

Transport Complaints Unit Report 2016

Overview of Complaints and Suggestions in 2016

In 2016, the Transport Complaints Unit (TCU) received 25 856 complaints and suggestions on transport and traffic matters, including 192 pure suggestions. The number of cases recorded an increase of 5.4% as compared with 24 531 cases received in 2015. 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 2016 by category is as follows –

<u>Nature of Complaint/Suggestion</u>	<u>2015</u>	<u>2016</u>	<u>Difference</u>
Public Transport Services	21 735	22 320	+2.7%
Traffic Conditions	479	621	+29.6%
Road Maintenance	108	124	+14.8%
Enforcement	2 078	2 642	+27.1%
Miscellaneous	131	149	+13.7%
Total	24 531	25 856	+5.4%

2. In 2016, complaints and suggestions received through telephone accounted for 44% 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 24 807 cases (including some outstanding cases carried forward from the previous year) were completed. Of these, 17 134 (69%) were found to be substantiated, 717 (3%) unsubstantiated, and the remaining 6 956 (28%) not pursuable due to lack of evidence. A summary of the results of investigations is at [Appendix 2](#). It is noted that –

- the percentage of substantiated cases increased from 68% in 2015 to 69% in 2016. For these cases, relevant government departments/public transport operators had either taken steps to rectify the situation or were considering possible solutions to the problems identified; and
- the percentage of cases not pursuable decreased from 29% in 2015 to 28% in 2016.

4. In 2016, relevant government departments and public transport operators took on board 62 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 2016, 22 320 complaints and suggestions were received, accounting for 86% of the total number of cases. Among these, 113 were pure suggestions. The number of cases in this category recorded an increase of 2.7% as compared with 21 735 cases in 2015. A breakdown of the complaints and suggestions by mode of transport is as follows –

<u>Mode of Transport</u>	<u>2015</u>	<u>2016</u>	<u>Difference</u>
Franchised Buses	5 738 (4.02)	5 959 (4.11)	+3.9% (+2.2%)
Non-franchised Buses	195 (1.42)	210 (1.54)	+7.7% (+8.5%)
Green Minibuses	4 416 (7.92)	4 734 (8.47)	+7.2% (+6.9%)
Red Minibuses	320 (2.60)	334 (2.97)	+4.4% (+14.2%)
Taxis	10 359 (29.52)	10 357 (30.34)	-0.02% (+2.8%)
Rail Transport	630 (0.32)	616 (0.31)	-2.2% (-3.1%)
Ferries	77 (1.57)	110 (2.30)	+42.9% (+46.5%)
Total	21 735	22 320	+2.7%

(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 5 959 cases on franchised bus services in 2016, representing 4.11 complaints/suggestions per million passenger journeys. These figures represent increases of 3.9% and 2.2% respectively when compared with 5 738 cases and 4.02 complaints/suggestions per million passenger journeys in

2015. Most complaints are about regularity of service, conduct and performance of staff and improper driving behaviour.

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 2016, which was reflected by the decreasing number of complaints against regularity of service (from 2 429 cases in 2015 to 2 075 cases in 2016, representing a reduction of 14.6%). The Kowloon Motor Bus Company (1933) Limited (KMB) and Long Win Bus Company Limited (LWB) currently provide passengers with real-time bus arrival information through their websites and smartphone apps for all of their regular routes¹. Real-time bus arrival information is also available on “A” routes operated by Citybus Limited (Franchise for the Airport and North Lantau Bus Network) (Citybus Limited (Franchise 2)). Citybus Limited (Franchise for Hong Kong Island and Cross-Harbour Bus Network) (Citybus Limited (Franchise 1)) has also commenced a trial for provision of real-time bus arrival information on eight bus routes on Hong Kong Island through websites and smartphone apps since June 2016. The provision of real-time bus arrival information will be extended to all the regular routes of Citybus Limited and New World First Bus Services Limited which belong to the same parent group progressively. The Transport Department (TD) will continue to encourage bus companies to disseminate passenger information through the use of appropriate technologies.

8. It came to TD’s attention that there were increases in the number of complaints about improper driving behaviour (from 665 cases in 2015 to 1 113 cases in 2016, representing an increase of 67.4%) and the number of complaints about conduct and performance of staff (from 1 134 cases in 2015 to 1 363 cases in 2016, representing an increase of 20.2%). The bus companies were requested to strengthen their training for frontline staff on areas such as driving attitude and customer service. They will also arrange mysterious ride checks to monitor bus captains’ performance and behaviour. TD will continue to monitor the situation closely, and take further action to follow up with bus companies as necessary.

9. TD noted that there was overall reduction in the number of complaint about adequacy of service (from 535 cases in 2015 to 430 cases in 2016, representing a reduction of 19.6%). TD also noted that there were fewer complaints about passenger services and facilities (from 651 cases in 2015 to 604

¹ Except KMB routes K12, K14, K17 and K18.

cases in 2016, representing a reduction of 7.2%). TD will continue to encourage bus companies to improve their services for passengers, and monitor the adequacy and quality of passenger services and facilities provided by the bus companies.

10. A breakdown of the 5 959 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 –

- KMB – The number of complaints/suggestions per million passenger journeys increased by 3.6% from 3.36 in 2015 to 3.48 in 2016. As regards the 3 088 cases received in 2016, they were mainly about regularity of service (940), conduct and performance of staff (724) and improper driving behaviour (644).
- Citybus Limited (Franchise 1) – The number of complaints/suggestions per million passenger journeys decreased by 10.5% from 3.70 in 2015 to 3.31 in 2016. As regards the 478 cases received in 2016, they were mainly about regularity of service (168), improper driving behaviour (106) and conduct and performance of staff (94).
- New World First Bus Services Limited (NWFB) – The number of complaints/suggestions per million passenger journeys increased by 3.7% from 4.34 in 2015 to 4.50 in 2016. As regards the 498 cases received in 2016, they were mainly about regularity of service (226), conduct and performance of staff (112) and improper driving behaviour (91).

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

Non-franchised Bus Services

12. Non-franchised bus (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.

13. There were 210 cases on NFB services in 2016, representing 1.54 complaints/suggestions per million passenger journeys. These figures represent increases of 7.7% and 8.5% respectively when compared with 195 cases and 1.42 complaints/suggestions per million passenger journeys in 2015. TD noted that while there was no isolated incident causing the increase of complaints against NFB services in 2016, the largest increase in cases related to the conduct and performance of staff (from 28 cases in 2015 to 48 cases in 2016). TD would alert the NFB trade on the increase of complaints and the need for better management of their staff. A detailed breakdown of the 210 cases is at Appendix 7.

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

Public Light Bus Services

15. There were 5 068 cases on public light bus (PLB) services in 2016, representing 7.55 complaints/suggestions per million passenger journeys. These figures represent increases of 7% and 8.5% respectively when compared with 4 736 cases and 6.96 complaints/suggestions per million passenger journeys in 2015.

Green Minibus Services

16. 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.

17. In 2016, there were 4 734 complaints/suggestions on GMB services, accounting for 93% of all PLB cases received. The number of complaints/suggestions per million passenger journeys was 8.47. These figures represent increases of 7.2% and 6.9% respectively when compared with 4 416 cases and 7.92 complaints/suggestions per million passenger journeys in 2015. A detailed breakdown of the 4 734 cases is at Appendix 9.

Red Minibus Services

18. 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.

19. In 2016, there were 334 complaints/suggestions on RMB services, accounting for 7% of all PLB cases received. The number of complaints/suggestions per million passenger journeys was 2.97. These figures represent increases of 4.4% and 14.2% respectively when compared with 320 cases and 2.60 complaints/suggestions per million passenger journeys in 2015. A detailed breakdown of the 334 cases is at Appendix 10.

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

21. The TCU Sub-Committee noted that in view of the increasing number of complaints against improper driving behaviour and conduct and performance of GMB drivers, TD will continue to work with the GMB trade on measures such as the pre-service training course for new drivers and improvement of the operating environment of GMB services so as to retain experienced drivers. For complaints on GMB service adequacy and regularity, TD will look into the case and, if necessary, conduct ad hoc surveys to ascertain the service level of the concerned route(s) and to follow up with the operators to rectify the problems.

22. TD continued to implement various measures in 2016 to promote the provision of safe, quality and customer-oriented PLB services. Those measures included appeals to the PLB associations and operators to promote safe driving and provision of quality service, the publication of PLB Newsletter and the provision of seminars for PLB drivers to enhance safe driving and customer-oriented services.

23. TD is also keeping in view the progress and result of the two statutory requirements, namely the installation of approved electronic data recording devices on newly registered PLBs, and a mandatory completion of a pre-service course by new PLB drivers, which have been implemented since December 2014 and June 2015 respectively.

Taxi Services

24. Taxi services remained one of the major areas of complaints in 2016. There were 10 357 cases, accounting for 46% of all the cases on public transport services. The number of complaints/suggestions per million passenger journeys was 30.34, the highest amongst all types of public transport services. There is no significant change to the number of cases when compared with 10 359 cases in 2015, while there was an increase of 2.8% when compared with 29.52

complaints/suggestions per million passenger journeys in 2015. The complaints were mainly about taxi driver malpractice (especially those related to refusing hire and drivers behaving other than in a civil and orderly manner). A detailed breakdown of the 10 357 cases is at [Appendix 12](#).

25. Of the 10 357 cases received, 10 107 (98%) 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, 2 031 such cases (20%) were referred to the Police. In 2016, the Police completed the investigation of 1 987 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 have 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. In this regard, 17 taxi associations formed the Hong Kong Taxi Council in November 2015 with an objective to improve their service quality through self-regulation by the trade. The Council has introduced or considered various measures. For instance, the Council introduced a retraining programme with the Employees Retraining Board for enhancing taxi drivers' service quality in February 2017. The Council also launched a mobile application for hailing

taxi service in May 2016. Passengers may hail taxis through the application and choose taxis that are driven by certified drivers, as well as rate and comment on drivers' performance. The Council is considering updating the application according to the implementation experience. Furthermore, more operators are providing pre-booked taxi service of higher quality in the form of hire-as-a-whole service in accordance with the law. The fare will be agreed between the parties providing and receiving the service. The operators concerned generally provide hire-as-a-whole service by using vehicles with larger compartments and better facilities. The number of such taxis has increased from about 20 in early 2015 to over 150 at present. TD will continue to closely monitor the situation and keep close contact with the trade.

30. Meanwhile, the Government completed a study on how to enhance personalised and point-to-point transport services to meet the needs of different passenger groups and presented the revised proposal to introduce franchised taxi to the Legislative Council Panel on Transport in April 2017. The franchised taxis are positioned as a new choice of personalised and point-to-point public transport services other than ordinary taxis to address the needs of passenger groups with higher disposable income. Its main features include operating the service through a franchise model, setting of service standards in respect of vehicle types, compartment facilities, drivers' training, customer services and handling of complaints, etc. through franchise terms. In the light of the result of consultation with the Legislative Council Panel on Transport and the general support from the community, the Government recommended under the Public Transport Strategy Study final report released in June 2017 to formulate the legislations for early implementation of the franchised taxis.

Rail Services

31. There were 616 cases on rail services in 2016, representing 0.31 complaints/suggestions per million passenger journeys. These figures represent decreases of 2.2% and 3.1% respectively when compared with 630 cases and 0.32 complaints/suggestions per million passenger journeys in 2015. There was a significant reduction on the number of complaints about tram services.

32. The TCU Sub-Committee noted that the complaints against the services of MTR Corporation Limited (MTRCL) in 2016 remained steady in general. Nevertheless, the number of complaints concerning conduct and performance of staff of MTRCL increased in 2016. In order to improve the

service standard of frontline staff, MTRCL would continue to reinforce the customer service training for frontline staff to uplift their service competency.

33. 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 and the improper use of tram horn. Hong Kong Tramways Limited (HKT) has reminded their tram motormen, including putting up warning notice message at the concerned location, to drive in safe speed to assure safety and minimise noise. Regular inspection, rail grinding and welding at the concerned location were conducted. Furthermore, HKT has provided internal guidelines, instructions and training to tram motormen for appropriate use of tram horn as well as conducted random inspections to monitor the performance of tram motormen.

34. A breakdown of the 616 cases by individual railway companies is at Appendix 15. There were 563 cases on the services of MTRCL, accounting for 91% of all cases on rail services received. The complaints and suggestions on the services of MTRCL are highlighted below –

- Services other than Light Rail – The number of complaints/suggestions per million passenger journeys increased by 10.7% from 0.28 in 2015 to 0.31 in 2016. As regards the 527 cases received in 2016, they were mainly about passenger services and facilities (211) and conduct and performance of staff (182).
- Light Rail – The number of complaints/suggestions per million passenger journeys decreased by 4.8% from 0.21 in 2015 to 0.20 in 2016. As regards the 36 cases received in 2016, they were mainly about frequency/carrying capacity (11) and improper driving behaviour (8).

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

Ferry Services

36. There were 110 cases on ferry services in 2016, representing 2.30 complaints/suggestions per million passenger journeys. These figures represent increases of 42.9% and 46.5% respectively when compared with 77 cases and 1.57 complaints/suggestions per million passenger journeys recorded in 2015. The increase was mainly attributable to complaints about inadequate service level of the “Central – Cheung Chau” route operated by the

New World First Ferry Services Limited (“NWFF”). Majority of those complaints were related to the increase in passenger demand for a fast ferry sailing at 6.20 a.m. in September after commencement of the new school year. It was considered a short-term change in passenger travelling pattern, where parents/grandparents would like to accompany their children/grandchildren to go to schools in the first few weeks of the new school term. Similar phenomenon happened in previous years.

37. To address the issue, NWFF launched an Early-bird Sailing Offer to encourage passengers to take an earlier ordinary ferry sailing from Cheung Chau at 5.50 a.m. with fare concession from 3 October 2016 to 31 December 2016. Subsequent surveys conducted by TD in October 2016 revealed that patronage of the 6.20 a.m. sailing had dropped gradually while the patronage of the 5.50 a.m. sailing had slightly increased. TD requested NWFF to roll out suitable measures to cater for the expected increase in passenger demand at the beginning of the new school term in September 2017. In early September 2017, NWFF deployed a vessel with higher carrying capacity to run the 6.20 a.m. sailing and provided extra sailings of fast ferry service to meet occasional passenger demand. 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.

38. A breakdown of the 110 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 91.9% from 2.96 in 2015 to 5.68 in 2016.
- The “Star” Ferry Company Limited (“Star” Ferry) – The number of complaints/suggestions per million passenger journeys decreased by 25% from 0.20 in 2015 to 0.15 in 2016.

39. Comparisons of complaints and suggestions related to NWFF and ‘Star’ Ferry in the past five years are at [Appendix 18](#).

Traffic and Road Conditions

40. In 2016, there were 3 387 complaints and suggestions about traffic and

road conditions, including 73 pure suggestions. The number of cases received represents an increase of 27.1% as compared with 2 665 cases in 2015. Detailed breakdowns of the cases by category and by district are at [Appendices 19 and 20](#) respectively.

Traffic Conditions

41. In 2016, 621 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 an increase of 29.6% as compared with 479 cases in 2015.

42. Of the 621 cases received, 283 (46%) were related to traffic congestion. This represents an increase of 40.8% as compared with 201 cases in 2015. Factors contributing to complaints about traffic congestion in 2016 are broken down as follows –

<u>Factor</u>	<u>No. of Complaints</u>		<u>Difference</u>
	<u>2015</u>	<u>2016</u>	
Traffic management	92	144	+56.5%
Road works	37	47	+27.0%
Vehicle obstruction	37	28	-24.3%
Others	35	64	+82.9%
Total	201	283	+40.8%

43. In 2016, districts which attracted relatively more complaints about traffic congestion were –

<u>District</u>	<u>No. of Complaints</u>		<u>Difference</u>
	<u>2015</u>	<u>2016</u>	
North	6	35	+483.3%
Yau Tsim Mong	15	32	+113.3%
Kowloon City	26	25	-3.8%
Kwun Tong	11	22	+100.0%

44. 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 2016 –

- (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.

45. In 2016, there were 191 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 20.1% as compared with 159 cases in 2015.

46. Besides, TCU received 96 requests for additional traffic signs and aids in 2016. This represents an increase of 14.3% as compared with 84 cases in 2015.

47. There were 51 complaints and suggestions on parking facilities in 2016. This represents an increase of 45.7% as compared with 35 cases in 2015.

Road Maintenance

48. In 2016, 124 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 an increase of 14.8% as compared with 108 cases in 2015. All the complaints were referred to HyD or other relevant departments for investigation and remedial action.

Enforcement

49. In 2016, 2 642 complaints about enforcement matters were received, accounting for about 10% of the total number of cases. The number of complaints in this category recorded an increase of 27.1% as compared with 2 078 complaints in 2015.

50. 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

51. Among the 25 856 complaints and suggestions received in 2016, 3 630 (14%) were related to road safety matters. A breakdown of these cases is as follows –

	<u>No. of Complaints/Suggestions</u>
Public Transport Services	2 958
Traffic Management	26
Road Maintenance	13
Enforcement	633
Total	<u>3 630</u>

52. 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.

53. As regards traffic management, the complainants were mainly concerned that inappropriate arrangement of traffic lights and traffic aids might lead to traffic accidents.

54. On road maintenance, the complainants were mostly concerned about damaged road surface and obstruction by plants that might give rise to traffic accidents.

55. Regarding enforcement, there were 164 complaints about illegal parking which caused obstruction and posed danger to motorists and pedestrians. There were also 469 complaints about motorists/pedestrians failing to observe traffic regulations (e.g. dashing through traffic lights, failing to give way to pedestrians or traffic and changing lanes abruptly) and posing danger to other road users.

56. 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 pedestrian safety at the junction of Luen On Street and Yee On Street in Kwun Tong

57. A member of the public approached TCU in June 2014 to express concern about the rampant illegal parking at Luen On Street obstructing the sightline of pedestrians crossing the street. He urged the Police to strengthen enforcement actions against illegal parking and the Transport Department (TD) to consider imposing 24-hour “no-stopping” restriction at Luen On Street.

58. The case was referred to the Police, who had subsequently taken enforcement actions against illegal parking at Luen On Street. Fixed penalty tickets and verbal warnings were issued. The Police observed that the situation had been improved. Nevertheless, they would continue to take appropriate enforcement actions on a regular basis.

59. TD was invited to consider the imposition of 24-hour “no-stopping” restriction and any other traffic management measures to tackle the problems. To alleviate the traffic and sightline obstruction caused by vehicles stopping and parking illegally, TD planned to impose 24-hour “no-stopping” restriction at Luen On Street southbound at the corner adjoining Yee On Street. To further enhance the safety of pedestrians, TD also proposed to enlarge the existing refuge island at the junction of Luen On Street and Yee On Street and extend the railing at the pedestrian crossing to better prevent jaywalking. Besides, a “Slow” road marking at Luen On Street northbound would be added to remind motorists of the need to slow down when approaching the pedestrian crossing.

60. Upon the successful completion of the local consultation and the works involved, the 24-hour “no-stopping” restriction was implemented in September 2014, while other improvement measures were implemented in May 2016.

Re-routeing of traffic at Bowen Road

61. In August 2014, a member of the public suggested converting a section of Bowen Road between Bowen Road Garden and Borrett Road from two-way traffic to one-way traffic. He said that the width of the road did not provide enough maneuvering space for the passing of two cars at the same time.

62. The case was referred to TD for consideration. After looking into the case, TD formulated a proposal to re-route the traffic of Bowen Road with a view to converting the two-way traffic between Bowen Road Garden and Borrett Road to one-way westbound traffic. As a result, vehicles could only enter that section of Bowen Road through Bowen Drive from Kennedy Road, and the junction of Borrett Road and Bowen Road would serve as an exit.

63. A thorough public consultation via the Central and Western and Wan Chai District Offices was subsequently conducted as private car was the only means of transport for many of the residents at Bowen Road. Upon completion of the consultation exercise, the associated works were carried out, which included the installation of traffic signs and the adjustment of road markings to remind motorists of the change to the traffic direction. Temporary traffic signs were also placed at strategic locations along Bowen Road, Magazine Gap Road and Kennedy Road to countdown to the new traffic arrangement. The conversion to one-way traffic between Bowen Road Garden and Borrett Road was implemented in July 2016.

Enhancement of road safety at the intersections of Shek Mun Interchange and Tai Chung Kiu Road in Sha Tin

64. In August 2015, a complaint was lodged concerning the road safety risks posed by the gradient at the intersections of Shek Mun Interchange and Tai Chung Kiu Road. According to the complainant's observation, when vehicles exited Shek Mun Interchange to Tai Chung Kiu Road, due to the gradient at the intersections, it was easy for them to drift off the road and collide with the road side railings even when the driving speed was not high. The situation was worse on rainy days. He noted that there were occasional traffic accidents at the said location. He requested the departments concerned to work out solutions for the problem.

65. Upon receipt of the case, the Highways Department had conducted a site inspection and no defect was found on the road surface, traffic signals and road markings. On the other hand, TD was invited to consider measures to address the issues. A thorough investigation was conducted and having checked the record of accident statistics, an accident cluster was observed at the exit of Shek Mun Interchange to Tai Chung Kiu Road.

66. In view of the above, a number of measures were implemented to enhance road safety at the intersections. These included the installation of eight "Sharp deviation of route" traffic signs to better warn motorists of the need for a

sharp left turn while exiting the interchange; upgrading the existing warning chevron to prohibitory chevron at the merging and diverging points of the intersections; introduction of “Double white lines” at the merging and diverging points to prevent lane changing activities; adjusting the location of the “Turn left” arrow road marking and adding warning hatched road markings to facilitate a better left turn maneuver. In addition, as TD also noted that accidents occurred more readily on rainy days, anti-skid surfacing material was laid on the exit of the interchange to Tai Chung Kiu Road and the adjacent slip road of Tate’s Cairn Highway northbound connecting Tai Chung Kiu Road. All works for the improvement measures were completed in end December 2016.

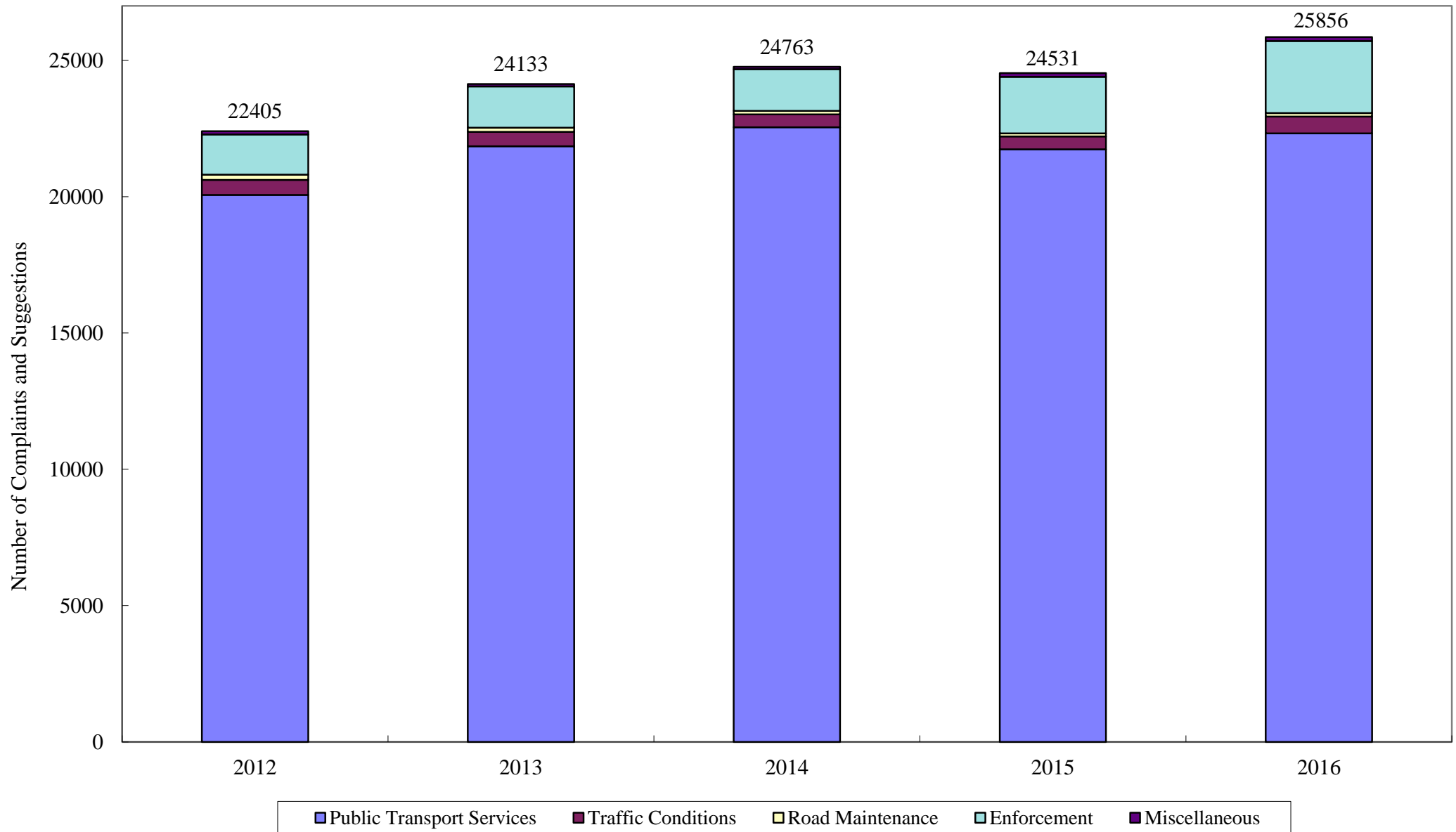
Complaints and Suggestions Received by TCU during 2012 - 2016

<u>Nature of Complaint/Suggestion</u>	<u>2012</u>	<u>2013</u>	<u>2014</u>	<u>2015</u>	<u>2016</u>
I. Public Transport Services					
(a) Adequacy of service	918 [120]	1 120 [115]	1 250 [69]	1 040 [80]	915 [74]
(b) Standard of service	18 671 [91]	20 255 [31]	20 400 [25]	20 127 [30]	20 818 [17]
(c) General	472 [30]	472 [21]	900 [25]	568 [25]	587 [22]
	20 061 [241]	21 847 [167]	22 550 [119]	21 735 [135]	22 320 [113]
II. Traffic Conditions					
(a) Traffic congestion	248 [19]	237 [7]	242 [3]	201 [7]	283 [5]
(b) Traffic management	141 [55]	171 [50]	134 [29]	159 [36]	191 [24]
(c) Additional traffic signs and aids	94 [53]	74 [33]	49 [12]	84 [21]	96 [28]
(d) Parking facilities	74 [49]	47 [18]	48 [7]	35 [7]	51 [6]
	557 [176]	529 [108]	473 [51]	479 [71]	621 [63]
III. Road maintenance					
(a) Road conditions	81 [3]	80 [1]	75	63 [2]	79 [3]
(b) Traffic signs and aids	81 [2]	65 [2]	46 [1]	39 [2]	35
(c) Carriageway markings	25 [4]	10 [1]	5	6	10 [1]
	187 [9]	155 [4]	126 [1]	108 [4]	124 [4]
IV. Enforcement					
(a) Illegal parking	922	989 [2]	1 057	1 512 [1]	1 919 [1]
(b) Other enforcement matters	553 [2]	521 [3]	470	566 [3]	723 [5]
	1 475 [2]	1 510 [5]	1 527	2 078 [4]	2 642 [6]
V. Miscellaneous	125 [17]	92 [15]	87 [8]	131 [8]	149 [6]
Total	22 405 [445]	24 133 [299]	24 763 [179]	24 531 [222]	25 856 [192]

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 2012 - 2016

Appendix 1 (ii)



Summary of Results of Investigations into Complaints and Suggestions
(January – December 2016)

Outcome of Investigation Nature of Complaint/ Suggestion					
	A1	A2	B	C	Total
I. Public Transport Services					
(a) Adequacy of service	51	774	112	-	937
(b) Standard of service	5 703	7 494	398	6 686	20 281
(c) General	364	188	27	33	612
	6 118	8 456	537	6 719	21 830
II. Traffic Conditions					
(a) Traffic congestion	92	86	24	2	204
(b) Traffic management	32	53	87	1	173
(c) Additional traffic signs/aids	24	8	35	-	67
(d) Parking facilities	11	17	11	-	39
	159	164	157	3	483
III. Road Maintenance					
(a) Road conditions	40	14	1	1	56
(b) Traffic signs and aids	25	1	12	1	39
(c) Carriageway markings	8	-	1	-	9
	73	15	14	2	104
IV. Enforcement					
(a) Illegal parking	1 326	307	-	3	1 636
(b) Other enforcement matters	188	213	2	227	630
	1 514	520	2	230	2 266
V. Miscellaneous	77	38	7	2	124
Total	7 941 (32%)	9 193 (37%)	717 (3%)	6 956 (28%)	24 807 (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 2016)**

Outcome of Investigation					
Mode of Transport	A1	A2	B	C	Total
The Kowloon Motor Bus Company (1933) Limited	1 111	891	147	47	2 196
Citybus Limited (Franchise 1)	219	256	41	13	529
Citybus Limited (Franchise 2)	99	139	18	2	258
New World First Bus Services Limited	185	282	29	16	512
New Lantao Bus Company (1973) Limited	47	31	1	3	82
Long Win Bus Company Limited	113	113	5	4	235
Cross-harbour Bus Services	578	717	101	19	1 415
Non-franchised Bus Services	79	124	20	10	233
Green Minibus	3 005	1 604	42	100	4 751
Red Minibus	297	44	1	28	370
Taxi	147	3 839	4	6 476	10 466
Mass Transit Railway Corporation Limited (Excluding Light Rail)	133	311	120	-	564
Mass Transit Railway Corporation Limited (Light Rail)	16	17	3	1	37
The Hongkong Tramways Limited	68	9	1	-	78
New World First Ferry Services Limited	11	58	2	-	71
The 'Star' Ferry Company Limited	-	4	2	-	6
Minor Ferries	10	17	-	-	27
Total	6 118 (28%)	8 456 (39%)	537 (2%)	6 719 (31%)	21 830 (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 2016**

I. Public Transport Services

Hong Kong Island

- Add a green minibus stop at Wan Tsui Road to meet the demand of passengers.
- Add a passenger shelter at a bus stop at Central Ferry Pier to facilitate passengers.
- Install an information board outside Central Pier no. 6 to provide bus route information to passengers.
- Relocate the bus stop sign at Des Voeux Road Central near Queen Victoria Street to improve the sight-line of motorists.

Kowloon

- Add a bus stop at Diamond Hill Railway Station to meet the demand of passengers.

II. Traffic Management

Hong Kong Island

- Increase the vehicular green time of traffic lights at Man Yiu Street during morning rush hours to improve traffic flow.
- Increase the vehicular green time of traffic lights at Man Yiu Street northbound during evening rush hours to improve traffic flow.
- Increase the vehicular green time of a traffic light at Lung Wo Road westbound during evening rush hours to improve traffic flow.

- Increase the vehicular green time of a traffic light at Lung Wo Road westbound during morning rush hours to improve traffic flow.
- Increase the pedestrian green time of a traffic light at the junction of Tonnochy Road and Lockhart Road on Saturday afternoons to facilitate pedestrians crossing the road.
- Impose “No Stopping” restriction at Drake Street to prevent vehicle obstruction.
- Modify “No Stopping” restriction at Java Road near Shu Kuk Street to facilitate loading/unloading activities.
- Add “Ahead Only” traffic signs at the junction of Des Voeux Road West and Western Street to better remind motorists.
- Add traffic signs at the junction of Java Road and Tin Chiu Street to remind motorists of the two-way traffic at Tin Chiu Street.
- Add a box junction road marking at the junction of Oaklands Avenue and Lyttelton Road to prevent vehicle obstruction.
- Add a double white line at Blue Pool Road to deter U-turning activities.
- Add road markings at the junction of Wong Nai Chung Road and Village Road to better regulate lane-merging activities.
- Modify road markings and traffic islands at Canal Road Flyover to regulate lane-changing activities and improve traffic flow.
- Convert a section of Bowen Road to one-lane-one-way traffic to enhance road safety.
- Install collapsible traffic cylinders at Pok Fu Lam Road to deter illegal lane-cutting activities.
- Modify railings at Finance Street near the junction with Man Kat Street to improve the sight-line of motorists and pedestrians.

Kowloon

- Increase the vehicular green time of a traffic light at the junction of Rutland Quadrant and Waterloo Road during morning rush hours to alleviate traffic congestion.
- Increase the vehicular green time of a traffic light at the junction of Jordan Road and Lin Cheung Road during rush hours to improve traffic flow.
- Increase the vehicular green time of a traffic light at Fu Mei Street to improve traffic flow.
- Increase the vehicular green time of traffic lights at the junction of Cheung Yip Street and Hoi Bun Road to improve traffic flow.
- Increase the vehicular green time of traffic lights at the junction of Castle Peak Road and Hing Wah Street to improve traffic flow.
- Adjust the vehicular green time of traffic lights at Jordan Road eastbound during morning and evening rush hours to improve traffic flow.
- Adjust the vehicular green time of traffic lights at the junction of Rutland Quadrant and Waterloo Road during morning rush hours to improve the traffic flow of Waterloo Road.
- Increase the pedestrian green time of a traffic light at the junction of Argyle Street and Soares Avenue to facilitate pedestrians crossing the road.
- Impose “No Stopping” restriction at the junction of Wang Kwong Road and Kai Yan Street to prevent vehicle obstruction.
- Extend “No Stopping” restriction at Hang Cheung Street to prevent vehicle obstruction.
- Extend “No Stopping” restriction at Pik Wan Road to prevent vehicle obstruction.
- Add a “Turn Right” traffic sign at Sycamore Street to better guide motorists.

- Add a “Turn Right” traffic sign at the junction of Tak Cheong Street and Pitt Street to better guide motorists.
- Add a “No Left Turn” traffic sign at Hong Ning Road near Ngau Tau Kok Road to better remind motorists.
- Add a traffic sign at the junction of Earl Street and Prince Edward Road West to remind motorists of a pedestrian crossing ahead.
- Add a traffic sign at Fat Tseung Street West to remind motorists of a pedestrian crossing ahead.
- Add a “Keep Clear” road marking at Dundas Street to prevent vehicle obstruction.
- Add a “Keep Clear” road marking at Shun Ning Road to prevent vehicle obstruction.
- Modify the “Keep Clear” road marking at Lam Wah Street to prevent vehicle obstruction.
- Add a road marking and a traffic sign at Clear Water Bay Road to better alert motorists of the “Stop” line ahead.
- Add a loading/unloading bay and impose “No Stopping” restriction at Tai Yip Street to prevent vehicle obstruction.
- Widen the cautionary crossing at the junction of Yee On Street and Luen On Street to improve safety of pedestrians.
- Install handrails at the steps near Lai Chi Kok Garden to improve safety of pedestrians.
- Install railings at Bute Street to improve road safety.
- Install railings at Kai Tin Road to deter illegal parking on pavement.

New Territories

- Increase the vehicular green time of a traffic light at the junction of Sha Tin Rural Committee Road southbound and Tai Chung Kiu Road during morning rush hours to alleviate traffic congestion.
- Increase the vehicular green time of a traffic light at Tsun King Road eastbound during morning and afternoon rush hours to alleviate traffic congestion.
- Increase the vehicular green time of a traffic light at Plover Cove Road westbound during morning rush hours to improve traffic flow.
- Increase the vehicular green time of a traffic light at the junction of Wo Yi Hop Road and Lam Tin Street to improve traffic flow.
- Increase the vehicular green time of a traffic light at the junction of Ma Sik Road and Sha Tau Kok Road - Lung Yeuk Tau during morning rush hours to improve traffic flow.
- Increase the vehicular green time of a traffic light at the junction of Fo Tan Road southbound and Yuen Wo Road during morning rush hours to improve traffic flow.
- Increase the vehicular green time of a traffic light at the junction of Lok Chui Street and Castle Peak Road - Tai Lam to improve traffic flow.
- Temporarily adjust the vehicular green time of a traffic light at the junction of Tai Chung Road and Sha Tsui Road during rush hours to alleviate traffic congestion caused by the temporary traffic arrangement being implemented.
- Modify the mode of operation of a traffic light near the junction of Siu Lek Yuen Road and Ngan Shing Street during morning off-peak hours to facilitate pedestrians crossing the road.
- Extend the effective hours of the rush hour setting of a traffic light at the junction of San Wan Road and Fanling Station Road to improve traffic flow.
- Impose “No Stopping” restriction at the junction of Tip King Road and Wu Chui Road to deter illegal parking.

- Extend “No Stopping” restriction at Sui Wo Road near the junction with Lai Wo Lane to prevent vehicle obstruction.
- Add a “No U-turn” sign at Wing Tak Street to improve road safety and traffic flow.
- Add a box junction road marking at the junction of Fuk Man Road and Wai Man Road to prevent vehicle obstruction.
- Add “Slow” road markings at Hang Shin Link to remind motorists.
- Cancel the lane merging arrangement at the tunnel exit at Ching Cheung Road to improve traffic flow.

Appendix 4

Complaints and Suggestions on Public Transport Services in 2016

Mode Nature of Complaint/Suggestion	Vehicular Transport											Rail Transport			Waterborne Transport			Total/ Sub- total
	Franchised Buses																	
	KMB	CTB1	CTB2	FB	NLB	LWB	XHT	NFBS	GMB	RMB	Taxi	MTR (Non-LR)	MTR (LR)	HT	FF	SF	MF	
(A) Adequacy of Service																		
(1) Frequency/carrying capacity	168	21	11	11	16	18	35	14	316	-	-	24	11	-	45	-	4	694
(2) Routeing	41	2	3	5	-	6	22	7	17	-	-	-	-	-	-	-	-	103
(3) Hours of operation	7	1	1	3	-	2	7	3	13	-	-	-	-	-	-	1	-	38
(4) Provision of stops	27	9	1	3	-	3	7	2	28	-	-	-	-	-	-	-	-	80
Sub-total	243	33	16	22	16	29	71	26	374	-	-	24	11	-	45	1	4	915
(B) Standard of Service																		
(1) Regularity of service	940	168	116	226	12	51	562	72	1178	-	-	61	7	4	15	1	9	3422
(2) Adherence to routeing	25	3	1	3	1	2	12	3	354	-	1627	-	-	-	-	-	1	2032
(3) Improper driving behaviour	644	106	33	91	12	27	200	34	936	148	1484	14	8	30	6	-	1	3774
(4) Conduct & performance of staff (including drivers)	724	94	51	112	34	51	297	48	1517	116	5081	182	5	4	6	1	4	8327
(5) Overcharging	7	1	-	-	1	1	10	1	95	9	1915 *	-	-	-	-	-	1	2041
(6) Cleanliness	10	-	1	-	-	-	1	-	33	3	9	6	1	-	-	-	1	65
(7) Conditions of vehicles/vessels	43	3	4	7	1	4	9	5	82	5	33	17	-	4	1	-	-	218
(8) Passenger services & facilities	324	51	24	26	6	41	132	13	74	5	14	211	3	3	8	-	4	939 #
Sub-total	2717	426	230	465	67	177	1223	176	4269	286	10163	491	24	45	36	2	21	20818
(C) General	128	19	8	11	7	8	43	8	91	48	194	12	1	8	1	-	-	587
Total this year	3088	478	254	498	90	214	1337	210	4734	334	10357	527	36	53	82	3	25	22320
Grand-total	(5959)							(15635)				(616)			(110)			
Total previous year	2925	543	212	485	92	226	1255	195	4416	320	10359	486	37	107	44	4	29	21735

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 Lantao 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 226 complaints from 69 complainants about audio-visual broadcasting on public transport vehicles

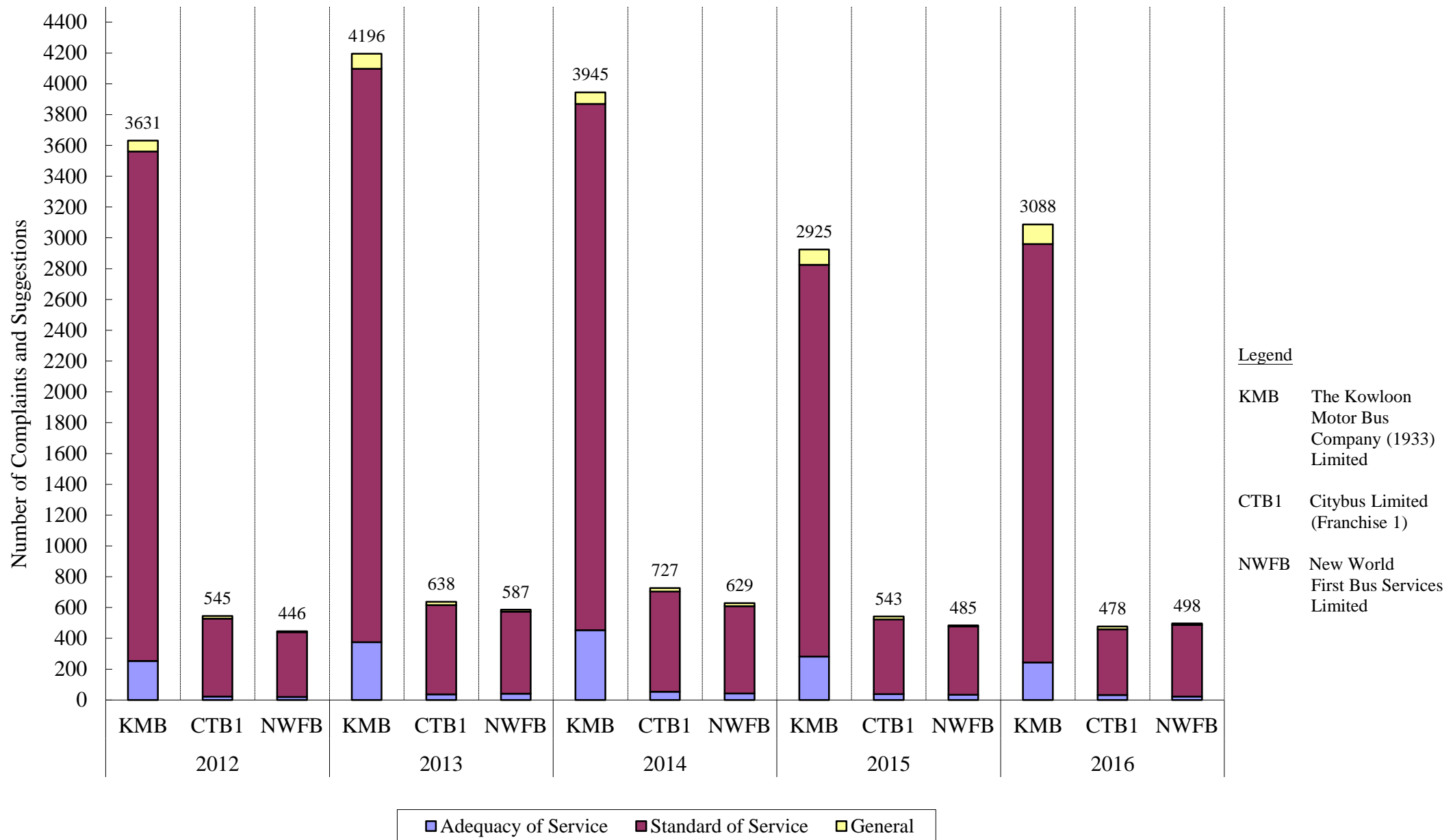
Complaints and Suggestions on Franchised Bus Services

<u>Bus Company/ Services</u>	<u>2015</u>	<u>2016</u>	<u>Difference</u>	
The Kowloon Motor Bus Company (1933) Limited (KMB)	2 925 (3.36)	3 088 (3.48)	+5.6%	(+3.6%)
Citybus Limited (Franchise 1) (Citybus)	543 (3.70)	478 (3.31)	-12.0%	(-10.5%)
Citybus Limited (Franchise 2) (Citybus)	212 (7.39)	254 (8.69)	+19.8%	(+17.6%)
New World First Bus Services Limited (NWFB)	485 (4.34)	498 (4.50)	+2.7%	(+3.7%)
New Lantao Bus Company (1973) Limited	92 (3.61)	90 (3.42)	-2.2%	(-5.3%)
Long Win Bus Company Limited	226 (6.16)	214 (5.74)	-5.3%	(-6.8%)
Cross-harbour Bus Services	1 255 (5.99)	1 337 (6.30)	+6.5%	(+5.2%)
Total	5 738 (4.02)	5 959 (4.11)	+3.9%	(+2.2%)

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 2012- 2016

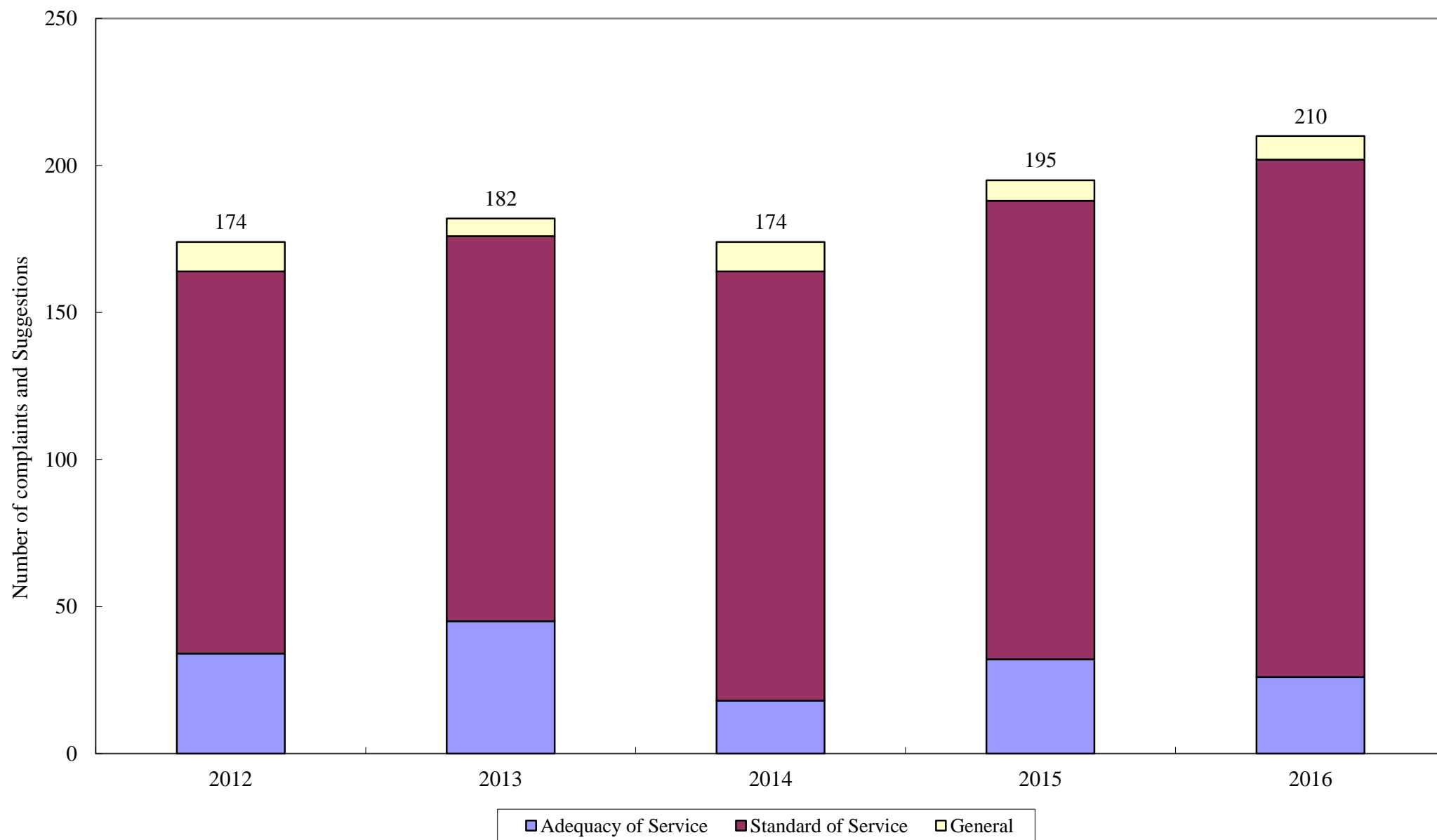


Complaints and Suggestions on Non-franchised Bus Services

<u>Nature of Complaint/Suggestion</u>	<u>2015</u>	<u>2016</u>	<u>Difference</u>
(A) Adequacy of Service			
(1) Frequency	13	14	+7.7%
(2) Routeing	14	7	-50.0%
(3) Hours of operation	1	3	+200.0%
(4) Provision of stops	4	2	-50.0%
Sub-total	32	26	-18.8%
(B) Standard of Service			
(1) Regularity of service	79	72	-8.9%
(2) Adherence to routeing	2	3	+50.0%
(3) Improper driving behaviour	35	34	-2.9%
(4) Conduct and performance of staff (including drivers)	28	48	+71.4%
(5) Overcharging	-	1	-
(6) Cleanliness	1	-	-100.0%
(7) Conditions of vehicles	1	5	+400.0%
(8) Passenger services and facilities	10	13	+30.0%
Sub-total	156	176	+12.8%
(C) General*	7	8	+14.3%
Total	195	210	+7.7%

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

Complaints and Suggestions on Non-franchised Bus Services during 2012 - 2016



Complaints and Suggestions on Green Minibus Services

<u>Nature of Complaint/Suggestion</u>	<u>2015</u>	<u>2016</u>	<u>Difference</u>
(A) Adequacy of Service			
(1) Frequency	385	316	-17.9%
(2) Routeing	21	17	-19.0%
(3) Hours of operation	5	13	+160.0%
(4) Provision of stops	19	28	+47.4%
Sub-total	430	374	-13.0%
(B) Standard of Service			
(1) Regularity of service	1 143	1 178	+3.1%
(2) Adherence to routeing	287	354	+23.3%
(3) Improper driving behaviour	790	936	+18.5%
(4) Conduct and performance of staff (including drivers)	1 398	1 517	+8.5%
(5) Overcharging	70	95	+35.7%
(6) Cleanliness	53	33	-37.7%
(7) Conditions of vehicles	71	82	+15.5%
(8) Passenger services and facilities	90	74	-17.8%
Sub-total	3 902	4 269	+9.4%
(C) General*	84	91	+8.3%
Total	4 416	4 734	+7.2%

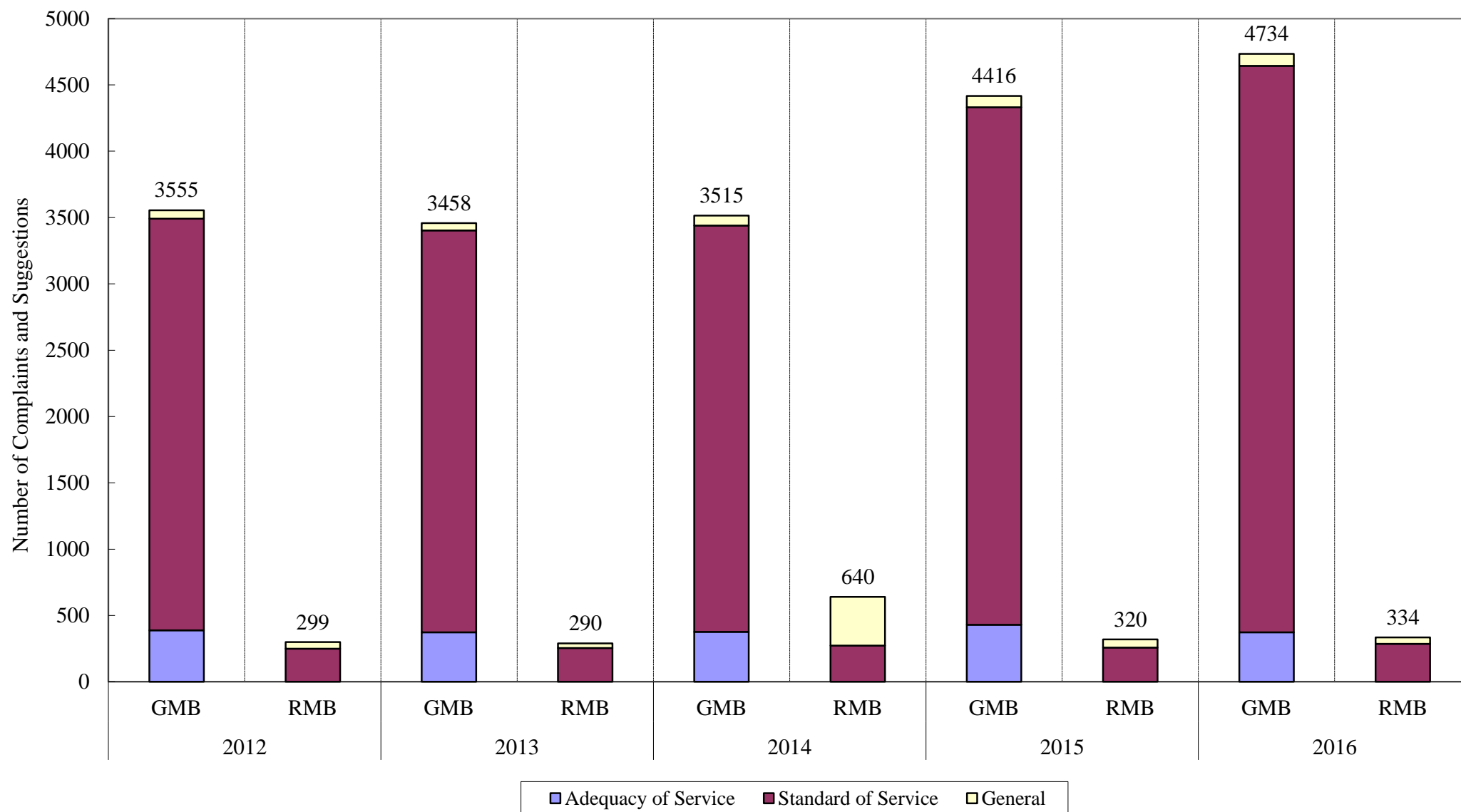
* These complaints are mainly related to obstruction caused by green minibuses.

Complaints and Suggestions on Red Minibus Services

<u>Nature of Complaint/Suggestion</u>	<u>2015</u>	<u>2016</u>	<u>Difference</u>
(A) Adequacy of Service	-	-	-
(B) Standard of Service			
(1) Regularity of service	-	-	-
(2) Adherence to routeing	-	-	-
(3) Improper driving behaviour	151	148	-2.0%
(4) Conduct and performance of staff (including drivers)	87	116	+33.3%
(5) Overcharging	10	9	-10.0%
(6) Cleanliness	4	3	-25.0%
(7) Conditions of vehicles	3	5	+66.7%
(8) Passenger services and facilities	3	5	+66.7%
Sub-total	258	286	+10.9%
(C) General*	62	48	-22.6%
Total	320	334	+4.4%

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

Complaints and Suggestions on Green Minibus (GMB) and Red Minibus (RMB) Services during 2012 - 2016



Complaints and Suggestions on Taxi Services

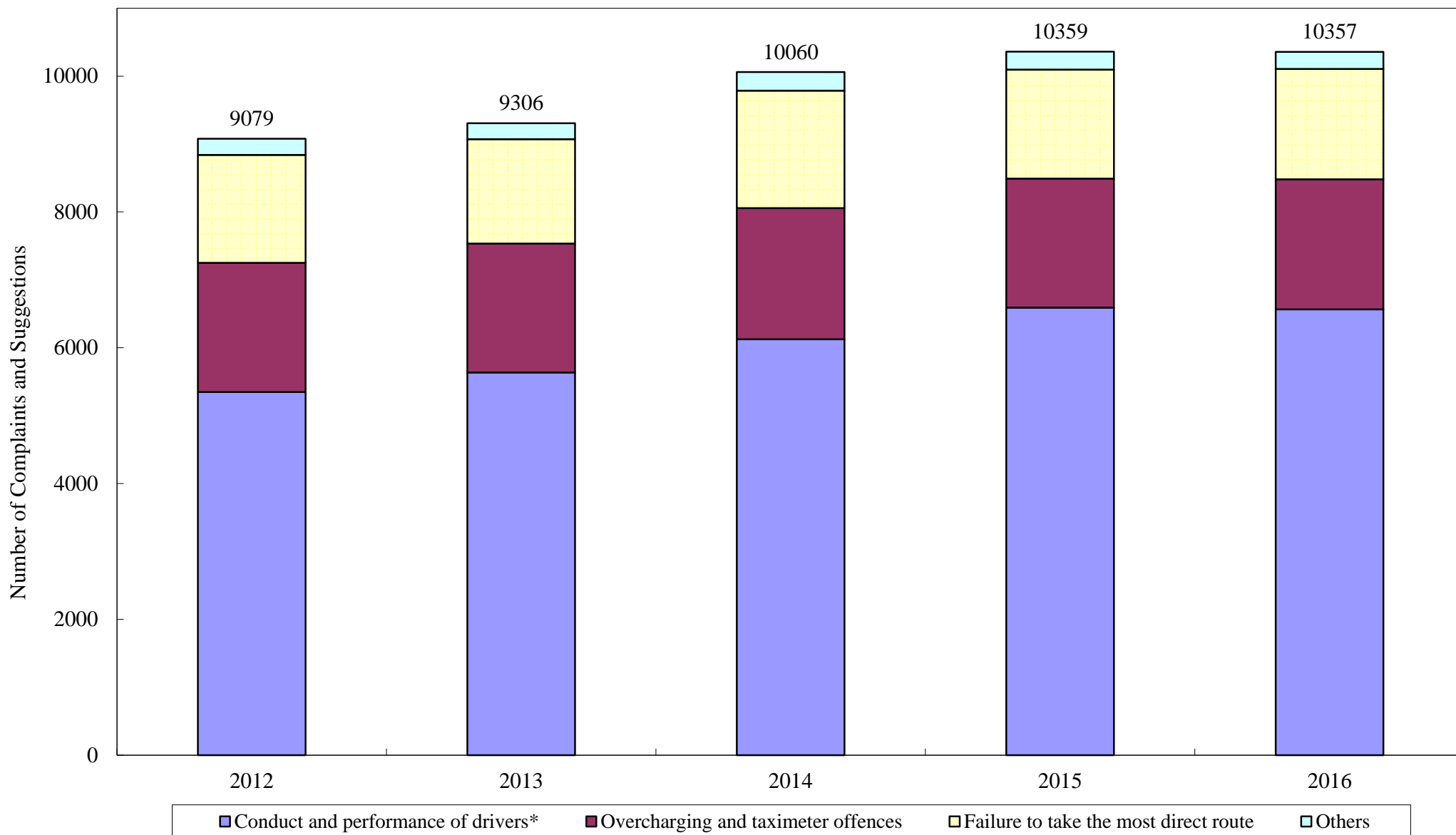
<u>Nature of Complaint/Suggestion</u>	<u>2015</u>	<u>2016</u>	<u>Difference</u>
Taxi driver malpractice			
(a) Conduct and performance of drivers			
(i) Behaving other than in a civil & orderly manner	1 903	1 852	-2.7%
(ii) Refusing hire	2 841	2 719	-4.3%
(iii) Soliciting passengers	26	17	-34.6%
(iv) Refusing to drive to destination	451	446	-1.1%
(v) Failure to display driver identity plate	38	36	-5.3%
(vi) Failure to display driver identity plate properly	9	11	+22.2%
	5 268	5 081	-3.5%
(b) Improper driving behaviour	1 323	1 484	+12.2%
(c) Overcharging	1 594	1 657	+4.0%
(d) Taximeter irregularities	304	258	-15.1%
(e) Failure to take the most direct route	1 607	1 627	+1.2%
Sub-total	10 096	10 107	+0.1%
Others			
(a) Taxi obstruction	143	150	+4.9%
(b) Miscellaneous	120	100	-16.7%
Sub-total	263	250	-4.9%
Total	10 359	10 357	0% (-0.02%)

Results of Taxi Driver Malpractice Cases Referred to the Police
(January – December 2016)

	<u>No. of Cases</u>		<u>Percentage</u>	
(i) Summonsed	169	(155)	8	(9)
(ii) Withdrawal by complainants	1 343	(1 288)	68	(70)
(iii) Evidence considered insufficient by the Police for further processing	475	(392)	24	(21)
Total	1 987	(1 835)	100	(100)

Note : Comparative figures for 2015 are in brackets.

Complaints and Suggestions on Taxi Services during 2012 - 2016



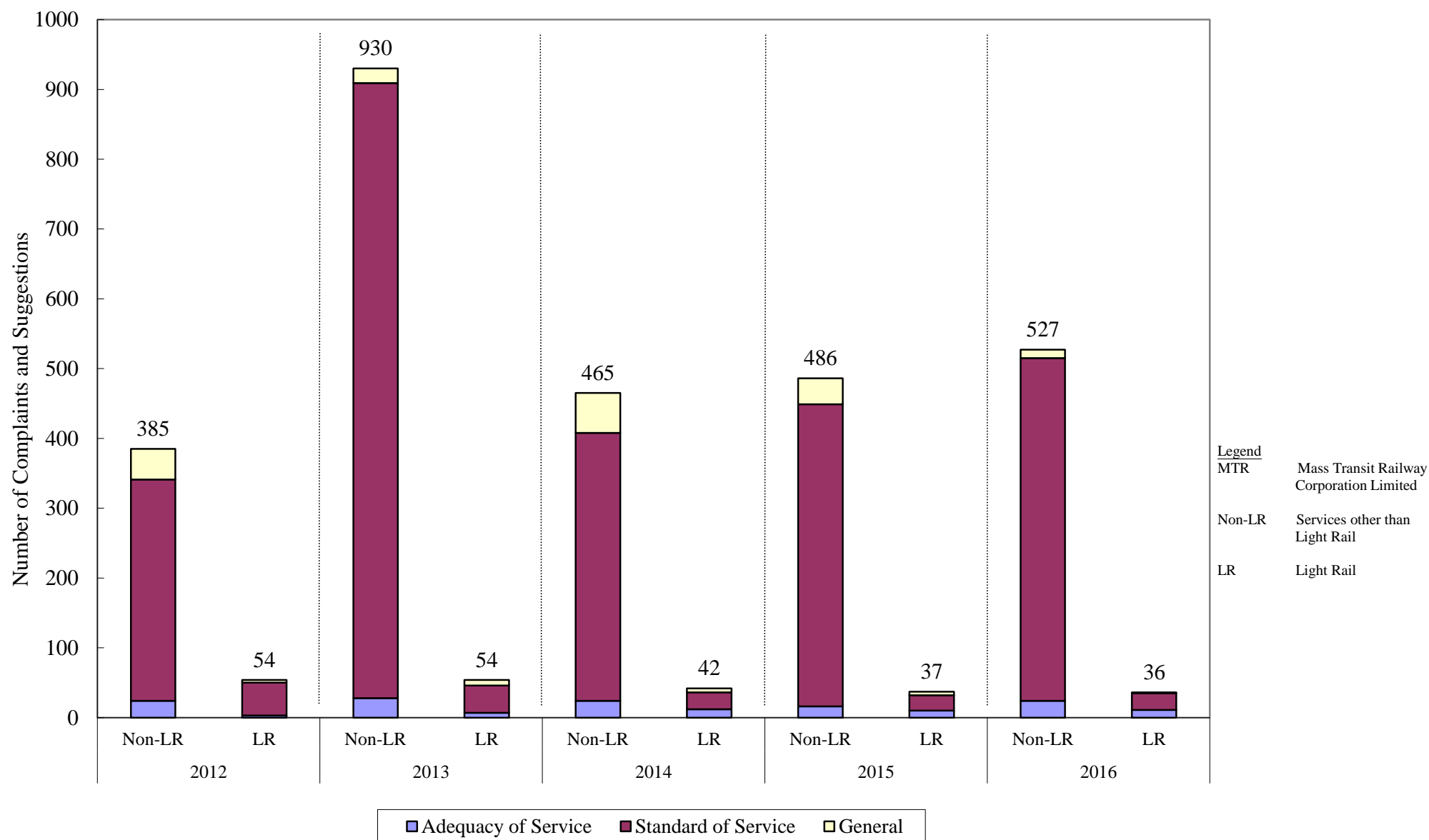
* Including improper driving behaviour

Complaints and Suggestions on Rail Services

<u>Railway Company</u>	<u>2015</u>		<u>2016</u>		<u>Difference</u>	
Mass Transit Railway Corporation Limited (Excluding Light Rail)	486	(0.28)	527	(0.31)	+8.4%	(+10.7%)
Mass Transit Railway Corporation Limited (Light Rail)	37	(0.21)	36	(0.20)	-2.7%	(-4.8%)
The Hongkong Tramways Limited	107	(1.65)	53	(0.82)	-50.5%	(-50.3%)
Total	630	(0.32)	616	(0.31)	-2.2%	(-3.1%)

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

Complaints and Suggestions on MTR Services during 2012 - 2016

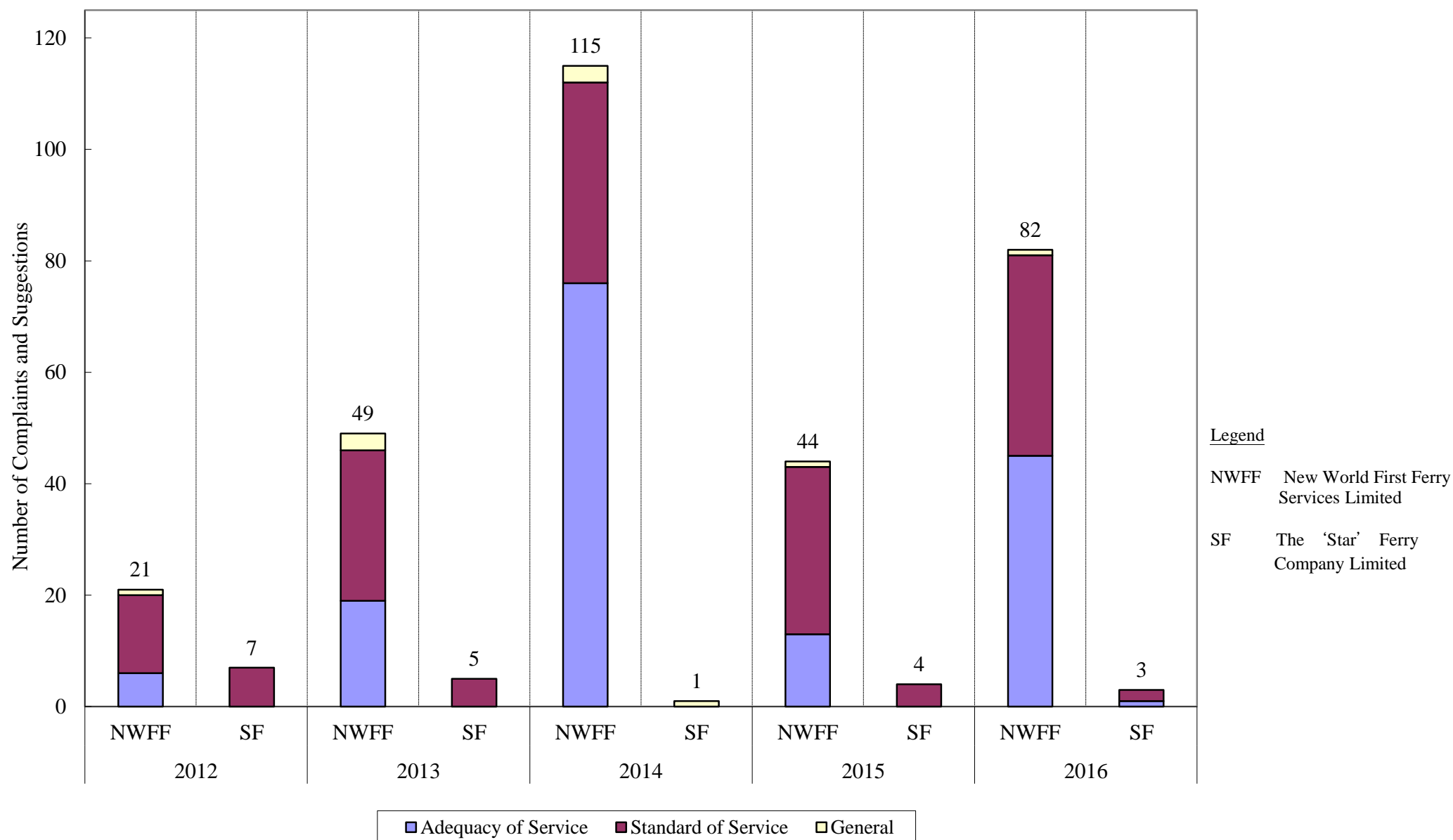


Complaints and Suggestions on Ferry Services

<u>Ferry Company</u>	<u>2015</u>		<u>2016</u>		<u>Difference</u>	
New World First Ferry Services Limited	44	(2.96)	82	(5.68)	+86.4%	(+91.9%)
The 'Star' Ferry Company Limited	4	(0.20)	3	(0.15)	-25.0%	(-25.0%)
Minor Ferries	29	(2.09)	25	(1.80)	-13.8%	(-13.9%)
Total	77	(1.57)	110	(2.30)	+42.9%	(+46.5%)

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

Complaints and Suggestions on NWFF and SF Services during 2012 - 2016



Complaints and Suggestions on Traffic and Road Conditions

<u>Nature of Complaint/Suggestion</u>	<u>2015</u>	<u>2016</u>	<u>Difference</u>
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Traffic Conditions

(a) Traffic congestion	201	283	+40.8%
(b) Traffic management	159	191	+20.1%
(c) Additional traffic signs and aids	84	96	+14.3%
(d) Parking facilities	35	51	+45.7%

Sub-total	479	621	+29.6%
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Road Maintenance

(a) Road conditions	63	79	+25.4%
(b) Traffic signs and aids	39	35	-10.3%
(c) Carriageway markings	6	10	+66.7%

Sub-total	108	124	+14.8%
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Enforcement

(a) Illegal parking	1 512	1 919	+26.9%
(b) Other enforcement matters	566	723	+27.7%

Sub-total	2 078	2 642	+27.1%
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Total	2 665	3 387	+27.1%
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Breakdown of Complaints and Suggestions on Traffic and Road Conditions by District
(January – December 2016)

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	11	12	14	7	22	9	25	13	32	35	7	17	18	19	9	8	15	8	2	283
(b) Traffic management	7	23	23	4	7	5	17	12	18	9	7	13	10	7	14	9	3	-	3	191
(c) Additional traffic signs and aids	4	14	9	7	8	-	8	3	12	-	1	4	4	7	6	2	2	3	2	96
(d) Parking facilities	2	3	1	-	5	2	3	2	5	1	2	6	2	3	3	3	4	-	4	51
Sub-total	24	52	47	18	42	16	53	30	67	45	17	40	34	36	32	22	24	11	11	621
<u>Road Maintenance</u>																				
(a) Road conditions	4	1	8	2	6	1	6	7	4	-	3	8	2	11	9	2	4	-	1	79
(b) Traffic signs & aids	3	3	1	3	1	-	3	2	4	-	1	3	3	6	1	1	-	-	-	35
(c) Carriageway markings	2	-	-	-	-	1	-	-	1	-	-	-	-	2	3	-	-	-	1	10
Sub-total	9	4	9	5	7	2	9	9	9	-	4	11	5	19	13	3	4	-	2	124
<u>Enforcement</u>																				
(a) Illegal parking	177	87	91	40	208	62	129	144	150	47	60	135	129	117	97	83	142	18	3	1919
(b) Other enforcement matters	51	75	31	27	44	26	56	34	75	24	22	47	51	46	32	25	24	14	19	723
Sub-total	228	162	122	67	252	88	185	178	225	71	82	182	180	163	129	108	166	32	22	2642
Total	261	218	178	90	301	106	247	217	301	116	103	233	219	218	174	133	194	43	35	3387