Suggestions on Taxi Services

<u>Nature of Complaint/Suggestion</u>	<u>2014</u>	<u>2015</u>	<u>Difference</u>
Taxi driver malpractice			
(a) Conduct and performance of drivers			
(i) Behaving other than in a civil & orderly manner	1 957	1 903	-2.8%
(ii) Refusing hire	2 498	2 841	+13.7%
(iii) Soliciting passengers	21	26	+23.8%
(iv) Refusing to drive to destination	432	451	+4.4%
(v) Failure to display driver identity plate	40	38	-5.0%
(vi) Failure to display driver identity plate properly	5	9	+80.0%
	4 953	5 268	+6.4%
(b) Improper driving behaviour	1 170	1 323	+13.1%
(c) Overcharging	1 577	1 594	+1.1%
(d) Taximeter irregularities	355	304	-14.4%
(e) Failure to take the most direct route	1 731	1 607	-7.2%
Sub-total	9 786	10 096	+3.2%
Others			
(a) Taxi obstruction	164	143	-12.8%
(b) Miscellaneous	110	120	+9.1%
Sub-total	274	263	-4.0%
Total	10 060	10 359	+3.0%

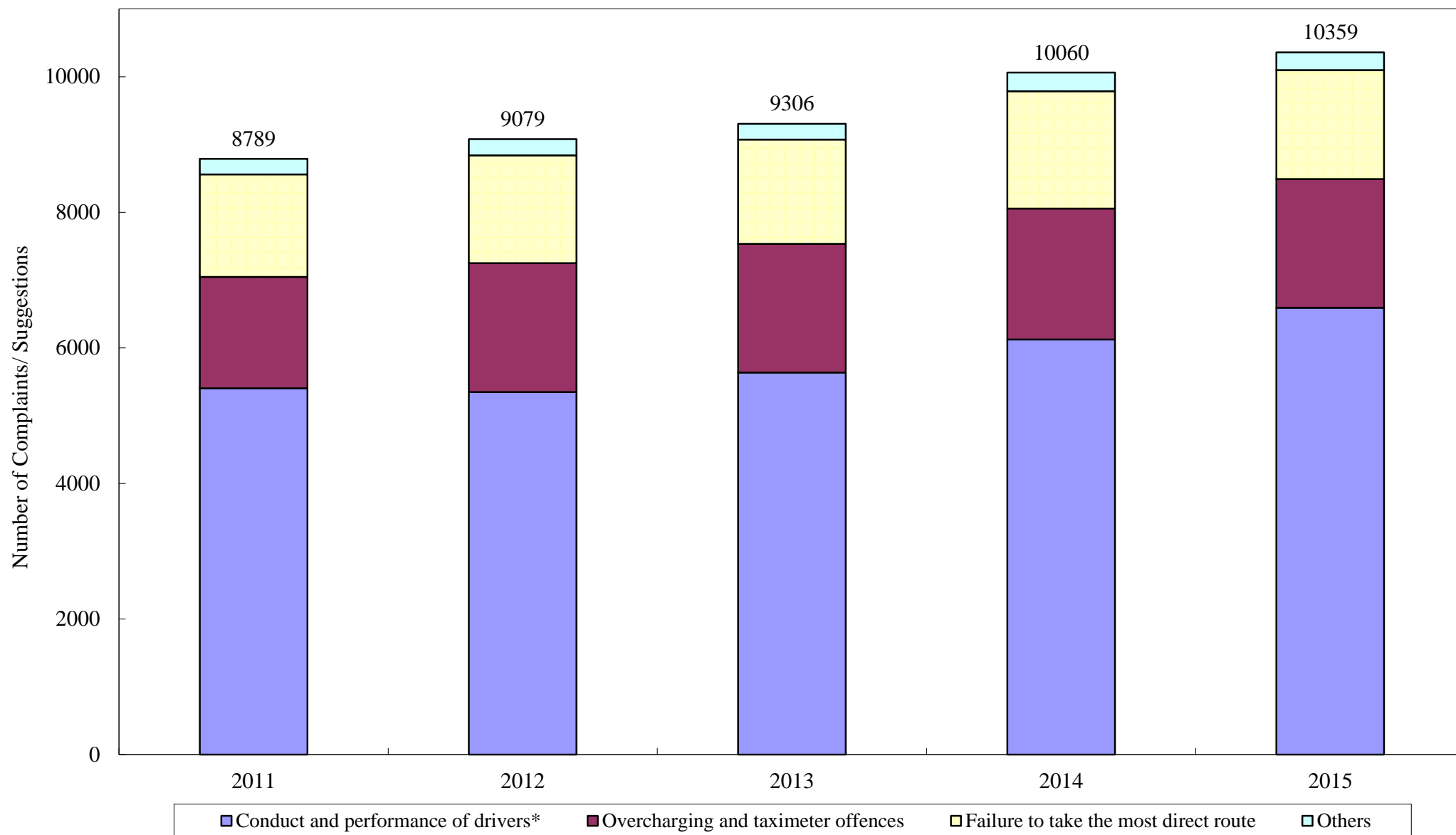
Results of Taxi Driver Malpractice Cases Referred to the Police
(January – December 2015)

		<u>No. of Cases</u>	<u>Percentage</u>
(i)	Summoned	155 (134)	9 (7)
(ii)	Withdrawal by complainants	1 288 (1 352)	70 (73)
(iii)	Evidence considered insufficient by the Police for further processing	392 (358)	21 (20)
	Total	1 835 (1 844)	100 (100)

Note : Comparative figures for 2014 are in brackets.

Complaints and Suggestions on Taxi Services during 2011 - 2015

Appendix 14



* Including improper driving behaviour

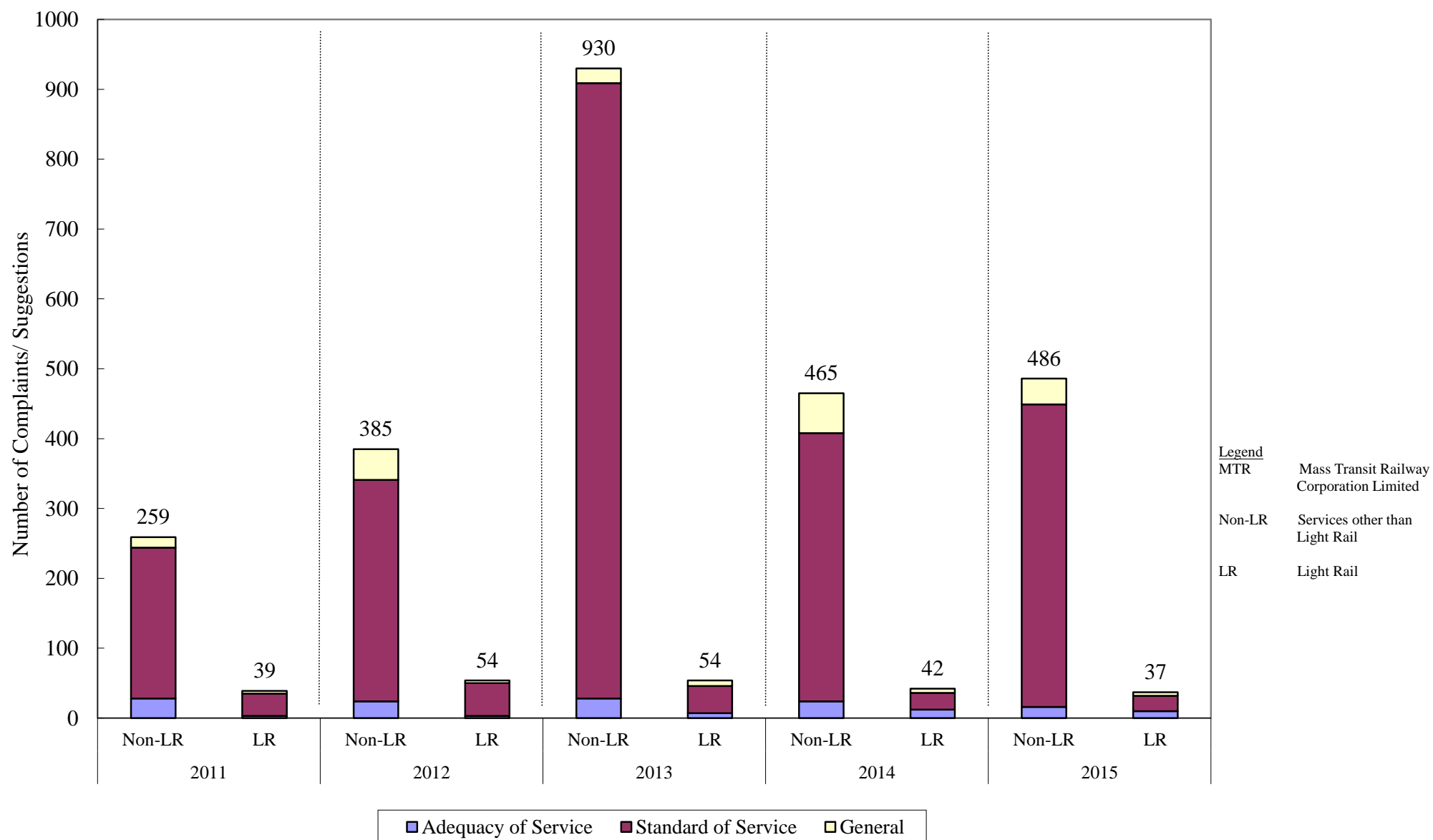
Complaints and Suggestions on Rail Services

<u>Railway Company</u>	<u>2014</u>		<u>2015</u>		<u>Difference</u>	
Mass Transit Railway Corporation Limited (Excluding Light Rail)	465	(0.28)	486	(0.28)	+4.5%	(-)
Mass Transit Railway Corporation Limited (Light Rail)	42	(0.24)	37	(0.21)	-11.9%	(-12.5%)
The Hongkong Tramways Limited	55	(0.83)	107	(1.65)	+94.5%	(+98.8%)
Peak Tramways Company Limited [@]	1	(-)	-	(-)	-	(N/A)
Total	563	(0.29)	630	(0.32)	+11.9%	(+10.3%)

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

[@] 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 2011 - 2015

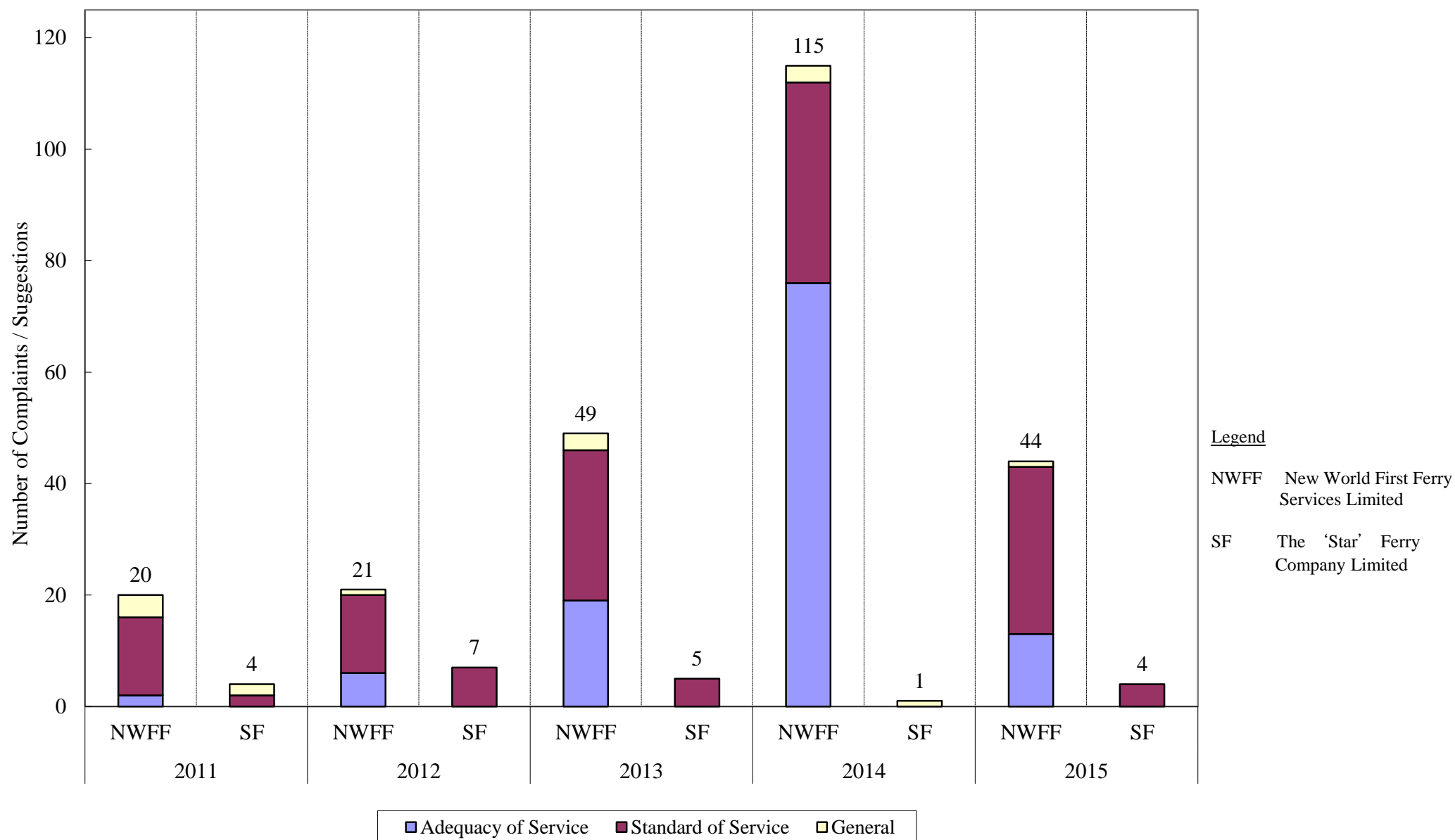


Complaints and Suggestions on Ferry Services

<u>Ferry Company</u>	<u>2014</u>		<u>2015</u>		<u>Difference</u>	
New World First Ferry Services Limited	115	(7.82)	44	(2.96)	-61.7%	(-62.2%)
The 'Star' Ferry Company Limited	1	(0.05)	4	(0.2)	+300.0%	(+300.0%)
Minor Ferries	40	(2.93)	29	(2.09)	-27.5%	(-28.7%)
Total	156	(3.16)	77	(1.57)	-50.6%	(-50.3%)

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

Complaints and Suggestions on NWFF and SF Services during 2011 - 2015



Complaints and Suggestions on Traffic and Road Conditions

<u>Nature of Complaint/Suggestion</u>	<u>2014</u>	<u>2015</u>	<u>Difference</u>
<u>Traffic Conditions</u>			
(a) Traffic congestion	242	201	-16.9%
(b) Traffic management	134	159	+18.7%
(c) Additional traffic signs and aids	49	84	+71.4%
(d) Parking facilities	48	35	-27.1%
Sub-total	473	479	+1.3%
<u>Road Maintenance</u>			
(a) Road conditions	75	63	-16.0%
(b) Traffic signs and aids	46	39	-15.2%
(c) Carriageway markings	5	6	+20.0%
Sub-total	126	108	-14.3%
<u>Enforcement</u>			
(a) Illegal parking	1 057	1 512	+43.0%
(b) Other enforcement matters	470	566	+20.4%
Sub-total	1 527	2 078	+36.1%
Total	2 126	2 665	+25.4%

Breakdown of Complaints and Suggestions on Traffic and Road Conditions by District
(January – December 2015)

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	13	8	23	11	7	26	2	15	6	5	9	14	14	4	9	11	6	-	201
(b) Traffic management	5	8	12	6	11	6	15	9	14	3	9	8	10	10	17	3	5	4	4	159
(c) Additional traffic signs and aids	5	7	5	3	3	-	3	5	14	2	4	8	8	5	2	4	4	1	1	84
(d) Parking facilities	3	1	5	-	2	1	2	1	4	2	-	2	2	1	3	1	-	1	4	35
Sub-total	31	29	30	32	27	14	46	17	47	13	18	27	34	30	26	17	20	12	9	479
<u>Road Maintenance</u>																				
(a) Road conditions	3	8	4	1	2	2	3	2	5	-	2	4	4	6	3	5	4	4	1	63
(b) Traffic signs & aids	4	4	2	1	6	-	1	3	3	-	2	3	4	1	-	1	1	2	1	39
(c) Carriageway markings	1	2	-	-	-	-	-	-	1	-	-	-	-	-	-	1	-	-	1	6
Sub-total	8	14	6	2	8	2	4	5	9	-	4	7	8	7	3	7	5	6	3	108
<u>Enforcement</u>																				
(a) Illegal parking	126	94	114	41	166	48	107	80	162	40	40	97	111	66	63	58	89	7	3	1512
(b) Other enforcement matters	29	35	27	23	30	28	64	33	72	16	13	31	48	23	34	27	13	10	10	566
Sub-total	155	129	141	64	196	76	171	113	234	56	53	128	159	89	97	85	102	17	13	2078
Total	194	172	177	98	231	92	221	135	290	69	75	162	201	126	126	109	127	35	25	2665