

## Transport Complaints Unit Report 2020<sup>1</sup>

### Overview of Complaints and Suggestions in 2020

In 2020, the Transport Complaints Unit (TCU) received 24 888<sup>2</sup> complaints and suggestions on transport and traffic matters, including 214 pure suggestions. The number of cases recorded a decrease of 24.6%<sup>2</sup> as compared with 33 017<sup>3</sup> cases received in 2019. 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 2020 by category is as follows –

<u>Nature of Complaint/Suggestion</u>	<u>2019</u>	<u>2020</u>	<u>Difference</u>
Public Transport Services	27 721 <sup>4</sup>	17 622 <sup>5</sup>	-36.4% <sup>5</sup>
Traffic Conditions	719	889	+23.6%
Road Maintenance	117	204	+74.4%
Enforcement	4 163 <sup>6</sup>	5 929 <sup>7</sup>	+42.4% <sup>7</sup>

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<sup>1</sup> The numbers of complaints received from individual complainants, who made more than 100 complaints in a quarter, are given in relevant footnotes.

<sup>2</sup> Among the 24 888 complaints and suggestions, a total of 3 434 complaints were received from three complainants. The number of complaints not including these cases is 21 454, representing a decrease of 24.6% when compared with 28 435 cases (see footnote 3) in 2019. A breakdown of the complaints not including these cases is at [Appendix 1\(i\)\(b\)](#).

<sup>3</sup> Among the 33 017 complaints and suggestions, a total of 4 582 complaints were received from three complainants. The number of complaints not including these cases is 28 435.

<sup>4</sup> Among the 27 721 complaints and suggestions, a total of 3 341 complaints were received from two complainants. The number of complaints not including these cases is 24 380.

<sup>5</sup> Among the 17 622 complaints and suggestions, a total of 1 640 complaints were received from two complainants. The number of complaints not including these cases is 15 982, representing a decrease of 34.4% when compared with 24 380 cases (see footnote 4) in 2019. A breakdown of the complaints not including these cases is at [Appendix 4\(ii\)](#).

<sup>6</sup> Among the 4 163 complaints and suggestions, 1 241 complaints were received from one complainant. The number of complaints not including these cases is 2 922.

<sup>7</sup> Among the 5 929 complaints and suggestions, 1 752 complaints were received from one complainant. The number of complaints not including these cases is 4 177, representing an increase of 43.0% when compared with 2 922 cases (see footnote 6) in 2019. A breakdown of the complaints not including these cases is at [Appendix 21\(ii\)](#).

Miscellaneous	297 <sup>8</sup>	244 <sup>9</sup>	-17.8% <sup>9</sup>
<b>Total</b>	<b>33 017<sup>3</sup></b>	<b>24 888<sup>2</sup></b>	<b>-24.6%<sup>2</sup></b>

2. In 2020, complaints and suggestions received through TCU Complaint/Suggestion Webform and email accounted for about 79% of the total. 20% of the cases were received through telephone and the remaining cases were received in the form of fax or letter.

3. During the year, investigations into 30 678 cases (including some outstanding cases carried forward from the previous year) were completed. Of these, 25 771 (84%) were found to be substantiated, 152 (1%) unsubstantiated, and the remaining 4 755 (15%) 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 76% in 2019 to 84% in 2020. 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 23% in 2019 to 15% in 2020.

If the complainants agreed to be court witnesses, the cases would be referred to the Police for further investigation. In 2020, the Police reported the latest development on 2 249<sup>10</sup> cases previously referred to them. Among these cases, 367<sup>10</sup> drivers were summonsed.

4. In 2020, relevant government departments and public transport operators took on board 46 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.

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<sup>8</sup> These are mainly related to general transport matters such as road safety. Among the 297 complaints and suggestions, 163 cases were related to public order events such as safety issues of roads underneath footbridges.

<sup>9</sup> These are mainly related to general transport matters such as carriageway and pavement obstruction by materials.

<sup>10</sup> The figures include the taxi cases in paragraph 24.

## **Public Transport Services**

5. Public transport services remained the major area of concern. In 2020, 17 622<sup>5</sup> complaints and suggestions were received, accounting for 71% of the total number of cases. Among these, 138 were pure suggestions. The number of cases in this category recorded a decrease of 36.4%<sup>5</sup> as compared with 27 721<sup>4</sup> cases in 2019. A breakdown of the complaints and suggestions by mode of transport is as follows –

<b><u>Mode of Transport</u></b>	<b><u>2019</u></b>	<b><u>2020</u></b>	<b><u>Difference</u></b>	
Franchised Buses	11 275 <sup>11</sup> (7.55 <sup>11</sup> )	8 146 <sup>12</sup> (7.33 <sup>12</sup> )	-27.8% <sup>12</sup>	(-2.9% <sup>12</sup> )
Non-franchised Buses	206 (1.59)	140 (1.40)	-32.0%	(-11.9%)
Green Minibuses	4 752 (8.78)	3 276 (8.02)	-31.1%	(-8.7%)
Red Minibuses	334 (3.24)	285 (4.25)	-14.7%	(+31.2%)
Taxis	10 318 (33.10)	5 355 (22.17)	-48.1%	(-33.0%)
Rail Transport	804 (0.42)	352 (0.27)	-56.2%	(-35.7%)
Ferries	32 (0.72)	68 (2.16)	+112.5%	(+200.0%)
<b>Total</b>	<b>27 721<sup>4</sup></b>	<b>17 622<sup>5</sup></b>	<b>-36.4%<sup>5</sup></b>	

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

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

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

6. There were 8 146<sup>12</sup> cases on franchised bus services in 2020, representing 7.33<sup>12</sup> complaints/suggestions per million passenger journeys. These figures represent decreases of 27.8%<sup>12</sup> and 2.9%<sup>12</sup> respectively when

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<sup>11</sup> Among the 11 275 complaints and suggestions, a total of 3 341 complaints were received from two complainants. The number of complaints not including these cases is 7 934, representing 5.31 complaints/suggestions per million passenger journeys.

<sup>12</sup> Among the 8 146 complaints and suggestions, a total of 1 640 complaints were received from two complainants. The number of complaints not including these cases is 6 506, representing 5.85 complaints/suggestions per million passenger journeys. These figures represent a decrease of 18.0% when compared with 7 934 cases and an increase of 10.2% when compared with 5.31 complaints/suggestions per million passenger journeys (see footnote 11) in 2019.

compared with 11 275<sup>11</sup> cases and 7.55<sup>11</sup> complaints/suggestions per million passenger journeys in 2019. Most complaints are about regularity of service, conduct and performance of staff and improper driving behaviour. A detailed breakdown of the 8 146<sup>12</sup> cases by nature of complaints and suggestions is at [Appendix 5](#).

7. The TCU Sub-committee noted that there was an increase in the number of complaints about frequency of service (from 384<sup>13</sup> cases in 2019 to 723<sup>14</sup> cases in 2020, representing an increase of 88.3%<sup>14</sup>). Complaints about hours of operation have also increased from 13 cases in 2019 to 28<sup>15</sup> cases in 2020, representing an increase of 115.4%<sup>15</sup>. It might be due to the reduction of franchised bus services given the significant drop in patronage under the COVID-19 pandemic. Under the established practice, franchised bus companies (FBCs) are required to apply to the Transport Department (TD) for any service adjustments. In view of the epidemic development and the corresponding adjustments to the social distancing measures, as well as the need to make better use of resources, FBCs submitted applications for temporary service adjustments. When considering FBCs' applications, TD takes into account factors such as the extent of the patronage drop of the routes concerned, occupancy rates especially during peak hours, impact of the proposed service adjustment on passengers' waiting time, efficient use of bus resources and public acceptability of the proposed frequency adjustment. FBCs are required to closely monitor passenger demand and enhance their services when necessary in a timely manner. TD has also been closely monitoring FBCs' service provision and travel patterns of the public so that timely adjustments would be made in response to the changing passenger demand.

8. Although regularity of service, conduct and performance of staff and improper driving behaviour still contributed most complaints in 2020, the number of cases of the three categories has decreased by 40.4%, 13.2% and 33.0% respectively. The decrease was in line with the decrease in the overall number of complaints (-27.8%) on franchised bus services in 2020.

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<sup>13</sup> Among the 384 complaints and suggestions, 21 complaints were received from one complainant. The number of complaints not including these cases is 363.

<sup>14</sup> Among the 723 complaints and suggestions, a total of 296 complaints were received from two complainants. The number of complaints not including these cases is 427, representing an increase of 17.6% when compared with 363 cases (see footnote 13) in 2019.

<sup>15</sup> Among the 28 complaints and suggestions, four complaints were received from one complainant. The number of complaints not including these cases is 24, representing an increase of 84.6% when compared with 13 cases in 2019.

9. A breakdown of the 8 146<sup>12</sup> 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 5 105<sup>16</sup> cases received in 2020 were mainly about regularity of service (2 494<sup>17</sup>), conduct and performance of staff (744) and improper driving behaviour (607). The number of complaints/suggestions per million passenger journeys decreased by 13.8%<sup>16</sup> from 8.50 in 2019 to 7.33<sup>16</sup> in 2020.
- Citybus Limited (Franchise 1) – The 508<sup>18</sup> cases received in 2020 were mainly about regularity of service (161<sup>19</sup>), conduct and performance of staff (99) and improper driving behavior (94). The number of complaints/suggestions per million passenger journeys increased by 42.6% from 3.85 in 2019 to 5.49<sup>18</sup> in 2020.
- Citybus Limited (Franchise 2) – The 158<sup>20</sup> cases received in 2020 were mainly about improper driving behaviour (41), conduct and performance of staff (37) and regularity of service (33). The number of complaints/suggestions per million passenger journeys increased by 17.3% from 6.48 in 2019 to 7.60<sup>20</sup> in 2020.

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<sup>16</sup> Among the 5 105 complaints and suggestions, 1 436 complaints were received from one complainant. The number of complaints not including these cases is 3 669, representing 5.27 complaints/suggestions per million passenger journeys. This represents an increase of 7.3% when compared with 4.91 complaints/suggestions per million passenger journeys (see [Appendix 6](#)) in 2019.

<sup>17</sup> Among the 2 494 complaints and suggestions, 1 087 complaints were received from one complainant. The number of complaints not including these cases is 1 407.

<sup>18</sup> Among the 508 complaints and suggestions, 125 complaints were received from one complainant. The number of complaints not including these cases is 383, representing 4.14 complaints/suggestions per million passenger journeys. This represents an increase of 7.5% when compared with 3.85 complaints/suggestions per million passenger journeys in 2019.

<sup>19</sup> Among the 161 complaints and suggestions, 77 complaints were received from one complainant. The number of complaints not including these cases is 84.

<sup>20</sup> Among the 158 complaints and suggestions, nine complaints were received from one complainant. The number of complaints not including these cases is 149, representing 7.17 complaints/suggestions per million passenger journeys. This represents an increase of 10.6% when compared with 6.48 complaints/suggestions per million passenger journeys in 2019.

- New World First Bus Services Limited (NWFB) – The 517<sup>21</sup> cases received in 2020 were mainly about regularity of service (206<sup>22</sup>), conduct and performance of staff (110) and improper driving behaviour (89). The number of complaints/suggestions per million passenger journeys increased by 33.1% from 4.71 in 2019 to 6.27<sup>21</sup> in 2020.
- Long Win Bus Company Limited (LWB) – The number of complaints/suggestions per million passenger journeys increased by 0.9%<sup>23</sup> from 8.06 in 2019 to 8.13<sup>23</sup> in 2020. As regards the 229 cases received in 2020, they were mainly about regularity of service (82), passenger services and facilities (39) and conduct and performance of staff (37).
- New Lantao Bus Company (1973) Limited (NLB) – The number of complaints/suggestions per million passenger journeys increased by 36.7% from 2.89 in 2019 to 3.95 in 2020. As regards the 88 cases received in 2020, they were mainly about regularity of service (18), improper driving behaviour (18) and passenger services and facilities (16).
- Cross-harbour Bus Services<sup>24</sup> – The 1 541<sup>25</sup> cases received in 2020 were mainly about regularity of service (478<sup>26</sup>), conduct and performance of staff (360) and improper driving behaviour (266<sup>27</sup>).

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<sup>21</sup> Among the 517 complaints and suggestions, four complaints were received from one complainant. The number of complaints not including these cases is 513, representing 6.22 complaints/suggestions per million passenger journeys. This represents an increase of 32.1% when compared with 4.71 complaints/suggestions per million passenger journeys in 2019.

<sup>22</sup> Among the 206 complaints and suggestions, four complaints were received from one complainant. The number of complaints not including these cases is 202.

<sup>23</sup> The number of complaints/suggestions per million passenger journeys increased by 5.9% from 7.68 (see [Appendix 6](#)) in 2019 to 8.13 in 2020.

<sup>24</sup> 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.

<sup>25</sup> Among the 1 541 complaints and suggestions, a total of 66 complaints were received from two complainants. The number of complaints not including these cases is 1 475, representing 8.73 complaints/suggestions per million passenger journeys. This represents an increase of 10.8% when compared with 7.88 complaints/suggestions per million passenger journeys (see [Appendix 6](#)) in 2019.

<sup>26</sup> Among the 478 complaints and suggestions, 36 complaints were received from one complainant. The number of complaints not including these cases is 442.

<sup>27</sup> Among the 266 complaints and suggestions, one complaint were received from one complainant. The number of complaints not including these cases is 265.

The number of complaints/suggestions per million passenger journeys increased by 13.9%<sup>25</sup> from 8.01 in 2019 to 9.12<sup>25</sup> in 2020.

10. 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***

11. 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.

12. There were 140 cases on NFB services in 2020, representing 1.40 complaints/suggestions per million passenger journeys. These figures represent decreases of 32.0% and 11.9% respectively when compared with 206 cases and 1.59 complaints/suggestions per million passenger journeys in 2019. TD noted that the complaints on the North-west Transit Service Area Feeder Buses increased by 2.3%. The major complaints were about the conduct and performance of staff, followed by regularity of services. To address the issue, TD has issued letters to the MTR Corporation Limited (MTRCL) for follow-up action and MTRCL was requested to keep monitoring the performance of their drivers and the service level accordingly. A detailed breakdown of the 140 cases is at [Appendix 8](#).

13. A comparison of the complaints and suggestions on NFB services in the past five years is at [Appendix 9](#).

### ***Public Light Bus Services***

14. There were 3 561 cases on public light bus (PLB) services in 2020, representing 7.49 complaints/suggestions per million passenger journeys. These figures represent decreases of 30.0% and 5.1% respectively when compared with 5 086 cases and 7.89 complaints/suggestions per million passenger journeys in 2019.

## Green Minibus Services

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

16. In 2020, there were 3 276 complaints/suggestions on GMB services, accounting for 92% of all PLB cases received. The number of complaints/suggestions per million passenger journeys was 8.02. These figures represent decreases of 31.1% and 8.7% respectively when compared with 4 752 cases and 8.78 complaints/suggestions per million passenger journeys in 2019. A detailed breakdown of the 3 276 cases is at Appendix 10.

## Red Minibus Services

17. Red minibuses (RMBs) are not required to operate on fixed routes or timetable and can set their own fares, and are subject to certain restrictions on their service area under the existing policy<sup>28</sup>.

18. In 2020, there were 285 complaints/suggestions on RMB services, accounting for 8% of all PLB cases received. The number of complaints/suggestions per million passenger journeys was 4.25. These figures represent a decrease of 14.7% when compared with 334 cases and an increase of 31.2% when compared with 3.24 complaints/suggestions per million passenger journeys in 2019. A detailed breakdown of the 285 cases is at Appendix 11.

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

20. The TCU Sub-committee noted that the decrease in number of complaints against conduct and performance of staff and improper driving behaviour may be attributable to TD's continuous effort in working with the GMB trade on measures such as pre-service training course for new drivers. The decreasing number of complaints against regularity of service can be explained

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<sup>28</sup> 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.



by the increased number of 19-seater in the PLB fleet and the demand of service more adequately met. As at the end of 2020, over 35% 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 route(s) concerned and to follow up with the operators to rectify the problems such as irregular service, non-compliance with routeings and improper conduct or performance of staff. TD will also issue warning letters to the operators who failed to comply with the Schedule of Service, 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.

21. For RMB cases, the large decrease in number of complaints against improper driving behaviour may be attributable to TD's continuous effort in working with the RMB trade on measures such as pre-service training course for new drivers. On the other hand, the gradual replacement of aged vehicles by the trade may contribute to a decrease in the number of complaints against conditions of vehicles.

22. Besides, TD continued to implement various measures in 2020 to promote the provision of safe, quality and customer-oriented PLB services. It is also anticipated that the increasing number of 19-seater in the PLB fleet will continue to improve the PLB service level, particularly during peak hours. 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 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***

23. Taxi services remained one of the major areas of complaints in 2020. There were 5 355 cases relating to taxi services, accounting for around 30% of all cases on public transport services. The number of complaints/suggestions per

million passenger journeys was 22.17, the highest among all types of public transport services. These figures represent decreases of 48.1% and 33.0% respectively when compared with 10 318 cases and 33.10 complaints/suggestions per million passenger journeys in 2019. The complaints were mainly about taxi driver malpractice (especially those related to improper driving behavior and failure to take the most direct route). A detailed breakdown of the 5 355 cases is at [Appendix 13](#).

24. Of the 5 355 cases received, 5 043 (94.2%) 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, 845 of such cases (16.8%) were referred to the Police. In 2020, the Police completed the investigation of 1 350 cases referred to them during the year or the years before. Among these cases, 157 drivers were summoned. A breakdown of the results is at [Appendix 14](#).

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

26. The TCU Sub-committee noted that the Police have been taking enforcement actions against taxi malpractices. Key tasks include enhancing patrols at black spots 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.

27. As affected by the epidemic, the average daily patronage of taxis in 2020 declined by about 23% as compared with 2019. It was believed that the drop in patronage of taxis might lead to the decrease in the number of complaints against taxi drivers. To enhance taxi service quality, TD developed an internal complaint database, which could assist in assessing the overall taxi service quality more effectively, analysing the trend of complaints against individual vehicles and/or taxi fleet owned by individual companies, as well as taking appropriate follow-up actions having regard to the circumstances of individual cases. Moreover, TD launched a series of online training courses for in-service taxi drivers, and Taxi Service Commendation Scheme to recognise taxi drivers

and taxi service management teams that provided outstanding services so as to enhance the professional image of taxi trade. TD will continue to maintain close communication and collaboration with the taxi trade to work together to enhance taxi service quality.

28. Regarding complaints about taxi obstruction, most of the complaints received were related to the taxis waiting at bus stops/roadside for hire and illegal parking. TD has requested the Police to take enforcement actions at black spots, such as Hennessey Road outside SOGO department store.

### ***Rail Services***

29. There were 352 cases on rail services in 2020, representing 0.27 complaints/suggestions per million passenger journeys. These figures represent decreases of 56.2% and 35.7% respectively when compared with 804 cases and 0.42 complaints/suggestions per million passenger journeys in 2019. There was a decrease in the number of complaints about the services of MTRCL (from 775<sup>29</sup> cases in 2019 to 300 cases in 2020, representing a decrease of 61.3%).

30. The TCU Sub-committee noted that the complaints against the services of MTRCL in 2020 decreased as compared with that in 2019, especially in the aspects of conduct and performance of staff as well as passenger services and facilities. TD will continue to closely monitor the MTR train service performance.

31. For tram services, the number of complaints received was 52 in 2020, representing an increase of 79.3% when compared with 29 cases in 2019. The majority of the complaints were about passenger services and facilities (such as malfunctioning of electronic destination display panels) and improper driving behaviour. The Hong Kong Tramways Limited had been reminded to investigate into the complaints and worked with the manufacturer to rectify the display panel issue as soon as possible.

32. A breakdown of the 352 cases by individual railway company is at

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<sup>29</sup> Among the 775 cases, 210 were related to suspension of MTR services (including Light Rail) due to public order events and 161 were against a MTR staff member.

Appendix 16. There were 300 cases on the services of MTRCL, accounting for 85% 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 46.5% from 0.43 in 2019 to 0.23 in 2020. As regards the 265 cases received in 2020, they were mainly about passenger services and facilities (95) and conduct and performance of staff (78).
- Light Rail – The number of complaints/suggestions per million passenger journeys increased by 3.3% from 0.30 in 2019 to 0.31 in 2020. As regards the 35 cases received in 2020, they were mainly about passenger services and facilities (10) and improper driving behaviour (6).

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

### ***Ferry Services***

34. There were 68 cases on ferry services in 2020, representing 2.16 complaints/suggestions per million passenger journeys. These figures represent increases of 112.5% and 200.0% respectively when compared with 32 cases and 0.72 complaints/suggestions per million passenger journeys recorded in 2019. The increase in complaints was mainly attributed to the regularity of service and conduct and performance of staff. The increase in complaints about the regularity of service could be caused by the temporary service adjustment during the outbreak of COVID-19 of which passengers might not be aware in advance. Furthermore, the increase in complaints on conduct and performance of staff mainly arose from the implementation of preventive measures against transmission of COVID-19, such as the Prevention and Control of Disease (Wearing of Mask) Regulation (Cap. 599I), for which disputes between crew members and passengers took place.

35. TD has reminded the operators to further strengthen the publicity arrangements regarding service changes and requested the operators to smoothen the implementation of the COVID-19 preventive measures including explaining

patiently to passengers the legal requirements under relevant regulations.

36. A breakdown of the 68 cases by ferry companies is at [Appendix 18](#). The complaints and suggestions on the services of the two major ferry companies are highlighted below –

- New World First Ferry Services Limited (NWFF)<sup>30</sup> – The number of complaints/suggestions per million passenger journeys increased by 74.0% from 1.27 in 2019 to 2.21 in 2020.
- The “Star” Ferry Company Limited (SF) – The number of complaints/suggestions per million passenger journeys increased by 218.2% from 0.11 in 2019 to 0.35 in 2020.

37. Comparisons of complaints and suggestions related to NWFF and SF in the past five years are at [Appendix 19](#).

### **Traffic and Road Conditions**

38. In 2020, there were 7 022<sup>31</sup> complaints and suggestions about traffic and road conditions, including 75 pure suggestions. The number of cases received represents an increase of 40.5%<sup>31</sup> as compared with 4 999<sup>32</sup> cases in 2019. Detailed breakdowns of the cases by category and by district are at [Appendices 20 and 21](#) respectively.

### ***Traffic Conditions***

39. In 2020, 889 complaints and suggestions about traffic conditions were received, accounting for about 3% of the total number of cases. The number of cases in this category shows an increase of 23.6% as compared with 719 cases in 2019.

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<sup>30</sup> NWFF changed its company name to Sun Ferry Services Company Limited with effect from 21 December 2020.

<sup>31</sup> Among the 7 022 complaints and suggestions, 1 752 complaints were received from one complainant. The number of complaints not including these cases is 5 270, representing an increase of 40.2% when compared with 3 758 cases (see footnote 32) in 2019.

<sup>32</sup> Among the 4 999 complaints and suggestions, 1 241 complaints were received from one complainant. The number of complaints not including these cases is 3 758.

40. Of the 889 cases received, 666 (75%) were related to traffic congestion. This represents an increase of 53.1% as compared with 435 cases in 2019. Factors contributing to complaints about traffic congestion in 2020 are broken down as follows –

<b><u>Factor</u></b>	<b><u>No. of Complaints</u></b>		<b><u>Difference</u></b>
	<b><u>2019</u></b>	<b><u>2020</u></b>	
Vehicle obstruction	245	488	+99.2%
Traffic management	131	112	-14.5%
Road works	23	26	+13.0%
Others	36	40	+11.1%
<b>Total</b>	<b>435</b>	<b>666</b>	<b>+53.1%</b>

41. In 2020, districts which attracted relatively more complaints about traffic congestion were –

<b><u>Factor</u></b>	<b><u>No. of Complaints</u></b>		<b><u>Difference</u></b>
	<b><u>2019</u></b>	<b><u>2020</u></b>	
Kwun Tong	52	92	+76.9%
Sham Shui Po	25	79	+216.0%
Yau Tsim Mong	29	57	+96.6%

42. 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 2020 –

- (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-routing 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.

43. In 2020, there were 132 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 a decrease of 33.3% as compared with 198 cases in 2019.

44. Besides, TCU received 64 requests for additional traffic signs and aids in 2020. This represents a decrease of 3.0% as compared with 66 cases in 2019.

45. There were 27 complaints and suggestions on parking facilities in 2020. This represents an increase of 35.0% as compared with 20 cases in 2019.

### ***Road Maintenance***

46. In 2020, 204 complaints and suggestions about road maintenance were received, accounting for less than 1% of the total number of cases. This represents an increase of 74.4% as compared with 117 cases in 2019. All the complaints were referred to HyD or other relevant departments for investigation and remedial action.

### ***Enforcement***

47. In 2020, 5 929<sup>7</sup> complaints about enforcement matters were received, accounting for about 24% of the total number of cases. The number of complaints in this category shows an increase of 42.4%<sup>7</sup> as compared with 4 163<sup>6</sup> complaints in 2019.

48. 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.

49. TCU received a total of 252 complaints about the use of mobile phone or telecommunications equipment while driving in 2020. The TCU Sub-committee noted that the number of prosecutions for “using mobile phone or telecommunications equipment whilst the vehicle is in motion” in 2020 was 23 919, representing an increase of 10.9% as compared with 21 569 cases in 2019.

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

50. Among the 24 888<sup>2</sup> complaints and suggestions received in 2020, 5 039 (20%) 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	3 107
Traffic Management	74
Road Maintenance	33
Enforcement	<u>1 825</u>
<b>Total</b>	<b><u>5 039</u></b>

51. 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, boarding arrangement, carrying capacity, provision of stops) might pose danger to passengers and other road users.

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



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

54. Among the 5 039 complaints and suggestions received in 2020 which were related to road safety matters, 63 cases were related to cyclists or safety of cycling.

55. Regarding enforcement, there were 1 003 complaints about illegal parking and vehicle obstruction which caused obstruction or congestion and posed danger to motorists as well as pedestrians. There were also 822 complaints about motorists/pedestrians failing to observe traffic regulations (e.g. disobeying traffic signs, changing lane abruptly, dashing through traffic lights/failing to give way to pedestrians or traffic and speedy driving) and posing danger to other road users.

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

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

### ***Enhancement of road safety at Braemar Hill Road near Choi Sai Woo Park in North Point***

57. A member of the public expressed his concern about road safety on the section of Braemar Hill Road between Cloud View Road and Wai Tsui Crescent. According to the complainant's observation, vehicles travelled at a high speed on the single two-lane two-way road and crossed double white lines to overtake buses stopping for boarding and alighting. Given the busy traffic especially during school peak hours, he considered that the lack of traffic lights at the pedestrian crossing at the road section concerned posed danger to pedestrians. To enhance road safety, the complainant suggested a few traffic measures, including replacing double white lines with a divider or traffic cylinders to prevent overtaking and installing traffic lights at the pedestrian crossing thereat.

58. The case was referred to TD for investigation. TD conducted site inspection at the concerned location and advised that there was insufficient space to build a divider and traffic cylinders were generally only used for temporary traffic arrangements and flyovers with narrow carriageways. According to the Road Traffic Regulations, it was illegal for vehicles to cross double white lines. Therefore, TD considered the existing arrangement appropriate. TD requested the Police to strengthen enforcement actions against crossing of double white lines, speeding and other improper driving behaviour at the concerned location.

59. In view of the high traffic at Braemar Hill Road, TD devised several improvement measures. Having consulted the local community, TD converted the existing cautionary crossing to a signalised pedestrian crossing so as to segregate road and pedestrian traffic and enhance pedestrian safety. The new crossing facility could also facilitate people with disabilities and other needs to cross the road. To reduce the impact on traffic from both the bus stop and pedestrian crossing, the pedestrian crossing was relocated to in front of the bus stop. To further minimise disruption to the traffic, traffic lights were provided with pushbutton function for pedestrians to activate the pedestrian phase of the traffic lights when needed. In addition, the double white lines were extended near the signalised crossing to separate traffic travelling in opposite directions. All works for the improvement measures were completed in January 2021.

***Traffic management measures to improve traffic flow in Kwun Tong Town Centre and Kwun Tong Business Area***

60. Some members of the public complained about traffic congestion in the vicinity of Kwun Tong Town Centre and Kwun Tong Business Area. A complainant attributed the traffic congestion at Hip Wo Street and Kwun Tong Road eastbound to the vehicles changing lanes at Hip Wo Street for entering Hoi Yuen Road and Kwun Tong Road roundabout. Therefore, he suggested adding a yellow box marking and a solid white line at Hip Wo Street for vehicles leaving Hip Wo Street for Lam Tin bound only. Some complainants were concerned about the traffic congestion at Hoi Yuen Road, Wai Yip Street and King Yip Street.

61. The cases were referred to TD for consideration. TD advised that road markings and traffic signs were added at Hoi Yuen Road and Kwun Tong Road roundabout to help alleviate the traffic conditions at Hoi Yuen Road. To deter illegal parking at Hoi Yuen Road, TD had also requested the Police to strengthen enforcement actions.

62. TD also advised that a number of traffic improvement measures were implemented under the Kwun Tong Town Centre Redevelopment by the Urban Renewal Authority, such as provision of an exclusive left-turn lane from Hip Wo Street southbound to Kwun Tong Road eastbound at Hoi Yuen Road and Kwun Tong Road roundabout to improve the traffic flow of Kowloon East. To help further alleviate the traffic conditions in Kwun Tong Town Centre, other measures included widening of Hip Wo Street from four-lane two-way to five-lane two-way carriageway, conversion of five-lane one-way to five-lane two-way carriageway at Hong Ning Road and widening of Mut Wah Street eastbound from three-lane one-way to two-lane two-way carriageway were also implemented. The above improvement works were completed in February 2021.

63. Regarding the congestion at Wai Yip Street and King Yip Street in Kwun Tong Business Area, a bus stop at King Yip Street was temporarily relocated to reduce the impact of buses on nearby traffic when picking up and setting down passengers during peak hours. TD also imposed a 24-hour “No-Stopping Restriction Zone” at Wai Yip Street to prevent vehicle obstruction.

64. TD would continue to monitor the traffic conditions in Kwun Tong and

explore suitable traffic management measures.

### ***Alleviation of traffic congestion at Tuen Mun Road***

65. Complaints were received from some members of the public about frequent traffic congestion at Tuen Mun Road over the past years. They requested long-term solutions to relieve the traffic congestion. Some complainants observed that many private cars used the bus lanes of Tuen Mun Road illegally which aggravated the congestion problem.

66. TD and the Police were invited to look into the case. TD replied that it was illegal for vehicles other than buses to use the bus lane during its effective period, and there were adequate traffic signs and road markings to remind motorists to get in the appropriate lanes. Regarding the illegal usage of bus lane, TD had requested the Police for enforcement action as appropriate. The Police advised that they had been taking stringent enforcement action at the concerned location. Operations during the restriction period were conducted and fixed penalty tickets were issued to offenders. The Police would continue to take enforcement action in order to curb illegal usage of the bus lane.

67. TD added that the Government had along been concerned about the traffic conditions of Tuen Mun Road and the Northwest New Territories. Therefore, recommendation for construction of a number of new trunk roads in the early years to improve the situation were made. For example, the Tuen Mun – Chek Lap Kok Link (TM-CLKL) connected the Northwest New Territories to the Hong Kong-Zhuhai-Macao Bridge Hong Kong Port, North Lantau and Hong Kong International Airport. Upon the commissioning of the TM-CLKL, some of the vehicles travelling between Tuen Mun and the airport could be diverted away from Tuen Mun Road. It also served as an alternative commuting choice to other city areas, which could further relieve the traffic congestion at Tuen Mun Road. In addition, for the long-term development of Northwest New Territories, TD was actively taking forward to implement Route 11 (between Yuen Long and North Lantau).

68. TD would continue to monitor the traffic conditions at Tuen Mun Road.

**Complaints and Suggestions Received by TCU during 2016 - 2020**

<b><u>Nature of Complaint/Suggestion<sup>(1)</sup></u></b>	<b><u>2016</u></b>		<b><u>2017</u></b>		<b><u>2018</u></b>		<b><u>2019</u></b>		<b><u>2020</u></b>	
<b>I. Public Transport Services</b>										
(a) Adequacy of service	915	[74]	975	[51]	967	[59]	941	[76]	1 165	[97]
(b) Standard of service	20 818	[17]	21 237	[23]	22 558	[25]	26 235	[23]	15 855	[22]
(c) General	587	[22]	563	[13]	556	[10]	545	[6]	602	[19]
	22 320	[113]	22 775	[87]	24 081	[94]	27 721	[105]	17 622	[138]
<b>II. Traffic Conditions</b>										
(a) Traffic congestion	283	[5]	234	[5]	220	[9]	435	[7]	666	[12]
(b) Traffic management	191	[24]	209	[47]	149	[30]	198	[39]	132	[32]
(c) Additional traffic signs and aids	96	[28]	82	[29]	69	[17]	66	[19]	64	[24]
(d) Parking facilities	51	[6]	47	[5]	34	[4]	20	[4]	27	[2]
	621	[63]	572	[86]	472	[60]	719	[69]	889	[70]
<b>III. Road maintenance</b>										
(a) Road conditions	79	[3]	69		77		40	[1]	88	
(b) Traffic signs and aids	35		45	[1]	57		72	[1]	106	[1]
(c) Carriageway markings	10	[1]	9		10		5		10	
	124	[4]	123	[1]	144		117	[2]	204	[1]
<b>IV. Enforcement</b>										
(a) Illegal parking	1 919	[1]	2 043	[3]	1 719	[3]	3 182	[4]	4 704	[1]
(b) Other enforcement matters	723	[5]	953	[3]	1 121	[6]	981	[5]	1 225	[3]
	2 642	[6]	2 996	[6]	2 840	[9]	4 163	[9]	5 929	[4]
<b>V. Miscellaneous</b>	149	[6]	155	[5]	134	[10]	297	[2]	244	[1]
<b>Total</b>	<b>25 856</b>	<b>[192]</b>	<b>26 621</b>	<b>[185]</b>	<b>27 671</b>	<b>[173]</b>	<b>33 017</b>	<b>[187]</b>	<b>24 888</b>	<b>[214]</b>

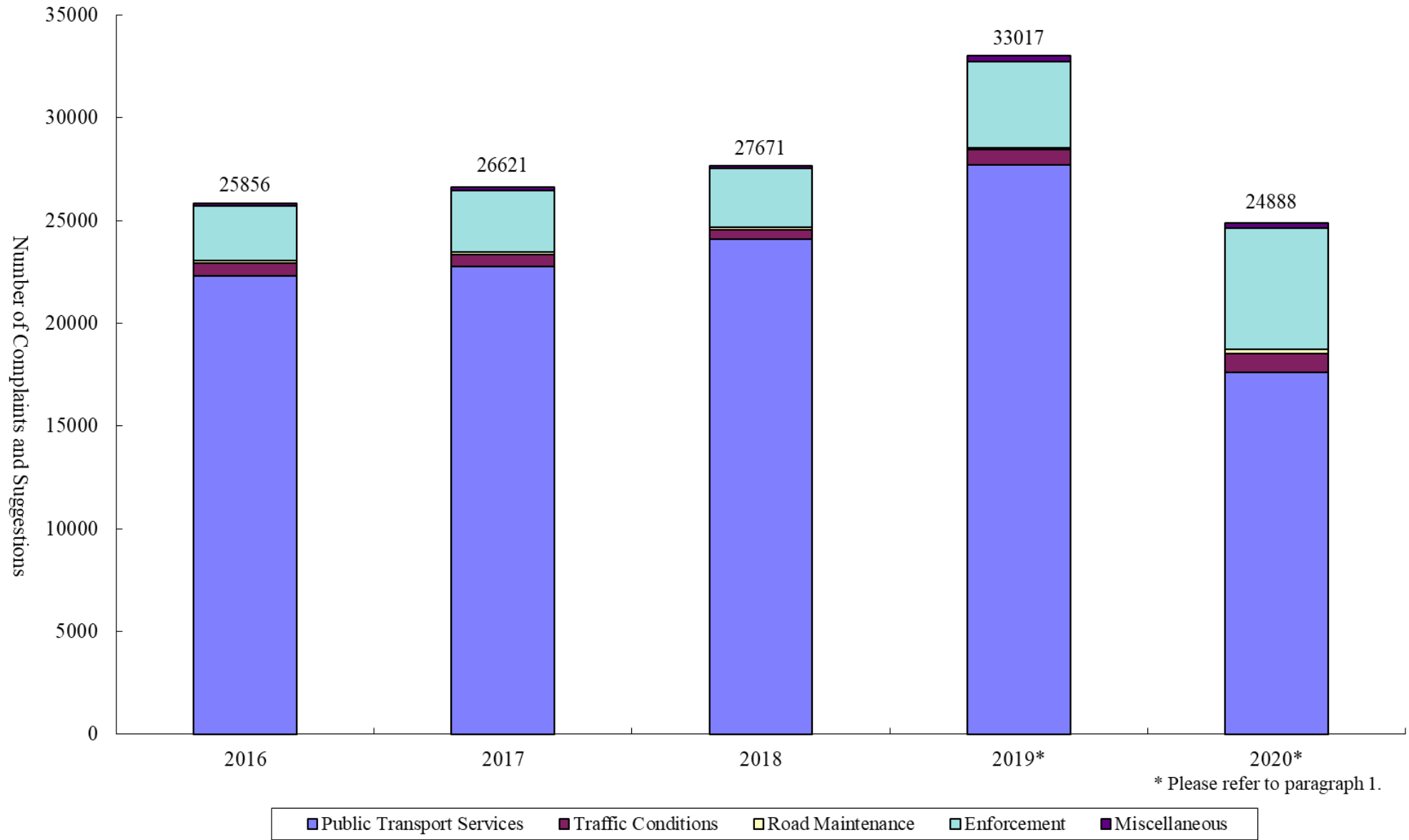
Note : (1) Figures in square brackets are the number of pure suggestions received in the year. The figures have been included in the overall number of cases received.

**Complaints and Suggestions Received by TCU during 2016 - 2020<sup>(1)</sup>**

<u>Nature of Complaint/Suggestion<sup>(2)</sup></u>	<u>2016</u>		<u>2017</u>		<u>2018</u>		<u>2019</u>		<u>2020</u>	
<b>I. Public Transport Services</b>										
(a) Adequacy of service	915	[74]	975	[51]	967	[59]	918	[76]	865	[97]
(b) Standard of service	20 818	[17]	21 237	[23]	22 558	[25]	22 917	[23]	14 515	[22]
(c) General	587	[22]	563	[13]	556	[10]	545	[6]	602	[19]
	22 320	[113]	22 775	[87]	24 081	[94]	24 380 <sup>(3)</sup>	[105]	15 982 <sup>(6)</sup>	[138]
<b>II. Traffic Conditions</b>										
(a) Traffic congestion	283	[5]	234	[5]	220	[9]	435	[7]	666	[12]
(b) Traffic management	191	[24]	209	[47]	149	[30]	198	[39]	132	[32]
(c) Additional traffic signs and aids	96	[28]	82	[29]	69	[17]	66	[19]	64	[24]
(d) Parking facilities	51	[6]	47	[5]	34	[4]	20	[4]	27	[2]
	621	[63]	572	[86]	472	[60]	719	[69]	889	[70]
<b>III. Road maintenance</b>										
(a) Road conditions	79	[3]	69		77		40	[1]	88	
(b) Traffic signs and aids	35		45	[1]	57		72	[1]	106	[1]
(c) Carriageway markings	10	[1]	9		10		5		10	
	124	[4]	123	[1]	144		117	[2]	204	[1]
<b>IV. Enforcement</b>										
(a) Illegal parking	1 919	[1]	2 043	[3]	1 719	[3]	1 941 <sup>(4)</sup>	[4]	3 176 <sup>(7)</sup>	[1]
(b) Other enforcement matters	723	[5]	953	[3]	1 121	[6]	981	[5]	1 001 <sup>(8)</sup>	[3]
	2 642	[6]	2 996	[6]	2 840	[9]	2 922	[9]	4 177	[4]
<b>V. Miscellaneous</b>	149	[6]	155	[5]	134	[10]	297	[2]	202 <sup>(9)</sup>	[1]
<b>Total</b>	<b>25 856</b>	<b>[192]</b>	<b>26 621</b>	<b>[185]</b>	<b>27 671</b>	<b>[173]</b>	<b>28 435<sup>(5)</sup></b>	<b>[187]</b>	<b>21 454<sup>(10)</sup></b>	<b>[214]</b>

- Notes : (1) For 2019 and 2020, complaints received from individual complainants, who made more than 100 complaints in a quarter, were excluded. The numbers of these complaints are given in relevant footnotes. Please see Appendix 1(i)(a) with these complaints included.
- (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) 3 341 complaints received from two complainants were excluded.
- (4) 1 241 complaints received from one complainant were excluded.
- (5) 4 582 complaints received from three complainants were excluded.
- (6) 1 640 complaints received from two complainants were excluded.
- (7) 1 528 complaints received from one complainant were excluded.
- (8) 224 complaints received from one complainant were excluded.
- (9) 42 complaints received from one complainant were excluded.
- (10) 3 434 complaints received from three complainants were excluded.

# Complaints and Suggestions Received by TCU during 2016 - 2020



**Summary of Results of Investigations into Complaints and Suggestions**  
**(January – December 2020)**

Outcome of Investigation Nature of Complaint/ Suggestion	A1	A2	B	C	Total
	<b>I. Public Transport Services</b>				
(a) Adequacy of service	91	1 248	2	1	1342
(b) Standard of service	6 101	9 091	121	4 236	19 549
(c) General	281	353	10	21	665
	<b>6 473</b>	<b>10 692</b>	<b>133</b>	<b>4 258</b>	<b>21 556</b>
<b>II. Traffic Conditions</b>					
(a) Traffic congestion	409	380	2	4	795
(b) Traffic management	47	132	3	2	184
(c) Additional traffic signs/aids	14	45	3	-	62
(d) Parking facilities	7	16	-	-	23
	<b>477</b>	<b>573</b>	<b>8</b>	<b>6</b>	<b>1 064</b>
<b>III. Road Maintenance</b>					
(a) Road conditions	66	28	2	-	96
(b) Traffic signs and aids	84	33	2	-	119
(c) Carriageway markings	5	3	-	-	8
	<b>155</b>	<b>64</b>	<b>4</b>	<b>-</b>	<b>223</b>
<b>IV. Enforcement</b>					
(a) Illegal parking	5 189	927	1	10	6 127
(b) Other enforcement matters	394	442	3	480	1 319
	<b>5 583</b>	<b>1 369</b>	<b>4</b>	<b>490</b>	<b>7 446</b>
<b>V. Miscellaneous</b>	<b>195</b>	<b>190</b>	<b>3</b>	<b>1</b>	<b>389</b>
<b>Total</b>	<b>12 883</b> <b>(42%)</b>	<b>12 888</b> <b>(42%)</b>	<b>152</b> <b>(1%)</b>	<b>4 755</b> <b>(15%)</b>	<b>30 678</b> <b>(100%)</b>
	<b>25 771</b> <b>(84%)</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 2020)**

<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	1 753	4 206	19	105	6 083
Citybus Limited (Franchise 1)	220	301	1	9	531
Citybus Limited (Franchise 2)	92	92	1	-	185
New World First Bus Services Limited	224	302	5	15	546
New Lantao Bus Company (1973) Limited	50	44	3	2	99
Long Win Bus Company Limited	120	179	1	3	303
Cross-harbour Bus Services	778	1 033	2	20	1 833
Non-franchised Bus Services	59	95	2	3	159
Green Minibus	2 469	1 733	6	81	4 289
Red Minibus	279	49	15	29	372
Taxi	134	2 207	71	3 989	6 401
Mass Transit Railway Corporation Limited (Excluding Light Rail)	245	362	5	2	614
Mass Transit Railway Corporation Limited (Light Rail)	9	45	1	-	55
The Hongkong Tramways Limited	11	8	-	-	19
New World First Ferry Services Limited <sup>(1)</sup>	15	11	1	-	27
The “Star” Ferry Company Limited	1	1	-	-	2
Minor Ferries	14	24	-	-	38
<b>Total</b>	<b>6 473 (30%)</b>	<b>10 692 (49%)</b>	<b>133 (1%)</b>	<b>4 258 (20%)</b>	<b>21 556 (100%)</b>
	<b>17 165 (79%)</b>				

Legend

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

Note : (1) New World First Ferry Services Limited changed its company name to Sun Ferry Services Company Limited with effect from 21 December 2020.

**Public Suggestions Taken on Board by  
Relevant Government Departments/Public Transport Operators in 2020**

**I. Public Transport Services**

*Hong Kong Island*

- Improve the handrails of the gangplank of a fast ferry plying between Central and Cheung Chau for safe embarkation and disembarkation of passengers.
- Re-route green minibus route no. 69 via Wong Chuk Hang Road in lieu of Wong Chuk Hang Road Flyover during non-peak hours to meet the demand of passengers.
- Add a direction sign at Hennessy Road near East Point Road to guide passengers to taxi stands.

*Kowloon*

- Add a stop plate at green minibus route no. 72 stop at Fung Tak Road near Plaza Hollywood to facilitate passengers queuing.

*New Territories*

- Add an additional daily departure of bus route no. 38P from Kwai Shing (Central) to Ping Tin during morning 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 Queen's Road West at its junction with Eastern Street on weekdays and Sundays to improve traffic

flow.

- Increase the vehicular green time of a traffic light at Man Yiu Street northbound near Lung Wo Road from Mondays to Saturdays to improve traffic flow.
- Extend the effective hours of “No Stopping” restriction and add a “Slow” road marking at Tsung Man Street near Tung Sing Road to improve road safety.
- Extend “No Stopping” restriction at Ice House Street near Queen’s Road Central to alleviate traffic congestion.
- Impose “No Stopping” restriction at New Praya, Kennedy Town to prevent vehicle obstruction and improve road safety.
- Declutter and remove “No Stopping” traffic signs at D’Aguilar Street near Lan Kwai Fong to make room for pedestrians.
- Add a traffic lane at Wan Tsui Road for vehicles exiting Chai Wan Road Roundabout to alleviate traffic congestion.
- Convert part of a double white line at Java Road near North Point Road into solid-cum-broken line to facilitate lane-changing activities.
- Relocate “Give Way” road marking on Wharf Road at its junction with Tong Shui Road to improve the sight-line of motorists.
- Relocate motorcycle parking spaces and relevant traffic sign outside the entrance of a building at New Street to facilitate residents thereat.

### ***Kowloon***

- Increase the vehicular green time of a traffic light at the junction of Lei Yue Mun Road eastbound and the slip road connecting the Eastern Harbour Tunnel during morning rush hours on weekdays to improve traffic flow.

- Increase the vehicular green time of traffic lights along the section of Cheung Sha Wan Road westbound between Hing Wah Street and Butterfly Valley Road during evening rush hours from Mondays to Saturdays to improve traffic flow.
- Increase the vehicular green time of a traffic light at Fu Mei Street eastbound at its junction with Wang Tau Hom East Road during morning rush hours from Mondays to Saturdays to improve traffic flow.
- Increase the vehicular green time of a traffic light at Shanghai Street southbound at its junction with Jordan Road in the evenings of Saturdays to improve traffic flow.
- Increase the vehicular green time of a traffic light at Canton Road northbound at its junction with Saigon Street in the afternoons to improve traffic flow.
- Adjust the coordination of traffic lights at the junctions of Ma Tau Wai Road/Man Yue Street, Ma Tau Wai Road/Tai Wan Road and Ma Tau Wai Road/Wuhu Street at night to improve traffic flow of Ma Tau Wai Road.
- Adjust the coordination of traffic lights at the junctions of Kai Cheung Road westbound/Wang Kwong Road southbound and Wang Kwong Road southbound/Lam Hing Street during morning rush hours on weekdays to improve traffic flow.
- Adjust the signal setting of a traffic light at Argyle Street eastbound at its junction with Princess Margaret Road during morning rush hours from Mondays to Saturdays to improve the traffic flow of Argyle Street eastbound and Waterloo Road northbound.
- Enhance synchronisation of traffic lights at Argyle Street westbound at its junctions with Sai Yee Street and Sai Yeung Choi Street South to alleviate traffic congestion.
- Impose “No Stopping” restriction at Walnut Street near Bedford Road to prevent vehicle obstruction and enhance safety of pedestrians crossing the

roads.

- Impose 24-hour “No Stopping” restriction at Wing Ting Road near Wealth Garden to deter illegal parking and obstruction.
- Modify railings and shorten the “No Stopping” restriction at Clear Water Bay Road westbound near C & M A Sun Kei Primary School (Ping Shek) to facilitate school buses to pick-up/drop-off school children and alleviate obstruction caused by school buses.
- Add a “Slow” road marking and a “Pedestrians on road ahead” traffic sign at Waterloo Road near Portland Street to improve road safety.
- Add a “Keep Clear” road marking at the vehicular access of La Salle Court at Dumbarton Road to prevent vehicle obstruction.
- Replace the existing cautionary crossing with a signalised pedestrian crossing at Choi Ha Road near Ying Fu House to enhance road safety.

### *New Territories*

- Increase the vehicular green time of a traffic light at Fo Yin Road northbound near Science Park West Avenue during morning rush hours to alleviate traffic congestion.
- Increase the vehicular green time of a traffic light for turning left from Tung Chung Waterfront Road westbound onto Wai Tung Road to improve traffic flow.
- Increase the vehicular green time of a traffic light at the junction of Po Lam Road North northbound and Tsui Lam Road at night to improve traffic flow.
- Increase the vehicular green time of a traffic light at the junction of Hang Tak Street southbound and Hang Shun Street during morning rush hours to improve traffic flow.

- Increase the vehicular green time of a traffic light at Chong San Road northbound near Fo Chun Road during morning rush hours from Mondays to Saturdays to improve traffic flow.
- Increase the vehicular green time of a traffic light at Tai Chung Kiu Road southbound near On Sum Street during morning rush hours from Mondays to Saturdays to improve traffic flow.
- Increase the vehicular green time of a traffic light at Tsun Wen Road westbound at its junction with Ming Kum Road during morning rush hours to improve traffic flow.
- Increase the vehicular green time of a traffic light at Wo Mun Street southbound at its junction with Luen On Street during morning and evening rush hours to improve traffic flow.
- Increase the vehicular green time of a traffic light at Ho Chung Road eastbound at its junction with Hiram's Highway during morning rush hours from Mondays to Fridays to improve traffic flow.
- Increase the lag time between the vehicular red light and pedestrian green light of a traffic light at Lai King Hill Road eastbound near Ching Lai Commercial Centre to enhance road safety.
- Add a "No Right Turn" traffic sign at the vehicular exit outside Choi Kwai House, Choi Ming Court to enhance road safety.
- Add a hazard warning line at the junction of Po Yap Road and Tong Chun Street to better guide motorists of the delineation of traffic lanes.
- Enlarge traffic signs and add road markings at Chek Lap Kok Road westbound near Hong Kong-Zhuhai-Macao Bridge to remind motorists of the prohibited zone ahead.
- Extend the effective hours of "No Stopping" restriction at Shek Pai Tau Road near Wai Cheung Industrial Centre to prevent vehicle obstruction.

- Extend 24-hour “No Stopping” restriction at On Kwan Street near Kings Wing Plaza 1 to deter illegal parking and facilitate taxis approaching the taxi stand.
- Impose 24-hour “No Stopping” restriction at Castle Peak Road - Tsuen Wan near Tsuen Wan Baptist Church to deter illegal parking and obstruction at a minibus stop.

**Appendix 4(i)**

**Complaints and Suggestions on Public Transport Services in 2020**

Mode Nature of Complaint/Suggestion	Vehicular Transport								Rail Transport			Waterborne Transport			Total / Sub-total			
	Franchised Buses							NFBS	GMB	RMB	Taxi	MTR (Non-LR)	MTR (LR)	HT		FF	SF	MF
	KMB	CTB1	CTB2	FB	NLB	LWB	XHT											
<b>(A) Adequacy of Service</b>																		
(1) Frequency/carrying capacity	487	69	17	23	6	26	95	11	129	-	-	35	4	-	-	-	4	906
(2) Routeing	56	8	5	11	3	8	29	5	11	-	-	-	-	-	-	-	1	137
(3) Hours of operation	24	1	-	-	-	-	3	-	5	-	-	-	-	-	-	-	-	33
(4) Provision of stops	30	5	4	7	1	3	19	2	17	-	-	1	-	-	-	-	-	89
Sub-total	597	83	26	41	10	37	146	18	162	-	-	36	4	-	-	-	5	1165
<b>(B) Standard of Service</b>																		
(1) Regularity of service	2494	161	33	206	18	82	478	37	930	-	-	13	2	-	4	-	12	4470
(2) Adherence to routeing	15	2	9	6	4	4	19	8	114	-	1017	-	-	1	-	-	-	1199
(3) Improper driving behaviour	607	94	41	89	18	20	266	26	729	142	1329	11	6	7	-	-	4	3389
(4) Conduct & performance of staff (including drivers)	744	99	37	110	14	37	360	20	1002	72	1914	78	4	4	12	2	4	4513
(5) Overcharging	13	1	-	-	2	1	6	1	64	10	783*	1	-	-	-	-	2	884
(6) Cleanliness	37	11	-	2	-	1	4	1	49	8	18	5	4	-	2	-	2	144
(7) Conditions of vehicles/vessels	58	8	1	4	1	2	17	3	33	5	30	9	1	3	1	-	-	176
(8) Passenger services & facilities	480	28	7	39	16	39	194	13	99	2	6	95	10	37	6	1	8	1080
Sub-total	4448	404	128	456	73	186	1344	109	3020	239	5097	212	27	52	25	3	32	15855
<b>(C) General</b>	60	21	4	20	5	6	51	13	94	46	258	17	4	-	-	-	3	602
Total in 2020	5105	508	158	517	88	229	1541	140	3276	285	5355	265	35	52	25	3	40	17622
Grand-total	(8146)							(9056)				(352)			(68)			
Total in 2019	7793	505	249	513	102	369	1744	206	4752	334	10318	728 <sup>#</sup>	47 <sup>#</sup>	29	17	2	13	27721

**Legend**

- KMB** The Kowloon Motor Bus Company (1933) Limited
- CTB1** Citybus Limited (Franchise 1)
- CTB2** Citybus Limited (Franchise 2)
- FB** New World First Bus Services Limited
- NLB** New Lantao Bus Company (1973) Limited
- LWB** Long Win Bus Company Limited
- XHT** Cross-harbour Bus Services
- NFBS** Non-franchised Bus Services
- GMB** Green Minibus
- RMB** Red Minibus
- MTR (Non-LR)** MTR Corporation Limited (Excluding Light Rail)
- MTR(LR)** MTR Corporation Limited (Light Rail)
- HT** The Hongkong Tramways Limited
- FF** New World First Ferry Services Limited (It changed its company name to Sun Ferry Services Company Limited with effect from 21 December 2020.)
- 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 2020<sup>(1)</sup>**

Mode Nature of Complaint/Suggestion	Vehicular Transport							Total / Sub-total
	Franchised Buses							
	KMB	CTB1	CTB2	FB	NLB	LWB	XHT	
<b>(A) Adequacy of Service</b>								
(1) Frequency/carrying capacity	273	21	8	23	6	26	70	427
(2) Routeing	56	8	5	11	3	8	29	120
(3) Hours of operation	20	1	-	-	-	-	3	24
(4) Provision of stops	30	5	4	7	1	3	19	69
Sub-total	379	35	17	41	10	37	121	640
<b>(B) Standard of Service</b>								
(1) Regularity of service	1407	84	33	202	18	82	442	2268
(2) Adherence to routeing	15	2	9	6	4	4	19	59
(3) Improper driving behaviour	607	94	41	89	18	20	265	1134
(4) Conduct & performance of staff (including drivers)	744	99	37	110	14	37	360	1401
(5) Overcharging	13	1	-	-	2	1	6	23
(6) Cleanliness	37	11	-	2	-	1	4	55
(7) Conditions of vehicles	58	8	1	4	1	2	17	91
(8) Passenger services & facilities	349	28	7	39	16	39	190	668
Sub-total	3230	327	128	452	73	186	1303	5699
<b>(C) General</b>	60	21	4	20	5	6	51	167
Total in 2020	3669	383	149	513	88	229	1475	6506
Grand-total	(6506)							
Total in 2019	4498	505	249	513	102	352	1715	7934

**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 Lantao Bus Company (1973) Limited
<b>LWB</b>	Long Win Bus Company Limited
<b>XHT</b>	Cross-harbour Bus Services

Note : (1) For 2019 and 2020, a total of 3 341 and 1 640 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.

**Complaints and Suggestions on Franchised Bus Services<sup>(1)</sup>**

<b><u>Nature of Complaint/Suggestion</u></b>	<b><u>2019</u></b>		<b><u>2020</u></b>		<b><u>Difference</u></b>	
<b>(A) Adequacy of Service</b>						
(1) Frequency	384	[363]	723	[427]	+88.3%	[+17.6%]
(2) Routeing	94		120		+27.7%	
(3) Hours of operation	13		28	[24]	+115.4%	[+84.6%]
(4) Provision of stops	63	[61]	69		+9.5%	[+13.1%]
<b>Sub-total</b>	<b>554</b>	<b>[531]</b>	<b>940</b>	<b>[640]</b>	<b>+69.7%</b>	<b>[+20.5%]</b>
<b>(B) Standard of Service</b>						
(1) Regularity of service	5 830	[2 565]	3 472	[2 268]	-40.4%	[-11.6%]
(2) Adherence to routeing	79		59		-25.3%	
(3) Improper driving behaviour	1 308		1 135	[1 134]	-13.2%	[-13.3%]
(4) Conduct and performance of staff (including drivers)	2 091		1 401		-33.0%	
(5) Overcharging	37		23		-37.8%	
(6) Cleanliness	19		55		+189.5%	
(7) Conditions of vehicles	73		91		+24.7%	
(8) Passenger services and facilities	1 085	[1 032]	803	[668]	-26.0%	[-35.3%]
<b>Sub-total</b>	<b>10 522</b>	<b>[7 204]</b>	<b>7 039</b>	<b>[5 699]</b>	<b>-33.1%</b>	<b>[-20.9%]</b>
<b>(C) General<sup>(2)</sup></b>						
	<b>199</b>		<b>167</b>		<b>-16.1%</b>	
<b>Total</b>	<b>11 275<sup>(3)</sup></b>	<b>[7 934]</b>	<b>8 146<sup>(4)</sup></b>	<b>[6 506]</b>	<b>-27.8%</b>	<b>[-18.0%]</b>

Notes : (1) The numbers of complaints received from individual complainants, who made more than 100 complaints in a quarter, are given in relevant footnotes.

(2) These are mainly related to obstruction caused by franchised buses.

(3) Among the 11 275 complaints and suggestions, a total of 3 341 complaints were received from two complainants. The figures not including these cases are in square brackets.

(4) Among the 8 146 complaints and suggestions, a total of 1 640 complaints were received from two complainants. The figures not including these cases are in square brackets.

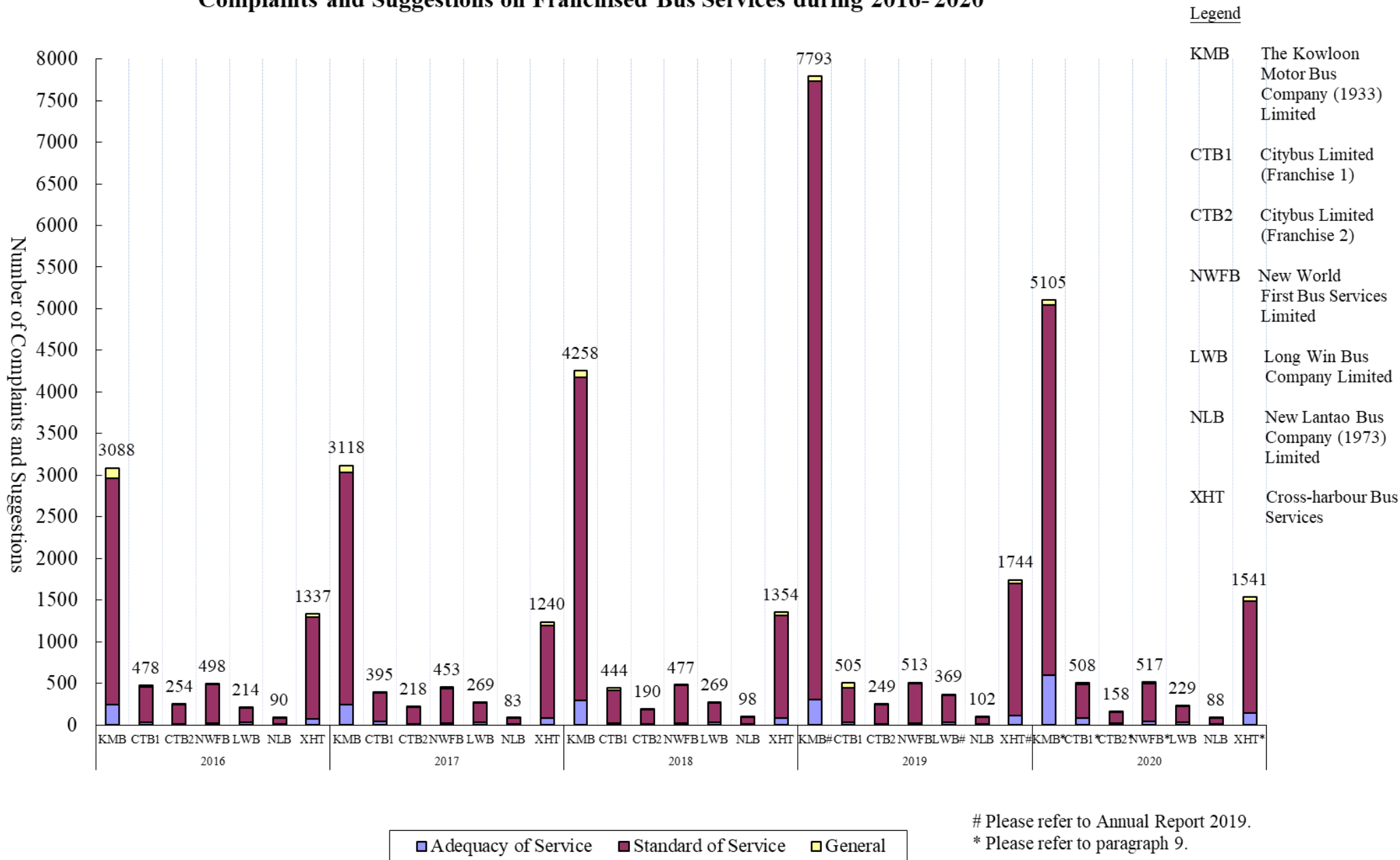
**Complaints and Suggestions on Franchised Bus Services**<sup>(1)(2)</sup>

<b><u>Bus Company/ Services</u></b>	<b><u>2019</u></b>		<b><u>2020</u></b>		<b><u>Difference</u></b>	
The Kowloon Motor Bus Company (1933) Limited (KMB)	7 793 <sup>(4)</sup>	(8.50)	5 105 <sup>(8)</sup>	(7.33)	-34.5%	(-13.8%)
	[4 498	(4.91)]	[3 669	(5.27)]	[-18.4%	(+7.3%)]
Citybus Limited (Franchise 1) (Citybus)	505	(3.85)	508 <sup>(9)</sup>	(5.49)	+0.6%	(+42.6%)
			[383	(4.14)]	[-24.2%	(+7.5%)]
Citybus Limited (Franchise 2) (Citybus)	249	(6.48)	158 <sup>(10)</sup>	(7.60)	-36.5%	(+17.3%)
			[149	(7.17)]	[-40.2%	(+10.6%)]
New World First Bus Services Limited (NWFB)	513	(4.71)	517 <sup>(11)</sup>	(6.27)	+0.8%	(+33.1%)
			[513	(6.22)]	[ -	(+32.1%)]
New Lantao Bus Company (1973) Limited	102	(2.89)	88	(3.95)	-13.7%	(+36.7%)
Long Win Bus Company Limited	369 <sup>(5)</sup>	(8.06)	229	(8.13)	-37.9%	(+0.9%)
	[352	(7.68)]			[-34.9%	(+5.9%)]
Cross-harbour Bus Services <sup>(3)</sup>	1 744 <sup>(6)</sup>	(8.01)	1 541 <sup>(12)</sup>	(9.12)	-11.6%	(+13.9%)
	[1 715	(7.88)]	[1 475	(8.73)]	[-14.0%	(+10.8%)]
<b>Total</b>	<b>11 275 <sup>(7)</sup></b>	<b>(7.55)</b>	<b>8 146 <sup>(13)</sup></b>	<b>(7.33)</b>	<b>-27.8%</b>	<b>(-2.9%)</b>
	<b>[7 934</b>	<b>(5.31)]</b>	<b>[6 506</b>	<b>(5.85)]</b>	<b>[-18.0%</b>	<b>(+10.2%)]</b>

- Notes:**
- (1) Figures for complaints/suggestions per million passenger journeys are in brackets.
  - (2) The numbers of complaints received from individual complainants, who made more than 100 complaints in a quarter, are given in relevant footnotes. The figures not including these complaints are in square brackets.
  - (3) 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.
  - (4) Among the 7 793 complaints and suggestions, a total of 3 295 complaints were received from two complainants.
  - (5) Among the 369 complaints and suggestions, 17 complaints were received from one complainant.
  - (6) Among the 1 744 complaints and suggestions, a total of 29 complaints were received from two complainants.
  - (7) Among the 11 275 complaints and suggestions, a total of 3 341 complaints were received from two complainants.
  - (8) Among the 5 105 complaints and suggestions, 1 436 complaints were received from one complainant.
  - (9) Among the 508 complaints and suggestions, 125 complaints were received from one complainant.
  - (10) Among the 158 complaints and suggestions, nine complaints were received from one complainant.
  - (11) Among the 517 complaints and suggestions, four complaints were received from one complainant.
  - (12) Among the 1 541 complaints and suggestions, a total of 66 complaints were received from two complainants.
  - (13) Among the 8 146 complaints and suggestions, a total of 1 640 complaints were received from two complainants.

## Appendix 7

### Complaints and Suggestions on Franchised Bus Services during 2016-2020

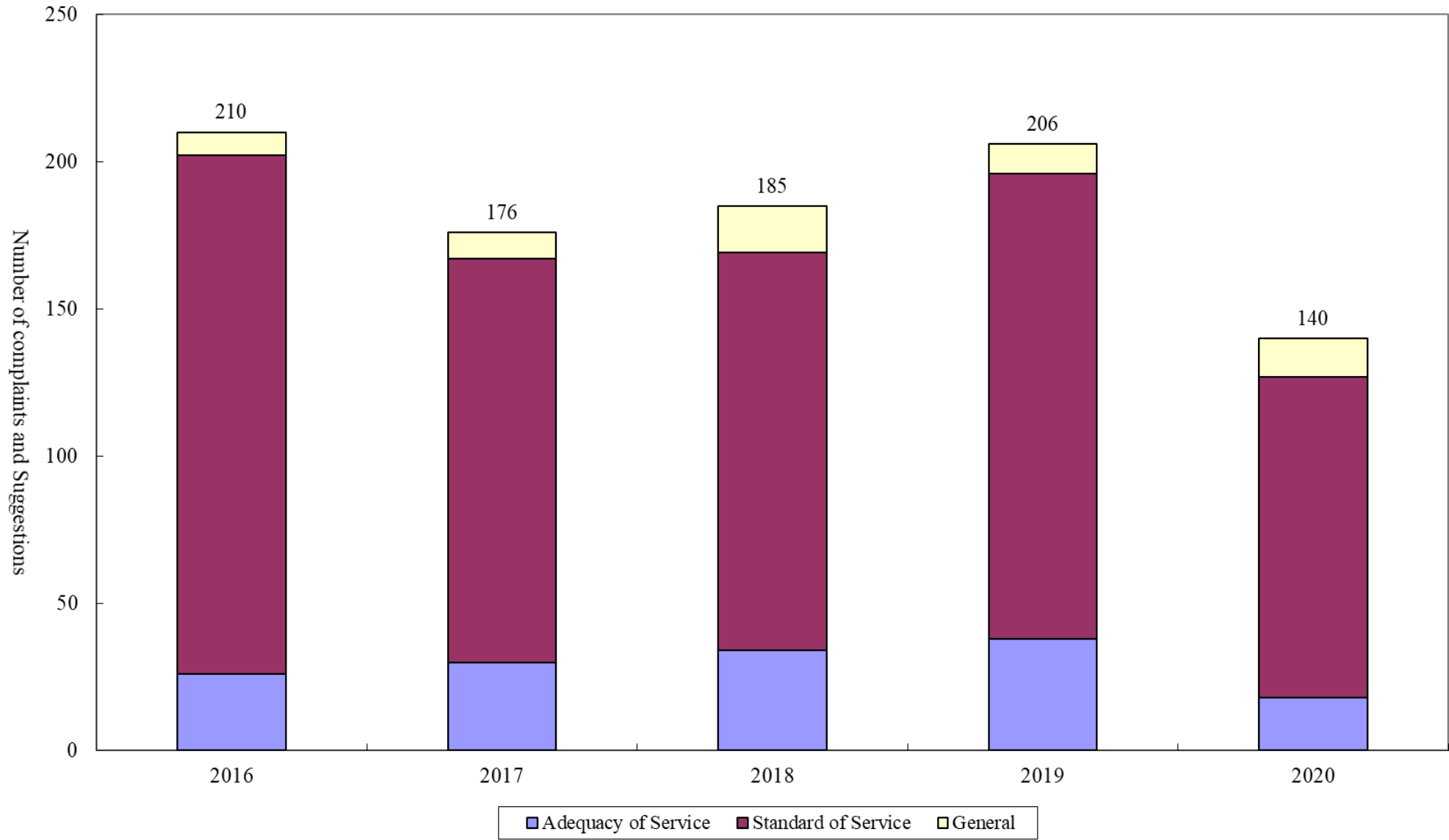


**Complaints and Suggestions on Non-franchised Bus Services**

<b><u>Nature of Complaint/Suggestion</u></b>	<b><u>2019</u></b>	<b><u>2020</u></b>	<b><u>Difference</u></b>
<b>(A) Adequacy of Service</b>			
(1) Frequency	30	11	-63.3%
(2) Routeing	-	5	-
(3) Hours of operation	2	-	-100.0%
(4) Provision of stops	6	2	-66.7%
<b>Sub-total</b>	<b>38</b>	<b>18</b>	<b>-52.6%</b>
<b>(B) Standard of Service</b>			
(1) Regularity of service	55	37	-32.7%
(2) Adherence to routeing	6	8	+33.3%
(3) Improper driving behaviour	32	26	-18.8%
(5) Conduct and performance of staff (including drivers)	29	20	-31.0%
(5) Overcharging	1	1	-
(6) Cleanliness	3	1	-66.7%
(7) Conditions of vehicles	7	3	-57.1%
(8) Passenger services and facilities	25	13	-48.0%
<b>Sub-total</b>	<b>158</b>	<b>109</b>	<b>-31.0%</b>
<b>(C) General<sup>(1)</sup></b>	<b>10</b>	<b>13</b>	<b>+30.0%</b>
<b>Total</b>	<b>206</b>	<b>140</b>	<b>-32.0%</b>

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

# Complaints and Suggestions on Non-franchised Bus Services during 2016 - 2020



Complaints and Suggestions on Green Minibus Services

<u>Nature of Complaint/Suggestion</u>	<u>2019</u>	<u>2020</u>	<u>Difference</u>
<b>(A) Adequacy of Service</b>			
(1) Frequency	256	129	-49.6%
(2) Routeing	11	11	-
(3) Hours of operation	19	5	-73.7%
(4) Provision of stops	27	17	-37.0%
<b>Sub-total</b>	<b>313</b>	<b>162</b>	<b>-48.2%</b>
<b>(B) Standard of Service</b>			
(1) Regularity of service	1 337	930	-30.4%
(2) Adherence to routeing	196	114	-41.8%
(3) Improper driving behaviour	1 031	729	-29.3%
(4) Conduct and performance of staff (including drivers)	1 452	1 002	-31.0%
(5) Overcharging	101	64	-36.6%
(6) Cleanliness	74	49	-33.8%
(7) Conditions of vehicles	55	33	-40.0%
(8) Passenger services and facilities	80	99	+23.8%
<b>Sub-total</b>	<b>4 326</b>	<b>3 020</b>	<b>-30.2%</b>
<b>(C) General<sup>(1)</sup></b>	<b>113</b>	<b>94</b>	<b>-16.8%</b>
<b>Total</b>	<b>4 752</b>	<b>3 276</b>	<b>-31.1%</b>

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

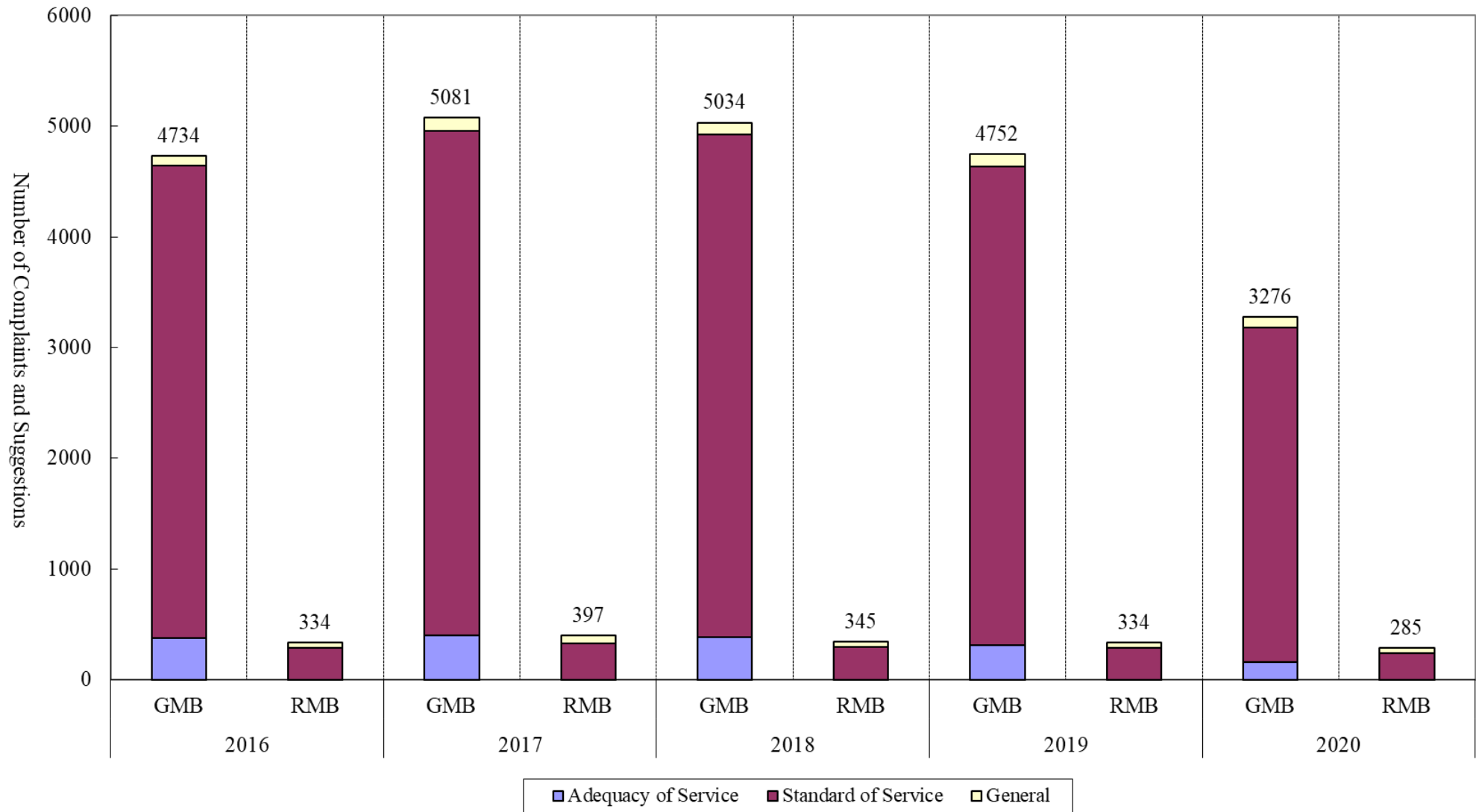
**Complaints and Suggestions on Red Minibus Services**

<b><u>Nature of Complaint/Suggestion</u></b>	<b><u>2019</u></b>	<b><u>2020</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	177	142	-19.8%
(4) Conduct and performance of staff (including drivers)	89	72	-19.1%
(5) Overcharging	10	10	-
(6) Cleanliness	2	8	+300.0%
(7) Conditions of vehicles	3	5	+66.7%
(8) Passenger services and facilities	3	2	-33.3%
<b>Sub-total</b>	<b>284</b>	<b>239</b>	<b>-15.8%</b>
<b>(C) General<sup>(1)</sup></b>	<b>50</b>	<b>46</b>	<b>-8.0%</b>
<b>Total</b>	<b>334</b>	<b>285</b>	<b>-14.7%</b>

Note : (1) These are mainly related to the obstruction caused by red minibus.



**Complaints and Suggestions on Green Minibus (GMB) and Red Minibus (RMB) Services during 2016 - 2020**



Complaints and Suggestions on Taxi Services

<u>Nature of Complaint/Suggestion</u>	<u>2019</u>	<u>2020</u>	<u>Difference</u>
<b>Taxi driver malpractice</b>			
(a) Conduct and performance of drivers			
(i) Behaving other than in a civil & orderly manner	1 619	910	-43.8%
(ii) Refusing hire	2 346	762	-67.5%
(iii) Soliciting passengers	38	10	-73.7%
(iv) Refusing to drive to destination	424	183	-56.8%
(v) Failure to display driver identity plate	54	45	-16.7%
(vi) Failure to display driver identity plate properly	7	4	-42.9%
	4 488	1 914	-57.4%
(b) Improper driving behaviour	2 053	1 329	-35.3%
(c) Overcharging	1 550	658	-57.5%
(d) Taximeter irregularities	179	125	-30.2%
(e) Failure to take the most direct route	1 796	1 017	-43.4%
	<b>10 066</b>	<b>5 043</b>	<b>-49.9%</b>
<b>Others</b>			
(a) Taxi obstruction	138	248	+79.7%
(b) Miscellaneous <sup>(1)</sup>	114	64	-43.9%
	<b>252</b>	<b>312</b>	<b>+23.8%</b>
	<b>10 318</b>	<b>5 355</b>	<b>-48.1%</b>

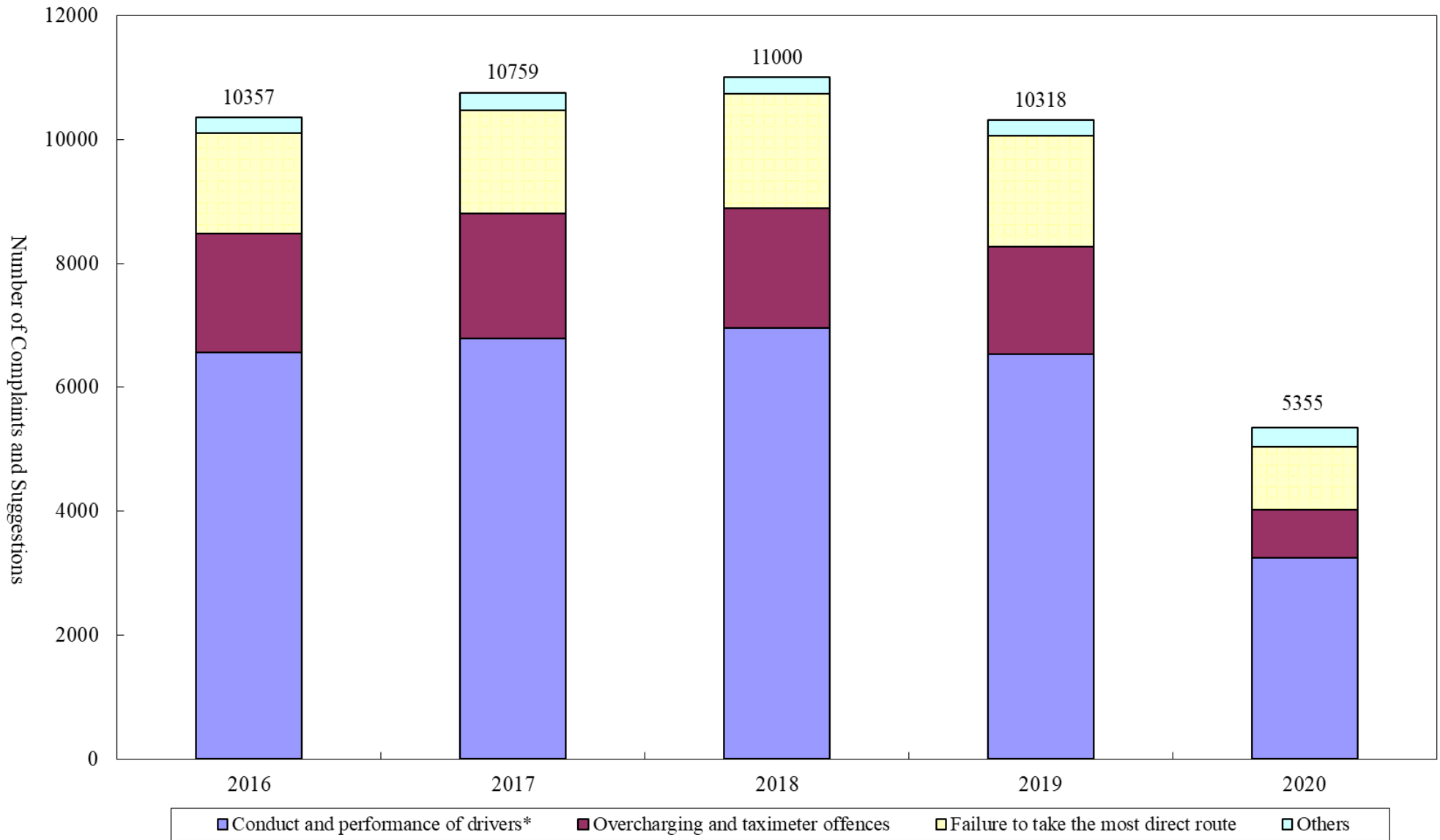
Note : (1) These are mainly related to condition of vehicle and compartment.

**Results of Taxi Driver Malpractice Cases Referred to the Police**  
**(January – December 2020)**

	<b><u>No. of Cases</u></b>	<b><u>Percentage</u></b>
(i) Summonsed	157 (141)	12 (7)
(ii) Withdrawal by complainants	827 (1 301)	61 (67)
(iii) Evidence considered insufficient by the Police for further processing	366 (507)	27 (26)
<b>Total</b>	<b>1 350 (1 949)</b>	<b>100 (100)</b>

Note : Comparative figures for 2019 are in brackets.

### Complaints and Suggestions on Taxi Services during 2016 - 2020



\* Including improper driving behaviour

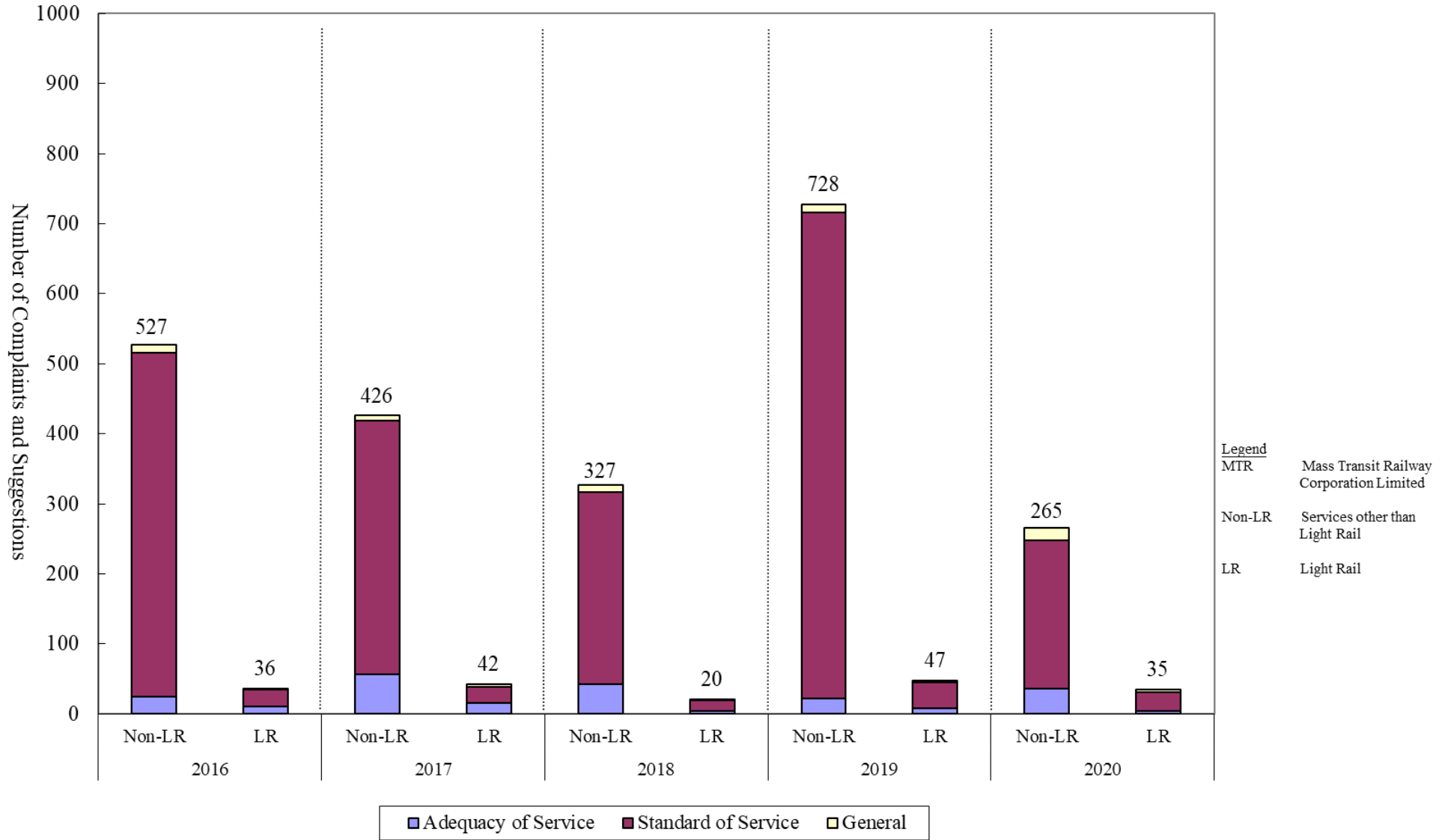
**Complaints and Suggestions on Rail Services<sup>(1)</sup>**

<b><u>Railway Company</u></b>	<b><u>2019</u></b>		<b><u>2020</u></b>		<b><u>Difference</u></b>	
Mass Transit Railway Corporation Limited (Excluding Light Rail)	728 <sup>(2)</sup>	(0.43)	265	(0.23)	-63.6%	(-46.5%)
Mass Transit Railway Corporation Limited (Light Rail)	47 <sup>(2)</sup>	(0.30)	35	(0.31)	-25.5%	(+3.3%)
The Hongkong Tramways Limited	29	(0.53)	52	(1.26)	+79.3%	(+137.7%)
<b>Total</b>	<b>804</b>	<b>(0.42)</b>	<b>352</b>	<b>(0.27)</b>	<b>-56.2%</b>	<b>(-35.7%)</b>

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

(2) Among the 775 (728 + 47) cases, 210 were related to suspension of MTR services (including Light Rail).

Complaints and Suggestions on MTR Services during 2016 - 2020



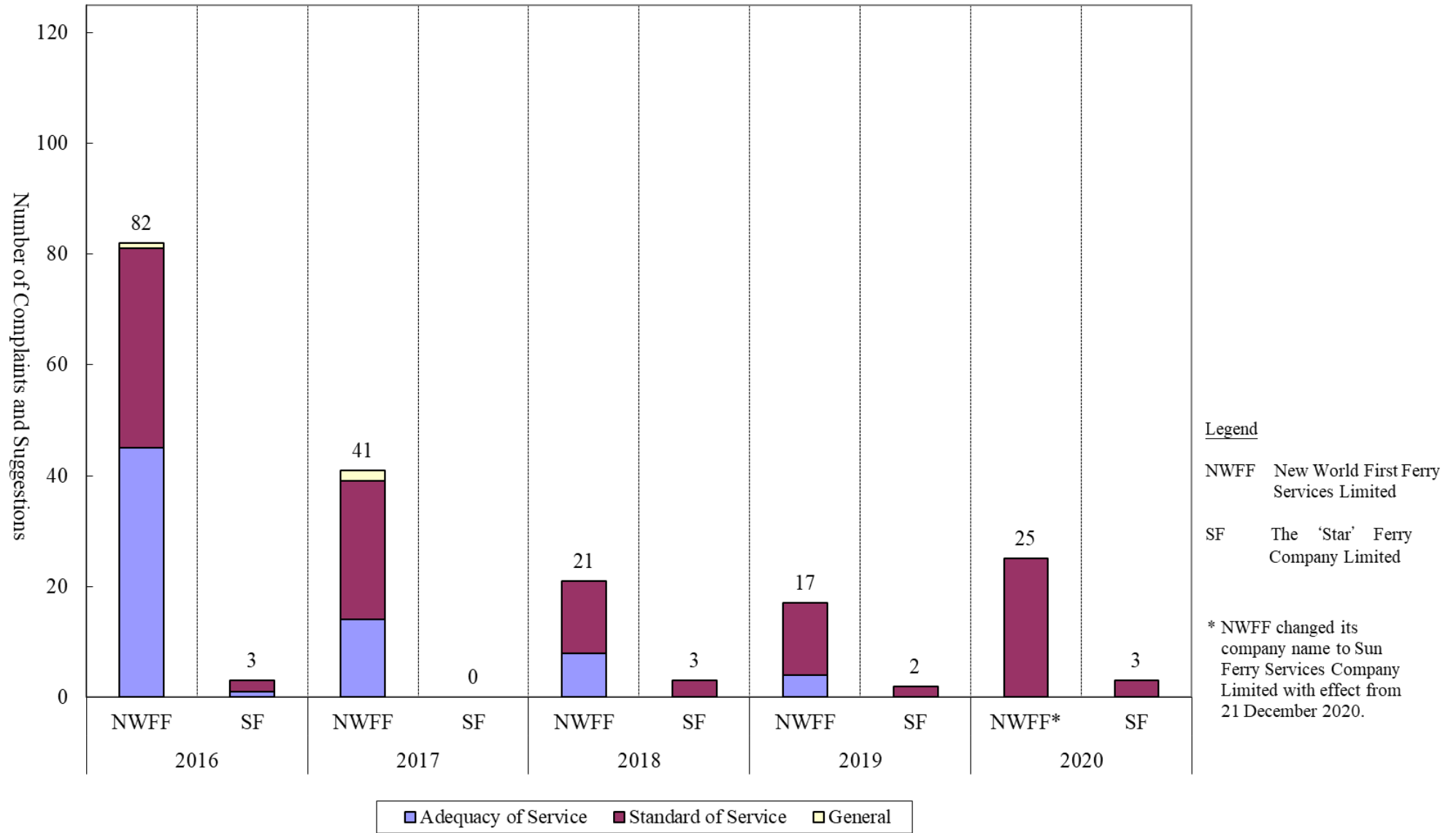
**Complaints and Suggestions on Ferry Services<sup>(1)</sup>**

<b><u>Ferry Company</u></b>	<b><u>2019</u></b>		<b><u>2020</u></b>		<b><u>Difference</u></b>	
New World First Ferry Services Limited <sup>(2)</sup>	17	(1.27)	25	(2.21)	+47.1%	(+74.0%)
The “Star” Ferry Company Limited	2	(0.11)	3	(0.35)	+50.0%	(+218.2%)
Minor Ferries	13	(0.98)	40	(3.44)	+207.7%	(+251.0%)
<b>Total</b>	<b>32</b>	<b>(0.72)</b>	<b>68</b>	<b>(2.16)</b>	<b>+112.5%</b>	<b>(+200.0%)</b>

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

(2) New World First Ferry Services Limited changed its company name to Sun Ferry Services Company Limited with effect from 21 December 2020.

Complaints and Suggestions on NWFF and SF Services during 2016 - 2020





**Complaints and Suggestions on Traffic and Road Conditions<sup>(1)</sup>**

<b><u>Nature of Complaint/Suggestion</u></b>	<b><u>2019</u></b>		<b><u>2020</u></b>		<b><u>Difference</u></b>	
<b><u>Traffic Conditions</u></b>						
(a) Traffic congestion	435		666		+53.1%	
(b) Traffic management	198		132		-33.3%	
(c) Additional traffic signs and aids	66		64		-3.0%	
(d) Parking facilities	20		27		+35.0%	
<b>Sub-total</b>	<b>719</b>		<b>889</b>		<b>+23.6%</b>	
<b><u>Road Maintenance</u></b>						
(a) Road conditions	40		88		+120.0%	
(b) Traffic signs and aids	72		106		+47.2%	
(c) Carriageway markings	5		10		+100.0%	
<b>Sub-total</b>	<b>117</b>		<b>204</b>		<b>+74.4%</b>	
<b><u>Enforcement</u></b>						
(a) Illegal parking	3 182 <sup>(2)</sup> [1 941]		4 704 <sup>(5)</sup> [3 176]		+47.8% [+63.6%]	
(b) Other enforcement matters	981		1 225 <sup>(6)</sup> [1 001]		+24.9% [+2.0%]	
<b>Sub-total</b>	<b>4 163<sup>(3)</sup> [2 922]</b>		<b>5 929<sup>(7)</sup> [4 177]</b>		<b>+42.4% [+43.0%]</b>	
<b>Total</b>	<b>4 999<sup>(4)</sup> [3 758]</b>		<b>7 022<sup>(8)</sup> [5 270]</b>		<b>+40.5% [+40.2%]</b>	

Notes : (1) The figures not including complaints received from individual complainants, who made more than 100 complaints in a quarter, are in square brackets.

(2) Among the 3 182 complaints and suggestions, 1 241 complaints were received from one complainant.

(3) Among the 4 163 complaints and suggestions, 1 241 complaints were received from one complainant.

(4) Among the 4 999 complaints and suggestions, 1 241 complaints were received from one complainant.

(5) Among the 4 704 complaints and suggestions, 1 528 complaints were received from one complainant.

(6) Among the 1 225 complaints and suggestions, 224 complaints were received from one complainant.

(7) Among the 5 929 complaints and suggestions, 1 752 complaints were received from one complainant.

(8) Among the 7 022 complaints and suggestions, 1 752 complaints were received from one complainant.

**Breakdown of Complaints and Suggestions on Traffic and Road Conditions by District**  
**(January – December 2020)**

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
<b><u>Traffic Conditions</u></b>																				
(a) Traffic congestion	25	31	32	7	92	18	53	79	57	14	30	46	42	30	43	28	34	5	-	666
(b) Traffic management	11	7	9	1	12	4	7	5	11	5	4	11	13	9	6	8	5	4	-	132
(c) Additional traffic signs and aids	7	1	2	1	11	2	1	2	2	5	3	7	4	3	4	3	3	2	1	64
(d) Parking facilities	1	1	6	3	1	1	1	-	4	-	1	-	1	-	4	1	-	2	-	27
Sub-total	44	40	49	12	116	25	62	86	74	24	38	64	60	42	57	40	42	13	1	889
<b><u>Road Maintenance</u></b>																				
(a) Road conditions	1	2	3	2	4	2	7	12	3	2	6	6	4	11	4	6	8	3	2	88
(b) Traffic signs & aids	1	11	14	2	5	6	11	1	14	2	4	7	8	5	5	3	4	3	-	106
(c) Carriageway markings	1	-	2	1	-	-	1	-	2	2	-	1	-	-	-	-	-	-	-	10
Sub-total	3	13	19	5	9	8	19	13	19	6	10	14	12	16	9	9	12	6	2	204
<b><u>Enforcement</u></b>																				
(a) Illegal parking	155	176	1647	47	343	123	188	355	226	103	151	305	225	189	126	166	151	21	7	4704
(b) Other enforcement matters	61	66	276	18	68	34	66	53	85	12	37	74	87	79	55	36	79	21	18	1225
Sub-total	216	242	1923	65	411	157	254	408	311	115	188	379	312	268	181	202	230	42	25	5929
<b>Total</b>	<b>263</b>	<b>295</b>	<b>1991</b>	<b>82</b>	<b>536</b>	<b>190</b>	<b>335</b>	<b>507</b>	<b>404</b>	<b>145</b>	<b>236</b>	<b>457</b>	<b>384</b>	<b>326</b>	<b>247</b>	<b>251</b>	<b>284</b>	<b>61</b>	<b>28</b>	<b>7022</b>

**Breakdown of Complaints and Suggestions on Traffic and Road Conditions by District**<sup>(1)</sup>  
**(January – December 2020)**

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
<b><u>Traffic Conditions</u></b>																				
(a) Traffic congestion	25	31	32	7	92	18	53	79	57	14	30	46	42	30	43	28	34	5	-	666
(b) Traffic management	11	7	9	1	12	4	7	5	11	5	4	11	13	9	6	8	5	4	-	132
(c) Additional traffic signs and aids	7	1	2	1	11	2	1	2	2	5	3	7	4	3	4	3	3	2	1	64
(d) Parking facilities	1	1	6	3	1	1	1	-	4	-	1	-	1	-	4	1	-	2	-	27
Sub-total	44	40	49	12	116	25	62	86	74	24	38	64	60	42	57	40	42	13	1	889
<b><u>Road Maintenance</u></b>																				
(a) Road conditions	1	2	3	2	4	2	7	12	3	2	6	6	4	11	4	6	8	3	2	88
(b) Traffic signs & aids	1	11	14	2	5	6	11	1	14	2	4	7	8	5	5	3	4	3	-	106
(c) Carriageway markings	1	-	2	1	-	-	1	-	2	2	-	1	-	-	-	-	-	-	-	10
Sub-total	3	13	19	5	9	8	19	13	19	6	10	14	12	16	9	9	12	6	2	204
<b><u>Enforcement</u></b>																				
(a) Illegal parking	155	175	123	47	343	123	186	355	226	103	151	305	225	189	126	166	151	21	6	3176
(b) Other enforcement matters	61	66	55	17	68	34	64	53	85	12	37	74	87	79	55	36	79	21	18	1001
Sub-total	216	241	178	64	411	157	250	408	311	115	188	379	312	268	181	202	230	42	24	4177
Total	263	294	246	81	536	190	331	507	404	145	236	457	384	326	247	251	284	61	27	5270

**Note :** (1) For 2020, 1 752 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.