

## **Transport Complaints Unit Report 2017**

### **Overview of Complaints and Suggestions in 2017**

In 2017, the Transport Complaints Unit (TCU) received 26 621 complaints and suggestions on transport and traffic matters, including 185 pure suggestions. The number of cases recorded an increase of 3.0% as compared with 25 856 cases received in 2016. 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 2017 by category is as follows –

<b><u>Nature of Complaint/Suggestion</u></b>	<b><u>2016</u></b>	<b><u>2017</u></b>	<b><u>Difference</u></b>
Public Transport Services	22 320	22 775	+2.0%
Traffic Conditions	621	572	-7.9%
Road Maintenance	124	123	-0.8%
Enforcement	2 642	2 996	+13.4%
Miscellaneous	149	155	+4.0%
<b>Total</b>	<b>25 856</b>	<b>26 621</b>	<b>+3.0%</b>

2. In 2017, complaints and suggestions received through telephone accounted for 40% 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 26 937 cases (including some outstanding cases carried forward from the previous year) were completed. Of these, 19 408 (72%) were found to be substantiated, 334 (1%) unsubstantiated, and the remaining 7 195 (27%) not pursuable due to lack of evidence. A summary of the results of investigations is at [Appendix 2](#). It is noted that –

- the percentage of substantiated cases increased from 69% in 2016 to 72% in 2017. 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 28% in 2016 to 27% in 2017.

4. In 2017, relevant government departments and public transport operators took on board 64 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 2017, 22 775 complaints and suggestions were received, accounting for 86% of the total number of cases. Among these, 87 were pure suggestions. The number of cases in this category recorded an increase of 2.0% as compared with 22 320 cases in 2016. A breakdown of the complaints and suggestions by mode of transport is as follows –

<b><u>Mode of Transport</u></b>	<b><u>2016</u></b>	<b><u>2017</u></b>	<b><u>Difference</u></b>
Franchised Buses	5 959 (4.11)	5 776 (3.99)	-3.1% (-2.9%)
Non-franchised Buses	210 (1.54)	176 (1.30)	-16.2% (-15.6%)
Green Minibuses	4 734 (8.47)	5 081 (9.13)	+7.3% (+7.8%)
Red Minibuses	334 (2.97)	397 (3.68)	+18.9% (+23.9%)
Taxis	10 357 (30.34)	10 759 (32.85)	+3.9% (+8.3%)
Rail Transport	616 (0.31)	497 (0.25)	-19.3% (-19.4%)
Ferries	110 (2.30)	89 (1.90)	-19.1% (-17.4%)
<b>Total</b>	<b>22 320</b>	<b>22 775</b>	<b>+2.0%</b>

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

A more detailed breakdown by mode of transport and nature of the complaints and suggestions is at [Appendix 4](#).

### ***Franchised Bus Services***

6. There were 5 776 cases on franchised bus services in 2017,

representing 3.99 complaints/suggestions per million passenger journeys. These figures represent decreases of 3.1% and 2.9% respectively when compared with 5 959 cases and 4.11 complaints/suggestions per million passenger journeys in 2016. 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 enhancement of training to bus captains on road safety as well as improvements of passenger facilities, the standard of services continued to improve in 2017, which was reflected by the decreasing number of complaints against improper driving behaviour (from 1 113 cases in 2016 to 892 cases in 2017, representing a reduction of 19.9%) and passenger services and facilities (from 604 cases in 2016 to 492 cases in 2017, representing a reduction of 18.5%). The Transport Department (TD) has all along encouraged franchised bus companies to disseminate passenger information through the use of technologies. 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 routes<sup>1</sup>. As at end-May 2018, the real time bus arrival enquiry service and real-time bus arrival information is available for all regular bus routes of Citybus Limited (Franchise for Hong Kong Island and Cross-Harbour Bus Network (Franchise 1) and Franchise for the Airport and North Lantau Bus Network) (Franchise 2)). The provision will be progressively extended to all regular routes of New World First Bus Services Limited (NWFB) and is targeted for completion by the third quarter of 2018.

8. It came to TD's attention that there were increases in the number of complaints about regularity of service (from 2 075 cases in 2016 to 2 204 cases in 2017, representing an increase of 6.2%) and the number of complaints about conduct and performance of staff (from 1 363 cases in 2016 to 1 418 cases in 2017, representing an increase of 4.0%). The bus companies were requested to strengthen their training for frontline staff on areas such as 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.

---

<sup>1</sup> Except KMB routes K12, K14, K17 and K18.

9. TD noted that there was an increase in the number of complaint about adequacy of service (from 430 cases in 2016 to 454 cases in 2017, representing an increase of 5.6%). TD will continue to monitor the adequacy of the services provided by the bus companies and liaise with the bus companies for suitable adjustments if necessary.

10. A breakdown of the 5 776 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 decreased by 0.9% from 3.48 in 2016 to 3.45 in 2017. As regards the 3 118 cases received in 2017, they were mainly about regularity of service (1 134), conduct and performance of staff (817) and improper driving behaviour (487).
- Citybus Limited (Franchise 1) – The number of complaints/suggestions per million passenger journeys decreased by 7.9% from 3.31 in 2016 to 3.05 in 2017. As regards the 395 cases received in 2017, they were mainly about regularity of service (133), conduct and performance of staff (93) and improper driving behaviour (67).
- NWFB – The number of complaints/suggestions per million passenger journeys decreased by 5.8% from 4.5 in 2016 to 4.24 in 2017. As regards the 453 cases received in 2017, they were mainly about regularity of service (206), conduct and performance of staff (98) and improper driving behaviour (63).

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 176 cases on NFB services in 2017, representing 1.30 complaints/suggestions per million passenger journeys. These figures represent decreases of 16.2% and 15.6% respectively when compared with 210 cases and 1.54 complaints/suggestions per million passenger journeys in 2016. TD would remind NFB trade to keep on improving their service. A detailed breakdown of the 176 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 5 478 cases on public light bus (PLB) services in 2017, representing 8.24 complaints/suggestions per million passenger journeys. These figures represent increases of 8.1% and 9.1% respectively when compared with 5 068 cases and 7.55 complaints/suggestions per million passenger journeys in 2016.

### **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 2017, there were 5 081 complaints/suggestions on GMB services, accounting for 93% of all PLB cases received. The number of complaints/suggestions per million passenger journeys was 9.13. These figures represent increases of 7.3% and 7.8% respectively when compared with 4 734 cases and 8.47 complaints/suggestions per million passenger journeys in 2016. A detailed breakdown of the 5 081 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 2017, there were 397 complaints/suggestions on RMB services, accounting for 7% of all PLB cases received. The number of complaints/suggestions per million passenger journeys was 3.68. These figures represent increases of 18.9% and 23.9% respectively when compared with 334 cases and 2.97 complaints/suggestions per million passenger journeys in 2016. A detailed breakdown of the 397 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 maximum seating capacity of PLBs has been increased from 16 seats to 19 seats since 7 July 2017, in order to enhance the overall carrying capacity for meeting the passenger demands, in particular during peak hours. Up to end-June 2018, there are about 500 19-seater GMBs, representing 15% of the total number of GMBs (3 290) in the territory. The GMB operators are gradually replacing more of their 16-seaters with new 19-seaters, aiming to improve the overall service level. For complaints in relation to 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 with a view to rectifying the problems. TD will also issue warning letters to the operators after identifying and ascertaining malpractices, including non-compliance of approved timetable and routeings, etc. The warning letters issued will be taken into account in the mid-term appraisal of the concerned GMB operators and their roll-over period for the passenger service licences may be shortened if they perform poorly during the appraisal period.

22. 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 organising pre-service training course for new drivers and improving the operating environment so as to retain experienced drivers. TD will continue to implement measures to improve the financial position of GMB services through service rationalisation as well as streamlining of the fare increase application process. With a healthy financial position, the GMB operators will be able to provide better remuneration package to attract new entrants while retaining experienced drivers.

23. Besides, TD continued to implement various measures in 2017 to promote the provision of safe, quality and customer-oriented PLB services. To enhance accessibility and service quality of PLBs, TD also implemented the mandatory requirement for all newly registered PLBs to install extra handrails and passenger call bells with indication lights. There were also other on-going measures to enhance safe driving and customer-oriented services, including appeals to the PLB associations and operators to promote safe driving and provision of quality service, the Safe Driving and Health Campaign for professional drivers and the publication of PLB Newsletter. In 2018, TD would arrange safety seminars for PLB drivers and customer-oriented services will be promoted in these seminars. Leaflets of Public Light Bus Service Standard, which aims at advocating the provision of quality PLB service, will also be published by TD and distributed to the PLB trade including frontline drivers.

24. 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***

25. Taxi services remained one of the major areas of complaints in 2017. There were 10 759 cases, accounting for 47% of all the cases on public transport services. The number of complaints/suggestions per million passenger journeys was 32.85, the highest amongst all types of public transport services. These figures represent increases of 3.9% and 8.3% respectively when compared with 10 357 cases and 30.34 complaints/suggestions per million passenger journeys in 2016. 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 10 759 cases is at [Appendix 12](#).

26. Of the 10 759 cases received, 10 466 (97.3%) 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, 2 106 such cases (20.1%) were referred to the Police. In 2017, the Police completed the investigation of 2 368 cases referred to them during the year or the

years before. A breakdown of the results is at Appendix 13.

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

28. The TCU Sub-Committee noted that 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. The Police will take prosecution action if there is sufficient evidence.

29. The Government will continue to strive to enhance the quality of the existing taxi services and the operating environment so as to better meet the needs of the public and facilitate long-term, healthy development of the trade. To this end, to strengthen the interaction and cooperation with the taxi trade and other stakeholders, TD has revamped the Quality Taxi Services Steering Committee, which is now renamed as the Committee on Taxi Service Quality (CTSQ), in January 2018. The CTSQ provides a multi-party<sup>2</sup> platform to discuss various strategies and measures to enhance the taxi service quality under the existing taxi licensing system. These measures include updating the taxi service standards and guidelines, reviewing the existing sanctions for various taxi malpractices to increase the deterrent effect, enhancing the training courses to the existing taxi drivers for improving service quality and introducing measures to improve the operational efficiency and quality of taxi service through the use of technology, etc.

30. Meanwhile, the Government will introduce franchised taxis to meet the new demand in the community for personalised and point-to-point public transport services of higher quality and fare as well as with online hailing features. The franchised taxis will be a type of public transport services operated through a franchise model. Areas such as the number, service, fares as well as drivers'

---

<sup>2</sup> Non-official members of CTSQ come from the taxi trade, Legislative Council, District Councils, academia, the Consumer Council, the Hong Kong Tourism Board and persons with disabilities groups.



quality of franchised taxis will be regulated by the Government. If an operator fails to meet certain service level or standards, the Government may impose penalties through franchise terms or even revoke the franchise. The cap on the number of franchised taxis (i.e. 600 vehicles under the current proposal) will be stipulated in the law. Franchised taxis will be operated under fleet management. This will help address the current difficulty in managing centrally the service quality of ordinary taxis due to scattered ownership. The Government is preparing a bill for introducing franchised taxis with a target to introduce the bill into the Legislative Council in the 2018-19 legislative session.

### ***Rail Services***

31. There were 497 cases on rail services in 2017, representing 0.25 complaints/suggestions per million passenger journeys. These figures represent decreases of 19.3% and 19.4% respectively when compared with 616 cases and 0.31 complaints/suggestions per million passenger journeys in 2016. There was a significant reduction on the number of complaints about the services of MTR Corporation Limited (MTRCL) and the Hong Kong Tramways Limited (HKT).

32. The TCU Sub-Committee noted that the complaints against the services of MTRCL in 2017 decreased as compared with that in 2016, especially in the aspects of conduct & performance of staff and passenger services and facilities. This can be due to MTRCL's continual reinforcement of its customer service training for frontline staff to uplift their service competency, and the progressive introduction of new passenger facilities, for example, dynamic route map to trains of the Ma On Shan Line and West Rail Line.

33. For tram services, the majority of the complaints were about the improper driving behaviour and performance of staff. HKT has reminded their tram motormen to drive at appropriate speed and pay attention to passenger safety as well as provided appropriate training to enhance safe driving and quality service. Furthermore, HKT would conduct random inspections to monitor the performance of tram motormen whenever necessary and take disciplinary actions against the tram motormen concerned depending on the situation.

34. A breakdown of the 497 cases by individual railway companies is at Appendix 15. There were 468 cases on the services of MTRCL, accounting for

94% 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 decreased by 22.6% from 0.31 in 2016 to 0.24 in 2017. As regards the 426 cases received in 2017, they were mainly about passenger services and facilities (148) and conduct and performance of staff (138)
- Light Rail – The number of complaints/suggestions per million passenger journeys increased by 20% from 0.2 in 2016 to 0.24 in 2017. As regards the 42 cases received in 2017, they were mainly about frequency/carrying capacity (16) and regularity of service (7).

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

### ***Ferry Services***

36. There were 89 cases on ferry services in 2017, representing 1.9 complaints/suggestions per million passenger journeys. These figures represent decreases of 19.1% and 17.4% respectively when compared with 110 cases and 2.3 complaints/suggestions per million passenger journeys recorded in 2016. The decrease in the number of complaints in 2017 was mainly attributable to the decrease in complaints about inadequate service level of the “Central – Cheung Chau” route operated by the New World First Ferry Services Limited (NWFF), in particular complaints about the fast ferry sailing from Cheung Chau to Central at 6.20 am. In September 2017, NWFF started deploying a vessel with higher carrying capacity to run the 6.20 am sailing and operated extra sailings of fast ferry service to meet the upsurge in passenger demand at the beginning of the new school year.

37. The majority of complaints of “Central – Cheung Chau” route in 2017 were related to the sudden upsurge in passenger demand for the fast ferry sailing from Cheung Chau to Central at 5.10 am in early 2017. In response, NWFF deployed a vessel with higher carrying capacity to run the 5.10 am sailing as well as operated extra sailings. Subsequent surveys conducted by TD in May 2017 showed that the passenger demand for the sailing dropped down to the normal

level and the service level was adequate to meet the passenger demand.

38. There was an increase of complaints concerning minor ferries from 25 cases in 2016 to 48 cases in 2017 (+92%). The increase was mainly attributable to complaints on service regularity and staff conduct and performance. Among these complaints, 11 of them were related to two incidents of service irregularity of “Tuen Mun – Tung Chung – Sha Lo Wan – Tai O” ferry route operated by the Fortune Ferry Company Ltd. The operator took immediate measures, such as vessel redeployment, enhancement of staff training and improvement of announcement to passengers in case of service disruption, to rectify the situation. TD has been closely monitoring the performance of ferry operators through field surveys and inspections with a view to ensuring that all ferry operators adhere to the schedules of services and will improve services to meet passenger demand when needed. Regarding the staff performance, TD will continue to urge ferry operators to step up staff management and take appropriate measures, such as enhancement of staff training, to improve the staff performance.

39. A breakdown of the 89 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 50% from 5.68 in 2016 to 2.94 in 2017.
- The “Star” Ferry Company Limited (‘Star’ Ferry) – The number of complaints/suggestions per million passenger journeys decreased by 100% from 0.15 in 2016 to zero in 2017.

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 2017, there were 3 691 complaints and suggestions about traffic and road conditions, including 93 pure suggestions. The number of cases received represents an increase of 9.0% as compared with 3 387 cases in 2016. Detailed breakdowns of the cases by category and by district are at Appendices 19 and 20

respectively.

### ***Traffic Conditions***

42. In 2017, 572 complaints and suggestions about traffic conditions were received, accounting for about 2% of the total number of cases. The number of cases in this category recorded a decrease of 7.9% as compared with 621 cases in 2016.

43. Of the 572 cases received, 234 (41%) were related to traffic congestion. This represents a decrease of 17.3% as compared with 283 cases in 2016. Factors contributing to complaints about traffic congestion in 2017 are broken down as follows –

<b><u>Factor</u></b>	<b><u>No. of Complaints</u></b>		<b><u>Difference</u></b>
	<b><u>2016</u></b>	<b><u>2017</u></b>	
Traffic management	144	115	-20.1%
Road works	47	24	-48.9%
Vehicle obstruction	28	45	+60.7%
Others	64	50	-21.9%
<b>Total</b>	<b>283</b>	<b>234</b>	<b>-17.3%</b>

44. In 2017, districts which attracted relatively more complaints about traffic congestion were –

<b><u>District</u></b>	<b><u>No. of Complaints</u></b>		<b><u>Difference</u></b>
	<b><u>2016</u></b>	<b><u>2017</u></b>	
Sha Tin	17	22	+29.4%
Yau Tsim Mong	32	21	-34.4%
Kowloon City	25	20	-20.0%

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 2017 –

- (a) vetting proposals on and monitoring the effectiveness of temporary traffic arrangements to minimise congestion caused by road works;
- (b) installation of new traffic lights and adjustment of existing traffic signals;
- (c) re-routeing of traffic to improve circulation;
- (d) introduction of traffic restrictions;
- (e) realignment of carriageways and adjustment of road junction layouts; and
- (f) provision of lay-bys to facilitate loading/unloading activities.

46. In 2017, there were 209 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 9.4% as compared with 191 cases in 2016.

47. Besides, TCU received 82 requests for additional traffic signs and aids in 2017. This represents a decrease of 14.6% as compared with 96 cases in 2016.

48. There were 47 complaints and suggestions on parking facilities in 2017. This represents a decrease of 7.8% as compared with 51 cases in 2016.

### ***Road Maintenance***

49. In 2017, 123 complaints and suggestions about road maintenance were received, accounting for less than 1% of the total number of cases. When compared with 124 cases in 2016, there is no significant change to the number of cases. All the complaints were referred to HyD or other relevant departments for investigation and remedial action.

## ***Enforcement***

50. In 2017, 2 996 complaints about enforcement matters were received, accounting for about 11% of the total number of cases. The number of complaints in this category recorded an increase of 13.4% as compared with 2 642 complaints in 2016.

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 26 621 complaints and suggestions received in 2017, 3 886 (15%) were related to road safety matters. A breakdown of these cases is as follows –

	<b><u>No. of Complaints/Suggestions</u></b>
Public Transport Services	3 132
Traffic Management	24
Road Maintenance	11
Enforcement	719
<b>Total</b>	<b><u>3 886</u></b>

53. In respect of public transport services, the complainants were concerned that the drivers' improper driving behaviour, condition of vehicles and other matters (e.g. obstruction by public transport vehicles, carrying capacity) might pose danger to passengers and other road users.

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

55. On road maintenance, the complainants were mostly concerned about damaged road surface that might give rise to traffic accidents.

56. Regarding enforcement, there were 115 complaints about illegal parking which caused obstruction and posed danger to motorists and pedestrians. There were also 604 complaints about motorists/pedestrians failing to observe traffic regulations (e.g. changing lane abruptly, disobeying traffic signs and dashing through traffic lights/failing to give way to pedestrians or traffic) 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**

### ***Addition of bicycle parking spaces at Tuen Tsing Lane in Tuen Mun***

58. In February 2016, a complaint was lodged about illegal parking of motorcycles under the pedestrian footbridge at Tuen Tsing Lane in Tuen Mun. The complainant said that there was a bus stop at the location concerned. When the motorcycles passed through the pavement, they might endanger pedestrians and people using the bus stop.

59. The case was referred to the Police, who had subsequently taken enforcement actions against illegal parking of motorcycles at the location. They would continue to monitor the situation and take appropriate actions.

60. TD was invited to consider if any traffic management measures could be taken to tackle the problems. TD advised that the area concerned was designated as bicycle parking place which was regulated under the Road Traffic Regulations. It would be illegal to park a vehicle (including motorcycle) there. TD noted that the illegal parking of motorcycles at the location concerned was persistent despite the enforcement actions taken by the Police. Therefore, the Department installed bicycle parking stands at the location concerned. The measure would better cope with the rising demand for bicycle parking spaces in the neighbourhood. At the same time, the bicycle parking stands could make the location concerned not suitable for the parking of motorcycles. TD also advised that there were a number of designated motorcycle parking spaces within a short distance at the end of Tuen Tsing Lane to meet the need of motorcyclists.

61. After local consultation, 27 bicycle parking stands were installed in March 2017.

### ***Enhancement of road safety at the junction of Hong Ning Road and Ming Chi Street in Kwun Tong***

62. A member of the public expressed his concern about traffic accidents happening from time to time at the junction of Hong Ning Road and Ming Chi Street in Kwun Tong. He observed that the lack of railing at Hong Ning Road near the said junction enabled jaywalking. Although Ming Ching Street was



supposed to be a one-lane road, its exit at the junction was wide enough to fit in two vehicles side-by-side. When two vehicles were simultaneously waiting side-by-side to exit Ming Ching Street, the sightline of the motorists may be blocked by each other. Besides, as vehicles exiting Ming Chi Street could either turn left or right to Hong Ning Road, the “Give way” arrangement at the junction did not oblige them to stop and make sure there was a clear way before entering Hong Ning Road. Moreover, the situation was aggravated by the frequent tyre repairing activities at Hong Ning Road between Ming Chi Street and Kung Lok Road, which often took up one traffic lane and led to traffic tailing back along Hong Ning Street, thus blocking the view of motorists at Ming Chi Street turning right to Hong Ning Road downhill. For enhancing the road safety of the said junction, the member of the public had suggested a few traffic management measures for TD to consider.

63. The case was referred to TD for investigation. The Police were also alerted of the case for action as appropriate. After looking into the case and consulting the local community, TD implemented several traffic management measures to enhance the road safety of the junction. Firstly, “Slow” road markings were added at Hong Ning Road downhill before the junction to remind motorists to slow down when passing the junction. Besides, the configuration of the exit of Ming Chi Street was revised by narrowing the carriageway to prevent two vehicles waiting side-by-side, thus enabling a better sightline for motorists. The “Give way” road marking was replaced by “Stop” road marking, making it mandatory for vehicles to stop at the junction before entering Hong Ning Road. Last but not least, the railings at Hong Ning Road near the junction with Ming Chi Street were extended to better prevent jaywalking.

64. All the improvement measures were completed and the member of the public did not raise further comments.

### ***Alleviation of traffic congestion at Tsuen Wan industrial area in eastern Tsuen Wan***

65. In previous years, some members of the public complained about traffic congestion in the vicinity of Tsuen Wan industrial area in eastern Tsuen Wan. Some complainants attributed the problem to the frequent roadside loading and unloading activities and illegal parking in the area. They were concerned

about the possible safety issues posed to pedestrians as well.

66. The cases were referred to TD and the Police. The Police advised that they had sent officers to patrol the locations concerned and enforcement actions were conducted with a view to ensuring smooth traffic and the safety of road users. According to TD's assessment, the traffic congestion in the area was mainly due to the frequent roadside loading and unloading activities despite the provision of indoor designated loading/unloading areas in some industrial buildings. Besides, vehicles queuing to enter the car parks or loading/unloading areas and illegal parking attributed to the traffic congestion.

67. In view of the above, a number of measures were implemented to alleviate traffic problems in the area. With effect from September 2016, a section of Wang Lung Street between Fui Yiu Kok Street and Ma Kok Street was converted to one way traffic. TD observed that traffic flow at the junction of Yeung Uk Road and Wang Lung Street had been improved since then. In October 2016, 24 hours No-Stopping Restriction (NSR) was imposed at the junction of Texaco Road and Lung Tak Street. It was noted that traffic condition at that junction was improved afterwards.

68. Apart from the above, TD imposed 24 hours NSR at various locations in the area in 2017 to prevent loading and unloading activities at specific locations in order to maintain smooth traffic flow and clear sightline for vehicles entering and exiting buildings. These included the junction of Wang Lung Street and Ma Kok Street, sections of Fui Yiu Kok Street outside Chelsea Court, H Cube and Indi Home, Lung Tak Street, and Texaco Road near Tsuen Wan Industrial Centre and Ma Tau Pa Road. To deter illegal pavement parking, additional railings and bollards were installed at the pavement of Ma Kok Street in August 2017.

69. Other improvement measures were under construction, namely the provision of a loading and unloading bay and a pedestrian crossing at Wang Lung Street and allowing the traffic to use the middle lane, in addition to the right lane, to turn right from Yeung Uk Road eastbound to Texaco Road. The associated works were expected to complete in the second quarter of 2019.

70. TD would continue to monitor the traffic conditions in Tsuen Wan industrial area and assess the effectiveness of the above improvement measures.

Further measures would be considered where necessary. TD had also requested the Police to strengthen enforcement actions against illegal parking and traffic control during special days, such as after typhoon, to maintain a smooth traffic condition in the area.

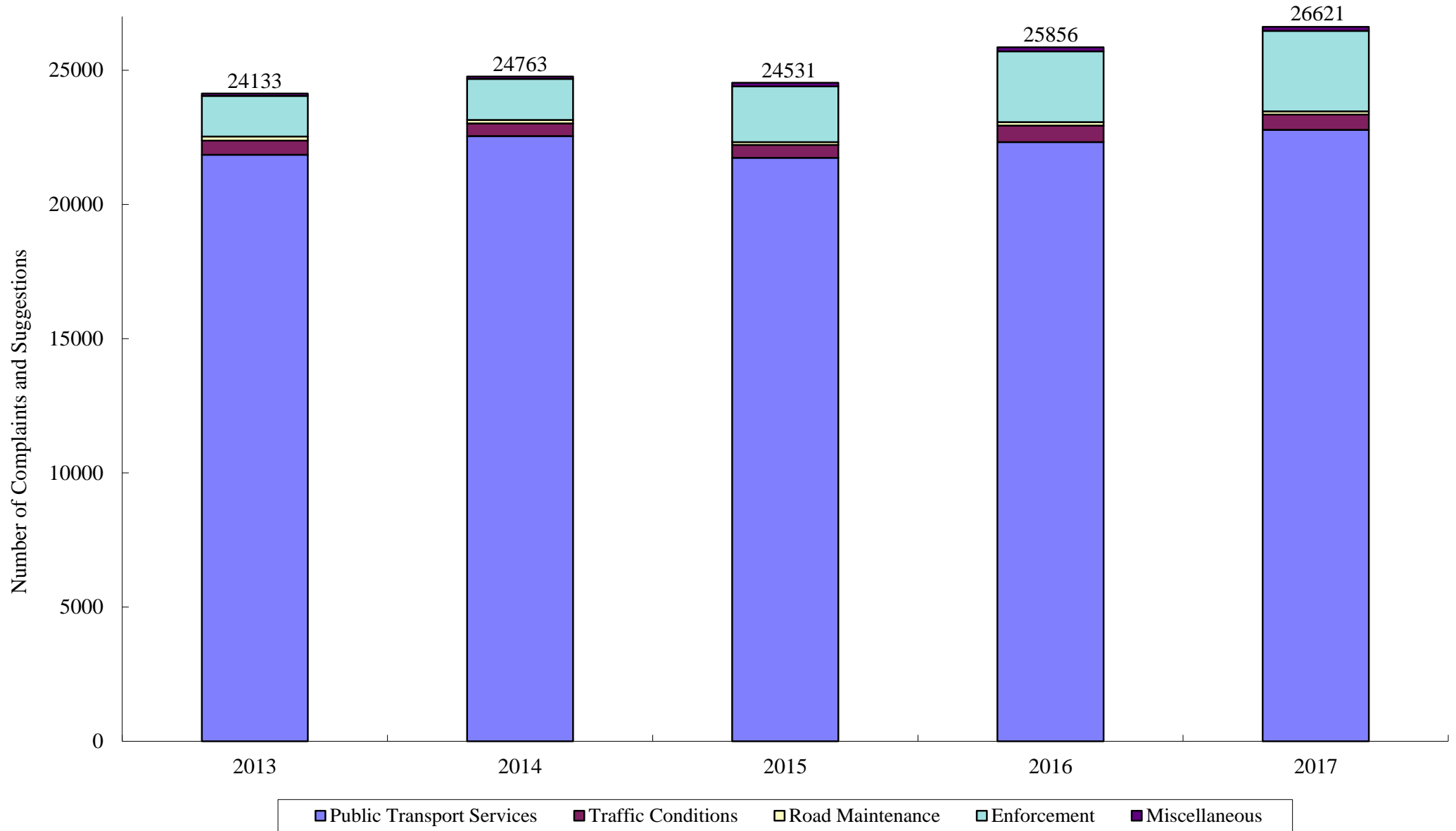
**Complaints and Suggestions Received by TCU during 2013 - 2017**

<b><u>Nature of Complaint/Suggestion</u></b>	<b><u>2013</u></b>	<b><u>2014</u></b>	<b><u>2015</u></b>	<b><u>2016</u></b>	<b><u>2017</u></b>
<b>I. Public Transport Services</b>					
(a) Adequacy of service	1 120 [115]	1 250 [69]	1 040 [80]	915 [74]	975 [51]
(b) Standard of service	20 255 [31]	20 400 [25]	20 127 [30]	20 818 [17]	21 237 [23]
(c) General	472 [21]	900 [25]	568 [25]	587 [22]	563 [13]
	21 847 [167]	22 550 [119]	21 735 [135]	22 320 [113]	22 775 [87]
<b>II. Traffic Conditions</b>					
(a) Traffic congestion	237 [7]	242 [3]	201 [7]	283 [5]	234 [5]
(b) Traffic management	171 [50]	134 [29]	159 [36]	191 [24]	209 [47]
(c) Additional traffic signs and aids	74 [33]	49 [12]	84 [21]	96 [28]	82 [29]
(d) Parking facilities	47 [18]	48 [7]	35 [7]	51 [6]	47 [5]
	529 [108]	473 [51]	479 [71]	621 [63]	572 [86]
<b>III. Road maintenance</b>					
(a) Road conditions	80 [1]	75	63 [2]	79 [3]	69
(b) Traffic signs and aids	65 [2]	46 [1]	39 [2]	35	45 [1]
(c) Carriageway markings	10 [1]	5	6	10 [1]	9
	155 [4]	126 [1]	108 [4]	124 [4]	123 [1]
<b>IV. Enforcement</b>					
(a) Illegal parking	989 [2]	1 057	1 512 [1]	1 919 [1]	2 043 [3]
(b) Other enforcement matters	521 [3]	470	566 [3]	723 [5]	953 [3]
	1 510 [5]	1 527	2 078 [4]	2 642 [6]	2 996 [6]
<b>V. Miscellaneous</b>	92 [15]	87 [8]	131 [8]	149 [6]	155 [5]
<b>Total</b>	<b>24 133 [299]</b>	<b>24 763 [179]</b>	<b>24 531 [222]</b>	<b>25 856 [192]</b>	<b>26 621 [185]</b>

Note : Figures in square brackets are the number of pure suggestions received in the year. The figures have been included in the overall number of cases received.

## Complaints and Suggestions Received by TCU during 2013 - 2017

Appendix 1 (ii)



## Appendix 2(i)

### Summary of Results of Investigations into Complaints and Suggestions (January – December 2017)

<div>Outcome of Investigation</div> <div>Nature of Complaint/ Suggestion</div>	A1	A2	B	C	Total
<b>I. Public Transport Services</b>					
(a) Adequacy of service	57	848	41	1	947
(b) Standard of service	5 943	8 130	155	6 920	21 148
(c) General	309	153	24	40	526
	<b>6 309</b>	<b>9 131</b>	<b>220</b>	<b>6 961</b>	<b>22 621</b>
<b>II. Traffic Conditions</b>					
(a) Traffic congestion	128	112	17	-	257
(b) Traffic management	110	64	35	-	209
(c) Additional traffic signs/aids	40	37	28	-	105
(d) Parking facilities	26	28	7	-	61
	<b>304</b>	<b>241</b>	<b>87</b>	<b>-</b>	<b>632</b>
<b>III. Road Maintenance</b>					
(a) Road conditions	69	11	2	2	84
(b) Traffic signs and aids	33	6	6	-	45
(c) Carriageway markings	8	1	-	-	9
	<b>110</b>	<b>18</b>	<b>8</b>	<b>2</b>	<b>138</b>
<b>IV. Enforcement</b>					
(a) Illegal parking	2 143	402	4	1	2 550
(b) Other enforcement matters	315	280	10	229	834
	<b>2 458</b>	<b>682</b>	<b>14</b>	<b>230</b>	<b>3 384</b>
<b>V. Miscellaneous</b>	<b>108</b>	<b>47</b>	<b>5</b>	<b>2</b>	<b>162</b>
<b>Total</b>	<b>9 289</b> <b>(34%)</b>	<b>10 119</b> <b>(38%)</b>	<b>334</b> <b>(1%)</b>	<b>7 195</b> <b>(27%)</b>	<b>26 937</b> <b>(100%)</b>
	<b>19 408</b> <b>(72%)</b>				

#### Legend

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

**Summary of Results of Investigations  
into Complaints and Suggestions on Public Transport Services  
(January – December 2017)**

<b>Outcome of Investigation</b>					
<b>Mode of Transport</b>	<b>A1</b>	<b>A2</b>	<b>B</b>	<b>C</b>	<b>Total</b>
The Kowloon Motor Bus Company (1933) Limited	1 812	1 783	68	65	3 728
Citybus Limited (Franchise 1)	167	231	12	7	417
Citybus Limited (Franchise 2)	76	123	7	2	208
New World First Bus Services Limited	135	279	7	15	436
New Lantao Bus Company (1973) Limited	48	33	1	1	83
Long Win Bus Company Limited	98	118	5	1	222
Cross-harbour Bus Services	499	644	24	22	1 189
Non-franchised Bus Services	25	107	-	3	135
Green Minibus	2 828	1 671	33	111	4 643
Red Minibus	307	22	3	40	372
Taxi	146	3 776	13	6 684	10 619
Mass Transit Railway Corporation Limited (Excluding Light Rail)	108	251	41	6	406
Mass Transit Railway Corporation Limited (Light Rail)	6	20	3	-	29
The Hongkong Tramways Limited	25	9	-	4	38
New World First Ferry Services Limited	19	37	2	-	58
The 'Star' Ferry Company Limited	-	-	-	-	-
Minor Ferries	10	27	1	-	38
<b>Total</b>	<b>6 309</b> <b>(28%)</b>	<b>9 131</b> <b>(40%)</b>	<b>220</b> <b>(1%)</b>	<b>6 961</b> <b>(31%)</b>	<b>22 621</b> <b>(100%)</b>
	<b>15 440</b> <b>(68%)</b>				

**Legend**

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

**Public Suggestions Taken on Board by  
Relevant Government Departments/Public Transport Operators in 2017**

**I. Public Transport Services**

***Hong Kong Island***

- Add an additional daily departure of green minibus route no. 16A from Chung Hom Kok (Cheshire Home) to Chai Wan Station at 7:30 p.m. to meet the demand of passengers.
- Provide special daily departures of green minibus route no. 9 from Borrett Road to Murray Road during afternoon rush hours on weekdays to meet the demand of passengers.
- Flexibly deploy an additional vehicle of green minibus route no. 9 during morning rush hours on weekdays to meet the demand of passengers.
- Adjust the location of the bus stop outside Fortress Tower at King's Road to facilitate passengers boarding and alighting at a nearby green minibus stop.
- Add a “Bus Stop” road marking at Big Wave Bay Road to better remind motorists of the location of the bus stop.

***Kowloon***

- Increase the frequency of cross-harbour bus route no. 601P (Sheung Wan bound) during morning rush hours to meet the demand of passengers.
- Relocate a green minibus stop at Ma Hang Chung Road to facilitate passengers boarding and alighting at a nearby taxi stand.
- Remove the railings at the bus stop at Cheung Sha Wan Road near Tung Chau West Street to facilitate passengers boarding and alighting.



- Widen the dropped kerb and relocate the disabled road marking of the taxi stand at Sai Yeung Choi Street South to facilitate the boarding and alighting of disabled passengers.

### *New Territories*

- Add a “Bus Stop” road marking at a bus stop outside Ha Kwai House at Tai Wo Hau Road to better remind motorists of the location of the bus stop and deter illegal parking.
- Increase the frequency of New Lantau Bus route no. 37M during morning and evening rush hours on weekdays to meet the demand of passengers.

## **II. Traffic Management**

### *Hong Kong Island*

- Increase the vehicular green time of a traffic light at the junction of Queen's Road West westbound and Possession Street during lunch hours on weekdays to alleviate traffic congestion.
- Adjust the vehicular green time of traffic lights at the junction of Wyndham Street and Glenealy and the junction of Lower Albert Road and Ice House Street during morning rush hours and afternoon non-rush hours to improve the eastbound traffic flow.
- Extend the effective hours of “No Stopping” restriction at Tung Hei Road eastbound to prevent vehicle obstruction.
- Extend the effective hours of “No Stopping” restriction at the junction of Dragon Road and Tin Hau Temple Road to prevent vehicle obstruction.
- Extend the effective hours of “No Stopping” restriction at Electric Road near Hing Fat Street to prevent vehicle obstruction.

- Extend the effective hours of “No Stopping” restriction and add a green minibus stop at Nam Ning Street near Fung Tin Street to prevent vehicle obstruction.
- Add a “No Right Turn” traffic sign at the junction of Albany Road and Robinson Road to deter U-turning activities.
- Remove the “No Entry” traffic signs at the junction of Oi Yee Street and Hing Man Street to avoid confusing motorists.
- Add “Look Left” and “Look Right” road markings at Queen Street near Connaught Road West to enhance road safety.
- Add “Look Left” and “Look Right” road markings at Wan Chai Road near Canal Road West to enhance road safety.
- Add “Look Left” and “Look Right” road markings at Yun Ping Road to improve pedestrian crossings.
- Add road markings at Fleming Road southbound near Thomson Road to better guide motorists in choosing lanes for different directions.
- Convert one-hour parking meters to two-hour parking meters for ten coach parking spaces in Hoi Yu Street temporary car park to meet the demand of coach parking.

### ***Kowloon***

- Increase the vehicular green time of a traffic light at the junction of Lei Yue Mun Road westbound and the slip road connecting the Eastern Harbour Tunnel during morning rush hour to improve traffic flow.
- Increase the vehicular green time of a traffic light at the junction of Shung Wah Street and Po Kong Village Road to improve the traffic flow of Shung Wah Street eastbound.

- Adjust the vehicular green time of traffic lights at Nam Cheong Street to improve the northbound traffic flow.
- Adjust the coordination of traffic lights at the junctions of Argyle Street/Sai Yeung Choi Street South and Argyle Street/Nathan Road to improve traffic flow.
- Relocate a traffic light at the junction of Yee Kuk Street and Nam Cheong Street to enhance road safety.
- Adjust the location of a traffic light at the junction of Sai Yeung Choi Street South and Fife Street to enhance road safety.
- Extend the effective hours of “No Stopping” restriction at the junction of Sai Yee Street northbound and Mong Kok Road to prevent vehicle obstruction.
- Extend the effective hours of the “No Stopping” restriction at Kei Yip Street and  
a section of Hoi Bun Road outside the sewage pumping station to prevent vehicle obstruction.
- Replace the existing “No Right Turn” traffic sign with “Turn Left” traffic signs and add a “No Entry” traffic sign at the junction of Tung Choi Street and Nullah Road to better remind motorists.
- Enlarge and relocate the “No U-turn” traffic sign at Tong Mi Road near Mong Kok Fire Station to better remind motorists.
- Replace the “Give Way” road markings and traffic signs by “Stop” road markings and traffic signs at Bedford Road eastbound near the junction with Tai Kok Tsui Road to prevent vehicle obstruction.
- Add a “Slow” road marking at Prince Edward Road West near the entrance of Grand Century Place to enhance road safety.
- Add “Slow” road markings at Hong Ning Road southbound near Ming Chi Street to improve road safety.

- Add “Slow” road markings and traffic signs at Kai Yan Street to improve road safety and better remind motorists of pedestrian crossings ahead.
- Add “Look Left” and “Look Right” road markings at the intersection of Man Lok Street and Hok Yuen Street to enhance road safety.
- Add “Slow”, “Look Left” and “Look Right” road markings and a “Pedestrians on road ahead” traffic sign at Tseung Kwan O Road near Kwun Tong Police Station to enhance road safety.
- Add “Look Left” and “Look Right” road markings and tactile warning strips at the exit of the Cha Kwo Ling Road Public Transport Interchange to enhance road safety.
- Add a box junction road marking at the junction of Clear Water Bay Road and Jat's Incline to improve traffic flow.
- Replace the existing centre line with double white lines and hatched markings at Sau Mau Ping Road between Sau Ming Road and Sau Fung Street to improve road safety.
- Extend the refuge island and the tactile warning strips at Lin Tak Road near Tseung Kwan O Road to facilitate pedestrians crossing the road.
- Add signalised pedestrian crossings at the junction of Shun Ning Road and Hing Wah Street to improve road safety.

### ***New Territories***

- Increase the vehicular green time of a traffic light at Shek Kok Road southbound near the junction with Wan Po Road during morning rush hours from Mondays to Saturdays to improve traffic flow.
- Increase the vehicular green time of traffic lights at Ting Kok Road at the junctions with Dai Fat Street and Dai Kwai Street on Sunday evenings to improve traffic flow.

- Increase the vehicular green time of traffic lights at the junctions of Hang Tai Road/Hang Shun Street and Hang Shun Street/A Kung Kok Street southbound during morning rush hours to improve traffic flow.
- Increase the vehicular green time of a traffic light at Tsing King Road northbound near Tsing Luk Street during morning rush hours to improve traffic flow.
- Increase the vehicular green time of a traffic light for Ho Chung Road during morning rush hour to improve traffic flow.
- Increase the vehicular green time of a traffic light at the junction of On Muk Street and On Ming Street to improve the traffic flow of On Muk Street southbound.
- Increase the vehicular green time of traffic lights at the junction of Sha Tau Kok Road and Wo Keng Shan Road during afternoon rush hours to improve the traffic flow of Sha Tau Kok Road.
- Increase the vehicular green time of a traffic light at the intersection of Tai Chung Kiu Road and On Sum Street to improve the traffic flow of Tai Chung Kiu Road southbound.
- Increase the vehicular green time of a traffic light at A Kung Kok Street near Sha Tin Hospital to improve the traffic flow of A Kung Kok Street southbound.
- Increase the vehicular green time of a traffic light at the intersection of Po Yap Road and Tong Chun Street to alleviate traffic congestion at Po Yap Road westbound.
- Increase the vehicular green time of traffic lights along Tai Chung Kiu Road at the junctions with On Sum Street and On Lai Street to improve the traffic flow of Tai Chung Kiu Road southbound.

- Adjust the vehicular green time of traffic lights at the junction of Po Lam Road and Ma Yau Tong Road during morning rush hours to improve the traffic flow of Po Lam Road southbound.
- Increase the pedestrian green time of a traffic light at the intersection of Fo Tan Road/Min Fong Street/Shan Mei Street during non-rush hours to facilitate pedestrians crossing the road.
- Modify the mode of operation of traffic lights at the junction of Tin Shui Road and Tin Wing Road to improve traffic flow.
- Add traffic signs at Shenzhen Bay Port near the goods vehicle holding area to alert motorists of police speed check ahead and better remind them of the speed limit.
- Add a “Slow” road marking and a “Pedestrians on road ahead” traffic sign at Tong Chun Street near Tseung Kwan O Station Public Transport Interchange to enhance road safety.
- Shorten the length of the hatched area at the junction of Long Tin Road and Yuen Long Highway to improve the traffic flow of Long Tin Road.
- Add a solid-cum-broken white line at the slip road of Yuen Long Highway southbound towards the Pok Oi Interchange to regulate lane-cutting activities.
- Add a loading/unloading bay at Chak Cheung Street to alleviate traffic congestion caused by loading/unloading activities.

**Complaints and Suggestions on Public Transport Services in 2017**

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	174	23	7	16	15	29	42	13	353	-	-	52	16	-	14	-	3	757
(2) Routeing	46	11	4	8	-	4	18	6	21	-	-	3	-	-	-	-	-	121
(3) Hours of operation	3	1	2	3	-	-	9	2	2	-	-	2	-	1	-	-	-	25
(4) Provision of stops	20	5	2	-	-	2	10	9	24	-	-	-	-	-	-	-	-	72
Sub-total	243	40	15	27	15	35	79	30	400	-	-	57	16	1	14	-	3	975
(B) <u>Standard of Service</u>																		
(1) Regularity of service	1134	133	96	206	13	99	523	56	1295	-	-	34	7	-	8	-	20	3624
(2) Adherence to routeing	29	2	3	7	4	3	8	5	307	-	1656	-	-	1	-	-	-	2025
(3) Improper driving behaviour	487	67	24	63	16	36	199	25	1044	198	1651	24	5	14	1	-	1	3855
(4) Conduct & performance of staff (including drivers)	817	93	52	98	19	68	271	38	1620	110	5145	138	5	5	7	-	8	8494
(5) Overcharging	14	2	-	-	-	2	8	1	82	7	2014 *	-	-	-	-	-	-	2130
(6) Cleanliness	15	1	-	1	-	-	2	-	60	2	41	3	-	-	1	-	4	130
(7) Conditions of vehicles/vessels	40	1	4	3	2	1	10	1	56	4	47	15	-	-	1	-	3	188
(8) Passenger services & facilities	258	46	18	35	12	24	99	11	95	4	15	148	6	4	7	-	9	791 #
Sub-total	2794	345	197	413	66	233	1120	137	4559	325	10569	362	23	24	25	-	45	21237
(C) <u>General</u>	81	10	6	13	2	1	41	9	122	72	190	7	3	4	2	-	-	563
Total this year	3118	395	218	453	83	269	1240	176	5081	397	10759	426	42	29	41	-	48	22775
Grand-total	(5776)							(16413)				(497)			(89)			
Total previous year	3088	478	254	498	90	214	1337	210	4734	334	10357	527	36	53	82	3	25	22320

**Legend**

<b>KMB</b>	The Kowloon Motor Bus Company (1933) Limited
<b>CTB1</b>	Citybus Limited (Franchise 1)
<b>CTB2</b>	Citybus Limited (Franchise 2)
<b>FB</b>	New World First Bus Services Limited
<b>NLB</b>	New Lantau Bus Company (1973) Limited
<b>LWB</b>	Long Win Bus Company Limited
<b>XHT</b>	Cross-harbour Bus Services
<b>NFBS</b>	Non-franchised Bus Services
<b>GMB</b>	Green Minibus
<b>RMB</b>	Red Minibus
<b>MTR (Non-LR)</b>	MTR Corporation Limited (Excluding Light Rail)
<b>MTR(LR)</b>	MTR Corporation Limited (Light Rail)
<b>HT</b>	The Hongkong Tramways Limited
<b>FF</b>	New World First Ferry Services Limited
<b>SF</b>	The 'Star' Ferry Company Limited
<b>MF</b>	Minor Ferries

\* Including taximeter irregularities

# Including 63 complaints from 32 complainants about audio-visual broadcasting on public transport vehicles

**Complaints and Suggestions on Franchised Bus Services**

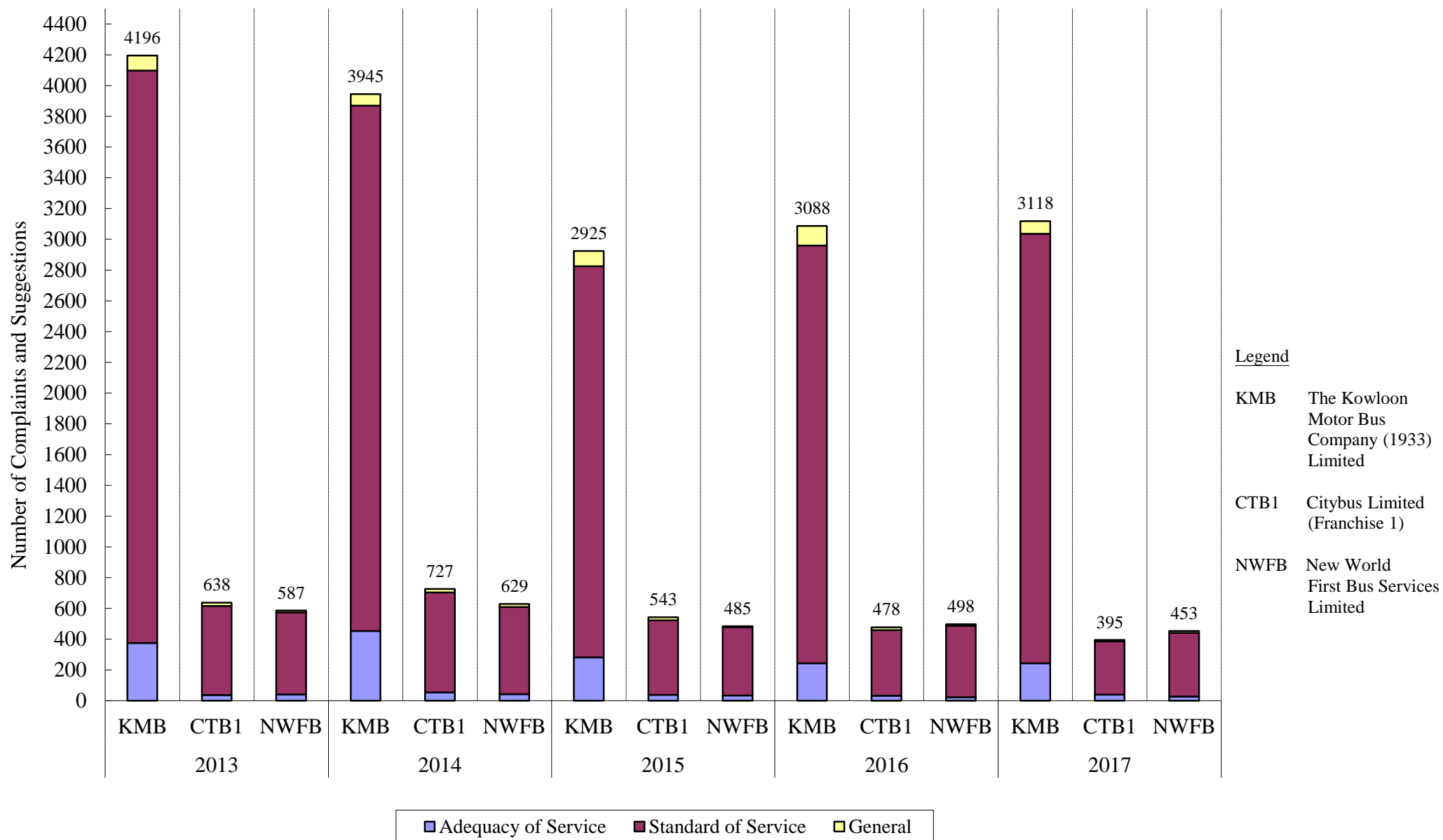
<b><u>Bus Company/ Services</u></b>	<b><u>2016</u></b>	<b><u>2017</u></b>	<b><u>Difference</u></b>	
The Kowloon Motor Bus Company (1933) Limited (KMB)	3 088 (3.48)	3 118 (3.45)	+1.0%	(-0.9%)
Citybus Limited (Franchise 1) (Citybus)	478 (3.31)	395 (3.05)	-17.4%	(-7.9%)
Citybus Limited (Franchise 2) (Citybus)	254 (8.69)	218 (7.06)	-14.2%	(-18.8%)
New World First Bus Services Limited (NWFB)	498 (4.50)	453 (4.24)	-9.0%	(-5.8%)
New Lantao Bus Company (1973) Limited	90 (3.42)	83 (2.93)	-7.8%	(-14.3%)
Long Win Bus Company Limited	214 (5.74)	269 (6.88)	+25.7%	(+19.9%)
Cross-harbour Bus Services	1 337 (6.30)	1 240 (5.94)	-7.3%	(-5.7%)
<b>Total</b>	<b>5 959 (4.11)</b>	<b>5 776 (3.99)</b>	<b>-3.1%</b>	<b>(-2.9%)</b>

**Notes** : (1) Figures for complaints/suggestions per million passenger journeys are in brackets.

(2) Complaints and suggestions on cross-harbour bus services cannot be further broken down by bus company as the services are jointly operated by KMB, Citybus and NWFB.



## Complaints and Suggestions on KMB, CTB1 and NWFB Services during 2013- 2017



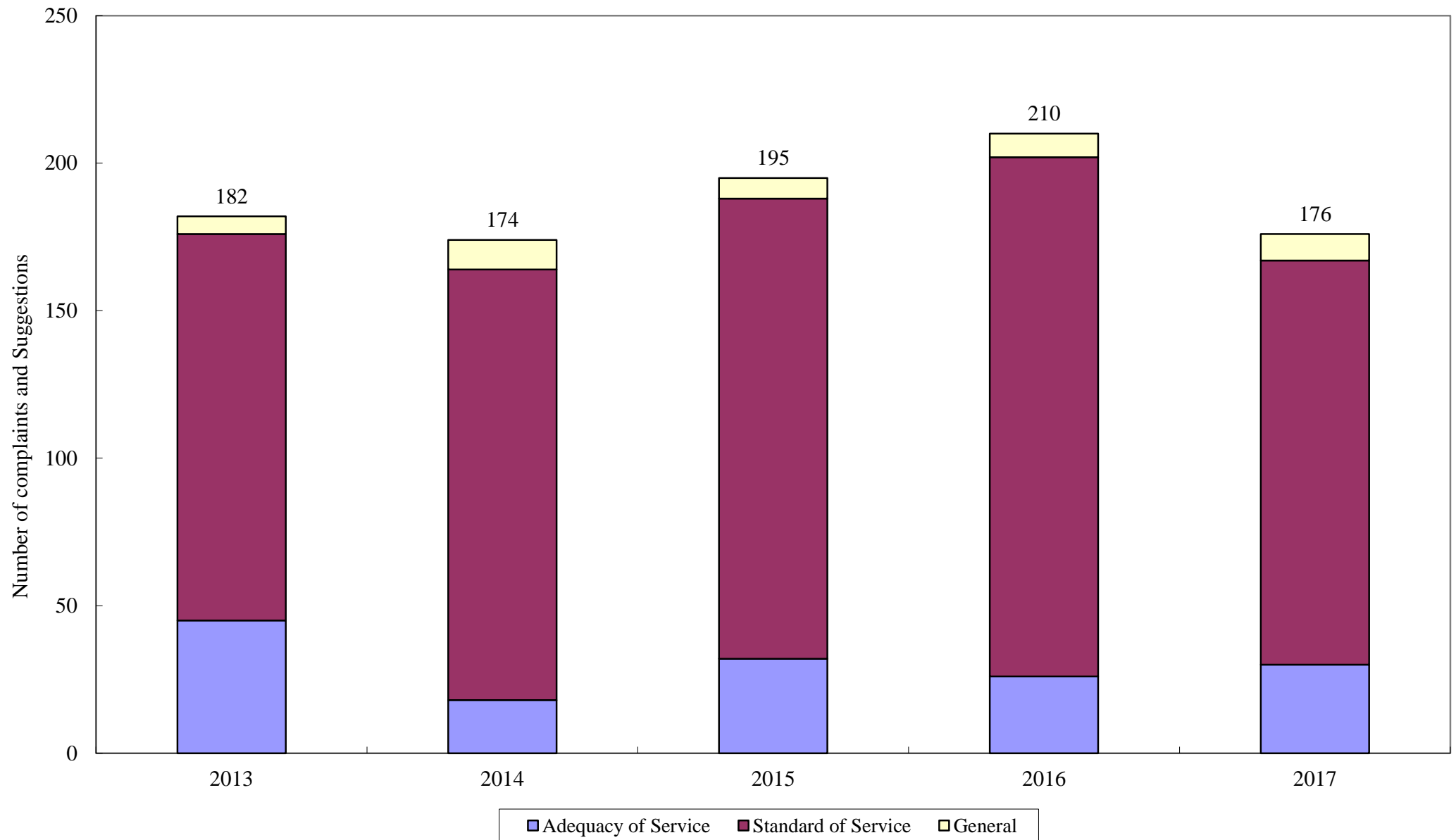
**Complaints and Suggestions on Non-franchised Bus Services**

<b><u>Nature of Complaint/Suggestion</u></b>	<b><u>2016</u></b>	<b><u>2017</u></b>	<b><u>Difference</u></b>
<b>(A) Adequacy of Service</b>			
(1) Frequency	14	13	-7.1%
(2) Routeing	7	6	-14.3%
(3) Hours of operation	3	2	-33.3%
(4) Provision of stops	2	9	+350.0%
<b>Sub-total</b>	<b>26</b>	<b>30</b>	<b>+15.4%</b>
<b>(B) Standard of Service</b>			
(1) Regularity of service	72	56	-22.2%
(2) Adherence to routeing	3	5	+66.7%
(3) Improper driving behaviour	34	25	-26.5%
(4) Conduct and performance of staff (including drivers)	48	38	-20.8%
(5) Overcharging	1	1	-
(6) Cleanliness	-	-	-
(7) Conditions of vehicles	5	1	-80.0%
(8) Passenger services and facilities	13	11	-15.4%
<b>Sub-total</b>	<b>176</b>	<b>137</b>	<b>-22.2%</b>
<b>(C) General*</b>	<b>8</b>	<b>9</b>	<b>+12.5%</b>
<b>Total</b>	<b>210</b>	<b>176</b>	<b>-16.2%</b>

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

## Complaints and Suggestions on Non-franchised Bus Services during 2013 - 2017

Appendix 8



**Complaints and Suggestions on Green Minibus Services**

<b><u>Nature of Complaint/Suggestion</u></b>	<b><u>2016</u></b>	<b><u>2017</u></b>	<b><u>Difference</u></b>
<b>(A) Adequacy of Service</b>			
(1) Frequency	316	353	+11.7%
(2) Routeing	17	21	+23.5%
(3) Hours of operation	13	2	-84.6%
(4) Provision of stops	28	24	-14.3%
<b>Sub-total</b>	<b>374</b>	<b>400</b>	<b>+7.0%</b>
<b>(B) Standard of Service</b>			
(1) Regularity of service	1 178	1 295	+9.9%
(2) Adherence to routeing	354	307	-13.3%
(3) Improper driving behaviour	936	1 044	+11.5%
(4) Conduct and performance of staff (including drivers)	1 517	1 620	+6.8%
(5) Overcharging	95	82	-13.7%
(6) Cleanliness	33	60	+81.8%
(7) Conditions of vehicles	82	56	-31.7%
(8) Passenger services and facilities	74	95	+28.4%
<b>Sub-total</b>	<b>4 269</b>	<b>4 559</b>	<b>+6.8%</b>
<b>(C) General*</b>	<b>91</b>	<b>122</b>	<b>+34.1%</b>
<b>Total</b>	<b>4 734</b>	<b>5 081</b>	<b>+7.3%</b>

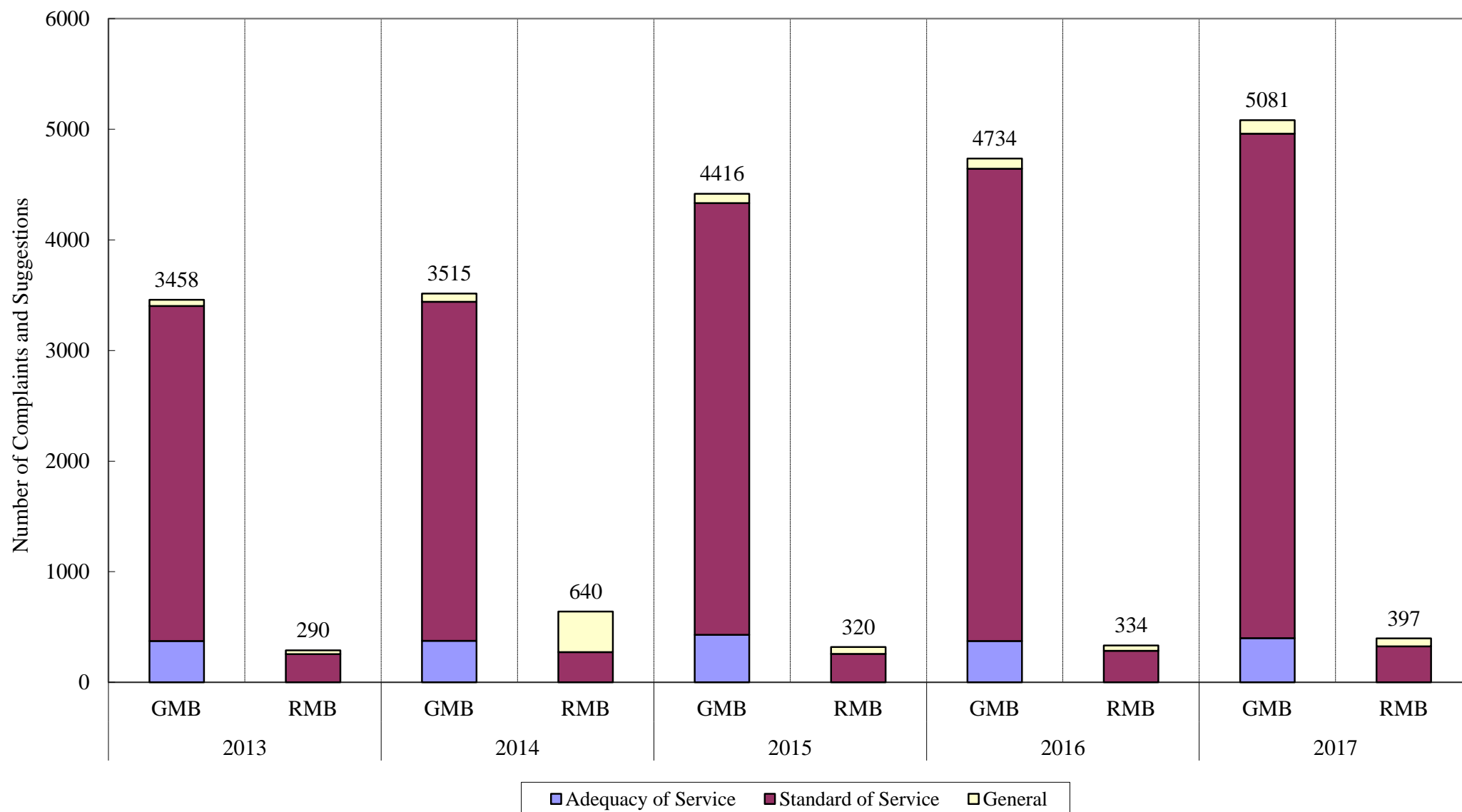
\* These complaints are mainly related to obstruction caused by green minibuses.

**Complaints and Suggestions on Red Minibus Services**

<b><u>Nature of Complaint/Suggestion</u></b>	<b><u>2016</u></b>	<b><u>2017</u></b>	<b><u>Difference</u></b>
<b>(A) Adequacy of Service</b>	-	-	-
<b>(B) Standard of Service</b>			
(1) Regularity of service	-	-	-
(2) Adherence to routeing	-	-	-
(3) Improper driving behaviour	148	198	+33.8%
(4) Conduct and performance of staff (including drivers)	116	110	-5.2%
(5) Overcharging	9	7	-22.2%
(6) Cleanliness	3	2	-33.3%
(7) Conditions of vehicles	5	4	-20.0%
(8) Passenger services and facilities	5	4	-20.0%
<b>Sub-total</b>	<b>286</b>	<b>325</b>	<b>+13.6%</b>
<b>(C) General*</b>	<b>48</b>	<b>72</b>	<b>+50.0%</b>
<b>Total</b>	<b>334</b>	<b>397</b>	<b>+18.9%</b>

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

**Complaints and Suggestions on Green Minibus (GMB) and Red Minibus (RMB) Services  
during 2013 - 2017**



**Complaints and Suggestions on Taxi Services**

<b><u>Nature of Complaint/Suggestion</u></b>	<b><u>2016</u></b>	<b><u>2017</u></b>	<b><u>Difference</u></b>
<b>Taxi driver malpractice</b>			
(a) Conduct and performance of drivers			
(i) Behaving other than in a civil & orderly manner	1 852	1 982	+7.0%
(ii) Refusing hire	2 719	2 650	-2.5%
(iii) Soliciting passengers	17	7	-58.8%
(iv) Refusing to drive to destination	446	445	-0.2%
(v) Failure to display driver identity plate	36	58	+61.1%
(vi) Failure to display driver identity plate properly	11	3	-72.7%
	5 081	5 145	+1.3%
(b) Improper driving behaviour	1 484	1 651	+11.3%
(c) Overcharging	1 657	1 754	+5.9%
(d) Taximeter irregularities	258	260	+0.8%
(e) Failure to take the most direct route	1 627	1 656	+1.8%
<b>Sub-total</b>	<b>10 107</b>	<b>10 466</b>	<b>+3.6%</b>
<b>Others</b>			
(a) Taxi obstruction	150	151	+0.7%
(b) Miscellaneous*	100	142	+42.0%
<b>Sub-total</b>	<b>250</b>	<b>293</b>	<b>+17.2%</b>
<b>Total</b>	<b>10 357</b>	<b>10 759</b>	<b>+3.9%</b>

\* These complaints are mainly related to condition of vehicle and compartment.

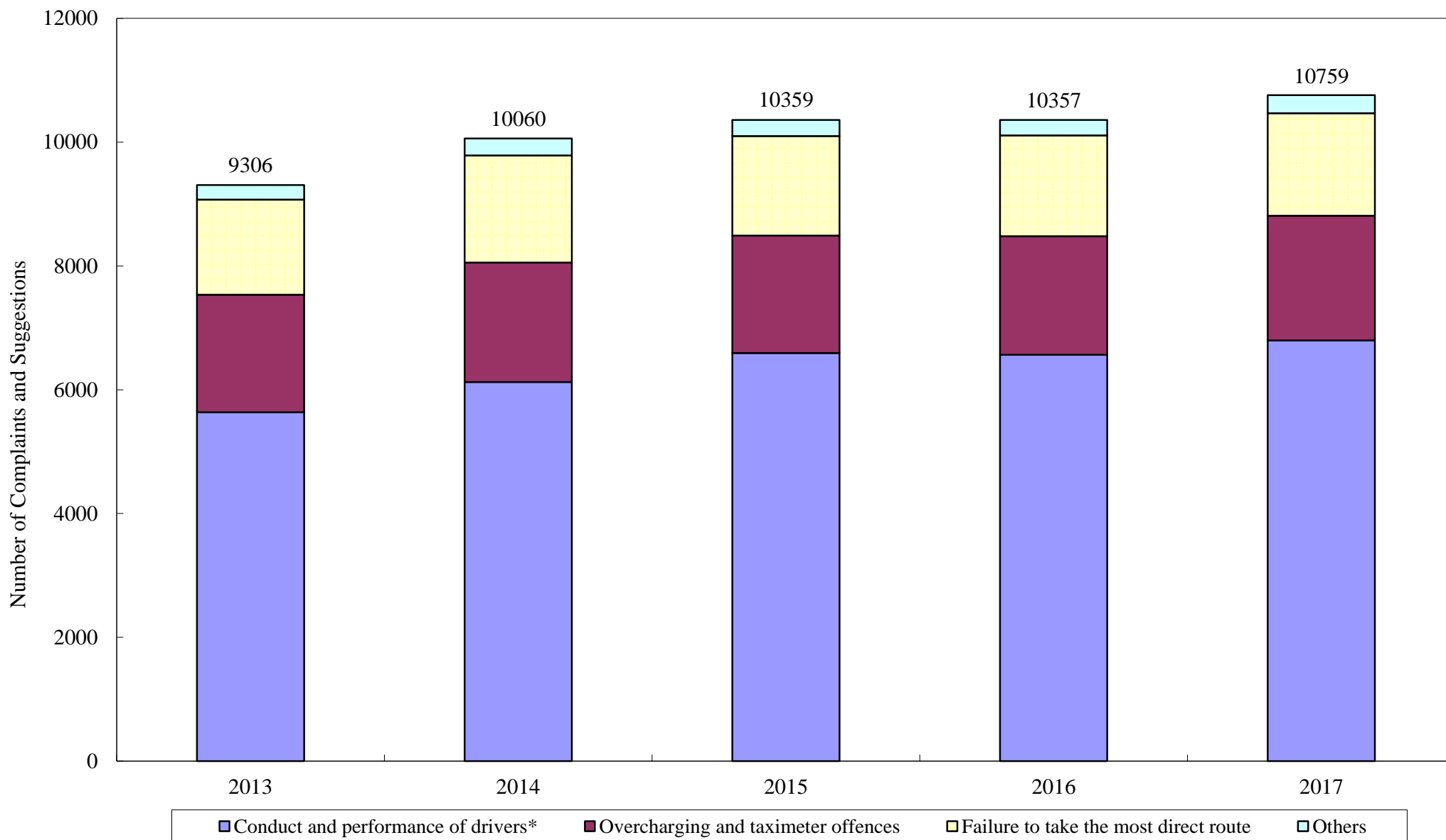
**Results of Taxi Driver Malpractice Cases Referred to the Police**  
**(January – December 2017)**

	<b><u>No. of Cases</u></b>		<b><u>Percentage</u></b>	
(i) Summonsed	170	(169)	7	(8)
(ii) Withdrawal by complainants	1 374	(1 343)	58	(68)
(iii) Evidence considered insufficient by the Police for further processing	824	(475)	35	(24)
<b>Total</b>	<b>2 368</b>	<b>(1 987)</b>	<b>100</b>	<b>(100)</b>

Note : Comparative figures for 2016 are in brackets.



## Complaints and Suggestions on Taxi Services during 2013 - 2017



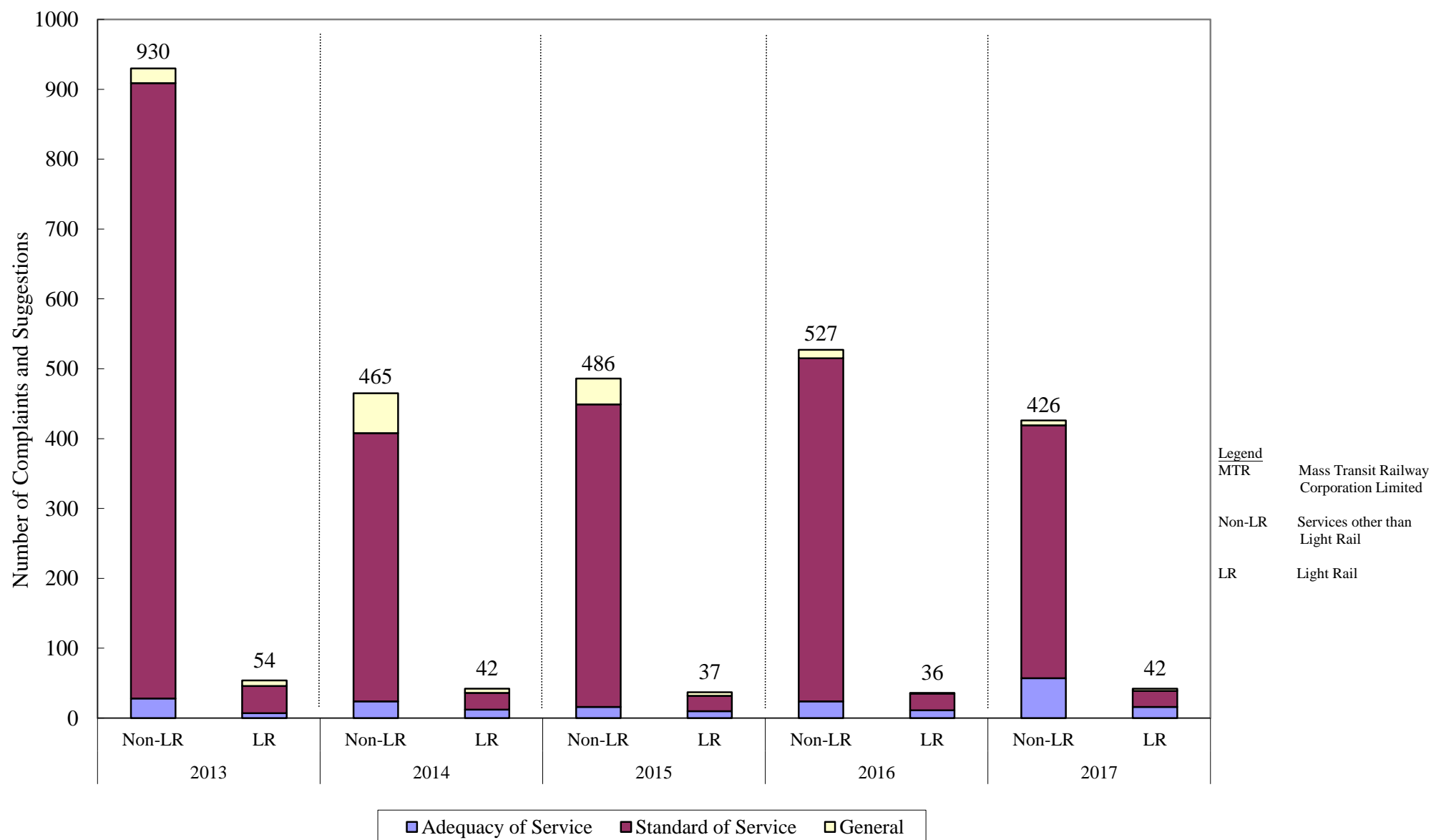
\* Including improper driving behaviour

**Complaints and Suggestions on Rail Services**

<b><u>Railway Company</u></b>	<b><u>2016</u></b>		<b><u>2017</u></b>		<b><u>Difference</u></b>	
Mass Transit Railway Corporation Limited (Excluding Light Rail)	527	(0.31)	426	(0.24)	-19.2%	(-22.6%)
Mass Transit Railway Corporation Limited (Light Rail)	36	(0.20)	42	(0.24)	+16.7%	(+20.0%)
The Hongkong Tramways Limited	53	(0.82)	29	(0.46)	-45.3%	(-43.9%)
<b>Total</b>	<b>616</b>	<b>(0.31)</b>	<b>497</b>	<b>(0.25)</b>	<b>-19.3%</b>	<b>(-19.4%)</b>

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

# Complaints and Suggestions on MTR Services during 2013 - 2017

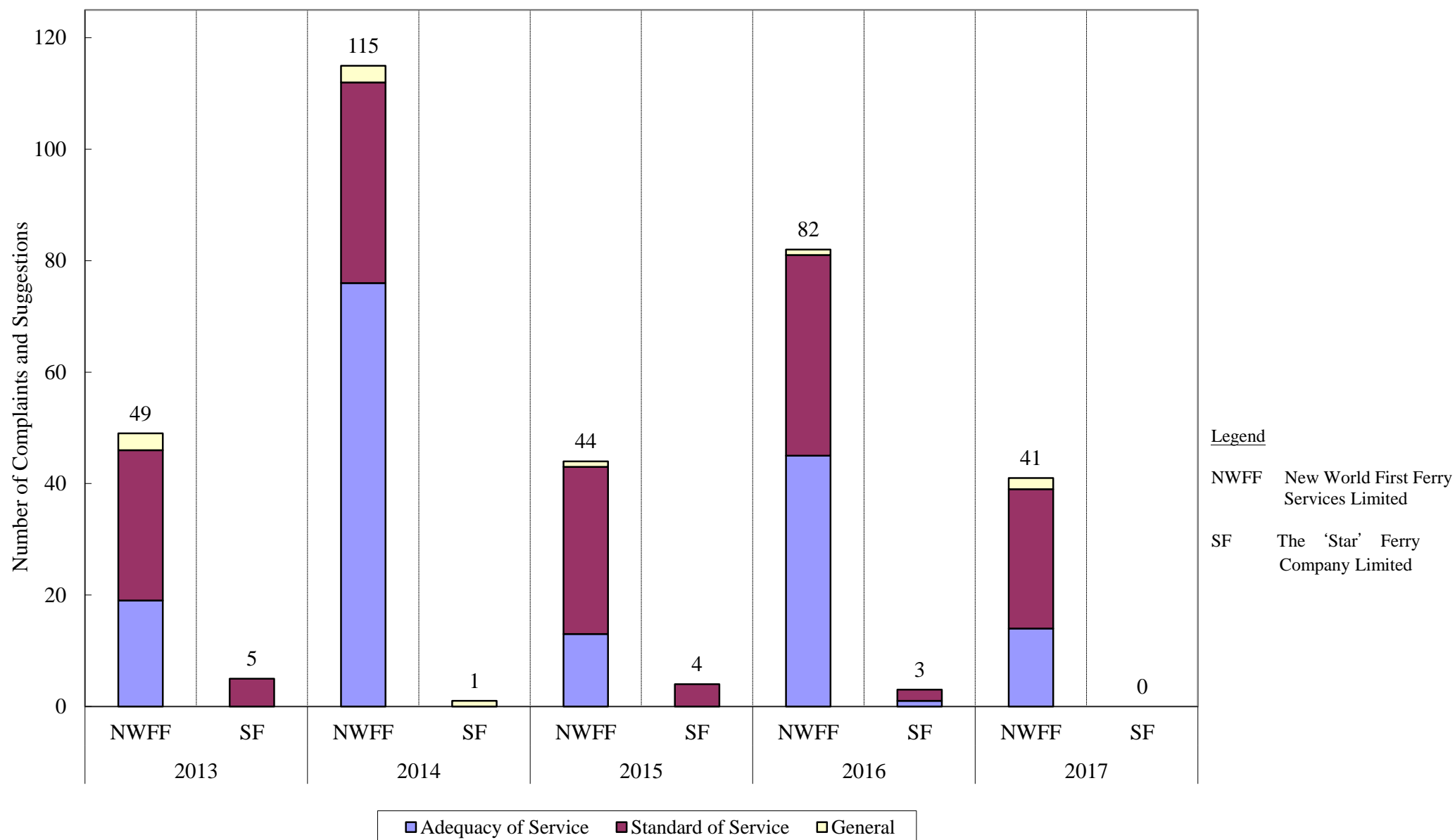


**Complaints and Suggestions on Ferry Services**

<b><u>Ferry Company</u></b>	<b><u>2016</u></b>		<b><u>2017</u></b>		<b><u>Difference</u></b>	
New World First Ferry Services Limited	82	(5.68)	41	(2.94)	-50.0%	(-48.2%)
The 'Star' Ferry Company Limited	3	(0.15)	-	(-)	-100.0%	(-100.0%)
Minor Ferries	25	(1.80)	48	(3.54)	+92.0%	(+96.7%)
<b>Total</b>	<b>110</b>	<b>(2.30)</b>	<b>89</b>	<b>(1.90)</b>	<b>-19.1%</b>	<b>(-17.4%)</b>

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

**Complaints and Suggestions on NWFF and SF Services during 2013 - 2017**



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

<b><u>Nature of Complaint/Suggestion</u></b>	<b><u>2016</u></b>	<b><u>2017</u></b>	<b><u>Difference</u></b>
--	--------------------	--------------------	--------------------------

**Traffic Conditions**

(a) Traffic congestion	283	234	-17.3%
(b) Traffic management	191	209	+9.4%
(c) Additional traffic signs and aids	96	82	-14.6%
(d) Parking facilities	51	47	-7.8%

<b>Sub-total</b>	<b>621</b>	<b>572</b>	<b>-7.9%</b>
------------------	------------	------------	--------------

**Road Maintenance**

(a) Road conditions	79	69	-12.7%
(b) Traffic signs and aids	35	45	+28.6%
(c) Carriageway markings	10	9	-10.0%

<b>Sub-total</b>	<b>124</b>	<b>123</b>	<b>-0.8%</b>
------------------	------------	------------	--------------

**Enforcement**

(a) Illegal parking	1 919	2 043	+6.5%
(b) Other enforcement matters	723	953	+31.8%

<b>Sub-total</b>	<b>2 642</b>	<b>2 996</b>	<b>+13.4%</b>
------------------	--------------	--------------	---------------

<b>Total</b>	<b>3 387</b>	<b>3 691</b>	<b>+9.0%</b>
--------------	--------------	--------------	--------------

**Breakdown of Complaints and Suggestions on Traffic and Road Conditions by District**  
**(January – December 2017)**

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	10	12	16	8	16	14	20	15	21	17	6	22	8	13	9	6	10	7	4	234
(b) Traffic management	5	11	7	3	9	7	21	7	12	8	7	14	13	6	23	4	4	45	3	209
(c) Additional traffic signs and aids	3	7	5	7	4	5	3	2	5	2	4	7	6	4	3	4	4	5	2	82
(d) Parking facilities	2	1	1	-	3	8	1	1	2	3	3	4	3	3	4	-	5	-	3	47
Sub-total	20	31	29	18	32	34	45	25	40	30	20	47	30	26	39	14	23	57	12	572
<u>Road Maintenance</u>																				
(a) Road conditions	6	7	5	2	4	1	3	2	2	1	6	6	3	9	4	1	3	1	3	69
(b) Traffic signs & aids	3	1	4	2	2	5	2	2	4	-	5	3	7	1	2	-	2	-	-	45
(c) Carriageway markings	-	-	-	-	1	2	-	1	-	-	1	-	-	-	1	1	-	-	2	9
Sub-total	9	8	9	4	7	8	5	5	6	1	12	9	10	10	7	2	5	1	5	123
<u>Enforcement</u>																				
(a) Illegal parking	150	79	99	46	177	60	161	176	180	56	80	316	102	95	86	81	81	15	3	2043
(b) Other enforcement matters	41	94	67	29	76	40	64	54	98	16	33	57	53	55	75	33	38	13	17	953
Sub-total	191	173	166	75	253	100	225	230	278	72	113	373	155	150	161	114	119	28	20	2996
Total	220	212	204	97	292	142	275	260	324	103	145	429	195	186	207	130	147	86	37	3691