

Transport Complaints Unit Report 2019

Overview of Complaints and Suggestions in 2019

In 2019, the Transport Complaints Unit (TCU) received 33 017¹ complaints and suggestions on transport and traffic matters, including 187 pure suggestions. The number of cases recorded an increase of 19.3%¹ as compared with 27 671 cases received in 2018. 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 2019 by category is as follows –

<u>Nature of Complaint/Suggestion</u>	<u>2018</u>	<u>2019</u>	<u>Difference</u>
Public Transport Services	24 081	27 721 ²	+15.1% ²
Traffic Conditions	472	719	+52.3%
Road Maintenance	144	117	-18.8%
Enforcement	2 840	4 163 ³	+46.6% ³
Miscellaneous ⁴	134	297	+121.6%
Total	27 671	33 017¹	+19.3%¹

2. In 2019, complaints and suggestions received through TCU Complaint/Suggestion Webform and email accounted for about 73% of the total. 26% of the cases were received through telephone and the remaining cases were received in the form of fax or letter.

¹ Among the 33 017 complaints and suggestions, a total of 4 582 complaints were received from three complainants, each of whom made more than 100 complaints in a quarter. The number of complaints not including these cases is 28 435, representing an increase of 2.8% when compared with 27 671 cases in 2018. There are no relevant statistics available for 2018 and earlier. A breakdown of the complaints not including these cases is at [Appendix 1\(i\)\(b\)](#).

² Among the 27 721 complaints and suggestions, a total of 3 341 complaints were received from two complainants, each of whom made more than 100 complaints in a quarter. The number of complaints not including these cases is 24 380, representing an increase of 1.2% when compared with 24 081 cases in 2018. A breakdown of the complaints not including these cases is at [Appendix 4\(ii\)](#).

³ Among the 4 163 complaints and suggestions, 1 241 complaints were received from one complainant who made more than 100 complaints in a quarter. The number of complaints not including these cases is 2 922, representing an increase of 2.9% when compared with 2 840 cases in 2018. A breakdown of the complaints not including these cases is at [Appendix 21\(ii\)](#).

⁴ These are mainly related to general transport matters such as road safety. Among the 297 cases in 2019, 163 were related to public order events (such as safety issues of roads underneath footbridges, setting up of an inter-departmental control centre).

3. During the year, investigations into 30 846 cases (including some outstanding cases carried forward from the previous year) were completed. Of these, 23 633 (76%) were found to be substantiated, 161 (1%) unsubstantiated, and the remaining 7 052 (23%) 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 72% in 2018 to 76% in 2019. 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 27% in 2018 to 23% in 2019.

If the complainants agreed to be court witnesses, the cases would be referred to the Police for further investigation. In 2019, the Police reported the latest development on 2 704⁵ cases previously referred to them. Among these cases, 304⁵ drivers were summonsed.

4. In 2019, relevant government departments and public transport operators took on board 47 suggestions made by the public to enhance public transport services and improve traffic conditions. A summary of the cases is at Appendix 3. The Chairperson 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 2019, 27 721² complaints and suggestions were received, accounting for 84% of the total number of cases. Among these, 105 were pure suggestions. The number of cases in this category recorded an increase of 15.1%² as compared with 24 081 cases in 2018. A breakdown of the complaints and suggestions by mode of transport is as follows –

⁵ The figures include the taxi cases in paragraph 28.

<u>Mode of Transport</u>	<u>2018</u>		<u>2019</u>		<u>Difference</u>	
Franchised Buses	7 090	(4.79)	11 275 ⁶	(7.55 ⁶)	+59.0% ⁶	(+57.6% ⁶)
Non-franchised Buses	185	(1.39)	206	(1.59)	+11.4%	(+14.4%)
Green Minibuses	5 034	(9.06)	4 752	(8.78)	-5.6%	(-3.1%)
Red Minibuses	345	(3.28)	334	(3.24)	-3.2%	(-1.2%)
Taxis	11 000	(33.89)	10 318	(33.10)	-6.2%	(-2.3%)
Rail Transport	378	(0.18)	804	(0.42)	+112.7%	(+133.3%)
Ferries	49	(1.05)	32	(0.72)	-34.7%	(-31.4%)
Total	24 081		27 721²		+15.1%²	

(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 11 275⁶ cases on franchised bus services in 2019, representing 7.55⁶ complaints/suggestions per million passenger journeys. These figures represent increases of 59.0%⁶ and 57.6%⁶ respectively when compared with 7 090 cases and 4.79 complaints/suggestions per million passenger journeys in 2018. Most complaints are about regularity of service, conduct and performance of staff and improper driving behaviour. A detailed breakdown of the 11 275⁶ cases is at [Appendix 5](#).

7. The TCU Sub-committee noted that there was an increase in the number of complaints about regularity of service (from 2 721 cases in 2018 to 5 830⁷ cases in 2019, representing an increase of 114.3%⁷). It was mainly caused

⁶ Among the 11 275 complaints and suggestions, a total of 3 341 complaints were received from two complainants, each of whom made more than 100 complaints in a quarter. The number of complaints not including these cases is 7 934, representing 5.31 complaints/suggestions per million passenger journeys. These figures represent increases of 11.9% and 10.9% respectively when compared with 7 090 cases and 4.79 complaints/suggestions per million passenger journeys in 2018.

⁷ Among the 5 830 complaints and suggestions, a total of 3 265 complaints were received from two complainants, each of whom made more than 100 complaints in a quarter. The number of complaints not including these cases is 2 565, representing a decrease of 5.7% when compared with 2 721 cases in 2018.

by traffic congestion and bus driver shortage. Regarding service irregularity caused by traffic congestion, the Transport Department (TD) has been liaising with the franchised bus operators to examine the congested locations at which the regularity of bus services was severely affected and to devise improvement plans for enhanced service stability. TD has also requested the franchised bus operators to use the black box's data to conduct review of the actual bus journey time against the scheduled bus journey time to identify the shortfall. The franchised bus operators have suitably adjusted the service timetable according to the actual traffic requirement.

8. For service irregularities caused by bus driver shortage, TD has urged the franchised bus operators to strengthen their bus driver recruitment, enhance communication with the staff, and improve the remuneration and working environment of the bus drivers for attracting new blood and retaining in-service staff. TD also assists the franchised bus operators in recruiting bus drivers where possible. TD has liaised with the Labour Department (LD) to organise franchised bus drivers joint recruitment day in different districts. TD will continue to closely monitor the manpower situation of franchised bus companies.

9. There were also increases in the numbers of complaints about passenger services and facilities (from 695 cases in 2018 to 1 085⁸ cases in 2019, representing an increase of 56.1%⁸), conduct and performance of staff (from 1 719 cases in 2018 to 2 091 cases in 2019, representing an increase of 21.6%) and improper driving behaviour (from 1 104 cases in 2018 to 1 308 cases in 2019, representing an increase of 18.5%).

10. For the increase in the number of complaints about passenger services and facilities, it was mainly related to inaccuracy of the Estimated Time of Arrival (ETA), failure to get through customer services hotlines and insufficient notice/announcement during public order events (POEs). For the accuracy of the ETA, TD has requested franchised bus operators to implement measures to improve the accuracy of ETA system. In addition, TD has reminded franchised bus operators to arrange adequate publicity to notify passengers about the temporary bus service arrangements during POEs in a timely manner and asked them to explore the use of more user-friendly channels for passengers to lodge

⁸ Among the 1 085 complaints and suggestions, 53 complaints were received from one complainant who made more than 100 complaints in a quarter. The number of complaints not including these cases is 1 032, representing an increase of 48.5% when compared with 695 cases in 2018.

enquiries/complaints during the time when there is an upsurge of call volume for hotlines.

11. Regarding the increases in the number of complaints about conduct and performance of staff and improper driving behaviour, the franchised bus operators were requested to strengthen their training for bus captains on areas such as customer service and driving behaviour. They will continue to arrange mysterious ride checks to monitor bus captains' performance and behaviour. TD will continue to monitor the situation closely and to follow up with bus companies as necessary.

12. TD attaches great importance to ensuring the safety of franchised bus services, and actively takes forward the recommendations of the Independent Review Committee on Hong Kong's Franchised Bus Service (IRC). In 2019, TD revamped its Working Group on the Enhancement of Safety of FB (now renamed as the Committee on Enhancement of Franchised Bus Safety) into a permanent setup, invited two independent experts to join as members, and monitor and promote various strategies and measures for enhancing franchised bus safety in collaboration with the Safety Directors and management of franchised bus operators. TD's bus safety improvement works fall into four major areas, namely the installation and enhancement of in-vehicle devices/technologies to assist safe driving; enhancing the training and working environment of bus captains; strengthening bus accident analyses and safety performance management; and enhancing general road and infrastructure safety as well as introducing more bus-friendly measures. Most of the IRC's recommendations have been implemented or are being implemented.

13. A breakdown of the 11 275⁶ cases by individual bus company/service is at [Appendix 6](#). The complaints and suggestions on the services of the franchisees are highlighted below –

- The Kowloon Motor Bus Company (1933) Limited (KMB) – The 7 793⁹ cases received in 2019 were mainly about regularity of service

⁹ Among the 7 793 complaints and suggestions, a total of 3 295 complaints were received from two complainants, each of whom made more than 100 complaints in a quarter. The number of complaints not including these cases is 4 498, representing 4.91 complaints/suggestions per million passenger journeys. This represents an increase of 5.6% when compared with 4.65 complaints/suggestions per million passenger journeys in 2018.

(4 662¹⁰), conduct and performance of staff (1 229) and improper driving behaviour (761). The number of complaints/ suggestions per million passenger journeys increased by 82.8%⁹ from 4.65 in 2018 to 8.50⁹ in 2019.

- Citybus Limited (Franchise 1) – The number of complaints/ suggestions per million passenger journeys increased by 15.3% from 3.34 in 2018 to 3.85 in 2019. As regards the 505 cases received in 2019, they were mainly about regularity of service (126), passenger services and facilities (105) and conduct and performance of staff (102).
- Citybus Limited (Franchise 2) – The number of complaints/ suggestions per million passenger journeys increased by 15.9% from 5.59 in 2018 to 6.48 in 2019. As regards the 249 cases received in 2019, they were mainly about regularity of service (85), conduct and performance of staff (64) and improper driving behaviour (44).
- New World First Bus Services Limited (NWFB) – The number of complaints/suggestions per million passenger journeys increased by 6.8% from 4.41 in 2018 to 4.71 in 2019. As regards the 513 cases received in 2019, they were mainly about regularity of service (186), conduct and performance of staff (125) and improper driving behaviour (110).
- Long Win Bus Company Limited (LWB) – The 369¹¹ cases received in 2019 were mainly about regularity of service (120¹²), conduct and performance of staff (83) and passenger services and facilities (59). The number of complaints/suggestions per million passenger journeys increased by 24.4%¹¹ from 6.48 in 2018 to 8.06¹¹ in 2019.

¹⁰ Among the 4 662 complaints and suggestions, a total of 3 222 complaints were received from two complainants, each of whom made more than 100 complaints in a quarter. The number of complaints not including these cases is 1 440.

¹¹ Among the 369 complaints and suggestions, 17 complaints were received from one complainant who made more than 100 complaints in a quarter. The number of complaints not including these cases is 352, representing 7.68 complaints/suggestions per million passenger journeys. This represents an increase of 18.5% when compared with 6.48 complaints/suggestions per million passenger journeys in 2018.

¹² Among the 120 complaints and suggestions, 17 complaints were received from one complainant who made more than 100 complaints in a quarter. The number of complaints not including these cases is 103.

- New Lantau Bus Company (1973) Limited (NLB) – The number of complaints/suggestions per million passenger journeys decreased by 10.0% from 3.21 in 2018 to 2.89 in 2019. As regards the 102 cases received in 2019, they were mainly about conduct and performance of staff (37), improper driving behaviour (18) and passenger services and facilities (14).
- Cross-harbour Bus Services¹³– Among the 1 744¹⁴ cases received in 2019, they were mainly about regularity of service (640¹⁵), conduct and performance of staff (451) and improper driving behaviour (250). The number of complaints/ suggestions per million passenger journeys increased by 28.2%¹⁴ from 6.25 in 2018 to 8.01¹⁴ in 2019.

14. Comparisons of complaints and suggestions related to KMB, Citybus (Franchise 1), Citybus (Franchise 2), NWFB, LWB, NLB and Cross-harbour Bus Services in the past five years are at Appendix 7.

Non-franchised Bus Services

15. Non-franchised bus (NFB) services play a supplementary role in the public transport system through relieving the heavy demand for 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.

16. There were 206 cases on NFB services in 2019, representing 1.59 complaints/suggestions per million passenger journeys. These figures represent increases of 11.4% and 14.4% respectively when compared with 185 cases and 1.39 complaints/suggestions per million passenger journeys in 2018. TD noted that there were increases in the number of complaints on

¹³ 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.

¹⁴ Among the 1 744 complaints and suggestions, a total of 29 complaints were received from two complainants, each of whom made more than 100 complaints in a quarter. The number of complaints not including these cases is 1 715, representing 7.88 complaints/suggestions per million passenger journeys. This represents an increase of 26.1% when compared with 6.25 complaints/suggestions per million passenger journeys in 2018.

¹⁵ Among the 640 complaints and suggestions, 26 complaints were received from one complainant who made more than 100 complaints in a quarter. The number of complaints not including these cases is 614.

service adequacy and standards. Regarding the former, there was an increase of ten complaint cases on service frequency/carrying capacity of vehicle in 2019 as compared with 2018. Among the complaint cases, many of them were related to a case where the passengers mistook that a residents' service (RS) route would deploy smaller vehicles to serve their housing estate. TD settled the case after clarifying with the RS operator that it had no such intention and made no application for the concerned change. As for the service standards, complaints concerning the regularity of service increased by 15 cases. Many of the complaint cases were about service irregularities of RS especially on those serving Park Island in Ma Wan. To address the matter, TD approved the RS operator to deploy double-deck buses instead of single-deck ones to operate RS for Park Island. TD will continue to closely monitor the services of RS to ensure they meet the passenger demand. A detailed breakdown of the 206 cases is at Appendix 8.

17. A comparison of the complaints and suggestions on NFB services in the past five years is at Appendix 9.

Public Light Bus Services

18. There were 5 086 cases on public light bus (PLB) services in 2019, representing 7.89 complaints/suggestions per million passenger journeys. These figures represent decreases of 5.4% and 3.1% respectively when compared with 5 379 cases and 8.14 complaints/suggestions per million passenger journeys in 2018.

Green Minibus Services

19. 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.

20. In 2019, there were 4 752 complaints/suggestions on GMB services, accounting for 93% of all PLB cases received. The number of complaints/suggestions per million passenger journeys was 8.78. These figures represent decreases of 5.6% and 3.1% respectively when compared with 5 034 cases and 9.06 complaints/suggestions per million passenger journeys in 2018. A detailed breakdown of the 4 752 cases is at Appendix 10.

Red Minibus Services

21. 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 the existing policy¹⁶.

22. In 2019, 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 3.24. These figures represent decreases of 3.2% and 1.2% respectively when compared with 345 cases and 3.28 complaints/suggestions per million passenger journeys in 2018. A detailed breakdown of the 334 cases is at Appendix 11.

23. Comparisons of the complaints and suggestions on GMB and RMB services in the past five years are at Appendix 12.

24. The TCU Sub-committee noted that the decrease in the number of complaints against the conduct and performance of staff and adherence to routeing may be attributable to TD's continuous effort in working with the GMB trade on measures such as the pre-service training course for new drivers. The decreasing number of complaints against service frequency can be explained by the increased number of 19-seater in the PLB fleet. As at end 2019, about 31% of the PLB fleet was replaced with new 19-seater PLBs. TD will continue to look into each complaint 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. TD will also issue warning letters to the operators having identified and proven failures, including non-compliance with timetable and routeings, etc. The warning letters issued will be taken into account in the mid-term appraisal of the GMB operators and their roll-over period for the passenger service licences may be shortened if poor performance is observed.

25. For RMB cases, the gradual replacement of aged vehicles by the trade may explain the decrease in the number of complaints against the conditions of vehicles. On the other hand, the increase in the number of complaints against

¹⁶ Taking into account the road congestion problem in Hong Kong and the objective of encouraging the conversion of RMBs into GMBs, the Government has imposed certain restrictions on the operation of RMBs. RMBs can operate in their existing service area but are not allowed access to new towns or new housing developments. Besides, there are also restrictions on RMBs in using expressways.

overcharging may be caused by the unclear display of fare. TD has asked the trade to show the fare clearly and make passengers be aware of it before boarding.

26. Besides, TD continued to implement various measures in 2019 to promote the provision of safe, quality and customer-oriented PLB services. It is also anticipated that the rising number of 19-seater in the PLB fleet will continue to improve the PLB service level, particularly during peak hours. To enhance the 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 are 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 the PLB Newsletter.

Taxi Services

27. Taxi services remained one of the major areas of complaints in 2019. There were 10 318 cases relating to taxi services, accounting for 37% of all the cases on public transport services. The number of complaints/suggestions per million passenger journeys was 33.10, the highest among all types of public transport services. These figures represent decreases of 6.2% and 2.3% respectively when compared with 11 000 cases and 33.89 complaints/suggestions per million passenger journeys in 2018. The complaints were mainly about taxi driver malpractice (especially those related to refusing hire and improper driving behaviour). A detailed breakdown of the 10 318 cases is at [Appendix 13](#).

28. Of the 10 318 cases received, 10 066 (97.6%) were related to taxi driver malpractice. These cases were referred to the Police for further investigation if the complainants agreed to be court witnesses. During the year, 1 939 such cases (19.3%) were referred to the Police. In 2019, the Police completed the investigation of 1 949 cases referred to them during the year or the years before. Among these cases, 141 drivers were summonsed. A breakdown of the results is at [Appendix 14](#).

29. A comparison of the complaints and suggestions on taxi services in the past five years is at [Appendix 15](#).

30. The TCU Sub-committee noted that the Police had taken enforcement actions against taxi malpractices particularly in districts where tourists frequently visit. Key tasks include enhancing patrols at black spots (such as Lan Kwai Fong and Canton Road) and conducting intelligence-led operations. If members of the public encounter any taxi malpractice, such as overcharging, refusing hire and soliciting passengers, they are strongly encouraged to report the incident 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.

31. The Government will continue to strive to enhance the quality of existing taxi services and the operating environment so as to better meet the needs of the public and facilitate the long-term and healthy development of the trade. Meanwhile, the Government has been closely co-operating with the trade to actively improve the quality of taxi services. Established in January 2018, the Committee on Taxi Service Quality (CTSQ) serves as a multi-party¹⁷ platform for discussing and promoting various strategies and measures to enhance the taxi service quality. In 2019, TD, in collaboration with the CTSQ, took forward a series of measures. On education of taxi drivers, TD continued to provide a series of online training courses for in-service drivers, covering topics such as effective communication, conflict handling, customer service skills among others, and arranged tests for taxi drivers who have completed the online training courses. TD also launched publicity and education campaigns such as the Taxi Service Commendation Scheme to recognise taxi drivers whom provide outstanding service and taxi service management teams so as to enhance the professional image of taxi operators. Meanwhile, TD has enhanced its mechanism for handling complaints relating to taxi service by setting up an internal database for consolidating the complaint records, with a view to taking actions against drivers who are subjects of repeated complaints. Separately, TD, having carefully considered the views and suggestions from the taxi trade and members of CTSQ, launched the enhanced Taxi Written Test starting from 14 February 2020, with adjustments made to the content, the number of questions and the passing criteria so as to attract more newcomers to join the taxi industry while ensuring the robustness of the test system¹⁸. Furthermore, the Government has completed the

¹⁷ Non-official members of CTSQ comprise representatives from the taxi trade, Legislative Council, District Councils, academia, the Consumer Council, the Hong Kong Tourism Board and persons with disabilities groups.

¹⁸ To reduce the risk of spreading COVID-2019, TD suspended the written test services (including taxi written test) from 29 January 2020. Such services were resumed on 26 May 2020.

review of the existing sanctions for various taxi drivers' malpractices and planned to introduce the legislative proposals into the Legislative Council (LegCo) to enhance the deterrent effect on taxi drivers' malpractices with a view to enhancing the overall taxi service quality.

32. Meanwhile, the Government proposes to introduce franchised taxis to meet the new demand in the community for personalised and point-to-point public transport services of higher quality and with online hailing features. The franchised taxis will be operated through a franchise model. Different aspects of franchised taxis such as the number, service, fares as well as drivers' quality will be regulated by the Government. The Government introduced the Franchised Taxi Services Bill (the Bill) into the LegCo on 8 May 2019. However, in view of the decision of the Bills Committee on 1 June 2020 to discontinue the scrutiny of the Bill, the Government will not resume the Second Reading debate on the Bill within this legislative session. The Government expresses deep regret over such decision and will take into account the views of the public and relevant circumstances when considering whether to re-introduce the Bill into the LegCo in the next LegCo term.

Rail Services

33. There were 804 cases on rail services in 2019, representing 0.42 complaints/suggestions per million passenger journeys. These figures represent increases of 112.7% and 133.3% respectively when compared with 378 cases and 0.18 complaints/suggestions per million passenger journeys in 2018. There was an increase in the number of complaints about services of the MTR Corporation Limited (MTRCL) (from 347 cases in 2018 to 775¹⁹ cases in 2019, representing an increase of 123.3%).

34. The TCU Sub-committee noted that the complaints against the services of MTRCL in 2019 increased as compared with that in 2018, especially in the aspects of conduct and performance of staff as well as passenger services and facilities. The increase in the number of cases was mainly related to suspension of MTR services due to POEs in 2019.

35. For tram services, the number of complaints received was 29 in 2019,

representing a decrease of 6.5% when compared with 31 cases in 2018. The majority of the complaints were about improper driving behaviour and conduct and performance of staff. The Hongkong Tramways Limited (HKT) has reminded their tram motormen to drive at appropriate speed as well as pay attention to passenger safety, and provided appropriate training to the tram motormen for enhancing safe driving and quality service. Furthermore, HKT would conduct random inspections to monitor the performance of the tram motormen whenever necessary and take disciplinary actions against improper behaviour as appropriate.

36. A breakdown of the 804 cases by individual railway company is at Appendix 16. There were 775¹⁹ cases on the services of MTRCL, accounting for 96% 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 138.9% from 0.18 in 2018 to 0.43 in 2019. As regards the 728 cases received in 2019, they were mainly about passenger services and facilities (437) and conduct and performance of staff (221).
- Light Rail – The number of complaints/suggestions per million passenger journeys increased by 172.7% from 0.11 in 2018 to 0.30 in 2019. As regards the 47 cases received in 2019, they were mainly about passenger services and facilities (21) and frequency (8).

37. TD has been urging MTRCL to properly maintain the passenger services and facilities, and expedite the repair progress as far as possible. TD would continue to closely monitor the situation and follow up with MTRCL as appropriate.

38. Comparisons of complaints and suggestions related to MTRCL in the past five years are at Appendix 17.

¹⁹ Among the 775 cases, 210 were related to suspension of MTR services (including Light Rail) and 161 were against a MTR staff member.

Ferry Services

39. There were 32 cases on ferry services in 2019, representing 0.72 complaints/suggestions per million passenger journeys. These figures represent decreases of 34.7% and 31.4% respectively when compared with 49 cases and 1.05 complaints/suggestions per million passenger journeys recorded in 2018. There was a general decrease in complaints against the ferry services operated by New World First Ferry Services Ltd (NWFF) and other minor ferry operators in 2019. For NWFF, the decrease of 19% was mainly attributable to decrease in complaints about adequacy of service level and service regularity. For minor ferries, the decrease of 48% was mainly attributable to decrease in complaints about service regularity.

40. 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 continue to improve services by operating additional sailings to meet passenger demand when needed.

41. A breakdown of the 32 cases by ferry companies is at Appendix 18. 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 18.6% from 1.56 in 2018 to 1.27 in 2019.
- The “Star” Ferry Company Limited (‘Star’ Ferry) – The number of complaints/suggestions per million passenger journeys decreased by 26.7% from 0.15 in 2018 to 0.11 in 2019.

42. Comparisons of complaints and suggestions related to NWFF and ‘Star’ Ferry in the past five years are at Appendix 19.

Traffic and Road Conditions

43. In 2019, there were 4 999²⁰ complaints and suggestions about traffic and road conditions, including 80 pure suggestions. The number of cases received represents an increase of 44.6%²⁰ as compared with 3 456 cases in 2018. Detailed breakdowns of the cases by category and by district are at Appendices 20 and 21 respectively.

Traffic Conditions

44. In 2019, 719 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 shows an increase of 52.3% as compared with 472 cases in 2018.

45. Of the 719 cases received, 435 (61%) were related to traffic congestion. This represents an increase of 97.7% as compared with 220 cases in 2018. Factors contributing to complaints about traffic congestion in 2019 are broken down as follows –

<u>Factor</u>	<u>No. of Complaints</u>		<u>Difference</u>
	<u>2018</u>	<u>2019</u>	
Traffic management	93	131	+40.9%
Road works	30	23	-23.3%
Vehicle obstruction	66	245	+271.2%
Others	31	36	+16.1%
Total	220	435	+97.7%

46. In 2019, districts which attracted relatively more complaints about traffic congestion were –

²⁰ Among the 4 999 complaints and suggestions, 1 241 complaints were received from one complainant who made more than 100 complaints in a quarter. The number of complaints not including these cases is 3 758, representing an increase of 8.7% when compared with 3 456 cases in 2018.

<u>District</u>	<u>No. of Complaints</u>		<u>Difference</u>
	<u>2018</u>	<u>2019</u>	
Kwun Tong	10	52	+420.0%
Sha Tin	15	43	+186.7%
North	11	36	+227.3%

47. All the complaints and suggestions concerning traffic congestion were referred to TD, the Police, the Highways Department (HyD) and other relevant departments for consideration and follow-up action. The TCU Sub-committee noted that TD continued to implement the following measures to alleviate traffic congestion in 2019 –

- (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.

48. In 2019, there were 198 complaints and suggestions on traffic management matters (apart from those matters causing traffic congestion). These cases were related to traffic light phasing, traffic lane arrangements and restricted zones. The number of cases represents an increase of 32.9% as compared with 149 cases in 2018.

49. Besides, TCU received 66 requests for additional traffic signs and aids in 2019. This represents a decrease of 4.3% as compared with 69 cases in 2018.

50. There were 20 complaints and suggestions on parking facilities in 2019. This represents a decrease of 41.2% as compared with 34 cases in 2018.

Road Maintenance

51. In 2019, 117 complaints and suggestions about road maintenance were received, accounting for less than 1% of the total number of cases. This represents a decrease of 18.8% as compared with 144 cases in 2018. All the complaints were referred to HyD or other relevant departments for investigation and remedial action.

Enforcement

52. In 2019, 4 163³ complaints about enforcement matters were received, accounting for about 12% of the total number of cases. The number of complaints in this category shows an increase of 46.6%³ as compared with 2 840 complaints in 2018.

53. Complaints about enforcement matters were mainly related to illegal parking and motorists/pedestrians failing to comply with traffic regulations. All the complaints were referred to the Police for further investigation. Some cases were also referred to TD for consideration on whether suitable measures (e.g. provision of traffic management measures or parking facilities) should be introduced to improve the situation.

54. TCU received a total of 338 complaints about the use of mobile phone or telecommunications equipment while driving in 2019. The TCU Sub-committee noted that the number of prosecutions for “using mobile phone or telecommunications equipment whilst the vehicle is in motion” in 2019 was 21 569, representing a decrease of 16.1% as compared with 25 712 cases in 2018.

Complaints and Suggestions on Road Safety Matters

55. Among the 33 017¹ complaints and suggestions received in 2019, 5 252 (16%) were related to road safety matters. A breakdown of these cases is as follows –

	<u>No. of Complaints/Suggestions</u>
Public Transport Services	4 055
Traffic Management	22
Road Maintenance	20
Enforcement	1 155
Total	<u>5 252</u>

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

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

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

59. Among the 5 252 complaints and suggestions received in 2019 which were related to road safety matters, 17 cases were related to cyclists or safety of cycling.

60. Regarding enforcement, there were 822 complaints about motorists/pedestrians failing to observe traffic regulations (e.g. changing lane abruptly, dashing through traffic lights/failing to give way to pedestrians or traffic and disobeying traffic signs) and posing danger to other road users. There were also 333 complaints about illegal parking and vehicle obstruction which caused obstruction or congestion and posed danger to motorists as well as pedestrians.

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

Noteworthy Improvement Measures Taken in Some Cases

Traffic management measures to improve traffic flow at Java Road near Wharf Road and North Point Road

62. A member of the public complained that vehicles entering Java Road from Wharf Road would frequently encounter congestion. She believed that it was caused by illegal parking and the setting of traffic lights which allowed vehicles from Wharf Road and North Point Road to turn onto Java Road simultaneously.

63. The case was referred to TD for investigation. TD replied that in view of the high traffic flow at the junction of Java Road and North Point Road, TD had already adopted a relatively long cycle time of traffic signals at the junction of Java Road and Wharf Road, and assigned appropriate vehicular green time to each traffic direction to minimise the waiting time of road users. “No-stopping Restriction Zones” with different effective hours had also been designated at different sections of Wharf Road and Java Road to regulate loading/unloading activities thereat. To deter illegal parking at Wharf Road and Java Road, TD had requested the Police to step up enforcement actions.

64. Besides, to enhance the junction performance, TD would re-arrange and widen the traffic lanes at Java Road near the junction. The pedestrian crossing at Java Road near Wharf Road would also be relocated and the traffic lights would be adjusted. This helped smoothen the traffic flow at the junction and the manoeuvring of vehicles from Wharf Road. “No-stopping Restriction Zones” would also be imposed at Java Road near the junction to prevent vehicle obstruction.

65. The improvement works are expected to be completed in the third quarter of 2020.

Improvement of traffic flow at the junction of Cha Kwo Ling Road and Sin Fat Road in Kwun Tong

66. A member of the public complained about the traffic problems in the vicinity of Laguna City in Kwun Tong including illegal parking,

loading/unloading activities and the increasing number of overloaded trucks. He suggested stepping up enforcement actions against illegal parking and overloaded trucks, and extending the effective hours of the No-Stopping Restriction at the junction of Cha Kwo Ling Road and Sin Fat Road to 24 hours.

67. The case was referred to TD for investigation. TD replied that as the subject section of Cha Kwo Ling Road was a public road under the Road Traffic Regulations, no person should park a vehicle on any public road/footpath other than in a parking space. In addition, there was a weight limit of vehicles of 23 tonnes imposed along Sin Fat Road and part of Cha Kwo Ling Road. TD requested the Police to investigate and consider stepping up enforcement against illegal parking and overloaded trucks along this section of the road. The effective hours of No-Stopping Restriction at the junction of Cha Kwo Ling Road and Sin Fat Road adjacent to the pedestrian crossings were also extended to 24 hours to deter illegal parking and loading/unloading activities.

68. TD said that the increasing number of construction vehicles entering Sin Fat Road arising from the Ex-Cha Kwo Ling Kaolin Mine Site development warranted improvement works at the junction of Cha Kwo Ling Road and Sin Fat Road. The junction was improved by providing two traffic lanes on Cha Kwo Ling Road eastbound. The nearside lane served left turning traffic while the other lane shared both left and right turning traffic.

69. The improvement measures have been commissioned since February 2020.

Traffic management measures to alleviate traffic congestion at On Ming Street in Sha Tin

70. A member of the public complained about traffic congestion at On Ming Street in Sha Tin. She attributed the problem to long pedestrian green time and short vehicular green time of the traffic lights at the junction of On Ming Street and On Muk Street. She said that there was only one lane of On Ming Street eastbound for vehicles travelling along the street while the right lane was designated for vehicles with monthly parking permits of Shek Mun Estate Car Park (the Car Park) to turn right to the Car Park. The traffic arrangement led to serious congestion, in particular during the periods before and after school. She

also urged the Police to strengthen enforcement actions against illegal parking at On Ming Street.

71. The case was referred to the TD for investigation. TD replied that the pedestrian crossing at On Ming Street was about 20 metres in length with a refuge island. According to the design standard of the traffic signal system, since the elderly needed 15 seconds steady and 10 seconds of flashing green time for crossing a road, it was not practicable to shorten the pedestrian green time of the concerned traffic lights. Nevertheless, to improve traffic flow, TD balanced the needs of different road users and had increased the vehicular green time of traffic lights at the junction of On Ming Street and On Muk Street since August 2019.

72. Upon reviewing the traffic conditions and consulting the Housing Department, TD converted the right lane of On Ming Street eastbound from “Turn right only” to “Ahead only” with a view to enhancing traffic flow thereat. Motorists with monthly parking permits might travel along On Ming Street westbound and turn left to access the Car Park. Traffic signs and road markings were erected at appropriate locations. Furthermore, TD referred the case to the Police for enforcement actions against illegal parking at On Ming Street as appropriate.

73. After completing the local consultation exercise, the above improvement measures have been put in place since October 2019.

Complaints and Suggestions Received by TCU during 2015 - 2019

<u>Nature of Complaint/Suggestion⁽¹⁾</u>	<u>2015</u>		<u>2016</u>		<u>2017</u>		<u>2018</u>		<u>2019</u>	
I. Public Transport Services										
(a) Adequacy of service	1 040	[80]	915	[74]	975	[51]	967	[59]	941	[76]
(b) Standard of service	20 127	[30]	20 818	[17]	21 237	[23]	22 558	[25]	26 235	[23]
(c) General	568	[25]	587	[22]	563	[13]	556	[10]	545	[6]
	21 735	[135]	22 320	[113]	22 775	[87]	24 081	[94]	27 721	[105]
II. Traffic Conditions										
(a) Traffic congestion	201	[7]	283	[5]	234	[5]	220	[9]	435	[7]
(b) Traffic management	159	[36]	191	[24]	209	[47]	149	[30]	198	[39]
(c) Additional traffic signs and aids	84	[21]	96	[28]	82	[29]	69	[17]	66	[19]
(d) Parking facilities	35	[7]	51	[6]	47	[5]	34	[4]	20	[4]
	479	[71]	621	[63]	572	[86]	472	[60]	719	[69]
III. Road maintenance										
(a) Road conditions	63	[2]	79	[3]	69		77		40	[1]
(b) Traffic signs and aids	39	[2]	35		45	[1]	57		72	[1]
(c) Carriageway markings	6		10	[1]	9		10		5	
	108	[4]	124	[4]	123	[1]	144		117	[2]
IV. Enforcement										
(a) Illegal parking	1 512	[1]	1 919	[1]	2 043	[3]	1 719	[3]	3 182	[4]
(b) Other enforcement matters	566	[3]	723	[5]	953	[3]	1 121	[6]	981	[5]
	2 078	[4]	2 642	[6]	2 996	[6]	2 840	[9]	4 163	[9]
V. Miscellaneous	131	[8]	149	[6]	155	[5]	134	[10]	297	[2]
Total	24 531	[222]	25 856	[192]	26 621	[185]	27 671	[173]	33 017	[187]

Note : (1) 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.

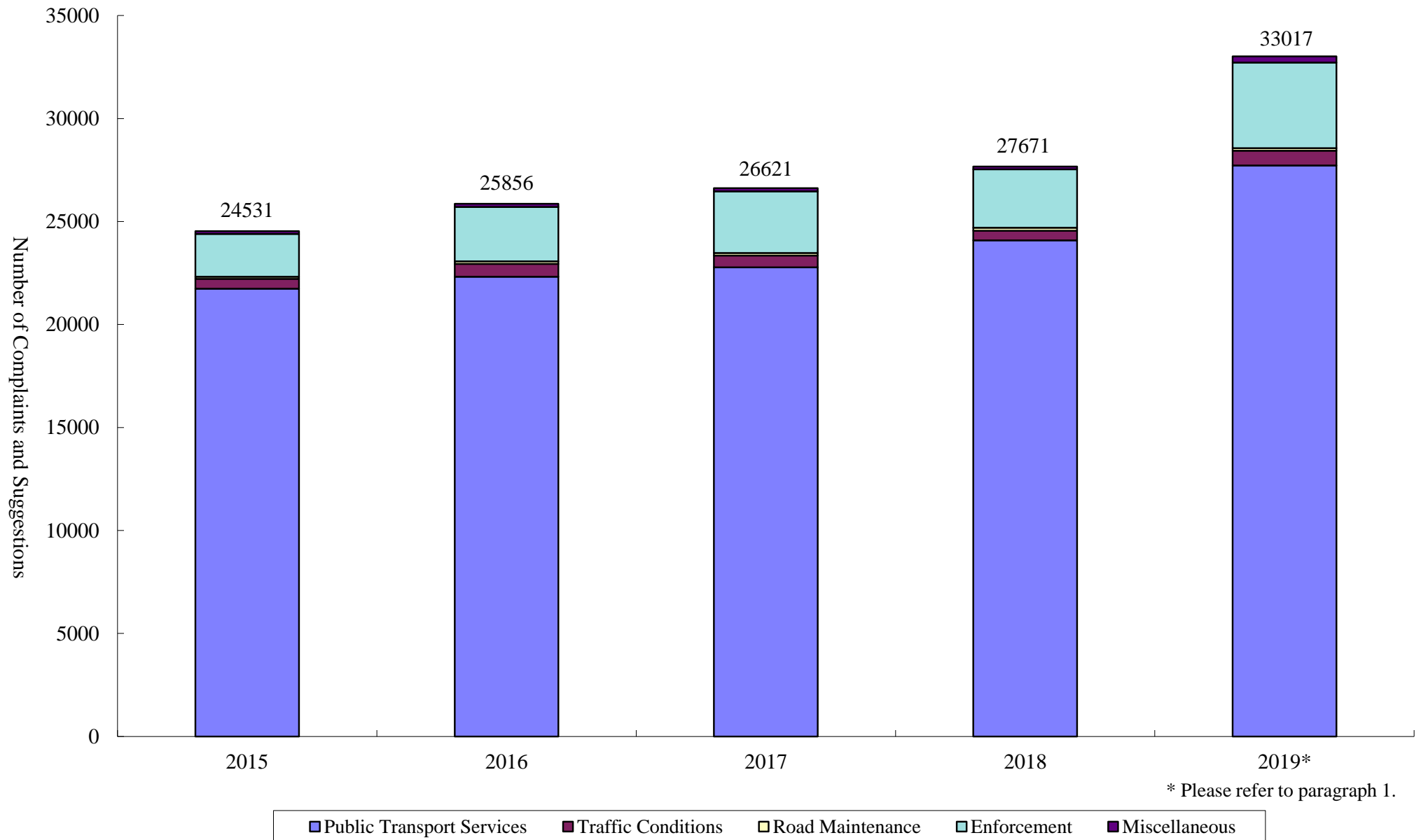
Complaints and Suggestions Received by TCU during 2015 – 2019⁽¹⁾

<u>Nature of Complaint/Suggestion⁽²⁾</u>	<u>2015</u>	<u>2016</u>	<u>2017</u>	<u>2018</u>	<u>2019</u>
I. Public Transport Services					
(a) Adequacy of service	1 040 [80]	915 [74]	975 [51]	967 [59]	918 [76]
(b) Standard of service	20 127 [30]	20 818 [17]	21 237 [23]	22 558 [25]	22 917 [23]
(c) General	568 [25]	587 [22]	563 [13]	556 [10]	545 [6]
	21 735 [135]	22 320 [113]	22 775 [87]	24 081 [94]	24 380 ⁽³⁾ [105]
II. Traffic Conditions					
(a) Traffic congestion	201 [7]	283 [5]	234 [5]	220 [9]	435 [7]
(b) Traffic management	159 [36]	191 [24]	209 [47]	149 [30]	198 [39]
(c) Additional traffic signs and aids	84 [21]	96 [28]	82 [29]	69 [17]	66 [19]
(d) Parking facilities	35 [7]	51 [6]	47 [5]	34 [4]	20 [4]
	479 [71]	621 [63]	572 [86]	472 [60]	719 [69]
III. Road maintenance					
(a) Road conditions	63 [2]	79 [3]	69	77	40 [1]
(b) Traffic signs and aids	39 [2]	35	45 [1]	57	72 [1]
(c) Carriageway markings	6	10 [1]	9	10	5
	108 [4]	124 [4]	123 [1]	144	117 [2]
IV. Enforcement					
(a) Illegal parking	1 512 [1]	1 919 [1]	2 043 [3]	1 719 [3]	1 941 ⁽⁴⁾ [4]
(b) Other enforcement matters	566 [3]	723 [5]	953 [3]	1 121 [6]	981 [5]
	2 078 [4]	2 642 [6]	2 996 [6]	2 840 [9]	2 922 [9]
V. Miscellaneous	131 [8]	149 [6]	155 [5]	134 [10]	297 [2]
Total	24 531 [222]	25 856 [192]	26 621 [185]	27 671 [173]	28 435⁽⁵⁾ [187]

- Notes :** (1) For 2019, the complaints received from individual complainants, who made more than 100 complaints in a quarter, were excluded. Please see Appendix 1(i)(a) with these complaints included. There are no relevant statistics available for 2018 and earlier.
- (2) 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.
- (3) A total of 3 341 complaints received from two complainants, each of whom made more than 100 complaints in a quarter, were excluded.
- (4) 1 241 complaints received from one complainant who made more than 100 complaints in a quarter, were excluded.
- (5) 4 582 complaints received from three complainants, each of whom made more than 100 complaints in a quarter, were excluded.

Complaints and Suggestions Received by TCU during 2015 - 2019

Appendix 1 (ii)



Summary of Results of Investigations into Complaints and Suggestions
(January – December 2019)

<div>Outcome of Investigation</div> <div>Nature of Complaint/ Suggestion</div>	A1	A2	B	C	Total
I. Public Transport Services					
(a) Adequacy of service	55	921	9	3	988
(b) Standard of service	6 533	12 965	109	6 634	26 241
(c) General	238	289	11	33	571
	6 826	14 175	129	6 670	27 800
II. Traffic Conditions					
(a) Traffic congestion	164	106	4	2	276
(b) Traffic management	58	99	14	1	172
(c) Additional traffic signs/aids	28	37	7	1	73
(d) Parking facilities	13	18	-	-	31
	263	260	25	4	552
III. Road Maintenance					
(a) Road conditions	40	9	-	-	49
(b) Traffic signs and aids	25	23	-	-	48
(c) Carriageway markings	3	1	-	-	4
	68	33	-	-	101
IV. Enforcement					
(a) Illegal parking	1 206	99	-	4	1 309
(b) Other enforcement matters	294	284	7	373	958
	1 500	383	7	377	2 267
V. Miscellaneous	85	40	-	1	126
Total	8 742 (28%)	14 891 (48%)	161 (1%)	7 052 (23%)	30 846 (100%)
	23 633 (76%)				

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 2019)**

Outcome of Investigation Mode of Transport	A1	A2	B	C	Total
The Kowloon Motor Bus Company (1933) Limited	1 895	5 772	21	69	7 757
Citybus Limited (Franchise 1)	201	322	9	8	540
Citybus Limited (Franchise 2)	103	144	2	4	253
New World First Bus Services Limited	223	266	7	9	505
New Lantao Bus Company (1973) Limited	70	39	1	1	111
Long Win Bus Company Limited	152	210	2	-	364
Cross-harbour Bus Services	698	908	8	16	1 630
Non-franchised Bus Services	75	135	4	4	218
Green Minibus	2 966	1 960	17	97	5 040
Red Minibus	254	29	4	22	309
Taxi	95	3 970	45	6 438	10 548
Mass Transit Railway Corporation Limited (Excluding Light Rail)	47	371	8	1	427
Mass Transit Railway Corporation Limited (Light Rail)	11	15	-	-	26
The Hongkong Tramways Limited	28	10	-	1	39
New World First Ferry Services Limited	5	7	-	-	13
The 'Star' Ferry Company Limited	-	3	-	-	3
Minor Ferries	3	14	-	-	17
Total	6 826 (24%)	14 175 (51%)	129 (1%)	6 670 (24%)	27 800 (100%)
	21 001 (75%)				

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 2019**

I. Public Transport Services

Hong Kong Island

- Increase the frequency of cross-harbour bus route no. 608 (Kowloon City bound) during morning rush hours on weekdays to meet the demand of passengers.
- Adjust the operating hours and frequency of green minibus route nos. 56 and 56A, and introduce a new green minibus route no. 56B between Robinson Road and Tin Hau MTR Station to meet the demand of passengers.

Kowloon

- Increase the frequency of bus route no. 85X (Ma On Shan bound) during afternoon rush hours to meet the demand of passengers.
- Increase the frequency of bus route no. 214 during morning rush hours (Cheung Sha Wan bound) and afternoon rush hours (Yau Tong bound) on weekdays to meet the demand of passengers.
- Increase the frequency of bus route no. 272S (Hong Kong Science Park bound) during morning rush hours on weekdays to meet the demand of passengers.
- Add an additional daily departure of bus route no. E22C from Tiu Keng Leng Station in the morning and Aircraft Maintenance Area in the evening respectively to meet the demand of passengers.
- Add special daily departures of bus route no. 213D from On Tat Estate Bus Terminus to Choi Hung Station (single bound) during morning rush hours on

weekdays to meet the demand of passengers.

- Combine the queuing lines of bus route nos. 42A and 43C at a bus stop at Cheung Sha Wan Road to better utilise the bus shelter.

New Territories

- Increase the frequency of bus route no. X89D during morning rush hours (Kwun Tong Ferry bound) and afternoon rush hours (Nai Chung bound) on weekdays to meet the demand of passengers.

II. Traffic Management

Hong Kong Island

- Increase the vehicular green time of a traffic light at Nam Fung Road southbound at its junction with Wong Chuk Hang Road during morning rush hours to alleviate traffic congestion.
- Increase the vehicular green time of a traffic light at Expo Drive Central near Expo Drive East on weekdays to improve traffic flow.
- Increase the vehicular green time of traffic lights at Lockhart Road near Fleming Road on weekdays to improve traffic flow.
- Increase the pedestrian green time of a traffic light at Tung Lo Wan Road southbound near Leighton Road during weekday afternoons to facilitate pedestrians crossing the road.
- Increase the pedestrian green time of a traffic light at the junction of Oi Shun Road and Oi Yee Street to facilitate pedestrians crossing the road.
- Flexibly increase the pedestrian green time of traffic lights at the junction of Queen's Road West and Eastern Street to facilitate pedestrians crossing the road.

- Shorten the waiting time for pedestrian green phase of a traffic light at Wong Chuk Hang Road westbound to facilitate pedestrians crossing the road.
- Adjust the coordination of traffic lights at the junctions of Queen's Road East/Kennedy Road eastbound and Queen's Road East/Stubbs Road on weekday afternoons to improve traffic flow.
- Extend the effective hours of the “No Stopping” restriction at Tsing Fung Street near King's Road to improve the sight-line of pedestrians and motorists.
- Extend the “No Stopping” restriction at Yip Kan Street to prevent vehicle obstruction.
- Impose “No Stopping” restriction and add “No U-turn” traffic signs at the junction of Sun Yip Street and On Yip Street to prevent vehicle obstruction and improve road safety.
- Impose “No Stopping” restriction at the junction of Victoria Road and Wah Chui Street to prevent illegal parking causing obstruction of sight-line.
- Add a “Bus Stop” road marking at the Taikoo Shing Road bus stop outside Kao Shan Terrace to prevent vehicle obstruction.

Kowloon

- Increase the vehicular green time of traffic lights at Choi Hung Road eastbound near Choi Yee Lane during morning rush hours from Mondays to Saturdays to improve traffic flow.
- Increase the vehicular green time of a traffic light at the junction of Sau Ming Road southbound and Hiu Kwong Street during morning rush hours on weekdays to improve traffic flow.
- Increase the vehicular green time of a traffic light at the junction of Wai Yip Street southbound and Cha Kwo Ling Road during morning rush hour on weekdays to improve traffic flow.

- Shorten the waiting time for pedestrian green phase of a traffic light at the intersection of Chong Yip Street and How Ming Street to facilitate pedestrians crossing the road.
- Shorten the waiting time for pedestrian green phase of a traffic light at Hiu Kwong Street near Hiu Yuk Path to facilitate pedestrians crossing the road.
- Modify the mode of operation of a traffic light at the junction of Tung Tau Tsuen Road and Ching Tak Street to facilitate pedestrians crossing the road.
- Add “Merging Ahead” traffic signs near the junction of Lung Cheung Road and Kwun Tong Road to remind motorists.
- Add a directional sign at Kwun Tong Road near Fuk To Street to better guide motorists.
- Add a hazard warning line on the box junction road marking at the junction of Salisbury Road and Kowloon Park Drive to enhance road safety.
- Extend “No Stopping” restriction at Pak Wan Street near Shek Kip Mei Fresh Water Service Reservoir to prevent illegal parking causing obstruction of sight-line.
- Extend the railings at Tat Chee Avenue southbound near Festival Walk to deter illegal parking.
- Convert part of the carriageway at Bedford Road between Fir Street and Tong Mi Road into pavement to facilitate pedestrians.

New Territories

- Increase the vehicular green time of traffic lights at the junction of Kong Pui Street and Sha Kok Street to improve traffic flow.
- Increase the vehicular green time of a traffic light at Wan Po Road southbound near Shek Kok Road during morning rush hours from Mondays to Saturdays to improve traffic flow.

- Increase the vehicular green time of a traffic light at Shap Pat Heung Road eastbound near Kung Um Road during afternoon rush hours to improve traffic flow.
- Increase the vehicular green time of traffic lights at the junction of On Muk Street and On Ming Street to alleviate traffic congestion.
- Increase the vehicular green time of a traffic light at Clear Water Bay Road near Tai Po Tsai Village during rush hours from Mondays to Fridays to improve traffic flow.
- Increase the pedestrian green time of a traffic light at the junction of Wan Po Road and Pak Shing Kok Road to facilitate pedestrians crossing the road.
- Add road markings at the Shap Pat Heung Interchange near Yuen Long Highway to remind motorists to give way to other traffic.
- Add a “Keep Clear” road marking at Yip Wong Road at the entrance of a gas station to prevent vehicle obstruction.
- Add a “Turn Left at Junction Ahead” traffic sign at the access road to So Kwun Wat Road eastbound near Yi Wong Tun to better guide motorists.
- Add “Footbridge” traffic signs at Man Tung Road near Wai Tung Road to better guide pedestrians.
- Impose “No Stopping” restriction at Shan Mei Street to prevent obstruction to buses entering the public transport interchange.
- Impose 24-hour “No Stopping” restriction at Sai Lau Kok Road near Tsuen Wan Public Library to deter illegal parking.
- Replace the existing zebra crossing with a signalised pedestrian crossing at Castle Peak Road - Tsuen Wan near Bayview Garden to improve road safety.

Complaints and Suggestions on Public Transport Services in 2019

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	237	20	10	15	9	22	71	30	256	-	-	20	8	-	4	-	1	703
(2) Routeing	44	7	4	4	-	10	25	-	11	-	-	2	-	-	-	-	1	108
(3) Hours of operation	1	1	-	1	-	1	9	2	19	-	-	-	-	-	-	-	-	34
(4) Provision of stops	29	3	4	8	2	4	13	6	27	-	-	-	-	-	-	-	-	96
Sub-total	311	31	18	28	11	37	118	38	313	-	-	22	8	-	4	-	2	941
(B) <u>Standard of Service</u>																		
(1) Regularity of service	4662	126	85	186	11	120	640	55	1337	-	-	14	5	4	2	1	3	7251
(2) Adherence to routeing	39	1	7	9	-	3	20	6	196	-	1796	-	-	1	-	-	-	2078
(3) Improper driving behaviour	761	77	44	110	18	48	250	32	1031	177	2053	5	7	12	-	-	-	4625
(4) Conduct & performance of staff (including drivers)	1229	102	64	125	37	83	451	29	1452	89	4488	221	3	9	6	-	4	8392
(5) Overcharging	19	2	2	5	-	-	9	1	101	10	1729 *	1	-	-	-	-	-	1879
(6) Cleanliness	15	-	-	1	-	3	-	3	74	2	27	10	1	-	-	-	-	136
(7) Conditions of vehicles/vessels	47	6	1	3	4	4	8	7	55	3	62	6	-	-	-	1	-	207
(8) Passenger services & facilities	646	105	23	33	14	59	205	25	80	3	6	437	21	2	5	-	3	1667
Sub-total	7418	419	226	472	84	320	1583	158	4326	284	10161	694	37	28	13	2	10	26235
(C) <u>General</u>	64	55	5	13	7	12	43	10	113	50	157	12	2	1	-	-	1	545
Total in 2019	7793	505	249	513	102	369	1744	206	4752	334	10318	728 [#]	47 [#]	29	17	2	13	27721
Grand-total	(11275)							(15610)				(804)			(32)			
Total in 2018	4258	444	190	477	98	269	1354	185	5034	345	11000	327	20	31	21	3	25	24081

Legend

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

* Including taximeter irregularities

Including 210 complaints related to suspension of MTR services and 161 complaints against a MTR staff member

Complaints and Suggestions on Franchised Buses Services in 2019⁽¹⁾

Mode Nature of Complaint/Suggestion	Vehicular Transport							Total/ Sub- total
	Franchised Buses							
	KMB	CTB1	CTB2	FB	NLB	LWB	XHT	
(A) <u>Adequacy of Service</u>								
(1) Frequency/carrying capacity	216	20	10	15	9	22	71	363
(2) Routeing	44	7	4	4	-	10	25	94
(3) Hours of operation	1	1	-	1	-	1	9	13
(4) Provision of stops	27	3	4	8	2	4	13	61
Sub-total	288	31	18	28	11	37	118	531
(B) <u>Standard of Service</u>								
(1) Regularity of service	1440	126	85	186	11	103	614	2565
(2) Adherence to routeing	39	1	7	9	-	3	20	79
(3) Improper driving behaviour	761	77	44	110	18	48	250	1308
(4) Conduct & performance of staff (including drivers)	1229	102	64	125	37	83	451	2091
(5) Overcharging	19	2	2	5	-	-	9	37
(6) Cleanliness	15	-	-	1	-	3	-	19
(7) Conditions of vehicles	47	6	1	3	4	4	8	73
(8) Passenger services & facilities	596	105	23	33	14	59	202	1032
Sub-total	4146	419	226	472	84	303	1554	7204
(C) <u>General</u>	64	55	5	13	7	12	43	199
Total in 2019	4498	505	249	513	102	352	1715	7934
Grand-total	(7934)							
Total in 2018	4258	444	190	477	98	269	1354	7090

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

Note : (1) For 2019, a total of 3 341 complaints received from two complainants, each of whom made more than 100 complaints in a quarter, were excluded. Please see Appendix 4(i) with these complaints included. There are no relevant statistics available for 2018 and earlier.

Complaints and Suggestions on Franchised Bus Services

<u>Nature of Complaint/Suggestion</u>	<u>2018</u>	<u>2019</u>	<u>Difference</u>		
(A) Adequacy of Service					
(1) Frequency	282	384 [363]	+36.2%	[+28.7%]	
(2) Routeing	131	94	-28.2%		
(3) Hours of operation	16	13	-18.8%		
(4) Provision of stops	62	63 [61]	+1.6%	[-1.6%]	
Sub-total	491	554 [531]	+12.8%	[+8.1%]	
(B) Standard of Service					
(1) Regularity of service	2 721	5 830 [2 565]	+114.3%	[-5.7%]	
(2) Adherence to routeing	63	79	+25.4%		
(3) Improper driving behaviour	1 104	1 308	+18.5%		
(4) Conduct and performance of staff (including drivers)	1 719	2 091	+21.6%		
(5) Overcharging	21	37	+76.2%		
(6) Cleanliness	25	19	-24.0%		
(7) Conditions of vehicles	96	73	-24.0%		
(8) Passenger services and facilities	695	1 085 [1 032]	+56.1%	[+48.5%]	
Sub-total	6 444	10 522 [7 204]	+63.3%	[+11.8%]	
(C) General⁽¹⁾	155	199	+28.4%		
Total	7 090	11 275⁽²⁾ [7 934]	+59.0%	[+11.9%]	

Notes : (1) These are mainly related to obstruction caused by franchised buses.

(2) Among these cases, a total of 3 341 complaints were received from two complainants. The figures not including these cases are in square brackets.

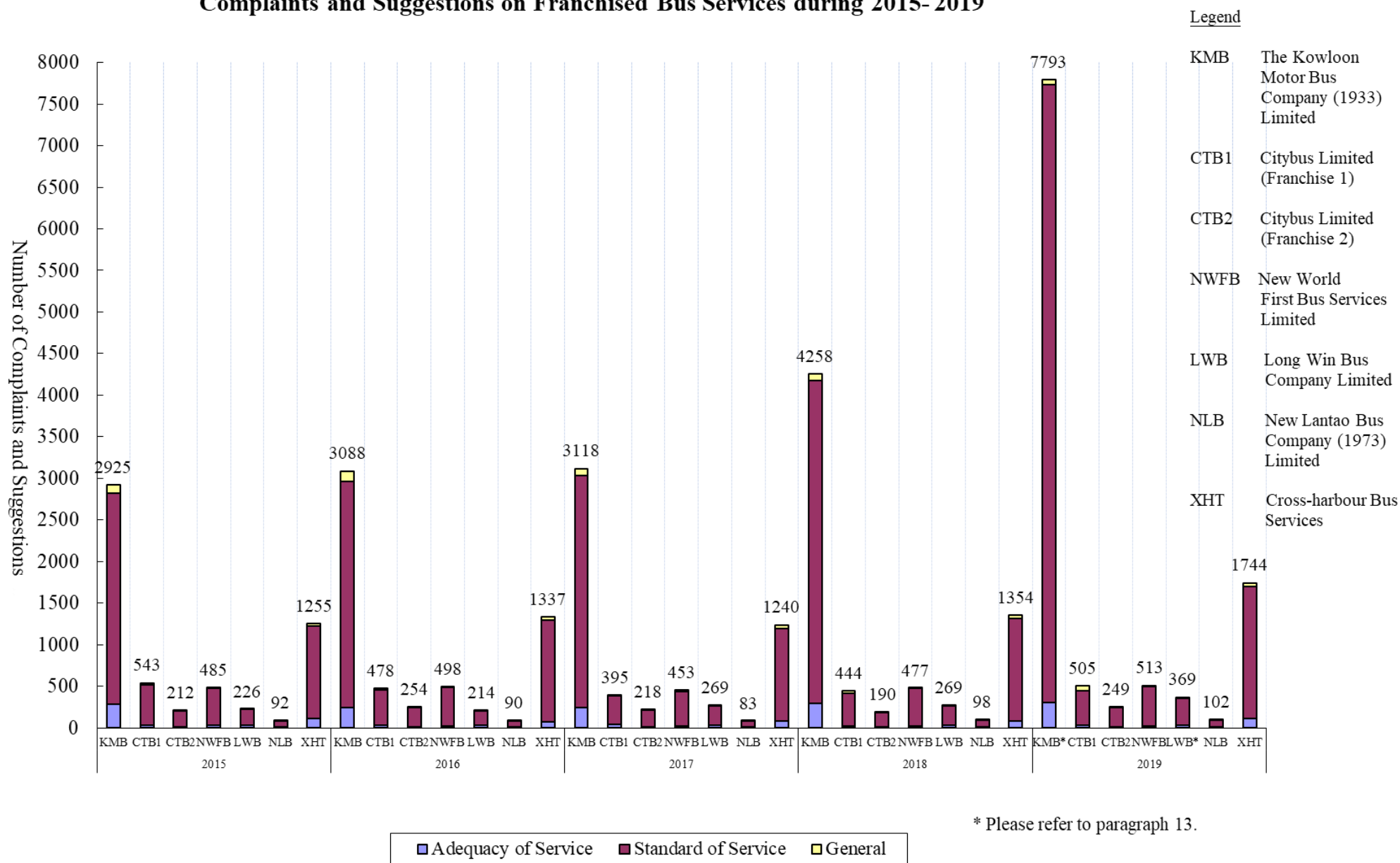
Complaints and Suggestions on Franchised Bus Services⁽¹⁾

<u>Bus Company/ Services</u>	<u>2018</u>	<u>2019</u>	<u>Difference</u>
The Kowloon Motor Bus Company (1933) Limited (KMB)	4 258 (4.65)	7 793 ⁽³⁾ (8.50) [4 498 (4.91)]	+83.0% (+82.8%) [+5.6% (+5.6%)]
Citybus Limited (Franchise 1) (Citybus)	444 (3.34)	505 (3.85)	+13.7% (+15.3%)
Citybus Limited (Franchise 2) (Citybus)	190 (5.59)	249 (6.48)	+31.1% (+15.9%)
New World First Bus Services Limited (NWFB)	477 (4.41)	513 (4.71)	+7.5% (+6.8%)
New Lantao Bus Company (1973) Limited	98 (3.21)	102 (2.89)	+4.1% (-10.0%)
Long Win Bus Company Limited	269 (6.48)	369 ⁽⁴⁾ (8.06) [352 (7.68)]	+37.2% (+24.4%) [+30.9% (+18.5%)]
Cross-harbour Bus Services ⁽²⁾	1 354 (6.25)	1 744 ⁽⁵⁾ (8.01) [1 715 (7.88)]	+28.8% (+28.2%) [+26.7% (+26.1%)]
Total	7 090 (4.79)	11 275 ⁽⁶⁾ (7.55) [7 934 (5.31)]	+59.0% (+57.6%) [+11.9% (+10.9%)]

- 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.
 - (3) Among the 7 793 complaints and suggestions, a total of 3 295 complaints were received from two complainants, each of whom made more than 100 complaints in a quarter. The figures not including these cases are in square brackets.
 - (4) Among the 369 complaints and suggestions, 17 complaints were received from one complainant who made more than 100 complaints in a quarter. The figures not including these cases are in square brackets.
 - (5) Among the 1 744 complaints and suggestions, a total of 29 complaints were received from two complainants, each of whom made more than 100 complaints in a quarter. The figures not including these cases are in square brackets.
 - (6) Among the 11 275 complaints and suggestions, a total of 3 341 complaints were received from two complainants, each of whom made more than 100 complaints in a quarter. The figures not including these cases are in square brackets.

Appendix 7

Complaints and Suggestions on Franchised Bus Services during 2015-2019

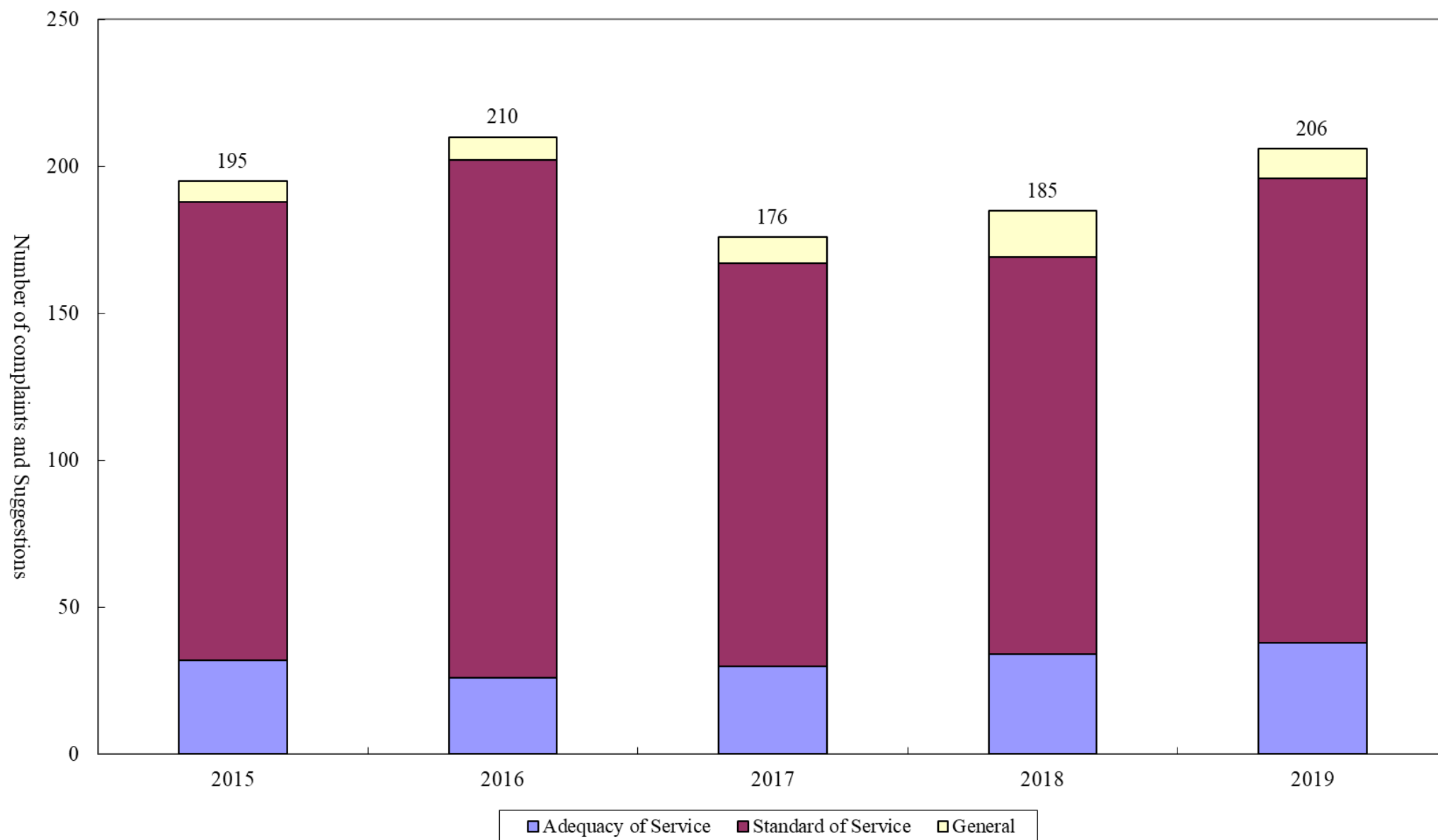


Complaints and Suggestions on Non-franchised Bus Services

<u>Nature of Complaint/Suggestion</u>	<u>2018</u>	<u>2019</u>	<u>Difference</u>
(A) Adequacy of Service			
(1) Frequency	20	30	+50.0%
(2) Routeing	7	-	-100.0%
(3) Hours of operation	3	2	-33.3%
(4) Provision of stops	4	6	+50.0%
Sub-total	34	38	+11.8%
(B) Standard of Service			
(1) Regularity of service	40	55	+37.5%
(2) Adherence to routeing	4	6	+50.0%
(3) Improper driving behaviour	34	32	-5.9%
(5) Conduct and performance of staff (including drivers)	30	29	-3.3%
(5) Overcharging	1	1	-
(6) Cleanliness	-	3	-
(7) Conditions of vehicles	6	7	+16.7%
(8) Passenger services and facilities	20	25	+25.0%
Sub-total	135	158	+17.0%
(C) General⁽¹⁾	16	10	-37.5%
Total	185	206	+11.4%

Note : (1) These are mainly related to obstruction caused by non-franchised buses.

Complaints and Suggestions on Non-franchised Bus Services during 2015 - 2019



Complaints and Suggestions on Green Minibus Services

<u>Nature of Complaint/Suggestion</u>	<u>2018</u>	<u>2019</u>	<u>Difference</u>
(A) Adequacy of Service			
(1) Frequency	343	256	-25.4%
(2) Routeing	12	11	-8.3%
(3) Hours of operation	3	19	+533.3%
(4) Provision of stops	22	27	+22.7%
Sub-total	380	313	-17.6%
(B) Standard of Service			
(1) Regularity of service	1 325	1 337	+0.9%
(2) Adherence to routeing	279	196	-29.7%
(3) Improper driving behaviour	1 028	1 031	+0.3%
(4) Conduct and performance of staff (including drivers)	1 588	1 452	-8.6%
(5) Overcharging	109	101	-7.3%
(6) Cleanliness	59	74	+25.4%
(7) Conditions of vehicles	70	55	-21.4%
(8) Passenger services and facilities	90	80	-11.1%
Sub-total	4 548	4 326	-4.9%
(C) General⁽¹⁾	106	113	+6.6%
Total	5 034	4 752	-5.6%

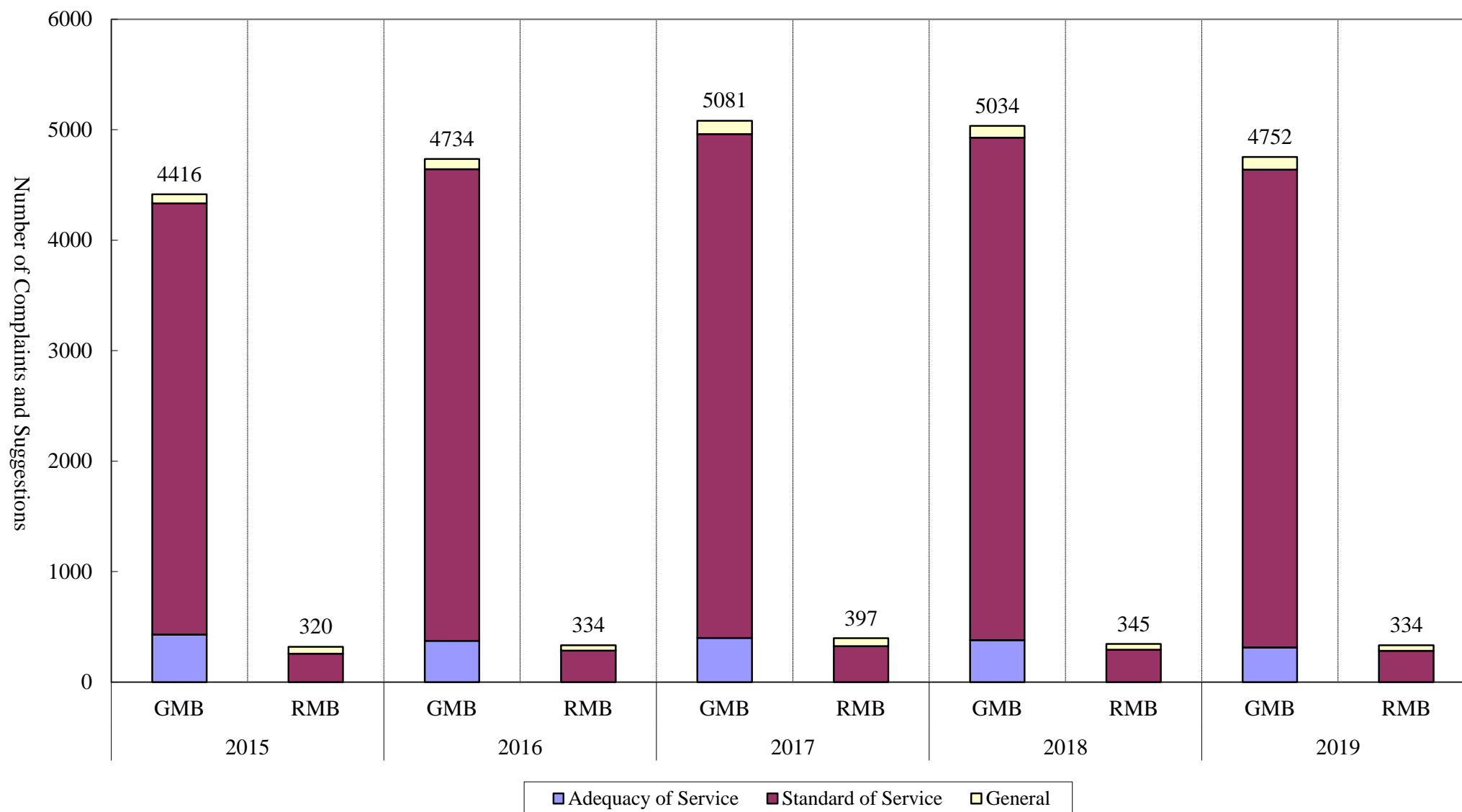
Note : (1) These are mainly related to obstruction caused by green minibuses.

Complaints and Suggestions on Red Minibus Services

<u>Nature of Complaint/Suggestion</u>	<u>2018</u>	<u>2019</u>	<u>Difference</u>
(A) Adequacy of Service	-	-	-
(B) Standard of Service			
(1) Regularity of service	-	-	-
(2) Adherence to routeing	-	-	-
(3) Improper driving behaviour	173	177	+2.3%
(4) Conduct and performance of staff (including drivers)	97	89	-8.2%
(5) Overcharging	9	10	+11.1%
(6) Cleanliness	7	2	-71.4%
(7) Conditions of vehicles	4	3	-25.0%
(8) Passenger services and facilities	3	3	-
Sub-total	293	284	-3.1%
(C) General⁽¹⁾	52	50	-3.8%
Total	345	334	-3.2%

Note : (1) These are mainly related to the frequency of red minibus services.

**Complaints and Suggestions on Green Minibus (GMB) and Red Minibus (RMB) Services
during 2015 - 2019**



Complaints and Suggestions on Taxi Services

<u>Nature of Complaint/Suggestion</u>	<u>2018</u>	<u>2019</u>	<u>Difference</u>
Taxi driver malpractice			
(a) Conduct and performance of drivers			
(i) Behaving other than in a civil & orderly manner	1 798	1 619	-10.0%
(ii) Refusing hire	2 730	2 346	-14.1%
(iii) Soliciting passengers	14	38	+171.4%
(iv) Refusing to drive to destination	491	424	-13.6%
(v) Failure to display driver identity plate	31	54	+74.2%
(vi) Failure to display driver identity plate properly	8	7	-12.5%
	5 072	4 488	-11.5%
(b) Improper driving behaviour	1 893	2 053	+8.5%
(c) Overcharging	1 690	1 550	-8.3%
(d) Taximeter irregularities	229	179	-21.8%
(e) Failure to take the most direct route	1 849	1 796	-2.9%
Sub-total	10 733	10 066	-6.2%
Others			
(a) Taxi obstruction	175	138	-21.1%
(b) Miscellaneous ⁽¹⁾	92	114	+23.9%
Sub-total	267	252	-5.6%
Total	11 000	10 318	-6.2%

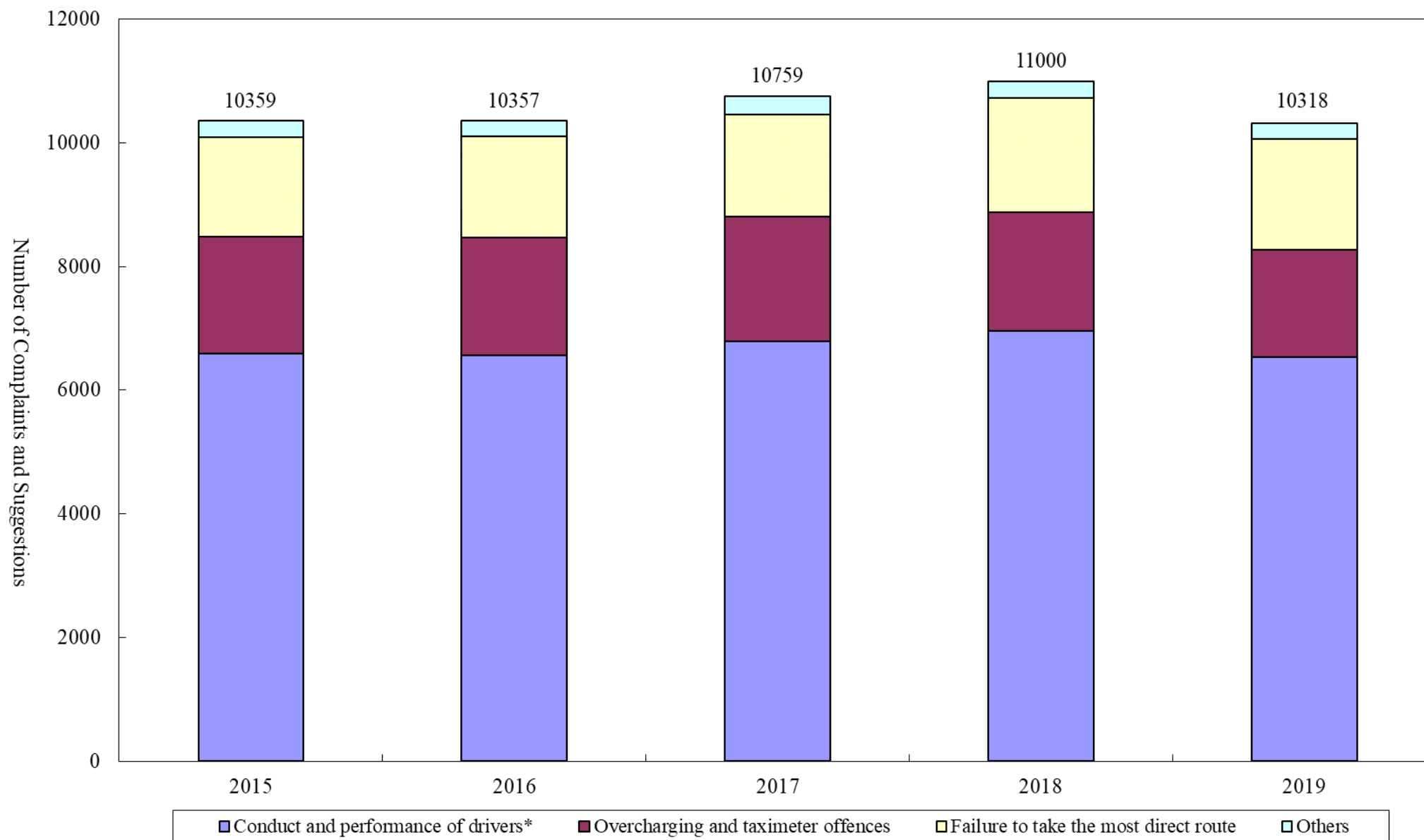
Note : (1) These are mainly related to condition of vehicle and compartment.

Results of Taxi Driver Malpractice Cases Referred to the Police
(January – December 2019)

	<u>No. of Cases</u>	<u>Percentage</u>
(i) Summoned	141 (123)	7 (6)
(ii) Withdrawal by complainants	1 301 (1 468)	67 (68)
(iii) Evidence considered insufficient by the Police for further processing	507 (570)	26 (26)
Total	1 949 (2 161)	100 (100)

Note : Comparative figures for 2018 are in brackets.

Complaints and Suggestions on Taxi Services during 2015 - 2019



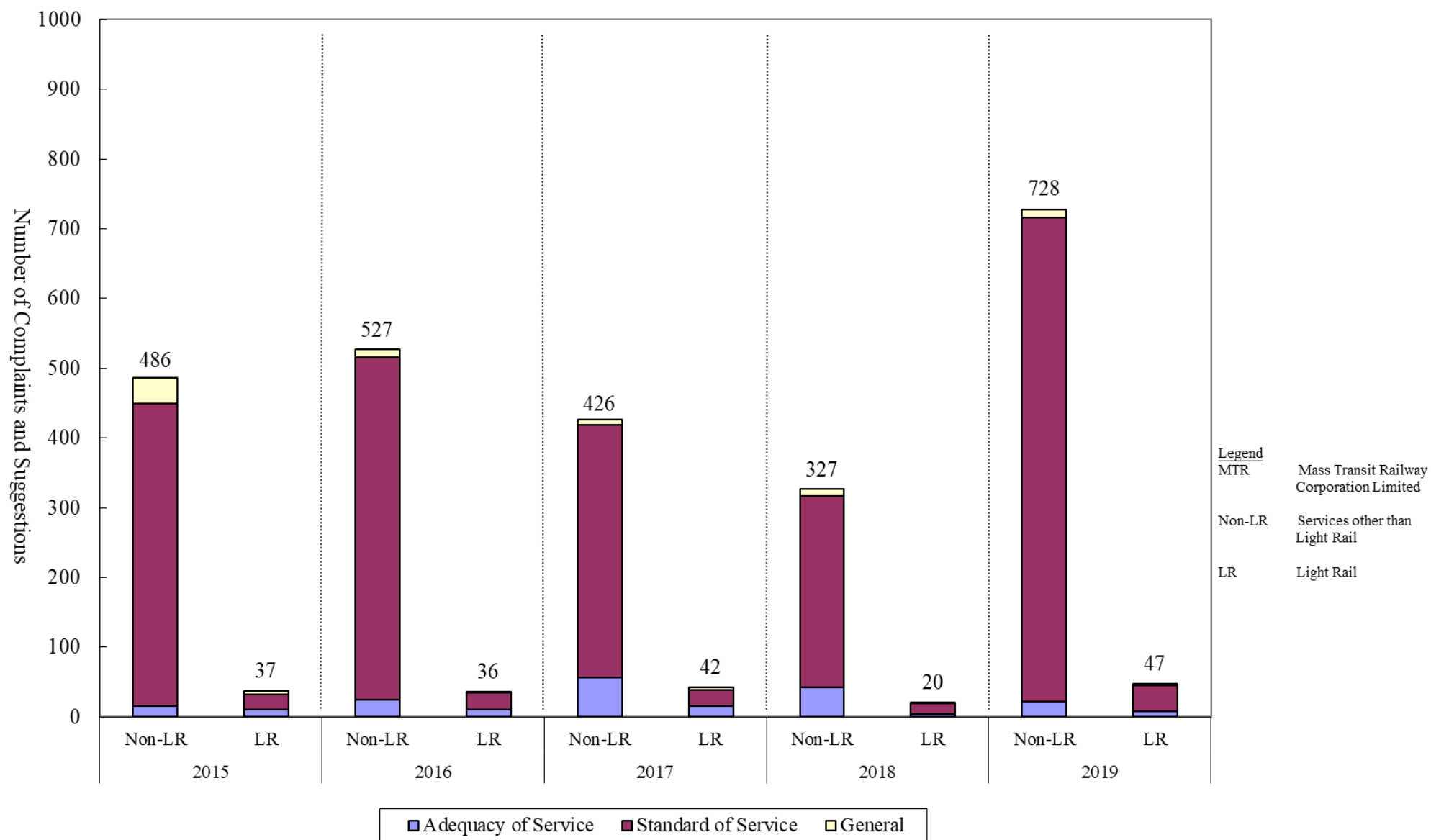
* Including improper driving behaviour

Complaints and Suggestions on Rail Services

<u>Railway Company</u>	<u>2018</u>		<u>2019</u>		<u>Difference</u>	
Mass Transit Railway Corporation Limited (Excluding Light Rail)	327	(0.18)	728	(0.43)	+122.6%	(+138.9%)
Mass Transit Railway Corporation Limited (Light Rail)	20	(0.11)	47	(0.30)	+135.0%	(+172.7%)
The Hongkong Tramways Limited	31	(0.52)	29	(0.53)	-6.5%	(+1.9%)
Total	378	(0.18)	804	(0.42)	+112.7%	(+133.3%)

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

Complaints and Suggestions on MTR Services during 2015 - 2019

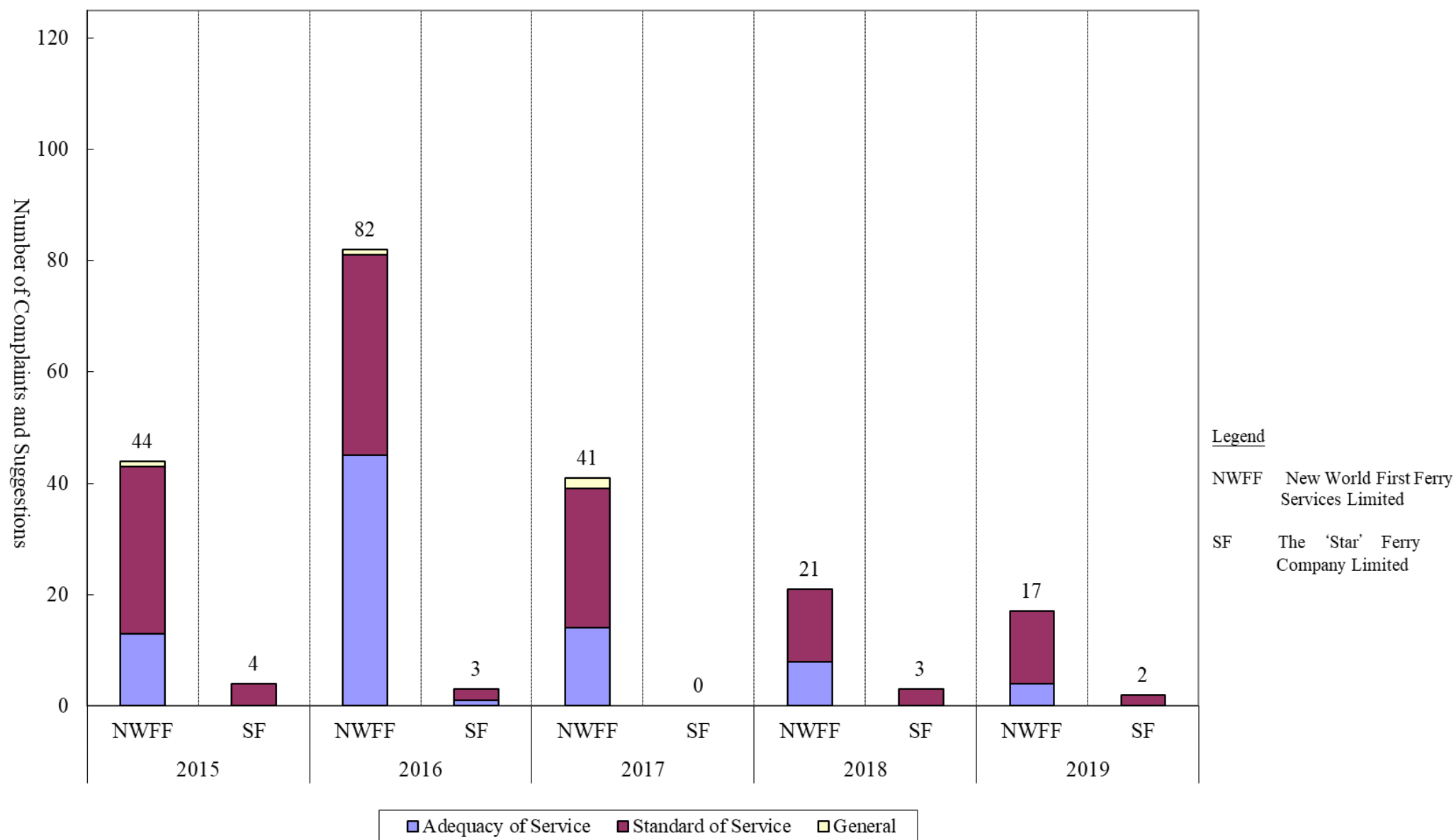


Complaints and Suggestions on Ferry Services

<u>Ferry Company</u>	<u>2018</u>		<u>2019</u>		<u>Difference</u>	
New World First Ferry Services Limited	21	(1.56)	17	(1.27)	-19.0%	(-18.6%)
The 'Star' Ferry Company Limited	3	(0.15)	2	(0.11)	-33.3%	(-26.7%)
Minor Ferries	25	(1.87)	13	(0.98)	-48.0%	(-47.6%)
Total	49	(1.05)	32	(0.72)	-34.7%	(-31.4%)

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

Complaints and Suggestions on NWFF and SF Services during 2015 - 2019



Complaints and Suggestions on Traffic and Road Conditions

<u>Nature of Complaint/Suggestion</u>	<u>2018</u>	<u>2019</u>	<u>Difference</u>
<u>Traffic Conditions</u>			
(a) Traffic congestion	220	435	+97.7%
(b) Traffic management	149	198	+32.9%
(c) Additional traffic signs and aids	69	66	-4.3%
(d) Parking facilities	34	20	-41.2%
Sub-total	472	719	+52.3%
<u>Road Maintenance</u>			
(a) Road conditions	77	40	-48.1%
(b) Traffic signs and aids	57	72	+26.3%
(c) Carriageway markings	10	5	-50.0%
Sub-total	144	117	-18.8%
<u>Enforcement</u>			
(a) Illegal parking	1 719	3 182 ⁽¹⁾ [1 941]	+85.1% ⁽¹⁾ [+12.9%]
(b) Other enforcement matters	1 121	981	-12.5%
Sub-total	2 840	4 163⁽²⁾ [2 922]	+46.6%⁽²⁾ [+2.9%]
Total	3 456	4 999⁽³⁾ [3 758]	+44.6%⁽³⁾ [+8.7%]

- Note :
- (1) Among the 3 182 complaints and suggestions, 1 241 complaints were received from one complainant who made more than 100 complaints in a quarter. The figures not including these cases are in square brackets.
 - (2) Among the 4 163 complaints and suggestions, 1 241 complaints were received from one complainant who made more than 100 complaints in a quarter. The figures not including these cases are in square brackets.
 - (3) Among the 4 999 complaints and suggestions, 1 241 complaints were received from one complainant who made more than 100 complaints in a quarter. The figures not including these cases are in square brackets.

Breakdown of Complaints and Suggestions on Traffic and Road Conditions by District
(January – December 2019)

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	27	17	33	11	52	14	28	25	29	36	11	43	33	23	16	12	18	2	5	435
(b) Traffic management	9	12	54	3	10	2	10	8	10	6	1	23	14	5	19	4	3	2	3	198
(c) Additional traffic signs and aids	2	4	9	1	1	-	4	7	5	2	1	7	4	3	2	3	8	2	1	66
(d) Parking facilities	2	1	-	1	3	1	-	-	1	1	-	3	-	-	5	-	-	-	2	20
Sub-total	40	34	96	16	66	17	42	40	45	45	13	76	51	31	42	19	29	6	11	719
<u>Road Maintenance</u>																				
(a) Road conditions	-	1	1	2	1	2	4	1	2	1	3	7	1	3	3	2	4	2	-	40
(b) Traffic signs & aids	1	4	2	1	3	-	5	5	18	1	4	10	6	5	2	2	-	-	3	72
(c) Carriageway markings	-	1	1	-	-	-	-	-	-	-	-	-	1	1	-	1	-	-	-	5
Sub-total	1	6	4	3	4	2	9	6	20	2	7	17	8	9	5	5	4	2	3	117
<u>Enforcement</u>																				
(a) Illegal parking	108	153	754	36	188	68	168	167	189	76	102	143	183	104	70	93	63	24	493	3182
(b) Other enforcement matters	48	60	62	28	61	37	69	60	108	25	42	74	86	58	46	40	44	18	15	981
Sub-total	156	213	816	64	249	105	237	227	297	101	144	217	269	162	116	133	107	42	508	4163
Total	197	253	916	83	319	124	288	273	362	148	164	310	328	202	163	157	140	50	522	4999

Breakdown of Complaints and Suggestions on Traffic and Road Conditions by District⁽¹⁾
(January – December 2019)

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
Traffic Conditions																				
(a) Traffic congestion	27	17	33	11	52	14	28	25	29	36	11	43	33	23	16	12	18	2	5	435
(b) Traffic management	9	12	54	3	10	2	10	8	10	6	1	23	14	5	19	4	3	2	3	198
(c) Additional traffic signs and aids	2	4	9	1	1	-	4	7	5	2	1	7	4	3	2	3	8	2	1	66
(d) Parking facilities	2	1	-	1	3	1	-	-	1	1	-	3	-	-	5	-	-	-	2	20
Sub-total	40	34	96	16	66	17	42	40	45	45	13	76	51	31	42	19	29	6	11	719
Road Maintenance																				
(a) Road conditions	-	1	1	2	1	2	4	1	2	1	3	7	1	3	3	2	4	2	-	40
(b) Traffic signs & aids	1	4	2	1	3	-	5	5	18	1	4	10	6	5	2	2	-	-	3	72
(c) Carriageway markings	-	1	1	-	-	-	-	-	-	-	-	-	1	1	-	1	-	-	-	5
Sub-total	1	6	4	3	4	2	9	6	20	2	7	17	8	9	5	5	4	2	3	117
Enforcement																				
(a) Illegal parking	108	76	87	36	188	68	168	167	181	76	102	143	183	104	70	93	63	24	4	1941
(b) Other enforcement matters	48	60	62	28	61	37	69	60	108	25	42	74	86	58	46	40	44	18	15	981
Sub-total	156	136	149	64	249	105	237	227	289	101	144	217	269	162	116	133	107	42	19	2922
Total	197	176	249	83	319	124	288	273	354	148	164	310	328	202	163	157	140	50	33	3758

Note : (1) For 2019, 1 241 complaints received from one complainant, who made more than 100 complaints in a quarter, were excluded. Please see [Appendix 21\(i\)](#) with these complaints included.