

Transport Complaints Unit Report 2021¹

Overview of Complaints and Suggestions in 2021

In 2021, the Transport Complaints Unit (TCU) received 32 512² complaints and suggestions on transport and traffic matters, including 1 136³ pure suggestions. The number of cases recorded an increase of 30.6%² as compared with 24 888⁴ cases received in 2020. A breakdown of the complaints and suggestions received by TCU in the past five years is at [Appendix 1\(i\)](#). A graph showing the trends of complaints and suggestions received by TCU in the past ten years (2012-2021) is at [Appendix 1\(ii\)](#). A breakdown of the cases received in 2021 by category is as follows –

<u>Nature of Complaint/Suggestion</u>	<u>2020</u>	<u>2021</u>	<u>Difference</u>
Public Transport Services	17 622 ⁵	26 004 ⁶	+47.6% ⁶
Traffic Conditions	889	1 175	+32.2%
Road Maintenance	204	427 ⁷	+109.3% ⁷

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

² Among the 32 512 complaints and suggestions, a total of 1 567 complaints were received from four complainants. The number of complaints not including these cases is 30 945, representing an increase of 44.2% when compared with 21 454 cases (see footnote 4) in 2020. A breakdown of the complaints not including these cases is at [Appendix 1\(i\)\(b\)](#).

³ Among the pure suggestions, 772 pure suggestions about public transport routeing were received from a member of the public.

⁴ 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.

⁵ 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.

⁶ Among the 26 004 complaints and suggestions, a total of 1 270 complaints were received from two complainants. The number of complaints not including these cases is 24 734, representing an increase of 54.8% when compared with 15 982 cases (see footnote 5) in 2020. A breakdown of the complaints not including these cases is at [Appendix 4\(ii\)](#).

⁷ Among the 427 complaints and suggestions, 144 complaints were received from one complainant. The number of complaints not including these cases is 283, representing an increase of 38.7% when compared with 204 cases in 2020. A breakdown of the complaints not including these cases is at [Appendix 24\(ii\)](#).

Enforcement	5 929 ⁸	4 648 ⁹	-21.6% ⁹
Miscellaneous ¹⁰	244	258	+5.7%
Total	24 888⁴	32 512²	+30.6%²

2. In 2021, complaints and suggestions received through TCU Complaint/Suggestion Webform and email accounted for about 76% of the total. 23% of the cases were received through telephone and the remaining cases were received in the form of fax or letter. All the complaints and suggestions received by TCU were referred to the relevant government departments and public transport operators for follow-up action.

3. During the year, investigations into 30 316 cases (including some outstanding cases carried forward from the previous year) were completed. Of these, 24 169 (79%) were found to be substantiated, 80 (less than 1%) unsubstantiated, and the remaining 6 067 (20%) not pursuable due to lack of evidence. A summary of the results of investigations is at [Appendix 2](#). It is noted that –

- the percentage of substantiated cases decreased from 84% in 2020 to 79% in 2021. For these cases, relevant government departments/public transport operators had either taken steps to rectify the situation or were considering possible solutions to the problems identified; and
- the percentage of cases not pursuable increased from 15% in 2020 to 20% in 2021.

If the complainants agreed to be court witnesses, the cases would be referred to the Police for further investigation. In 2021, the Police reported the latest development on 2 063¹¹ cases previously referred to them. Among these cases,

⁸ 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.

⁹ Among the 4 648 complaints and suggestions, 153 complaints were received from one complainant. The number of complaints not including these cases is 4 495, representing an increase of 7.6% when compared with 4 177 cases (see footnote 8) in 2020. A breakdown of the complaints not including these cases is at [Appendix 24\(ii\)](#).

¹⁰ These are mainly related to general transport matters such as carriageway and pavement obstruction by materials.

¹¹ The figures include the taxi cases in paragraph 25.

291¹¹ drivers were summonsed.

4. In 2021, relevant government departments and public transport operators took on board 43 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 2021, 26 004⁶ complaints and suggestions were received, accounting for 80% of the total number of cases. Among these, 997³ were pure suggestions. The number of cases in this category recorded an increase of 47.6%⁶ as compared with 17 622⁵ cases in 2020. A breakdown of the complaints and suggestions by mode of transport is as follows –

<u>Mode of Transport</u>	<u>2020</u>	<u>2021</u>	<u>Difference</u>
Franchised Buses	8 146 ¹² (7.33 ¹²)	11 195 ¹³ (8.84 ¹³)	+37.4% ¹³ (+20.6% ¹³)
Non-franchised Buses	140 (1.40)	303 (2.61)	+116.4% (+86.4%)
Green Minibuses	3 276 (8.02)	4 958 (10.68)	+51.3% (+33.2%)
Red Minibuses	285 (4.25)	350 (4.58)	+22.8% (+7.8%)
Taxis	5 355 (22.17)	8 355 (30.02)	+56.0% (+35.4%)
Rail Transport	352 (0.27)	748 (0.46)	+112.5% (+70.4%)
Ferries	68 (2.16)	95 (2.68)	+39.7% (+24.1%)
Total	17 622⁵	26 004⁶	+47.6%⁶

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

¹² 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.

¹³ Among the 11 195 complaints and suggestions, a total of 1 270 complaints were received from two complainants. The number of complaints not including these cases is 9 925, representing 7.83 complaints/suggestions per million passenger journeys. These figures represent an increase of 52.6% when compared with 6 506 cases and an increase of 33.8% when compared with 5.85 complaints/suggestions per million passenger journeys (see footnote 12) in 2020.

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

Franchised Bus Services

6. There were 11 195¹³ cases on franchised bus services in 2021, representing 8.84¹³ complaints/suggestions per million passenger journeys. These figures represent increases of 37.4%¹³ and 20.6%¹³ respectively when compared with 8 146¹² cases and 7.33¹² complaints/suggestions per million passenger journeys in 2020. Most complaints were about regularity of service, improper driving behaviour and conduct and performance of staff. A detailed breakdown of the 11 195¹³ 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 723¹⁴ cases in 2020 to 1 271¹⁵ cases in 2021, representing an increase of 75.8%¹⁵). Complaints and suggestions about routeing also increased from 120 cases in 2020 to 926¹⁶ cases in 2021, representing an increase of 671.7%¹⁶. One of the reasons might be the continued reduction of franchised bus services in response to the drop in patronage under the prolonged COVID-19 pandemic. Under the established practice, franchised bus companies (FBCs) are required to apply to the Transport Department (TD) for any 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, impact of the proposed service adjustment on passenger 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

¹⁴ 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.

¹⁵ Among the 1 271 complaints and suggestions, 382 complaints were received from one complainant. The number of complaints not including these cases is 889, representing an increase of 108.2% when compared with 427 cases (see footnote 14) in 2020.

¹⁶ Among the 926 complaints and suggestions, 741 pure suggestions about franchised bus routeing were received from a member of the public. The figure not including these cases is 185, representing an increase of 54.2% when compared with 120 cases in 2020.

response to the changing passenger demand.

8. There were also increases in the numbers of complaints about improper driving behaviour (from 1 135 cases in 2020 to 1 612 cases in 2021, representing an increase of 42.0%), passenger services and facilities (from 803¹⁷ cases in 2020 to 1 038¹⁸ cases in 2021, representing an increase of 29.3%¹⁸), regularity of service (from 3 472¹⁹ cases in 2020 to 4 123²⁰ cases in 2021, representing an increase of 18.8%²⁰) and conduct and performance of staff (from 1 401 cases in 2020 to 1 576 cases in 2021, representing an increase of 12.5%).

9. A breakdown of the 11 195¹³ 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 4 820²¹ cases received in 2021 were mainly about regularity of service (1 520²²), improper driving behaviour (892) and conduct and performance of staff (796). The number of complaints/suggestions per million passenger journeys decreased by 17.6%²¹ from 7.33 in 2020 to 6.04²¹ in 2021.
- Citybus Limited (Franchise 1) – The 1 384²³ cases received in 2021

¹⁷ Among the 803 complaints and suggestions, a total of 135 complaints were received from two complainants. The number of complaints not including these cases is 668.

¹⁸ The number of complaints represents an increase of 55.4% when compared with 668 cases (see footnote 17) in 2020.

¹⁹ Among the 3 472 complaints and suggestions, a total of 1 204 complaints were received from two complainants. The number of complaints not including these cases is 2 268.

²⁰ Among the 4 123 complaints and suggestions, a total of 888 complaints were received from two complainants. The number of complaints not including these cases is 3 235, representing an increase of 42.6% when compared with 2 268 cases (see footnote 19) in 2020.

²¹ Among the 4 820 complaints and suggestions, 113 complaints were received from one complainant. The number of complaints not including these cases is 4 707, representing 5.90 complaints/suggestions per million passenger journeys. This represents an increase of 12.0% when compared with 5.27 complaints/suggestions per million passenger journeys in 2020 (see Appendix 6 for further details).

²² Among the 1 520 complaints and suggestions, 113 complaints were received from one complainant. The number of complaints not including these cases is 1 407.

²³ Among the 1 384 complaints and suggestions, 359 complaints were received from one complainant. The number of complaints not including these cases is 1 025, representing 9.72 complaints/suggestions per million passenger journeys. This represents an increase of 134.8% when compared with 4.14 complaints/suggestions per million passenger journeys in 2020 (see Appendix 6 for further details).

were mainly about regularity of service (553²⁴), frequency of service (292²⁵) and improper driving behavior (151). The number of complaints/suggestions per million passenger journeys increased by 139.0%²³ from 5.49 in 2020 to 13.12²³ in 2021.

- Citybus Limited (Franchise 2) – The number of complaints/suggestions per million passenger journeys increased by 36.8%²⁶ from 7.60 in 2020 to 10.40²⁶ in 2021. As regards the 210 cases received in 2021, they were mainly about regularity of service (48), conduct and performance of staff (45) and improper driving behaviour (39).
- New World First Bus Services Limited (NWFB) – The 2 112²⁷ cases received in 2021 were mainly about regularity of service (1 285²⁸), frequency of service (374²⁹) and conduct and performance of staff (152). The number of complaints/suggestions per million passenger journeys increased by 249.3%²⁷ from 6.27 in 2020 to 21.90²⁷ in 2021.
- Long Win Bus Company Limited (LWB) – The number of complaints/suggestions per million passenger journeys increased by 52.8% from 8.13 in 2020 to 12.42 in 2021. As regards the 359 cases received in 2021, they were mainly about routeing (95), passenger services and facilities (75) and regularity of service (67).
- New Lantao Bus Company (1973) Limited (NLB) – The number of

²⁴ Among the 553 complaints and suggestions, 182 complaints were received from one complainant. The number of complaints not including these cases is 371.

²⁵ Among the 292 complaints and suggestions, 177 complaints were received from one complainant. The number of complaints not including these cases is 115.

²⁶ The number of complaints/suggestions per million passenger journeys increased by 45.0% from 7.17 in 2020 (see [Appendix 6](#) for further details) to 10.40 in 2021.

²⁷ Among the 2 112 complaints and suggestions, 504 complaints were received from one complainant. The number of complaints not including these cases is 1 608, representing 16.68 complaints/suggestions per million passenger journeys. This represents an increase of 168.2% when compared with 6.22 complaints/suggestions per million passenger journeys in 2020 (see [Appendix 6](#) for further details).

²⁸ Among the 1 285 complaints and suggestions, 469 complaints were received from one complainant. The number of complaints not including these cases is 816.

²⁹ Among the 374 complaints and suggestions, 35 complaints were received from one complainant. The number of complaints not including these cases is 339.

complaints/suggestions per million passenger journeys increased by 16.7% from 3.95 in 2020 to 4.61 in 2021. As regards the 121 cases received in 2021, they were mainly about conduct and performance of staff (41), improper driving behaviour (18) and regularity of service (18).

- Cross-harbour Bus Services³⁰ – The 2 189³¹ cases received in 2021 were mainly about regularity of service (632³²), conduct and performance of staff (375) and improper driving behaviour (330). The number of complaints/suggestions per million passenger journeys increased by 24.9%³¹ from 9.12 in 2020 to 11.39³¹ in 2021.

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 303 cases on NFB services in 2021, representing 2.61 complaints/suggestions per million passenger journeys. These figures represent increases of 116.4% and 86.4% respectively when compared with 140 cases and 1.40 complaints/suggestions per million passenger journeys in 2020. TD noted that complaints on North-west Transit Service Area Feeder Buses increased from 45 cases in 2020 to 152 cases in 2021, representing an

³⁰ 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.

³¹ Among the 2 189 complaints and suggestions, a total of 294 complaints were received from two complainants. The number of complaints not including these cases is 1 895, representing 9.86 complaints/suggestions per million passenger journeys. This represents an increase of 12.9% when compared with 8.73 complaints/suggestions per million passenger journeys in 2020 (see [Appendix 6](#) for further details).

³² Among the 632 complaints and suggestions, a total of 124 complaints were received from two complainants. The number of complaints not including these cases is 508.

increase of 237.8%. Among the complaints, there were 50 cases about checking of passengers' eligibility for using "Concessionary Octopus Card" (特惠八達通) by bus captains from a repeated complainant. Other major issues were related to the bus service frequency/carrying capacity, and the bus captains' driving behaviours.

13. Although the service levels of the North-west Transit Service Area Feeder Buses were in general able to cope with the passenger demand, TD has worked with the operators closely in enhancing their service as and when necessary. For instance, in 2021, the service levels of routes K52S, K53 and K75P have been improved and routes K52A and K76S have been introduced to cope with passenger demand from new population intake or improve passenger service. Regarding complaints about improper driving behaviours, TD has followed up and requested the MTR Corporation Limited (MTRCL) to keep monitoring the performance of their bus captains accordingly. A detailed breakdown of the 303 cases is at Appendix 8.

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

Public Light Bus Services

15. There were 5 308 cases on public light bus (PLB) services in 2021, representing 9.82 complaints/suggestions per million passenger journeys. These figures represent increases of 49.1% and 31.1% respectively when compared with 3 561 cases and 7.49 complaints/suggestions per million passenger journeys in 2020.

Green Minibus Services

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

17. In 2021, there were 4 958 complaints/suggestions on GMB services, accounting for 93% of all PLB cases received. The number of complaints/suggestions per million passenger journeys was 10.68. These figures represent increases of 51.3% and 33.2% respectively when compared with 3 276 cases and

8.02 complaints/suggestions per million passenger journeys in 2020. A detailed breakdown of the 4 958 cases is at [Appendix 10](#).

Red Minibus Services

18. Red minibuses (RMBs) are not required to operate on fixed routes or timetable and can set their own fares, and are subject to certain restrictions on their service area under the existing policy³³.

19. In 2021, there were 350 complaints/suggestions on RMB services, accounting for 7% of all PLB cases received. The number of complaints/suggestions per million passenger journeys was 4.58. These figures represent increases of 22.8% and 7.8% respectively when compared with 285 cases and 4.25 complaints/suggestions per million passenger journeys in 2020. A detailed breakdown of the 350 cases is at [Appendix 11](#).

20. Comparisons of the complaints and suggestions on GMB and RMB services in the past five years are at [Appendix 12](#).

21. The TCU Sub-committee noted that there was an increase in overall number of complaints received in 2021 as compared to 2020. With the relaxation of anti-epidemic measures in 2021, more GMB services were provided as compared to 2020 in view of the gradual resumption of GMB passenger demand, which would also lead to a corresponding increase in the overall number of complaints. Among the complaints received, the largest increase fell in the category of conduct and performance of staff. One of the reasons for the increase of complaints in this category may be that there were occasions where GMB services could not resume in time to meet the sudden change in passenger demand, which resulted in the complaints against the drivers, such as failing to pick up passengers at the bus stop. Nevertheless, 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 operator(s) 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

³³ 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.

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.

22. For RMB cases, the number of complaints against conduct and performance of staff (including drivers) showed the largest increase. While the rise might partly be attributed to the increase in number of passengers taking the RMB services, the flexible operation of the RMB services, including adjustment of timetable and operating time due to passenger demand, could also be another reason for the increase as such operation might lead to discontent to the drivers. To this end, TD issued letters to remind the RMB trade associations and vehicle owners to alert the drivers to state clearly the operating details as far as possible to the passengers, and be polite and patient when dealing with passengers' enquiries. Moreover, TD will continue to convey the importance of proper driver conduct and driving behaviour through regular meetings with the RMB trade and the publication of newsletters.

23. Besides, TD continued to implement various measures in 2021 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 annual safety seminar for PLB drivers and Safe Driving and Health Campaign for professional drivers and the publication of the PLB Newsletter.

Taxi Services

24. Taxi services remained one of the major areas of complaints in 2021. There were 8 355 cases relating to taxi services, accounting for around 32% of all cases on public transport services. The number of complaints/suggestions per

million passenger journeys was 30.02, the highest among all types of public transport services. These figures represent increases of 56.0% and 35.4% respectively when compared with 5 355 cases and 22.17 complaints/suggestions per million passenger journeys in 2020. The complaints were mainly about taxi driver malpractice (especially those related to improper driving behavior, refusing hire and failure to take the most direct route). A detailed breakdown of the 8 355 cases is at [Appendix 13](#).

25. Of the 8 355 cases received, 8 066 (96.5%) 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, 1 478 of such cases (18.3%) were referred to the Police. In 2021, the Police completed the investigation of 1 167 cases referred to them during the year or the years before. Among these cases, 89 drivers were summoned. A breakdown of the results is at [Appendix 14](#).

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

27. The TCU Sub-committee noted that the Police have been taking enforcement actions against taxi driver malpractice. Key tasks include enhancing patrols at black spots and conducting intelligence-led operations. If members of the public encounter any taxi driver malpractice, such as overcharging, refusing to accept hire and soliciting, 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.

28. It is believed that the increased number of complaints in 2021 was mainly because the pandemic situation had subsided and social distancing measures were gradually relaxed, which led to more taxi patronage. Nevertheless, TD has reminded the trade through different channels, including regular trade conferences, letters to the trade and newsletter, to provide better taxi service to the public. For those taxi owners and drivers who have been repeatedly involved in malpractices and other serious taxi-driver-related offences, such as overcharging, TD would provide their particulars to the Police for investigation and prosecution actions. TD would also request the Police to step up enforcement actions at the black spots to combat the offences when necessary.

29. In view of the public aspiration for better taxi service quality and safety, the Government reviewed the overall taxi operation and management and proposed to take forward a series of measures to improve the business environment of taxi trade, reform the taxi industry and enhance the overall taxi service quality. The measures include (i) increasing the taxi fares; (ii) increasing the maximum passenger capacity of taxis from five to six; (iii) introducing a taxi fleet management regime to encourage taxi operators/owners/drivers to form professional fleet management team to provide quality taxi service under a regulated platform; and (iv) introducing a taxi-driver-offence points system and two-tier penalty system to enhance deterrent effect of malpractice of taxi drivers, such as overcharging; refusing to accept hire; and defacing, damaging or altering a taximeter, etc.. In addition, the Government proposed to increase the penalties for illegal carriage of passengers for hire or reward by motor vehicles in order to enhance the safety and safeguard the interests of passengers and other road users. The Government consulted the Legislative Council Panel on Transport and Transport Advisory Committee on the proposals in April 2022, and would continue to listen to the trade's view before introducing relevant legislative amendments for the above measures into the Legislative Council for consideration at a suitable juncture.

Rail Services

30. There were 748 cases on rail services in 2021, representing 0.46 complaints/suggestions per million passenger journeys. These figures represent increases of 112.5% and 70.4% respectively when compared with 352 cases and 0.27 complaints/suggestions per million passenger journeys in 2020. There was an increase in the number of complaints about the services of MTRCL (from 300 cases in 2020 to 688 cases in 2021, representing an increase of 129.3%).

31. The TCU Sub-committee noted that the number of complaints against the services of MTRCL in 2021 increased as compared with that in 2020, mainly due to the relatively fewer complaint cases received commensurate with the substantial decrease in patronage in 2020 amid the COVID-19 pandemic. Among the 688 cases, 207 and 204 cases were related to passenger services and facilities as well as conduct and performance of staff respectively. TD reminded MTRCL to closely monitor the situation and carry out improvement measures as

appropriate. TD will continue to closely monitor MTR train service performance.

32. For tram services, the number of complaints received in 2021 was 60, which represents an increase of 15.4% when compared with 52 cases in 2020. The majority of the complaints were about improper driving behaviour and passenger services and facilities (such as malfunctioning of electronic destination display panels). The Hong Kong Tramways Limited (HKT) had been reminded to investigate into the complaints and work with the manufacturer to rectify the display panel issue as soon as possible.

33. A breakdown of the 748 cases by individual railway company is at Appendix 16. There were 688 cases on the services of MTRCL, accounting for 92% 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 82.6% from 0.23 in 2020 to 0.42 in 2021. As regards the 598 cases received in 2021, they were mainly about conduct and performance of staff (187) and passenger services and facilities (186).
- Light Rail – The number of complaints/suggestions per million passenger journeys increased by 106.5% from 0.31 in 2020 to 0.64 in 2021. As regards the 90 cases received in 2021, they were mainly about passenger services and facilities (21), conduct and performance of staff (17) and condition of vehicle (17).

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

Ferry Services

35. There were 95 cases on ferry services in 2021, representing 2.68 complaints/suggestions per million passenger journeys. These figures represent increases of 39.7% and 24.1% respectively when compared with 68 cases and 2.16 complaints/suggestions per million passenger journeys recorded in 2020. The increase in complaints was mainly attributed to passenger

services and facilities as well as regularity of service. The increase in complaints about passenger services and facilities could mainly be attributed to breakdown of vessels of individual ferry services. In addition, the increase in complaints about regularity of service was mainly due to long waiting time for replacement vessel on unexpected vessel breakdown.

36. TD has reminded the operators to strengthen the routine repair and maintenance of vessels, as well as to expedite deployment of spare vessels under unexpected incidents in order to minimize the service disruption in future.

37. A breakdown of the 95 cases by ferry companies is at Appendix 18. The complaints and suggestions on the services of the two major ferry companies are highlighted below –

- Sun Ferry Services Company Limited (SFS) – The number of complaints/suggestions per million passenger journeys increased by 5.9% from 2.21 in 2020 to 2.34 in 2021.
- The “Star” Ferry Company Limited (SF) – The number of complaints/suggestions per million passenger journeys increased by 228.6% from 0.35 in 2020 to 1.15 in 2021.

38. Comparisons of complaints and suggestions related to SFS and SF in the past five years are at Appendix 19.

Traffic and Road Conditions

39. In 2021, there were 6 250³⁴ complaints and suggestions about traffic and road conditions, including 131 pure suggestions. The number of cases received represents a decrease of 11.0%³⁴ as compared with 7 022³⁵ cases in 2020. Detailed breakdowns of the cases by category and by district are at Appendices 20 to 24 respectively.

³⁴ Among the 6 250 complaints and suggestions, a total of 297 complaints were received from two complainants. The number of complaints not including these cases is 5 953, representing an increase of 13.0% when compared with 5 270 cases (see footnote 35) in 2020.

³⁵ 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.

Traffic Conditions

40. In 2021, 1 175 complaints and suggestions about traffic conditions were received, accounting for about 4% of the total number of cases. The number of cases in this category shows an increase of 32.2% as compared with 889 cases in 2020.

41. Of the 1 175 cases received, 783 (67%) were related to traffic congestion. This represents an increase of 17.6% as compared with 666 cases in 2020. Factors contributing to complaints about traffic congestion in 2021 are broken down as follows –

<u>Factor</u>	<u>No. of Complaints</u>		<u>Difference</u>
	<u>2020</u>	<u>2021</u>	
Vehicle obstruction	488	513	+5.1%
Traffic management	112	181	+61.6%
Road works	26	37	+42.3%
Others	40	52	+30.0%
Total	666	783	+17.6%

42. In 2021, districts which attracted relatively more complaints about traffic congestion were –

<u>Factor</u>	<u>No. of Complaints</u>		<u>Difference</u>
	<u>2020</u>	<u>2021</u>	
Kwun Tong	92	74	-19.6%
Sham Shui Po	79	68	-13.9%
Yau Tsim Mong	57	68	+19.3%

43. 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. Of the 783 cases received, 513 (66%) were related to vehicle obstruction causing traffic congestion. The number of cases represents an increase of 5.1% as compared with 488 cases in

2020. The TCU Sub-committee noted that TD continued to implement the following measures to alleviate traffic congestion in 2021 –

- (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.

44. In 2021, there were 205 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 55.3% as compared with 132 cases in 2020.

45. Besides, TCU received 90 requests for additional traffic signs and aids in 2021. This represents an increase of 40.6% as compared with 64 cases in 2020.

46. There were 97³⁶ complaints and suggestions on parking facilities in 2021. This represents an increase of 259.3% as compared with 27 cases in 2020.

Road Maintenance

47. In 2021, 427⁷ complaints and suggestions about road maintenance were received, accounting for 1% of the total number of cases. This represents an increase of 109.3%⁷ as compared with 204 cases in 2020. All the complaints

were referred to HyD or other relevant departments for investigation and remedial action.

Enforcement

48. In 2021, 4 648⁹ complaints about enforcement matters were received, accounting for about 14% of the total number of cases. The number of complaints in this category shows a decrease of 21.6%⁹ as compared with 5 929⁸ complaints in 2020.

49. 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.

50. TCU received a total of 365 complaints about the use of mobile phone or telecommunications equipment while driving in 2021. The TCU Sub-committee noted that the number of prosecutions for “using mobile phone or telecommunications equipment whilst the vehicle is in motion” in 2021 was 25 574, representing an increase of 6.9% as compared with 23 919 cases in 2020.

Complaints and Suggestions on Road Safety Matters

51. Among the 32 512² complaints and suggestions received in 2021, 7 097 (22%) were related to road safety matters. A breakdown of these cases is as follows –

³⁶ Among the 97 cases, 43 were related to request for additional parking space (compared to 13 in 2020) and 50 were related to other parking facilities.

	<u>No. of Complaints/Suggestions</u>
Public Transport Services	4 586
Traffic Management	130
Road Maintenance	63
Enforcement	2 318
Total	<u>7 097</u>

52. 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.

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

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

55. Among the 7 097 complaints and suggestions received in 2021 which were related to road safety matters, 106 cases were related to cyclists or safety of cycling.

56. Regarding enforcement, there were 1 089³⁷ complaints about illegal parking and vehicle obstruction which caused obstruction or congestion and posed danger to motorists as well as pedestrians. There were also 1 229 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.

57. All the complaints and suggestions on road safety matters were referred to TD, the Police, other relevant departments or the public transport

³⁷ Among the 1 089 complaints and suggestions, 184 complaints about illegal parking were received from one complainant.

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 alleviate vehicle obstruction at Yiu Hing Road and Lei King Road in Sai Wan Ho

58. Members of the public complained about loading and unloading activities at Yiu Hing Road near Tai Ning Street and Lei King Road near On Ping Mansion, causing obstruction at bus stops and run-in/outs. The complainants raised that the number of traffic lanes that could be used by vehicles were reduced, thus causing congestion; vehicles parked at bus stops obstructed the boarding/alighting of passengers and people with disabilities; and the sightline of motorists entering/leaving the car park was blocked.

59. The cases were referred to the Transport Department (TD) for consideration and the Police for necessary enforcement action against illegal parking as well as loading and unloading activities. TD advised that under the current legislation, parking at any section of public roads other than designated parking space is an offence to the traffic related regulations. TD had also requested the Police to step up enforcement actions at Yiu Hing Road and Lei King Road.

60. TD noted that loading and unloading activities were often observed at the locations concerned (i.e. bus stop and run-in/out) as they were the only openings along a long section of railings. As such, TD devised a number of improvement measures to alleviate vehicle obstruction. The measures included adding a “Bus Stop” road marking at Yiu Hing Road near Tai Ning Street and removing some pedestrian railings nearby with a view to relocating loading and unloading activities away from the bus stop. For the access to the car park at Lei King Road near On Ping Mansion, TD extended the 24-hour “No Stopping” restriction zone, removed a section of railings and added a “Keep Clear” road marking at the run-in/out of the car park with a view to preventing loading and unloading activities from obstructing the sightline of motorists. Moreover, TD issued letters to taxi trades requesting them to remind taxi drivers to follow the Road Users’ Code and not to obstruct any boarding/alighting of bus passengers at the bus stops.

61. The above mentioned improvement measures were completed in stages from June 2021 to March 2022.

Alleviation of traffic congestion at New Clear Water Bay Road, Clear Water Bay Road and Choi Hung Interchange

62. Complaints were received from some members of the public about frequent traffic congestion in the vicinity of New Clear Water Bay Road, Clear Water Bay Road and Choi Hung Interchange during morning rush hours. The complainants requested the relevant departments to take follow-up actions.

63. The cases were referred to the Transport Department (TD) for investigation. TD replied that a number of traffic improvement measures were implemented to alleviate traffic congestion in the area. Additional direction signs were installed at the junction of New Clear Water Bay Road/Choi Hing Lane, providing guidance to drivers on using Choi Hing Lane and Choi Hing Road via Choi Shek Lane or Choi Wing Road and Choi Ha Road to Kwun Tong and Mong Kok respectively in order to reduce the traffic flow at the junction of New Clear Water Bay Road/Clear Water Bay Road and at Choi Hung Interchange. Furthermore, TD also installed additional direction signs at the junction of New Clear Water Bay Road/Clear Water Bay Road diverting motorists destined for Kwun Tong to use the above alternative route to further reduce the traffic at Choi Hung Interchange. The installation works were completed in the third quarter of 2021.

64. To further improve the traffic condition at New Clear Water Bay Road, the Civil Engineering and Development Department has completed in the third quarter of 2021 the extension of existing bus layby at New Clear Water Bay Road near Sing Yin Secondary School, from two bus stopping spaces to four bus stopping spaces, with a view to easing traffic congestion due to bus queuing for boarding and alighting at New Clear Water Bay Road, and relieving the traffic along New Clear Water Road westbound to Choi Hung Interchange.

65. To alleviate the traffic congestion caused by the frequent lane changing and weaving activities of minibuses at the westbound of Clear Water Bay Road near Exit A2 of Choi Hung MTR Station, TD proposed the relocation of the minibus drop-off area outside Exit A2 of Choi Hung MTR Station to the new minibus loading/unloading bay at the existing minibus terminus along Clear Water Bay Road westbound outside Hung Shek House of Ping Shek Estate. The works were currently in progress.

66. TD would continue to closely monitor the traffic conditions of New Clear Water Bay Road, Clear Water Bay Road and Choi Hung Interchange.

Concerns about road safety at Tai Chung Kiu Road in Sha Tin

67. A member of the public raised concerns about the safety of Tai Chung Kiu Road. He quoted a traffic accident occurred at Tai Chung Kiu Road in June 2021 and requested TD to review the traffic lights, traffic signs and road markings at the location concerned to improve road safety.

68. The case was referred to TD for consideration. TD replied that “green arrow signs” (also known as traffic lights with split phase) were effective and safe traffic light signals. Such traffic light with split phase was widely used in Hong Kong as well as overseas countries and was one of the common types of traffic light signal facilities. The Road Users’ Code published by TD had also explained in detail the meanings of different traffic light signals including traffic light with split phase. All persons who had passed the driving test, held a valid Hong Kong driving licence and drove attentively shall be able to fully understand and comply with these traffic light signals. The arrangement for the junction of Tai Chung Kiu Road and its traffic lights complied with the relevant design standards.

69. In 2018, TD conducted a comprehensive review of the road design at Tai Chung Kiu Road and had implemented a number of traffic improvement measures to enhance its road safety. These measures included adding traffic signs, adding double white lines to separate traffic lanes with different traffic directions at the junction approaches, installing additional red light cameras and adjusting the location of individual traffic lights. These improvement works were completed in phases from early 2019 to end 2020. Upon the completion of the improvement works, the overall numbers of traffic accidents and resulting casualties at Tai Chung Kiu Road had decreased.

70. To further enhance the junction design of Tai Chung Kiu Road/Shatin Rural Committee Road/Shatin Wai Road, TD was planning to provide traffic islands at the concerned junction so as to obviously separate the traffic lanes for left-turning and straight ahead/right-turning movements, and to install additional traffic lights for each of these movements thereon; thus allowing motorists to see the traffic signals more clearly. Due to the complexity of the works, longer

construction time would be required.

71. TD was implementing several enhancement measures at the concerned junction. These measures included provision of hatched road markings as well as temporary traffic cylinders to separate the traffic lanes for left-turning and straight ahead movements, and provision of “Slow” road markings at the junction approach of both bounds of Tai Chung Kiu Road as a reminder for the motorists to slow down. TD would continue to implement the enhancement measure by providing traffic islands as planned.

Complaints and Suggestions Received by TCU during 2017 - 2021

<u>Nature of Complaint/Suggestion⁽¹⁾</u>	<u>2017</u>		<u>2018</u>		<u>2019</u>		<u>2020</u>		<u>2021</u>	
I. Public Transport Services										
(a) Adequacy of service	975	[51]	967	[59]	941	[76]	1 165	[97]	2 921	[942]
(b) Standard of service	21 237	[23]	22 558	[25]	26 235	[23]	15 855	[22]	22 456	[44]
(c) General	563	[13]	556	[10]	545	[6]	602	[19]	627	[11]
	22 775	[87]	24 081	[94]	27 721	[105]	17 622	[138]	26 004	[997]
II. Traffic Conditions										
(a) Traffic congestion	234	[5]	220	[9]	435	[7]	666	[12]	783	[17]
(b) Traffic management	209	[47]	149	[30]	198	[39]	132	[32]	205	[51]
(c) Additional traffic signs and aids	82	[29]	69	[17]	66	[19]	64	[24]	90	[31]
(d) Parking facilities	47	[5]	34	[4]	20	[4]	27	[2]	97	[13]
	572	[86]	472	[60]	719	[69]	889	[70]	1 175	[112]
III. Road maintenance										
(a) Road conditions	69		77		40	[1]	88		88	[2]
(b) Traffic signs and aids	45	[1]	57		72	[1]	106	[1]	325	[3]
(c) Carriageway markings	9		10		5		10		14	
	123	[1]	144		117	[2]	204	[1]	427	[5]
IV. Enforcement										
(a) Illegal parking	2 043	[3]	1 719	[3]	3 182	[4]	4 704	[1]	3 290	[5]
(b) Other enforcement matters	953	[3]	1 121	[6]	981	[5]	1 225	[3]	1 358	[9]
	2 996	[6]	2 840	[9]	4 163	[9]	5 929	[4]	4 648	[14]
V. Miscellaneous	155	[5]	134	[10]	297	[2]	244	[1]	258	[8]
Total	26 621	[185]	27 671	[173]	33 017	[187]	24 888	[214]	32 512	[1 136]

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 2017 - 2021⁽¹⁾

<u>Nature of Complaint/Suggestion⁽²⁾</u>	<u>2017</u>		<u>2018</u>		<u>2019</u>		<u>2020</u>		<u>2021</u>	
I. Public Transport Services										
(a) Adequacy of service	975	[51]	967	[59]	918	[76]	865	[97]	2 539	[942]
(b) Standard of service	21 237	[23]	22 558	[25]	22 917	[23]	14 515	[22]	21 568	[44]
(c) General	563	[13]	556	[10]	545	[6]	602	[19]	627	[11]
	22 775	[87]	24 081	[94]	24 380 ⁽³⁾	[105]	15 982 ⁽⁶⁾	[138]	24 734 ⁽¹¹⁾	[997]
II. Traffic Conditions										
(a) Traffic congestion	234	[5]	220	[9]	435	[7]	666	[12]	783	[17]
(b) Traffic management	209	[47]	149	[30]	198	[39]	132	[32]	205	[51]
(c) Additional traffic signs and aids	82	[29]	69	[17]	66	[19]	64	[24]	90	[31]
(d) Parking facilities	47	[5]	34	[4]	20	[4]	27	[2]	97	[13]
	572	[86]	472	[60]	719	[69]	889	[70]	1 175	[112]
III. Road maintenance										
(a) Road conditions	69		77		40	[1]	88		88	[2]
(b) Traffic signs and aids	45	[1]	57		72	[1]	106	[1]	181 ⁽¹²⁾	[3]
(c) Carriageway markings	9		10		5		10		14	
	123	[1]	144		117	[2]	204	[1]	283	[5]
IV. Enforcement										
(a) Illegal parking	2 043	[3]	1 719	[3]	1 941 ⁽⁴⁾	[4]	3 176 ⁽⁷⁾	[1]	3 137 ⁽¹³⁾	[5]
(b) Other enforcement matters	953	[3]	1 121	[6]	981	[5]	1 001 ⁽⁸⁾	[3]	1 358	[9]
	2 996	[6]	2 840	[9]	2 922	[9]	4 177	[4]	4 495	[14]
V. Miscellaneous	155	[5]	134	[10]	297	[2]	202 ⁽⁹⁾	[1]	258	[8]
Total	26 621	[185]	27 671	[173]	28 435⁽⁵⁾	[187]	21 454⁽¹⁰⁾	[214]	30 945⁽¹⁴⁾	[1 136]

Notes : (1) For 2019, 2020 and 2021, 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) A total of 3 341 complaints received from two complainants were excluded.

(4) 1 241 complaints received from one complainant were excluded.

(5) A total of 4 582 complaints received from three complainants were excluded.

(6) A total of 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) A total of 3 434 complaints received from three complainants were excluded.

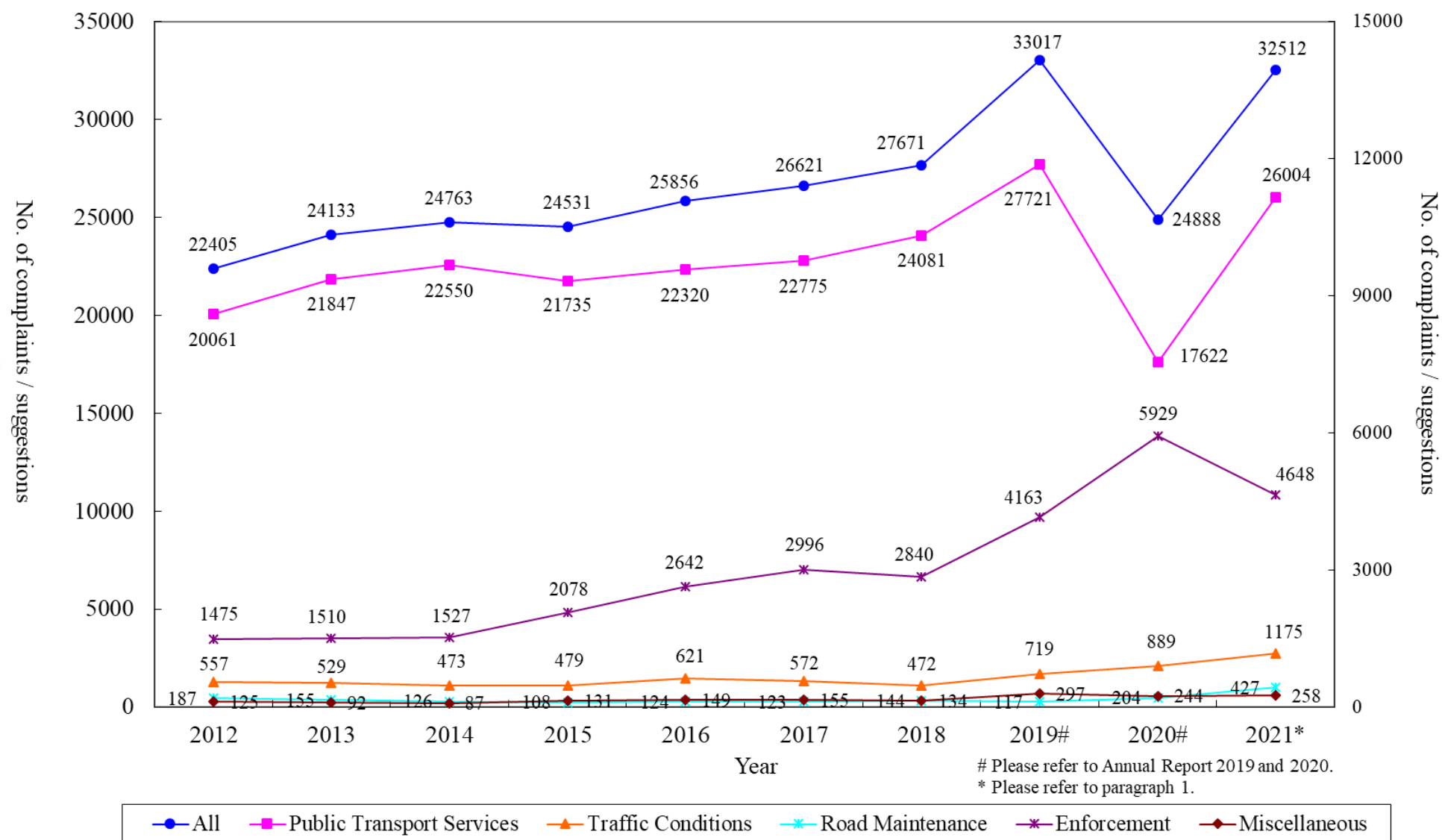
(11) A total of 1 270 complaints received from two complainants were excluded.

(12) 144 complaints received from one complainant were excluded.

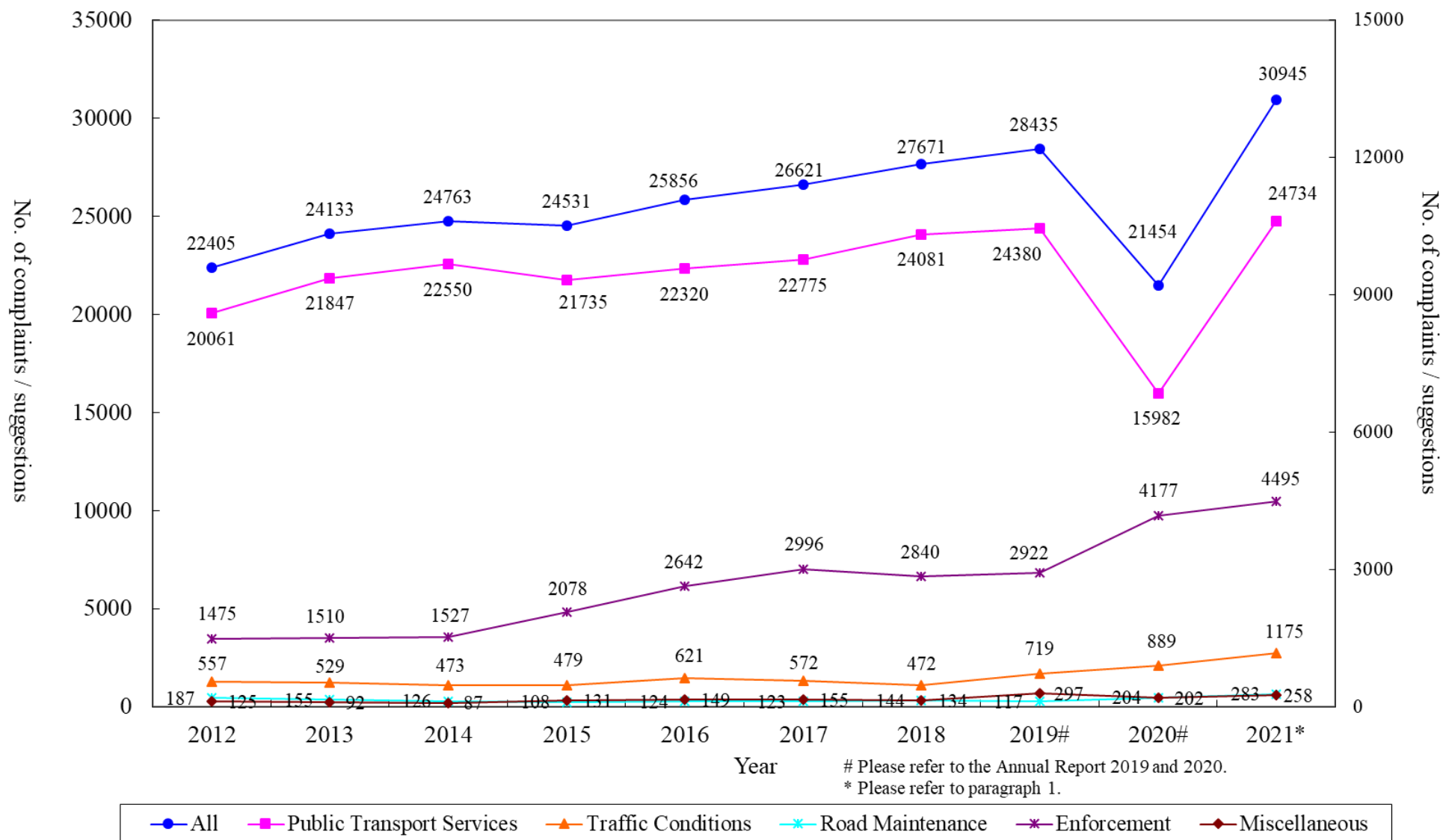
(13) 153 complaints received from one complainant were excluded.

(14) A total of 1 567 complaints received from four complainants were excluded.

Trends of Complaints and Suggestions Received by TCU (2012 - 2021)



Trends of Complaints and Suggestions Received by TCU⁽¹⁾ (2012 - 2021)



Note : (1) The complaints received from individual complainants, who made more than 100 complaints in a quarter, were excluded. Please see Appendix 1(ii)(a) with these complaints included.

Summary of Results of Investigations into Complaints and Suggestions
(January – December 2021)

<div>Outcome of Investigation</div> <div>Nature of Complaint/ Suggestion</div>	A1	A2	B	C	Total
I. Public Transport Services					
(a) Adequacy of service	69	2 224	7	-	2 300
(b) Standard of service	5 333	10 411	54	5 497	21 295
(c) General	190	409	5	20	624
	5 592	13 044	66	5 517	24 219
II. Traffic Conditions					
(a) Traffic congestion	206	518	2	4	730
(b) Traffic management	32	151	1	1	185
(c) Additional traffic signs/aids	26	67	1	1	95
(d) Parking facilities	13	62	-	-	75
	277	798	4	6	1 085
III. Road Maintenance					
(a) Road conditions	55	30	-	1	86
(b) Traffic signs and aids	83	40	4	1	128
(c) Carriageway markings	8	4	1	-	13
	146	74	5	2	227
IV. Enforcement					
(a) Illegal parking	2 452	825	-	16	3 293
(b) Other enforcement matters	90	610	5	522	1 227
	2 542	1 435	5	538	4 520
V. Miscellaneous	92	169	-	4	265
Total	8 649 (28%)	15 520 (51%)	80 (1%)	6 067 (20%)	30 316 (100%)
	24 169 (79%)				

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 2021)**

<div>Outcome of Investigation</div> <div>Mode of Transport</div>	A1	A2	B	C	Total
The Kowloon Motor Bus Company (1933) Limited	1 137	3 107	7	52	4 303
Citybus Limited (Franchise 1)	337	746	3	13	1 099
Citybus Limited (Franchise 2)	96	105	2	3	206
New World First Bus Services Limited	299	1 448	5	19	1 771
New Lantao Bus Company (1973) Limited	61	65	1	2	129
Long Win Bus Company Limited	73	283	-	2	358
Cross-harbour Bus Services	565	1 413	-	18	1 996
Non-franchised Bus Services	129	146	2	2	279
Green Minibus	2 254	2 481	10	91	4 836
Red Minibus	300	15	8	21	344
Taxi	66	2 734	21	5 288	8 109
Mass Transit Railway Corporation Limited (Excluding Light Rail)	164	364	3	5	536
Mass Transit Railway Corporation Limited (Light Rail)	30	53	-	-	83
The Hongkong Tramways Limited	52	30	1	1	84
Sun Ferry Services Company Limited	13	15	-	-	28
The “Star” Ferry Company Limited	6	4	-	-	10
Minor Ferries	10	35	3	-	48
Total	5 592 (23%)	13 044 (54%)	66 (1%)	5 517 (22%)	24 219 (100%)
	18 636 (77%)				

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 2021**

I. Public Transport Services

Hong Kong Island

- Convert green minibus route no. 30 to non-circular service with termini at both Causeway Bay (Lan Fong Road) and Happy Valley (Holly Road) to meet the demand of passengers.

Kowloon

- Introduce a new return trip from Lam Tin Station to Sha Tau Kok of special departure of bus route no. 277A to meet the demand of passengers.
- Add a taxi pick-up/drop-off point at Mut Wah Street to facilitate passengers.

New Territories

- Increase the frequency of bus route no. 249X (Pok Hong bound) during afternoon rush hours on weekdays to meet the demand of passengers.
- Add signages at a bus stop at Cheung Wing Road to facilitate passengers queuing.
- Convert the alighting-only en-route stop of bus route no. 798 (Fo Tan bound) at Sha Tin Station Public Transport Interchange to a boarding/alighting en-route stop for the convenience of passengers.

II. Traffic Management

Hong Kong Island

- Increase the vehicular green time of a traffic light at Oil Street at its junction with King's Road in the afternoons to improve traffic flow.
- Increase the vehicular green time of a traffic light at Tai Tam Road northbound at its junction with Chai Wan Road to improve traffic flow.
- Increase the vehicular green time of traffic lights at Magazine Gap Road near Brewin Path to improve traffic flow.
- Increase the vehicular green time of a traffic light at Wing Hing Street eastbound at its junction with Electric Road during afternoon rush hours from Mondays to Saturdays to improve traffic flow.
- Extend the effective hours of "No Stopping" restriction at Leighton Road near Tung Lo Wan Road and the 24-hour "No Stopping" restriction zone at Leighton Road at its junction with Haven Street to prevent vehicle obstruction.
- Extend the "No Stopping" restriction zone at Sing Woo Road near Cheong Ming Street to deter illegal parking and add a box junction road marking at the junction of Sing Woo Road and Village Road to prevent vehicle obstruction.
- Extend 24-hour "No Stopping" restriction at Queen's Road Central near HSBC Main Building to prevent vehicle obstruction.
- Designate 24-hour "No Stopping" restriction at Shipyard Lane southbound near King's Road to prevent vehicle obstruction.
- Designate 24-hour "No Stopping" restriction at the access road leading from Lok Man Road to Chai Wan Laundry to deter illegal parking and improve the sightline of pedestrians.
- Replace an "Ahead Only" traffic sign by a "No Left Turn" traffic sign at

Hennessy Road westbound at its junction with Percival Street to remind motorists.

- Replace the “Give Way” traffic sign and road markings with a “Stop” traffic sign and road markings at Mount Austin Road eastbound near Peak Road to improve road safety.
- Add a “Keep Clear” road marking at the vehicular access of Wisdom Court at Hatton Road to prevent vehicle obstruction.
- Add signalised pedestrian crossings at Johnston Road at its junction with Fleming Road to improve road safety.

Kowloon

- Increase the vehicular green time of a traffic light at Jat’s Incline at its junction with Clear Water Bay Road during daytime to improve traffic flow.
- Increase the vehicular green time of traffic lights for right turn traffic from Berwick Street onto Shek Kip Mei Street during morning rush hours from Mondays to Fridays to alleviate traffic congestion.
- Increase the vehicular green time of traffic lights at San Shan Road eastbound at its junction with To Kwa Wan Road to alleviate traffic congestion.
- Increase the vehicular green time of traffic lights at Jordon Road westbound at its junction with Cox’s Road during morning and evening rush hours from Mondays to Fridays to improve traffic flow.
- Increase the vehicular green time of a traffic light at On Sau Road at its junction with Po Lam Road during morning rush hours from Mondays to Fridays to alleviate traffic congestion.
- Increase the vehicular green time of a traffic light at Salisbury Road eastbound for going straight and turning right towards K11 Musea during evening rush hours from Mondays to Fridays to improve traffic flow.

- Increase the pedestrian green time of a traffic light at the entrance of the Public Transport Interchange at Canton Road near Kowloon Park Drive to facilitate pedestrians crossing the road.
- Shorten the waiting time for pedestrian green phase of traffic lights at the junction of Sau Nga Road and Hip Wo Street during daytime from Mondays to Saturdays to facilitate pedestrians crossing the road.
- Modify the mode of operation of traffic lights at Fung Mo Street at its junction with Heng Lam Street to facilitate pedestrians crossing the road.
- Add “Pedestrian accident blackspot ahead” traffic signs at the junction of Nathan Road and Argyle Street to give warning to pedestrians.
- Add a “Pedestrian On or Crossing Road Ahead” traffic sign and a “Slow” road marking at Saigon Street near Nathan Road to enhance road safety.
- Add “Turn Left” and “Turn Right” road markings and a warning line at Carnarvon Road near Bristol Avenue to enhance road safety.
- Erect bollards on pavement at the junction of Yen Chow Street West and Wholesale Market Street to deter illegal parking.

New Territories

- Increase the vehicular green time of a traffic light at Po Wan Road eastbound at its junction with Po Shek Wu Road during daytime to alleviate traffic congestion.
- Increase the vehicular green time of traffic lights along the section of Lung Mun Road westbound between River Trade Terminal Gate 2 and Lung Yiu Street from 10:00 a.m. to 4:00 p.m. to improve traffic flow.
- Increase the vehicular green time of a traffic light at Ming Kum Road southbound at its junction with Tin King Road during daytime to improve traffic flow.

- Increase the vehicular green time of a traffic light at Sha Tin Wai Road eastbound at its junction with Ngau Pei Sha Street during daytime to improve traffic flow.
- Increase the vehicular green time of a traffic light at the road connecting Tin Fuk Road and Tsui Sing Road at its junction with Tin Fuk Road during morning rush hours to improve traffic flow.
- Increase the vehicular green time of a traffic light at Choi Yuen Road westbound at its junction with Po Shek Wu Road during morning rush hours to improve traffic flow.
- Increase the vehicular green time of traffic lights at Ting Kok Road at its junctions with Dai Kwai Street and Lo Fai Road during morning rush hours from Mondays to Saturdays to alleviate traffic congestion.
- Increase the vehicular green time of a traffic light at the junction of Science Park Road northbound and Chong San Road during morning and evening rush hours from Mondays to Saturdays to improve traffic flow.
- Designate 24-hour “No Stopping” restriction at the access road from Wai Tau Tsuen to Tai Wo Service Road West to deter illegal parking.
- Add a “Give Way to Bus” traffic sign and road markings at Tam Kon Po Street to remind motorists to give way to buses.
- Widen the two-lane carriageway at Castle Peak Road - Sham Tseng (Kowloon bound) near Rhine Garden car park to a three-lane carriageway to enhance road safety.

Appendix 4(i)

Complaints and Suggestions on Public Transport Services in 2021

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	SFS	SF	MF			
	KMB	CTB1	CTB2	FB	NLB	LWB	XHT													
(A) <u>Adequacy of Service</u>																				
(1) Frequency/carrying capacity	326	292	12	374	-	19	248	21	361	-	-	77	9	1	6	-	3	1749		
(2) Routeing	444	82	28	70	8	95	199	8	36	-	-	6	4	-	-	-	2	982		
(3) Hours of operation	27	8	3	6	-	2	27	2	6	-	-	-	2	-	-	-	-	83		
(4) Provision of stops	46	5	4	-	3	7	12	9	21	-	-	-	-	-	-	-	-	107		
Sub-total	843	387	47	450	11	123	486	40	424	-	-	83	15	1	6	-	5	2921		
(B) <u>Standard of Service</u>																				
(1) Regularity of service	1520	553	48	1285	18	67	632	63	1267	-	-	35	2	2	3	5	14	5514		
(2) Adherence to routeing	23	3	5	4	4	8	19	5	229	-	1575	-	-	2	-	-	-	1877		
(3) Improper driving behaviour	892	151	39	141	18	41	330	57	1097	160	2097	27	12	20	1	1	2	5086		
(4) Conduct & performance of staff (including drivers)	796	136	45	152	41	31	375	75	1455	107	3625	187	17	7	10	4	4	7067		
(5) Overcharging	10	2	1	-	-	3	8	1	108	8	769 *	3	-	1	1	-	2	917		
(6) Cleanliness	19	6	2	7	1	-	9	2	60	15	36	4	2	-	1	1	-	165		
(7) Conditions of vehicles/vessels	84	9	3	3	9	2	25	10	88	1	35	60	17	8	2	-	3	359		
(8) Passenger services & facilities	512	105	18	55	17	75	256	38	124	7	11	186	21	18	6	-	22	1471		
Sub-total	3856	965	161	1647	108	227	1654	251	4428	298	8148	502	71	58	24	11	47	22456		
(C) <u>General</u>	121	32	2	15	2	9	49	12	106	52	207	13	4	1	-	-	2	627		
Total in 2021	4820	1384	210	2112	121	359	2189	303	4958	350	8355	598	90	60	30	11	54	26004		
Grand-total	(11195)							(13966)				(748)			(95)					
Total in 2020	5105	508	158	517	88	229	1541	140	3276	285	5355	265	35	52	25	3	40	17622		

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
SFS	Sun Ferry Services Company Limited
SF	The "Star" Ferry Company Limited
MF	Minor Ferries

* Including taximeter irregularities

Appendix 4(ii)

Complaints and Suggestions on Franchised Buses Services in 2021⁽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	326	115	12	339	-	19	78	889
(2) Routeing	444	82	28	70	8	95	199	926
(3) Hours of operation	27	8	3	6	-	2	27	73
(4) Provision of stops	46	5	4	-	3	7	12	77
Sub-total	843	210	47	415	11	123	316	1965
(B) <u>Standard of Service</u>								
(1) Regularity of service	1407	371	48	816	18	67	508	3235
(2) Adherence to routeing	23	3	5	4	4	8	19	66
(3) Improper driving behaviour	892	151	39	141	18	41	330	1612
(4) Conduct & performance of staff (including drivers)	796	136	45	152	41	31	375	1576
(5) Overcharging	10	2	1	-	-	3	8	24
(6) Cleanliness	19	6	2	7	1	-	9	44
(7) Conditions of vehicles	84	9	3	3	9	2	25	135
(8) Passenger services & facilities	512	105	18	55	17	75	256	1038
Sub-total	3743	783	161	1178	108	227	1530	7730
(C) <u>General</u>	121	32	2	15	2	9	49	230
Total in 2021	4707	1025	210	1608	121	359	1895	9925
Grand-total	(9925)							
Total in 2020	3669	383	149	513	88	229	1475	6506

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 2020 and 2021, a total of 1 640 and 1 270 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⁽¹⁾

<u>Nature of Complaint/Suggestion</u>	<u>2020</u>		<u>2021</u>		<u>Difference</u>	
(A) Adequacy of Service						
(1) Frequency	723	[427]	1 271	[889]	+75.8%	[+108.2%]
(2) Routeing	120		926		+671.7%	
(3) Hours of operation	28	[24]	73		+160.7%	[+204.2%]
(4) Provision of stops	69		77		+11.6%	
Sub-total	940	[640]	2 347	[1 965]	+149.7%	[+207.0%]
(B) Standard of Service						
(1) Regularity of service	3 472	[2 268]	4 123	[3 235]	+18.8%	[+42.6%]
(2) Adherence to routeing	59		66		+11.9%	
(3) Improper driving behaviour	1 135	[1 134]	1 612		+42.0%	[+42.2%]
(4) Conduct and performance of staff (including drivers)	1 401		1 576		+12.5%	
(5) Overcharging	23		24		+4.3%	
(6) Cleanliness	55		44		-20.0%	
(7) Conditions of vehicles	91		135		+48.4%	
(8) Passenger services and facilities	803	[668]	1 038		+29.3%	[+55.4%]
Sub-total	7 039	[5 699]	8 618	[7 730]	+22.4%	[+35.6%]
(C) General⁽²⁾	167		230		+37.7%	
Total	8 146⁽³⁾	[6 506]	11 195⁽⁴⁾	[9 925]	+37.4%	[+52.6%]

Notes : (1) 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 cases are in square brackets.

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

(3) Among the 8 146 complaints and suggestions, a total of 1 640 complaints were received from two complainants.

(4) Among the 11 195 complaints and suggestions, a total of 1 270 complaints were received from two complainants.

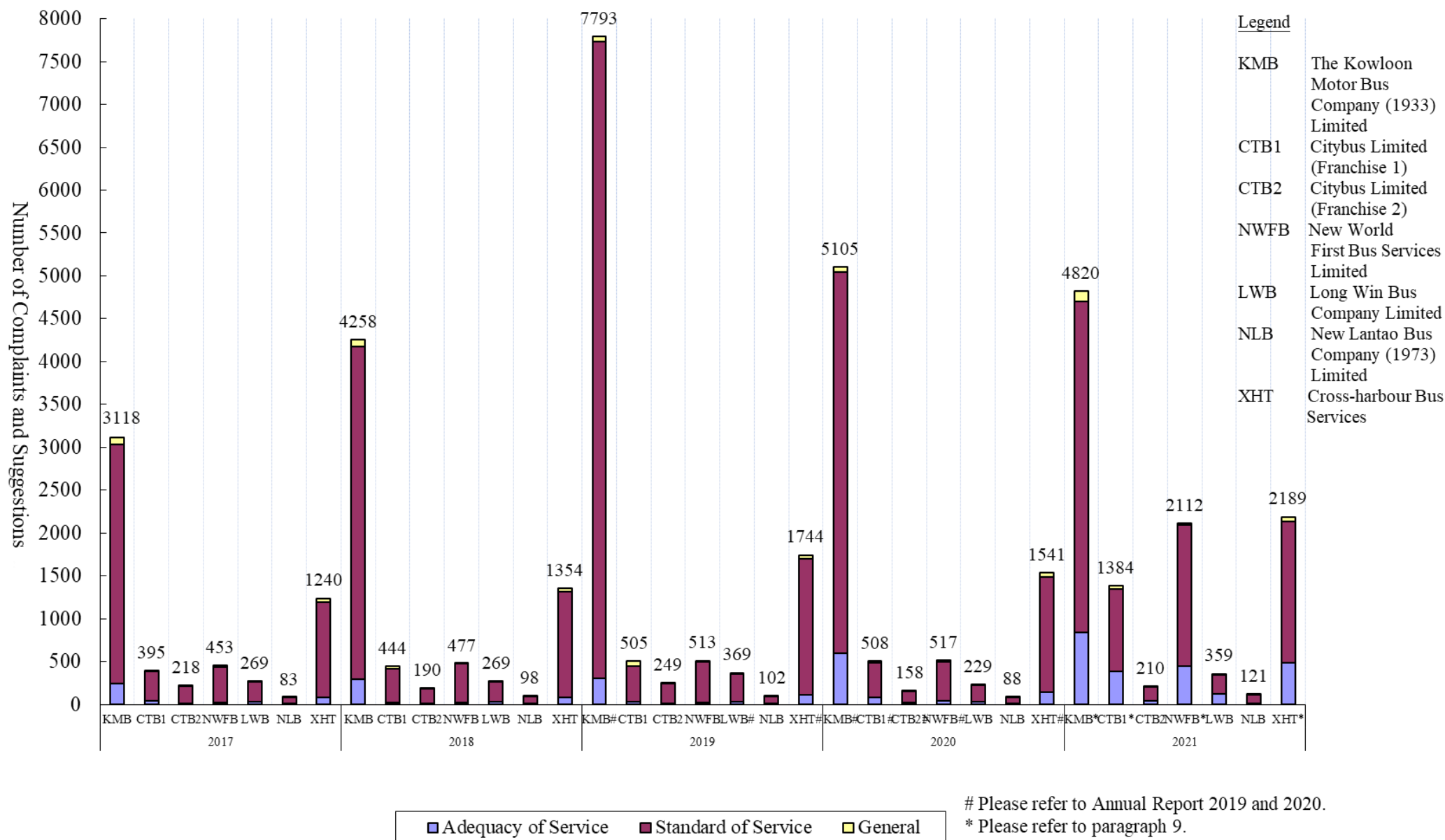
Appendix 6

Complaints and Suggestions on Franchised Bus Services⁽¹⁾⁽²⁾

<u>Bus Company/ Services</u>	<u>2020</u>	<u>2021</u>	<u>Difference</u>
The Kowloon Motor Bus Company (1933) Limited (KMB)	5 105 ⁽⁴⁾ (7.33) [3 669 (5.27)]	4 820 ⁽¹⁰⁾ (6.04) [4 707 (5.90)]	-5.6% (-17.6%) [+28.3% (+12.0%)]
Citybus Limited (Franchise 1) (Citybus)	508 ⁽⁵⁾ (5.49) [383 (4.14)]	1 384 ⁽¹¹⁾ (13.12) [1 025 (9.72)]	+172.4% (+139.0%) [+167.6% (+134.8%)]
Citybus Limited (Franchise 2) (Citybus)	158 ⁽⁶⁾ (7.60) [149 (7.17)]	210 (10.40)	+32.9% (+36.8%) [+40.9% (+45.0%)]
New World First Bus Services Limited (NWFB)	517 ⁽⁷⁾ (6.27) [513 (6.22)]	2 112 ⁽¹²⁾ (21.90) [1 608 (16.68)]	+308.5% (+249.3%) [+213.5% (+168.2%)]
New Lantao Bus Company (1973) Limited	88 (3.95)	121 (4.61)	+37.5% (+16.7%)
Long Win Bus Company Limited	229 (8.13)	359 (12.42)	+56.8% (+52.8%)
Cross-harbour Bus Services ⁽³⁾	1 541 ⁽⁸⁾ (9.12) [1 475 (8.73)]	2 189 ⁽¹³⁾ (11.39) [1 895 (9.86)]	+42.1% (+24.9%) [+28.5% (+12.9%)]
Total	8 146 ⁽⁹⁾ (7.33) [6 506 (5.85)]	11 195 ⁽¹⁴⁾ (8.84) [9 925 (7.83)]	+37.4% (+20.6%) [+52.6% (+33.8%)]

- 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 5 105 complaints and suggestions, 1 436 complaints were received from one complainant.
(5) Among the 508 complaints and suggestions, 125 complaints were received from one complainant.
(6) Among the 158 complaints and suggestions, nine complaints were received from one complainant.
(7) Among the 517 complaints and suggestions, four complaints were received from one complainant.
(8) Among the 1 541 complaints and suggestions, a total of 66 complaints were received from two complainants.
(9) Among the 8 146 complaints and suggestions, a total of 1 640 complaints were received from two complainants.
(10) Among the 4 820 complaints and suggestions, 113 complaints were received from one complainant.
(11) Among the 1 384 complaints and suggestions, 359 complaints were received from one complainant.
(12) Among the 2 112 complaints and suggestions, 504 complaints were received from one complainant.
(13) Among the 2 189 complaints and suggestions, a total of 294 complaints were received from two complainants.
(14) Among the 11 195 complaints and suggestions, a total of 1 270 complaints were received from two complainants.

Complaints and Suggestions on Franchised Bus Services during 2017- 2021



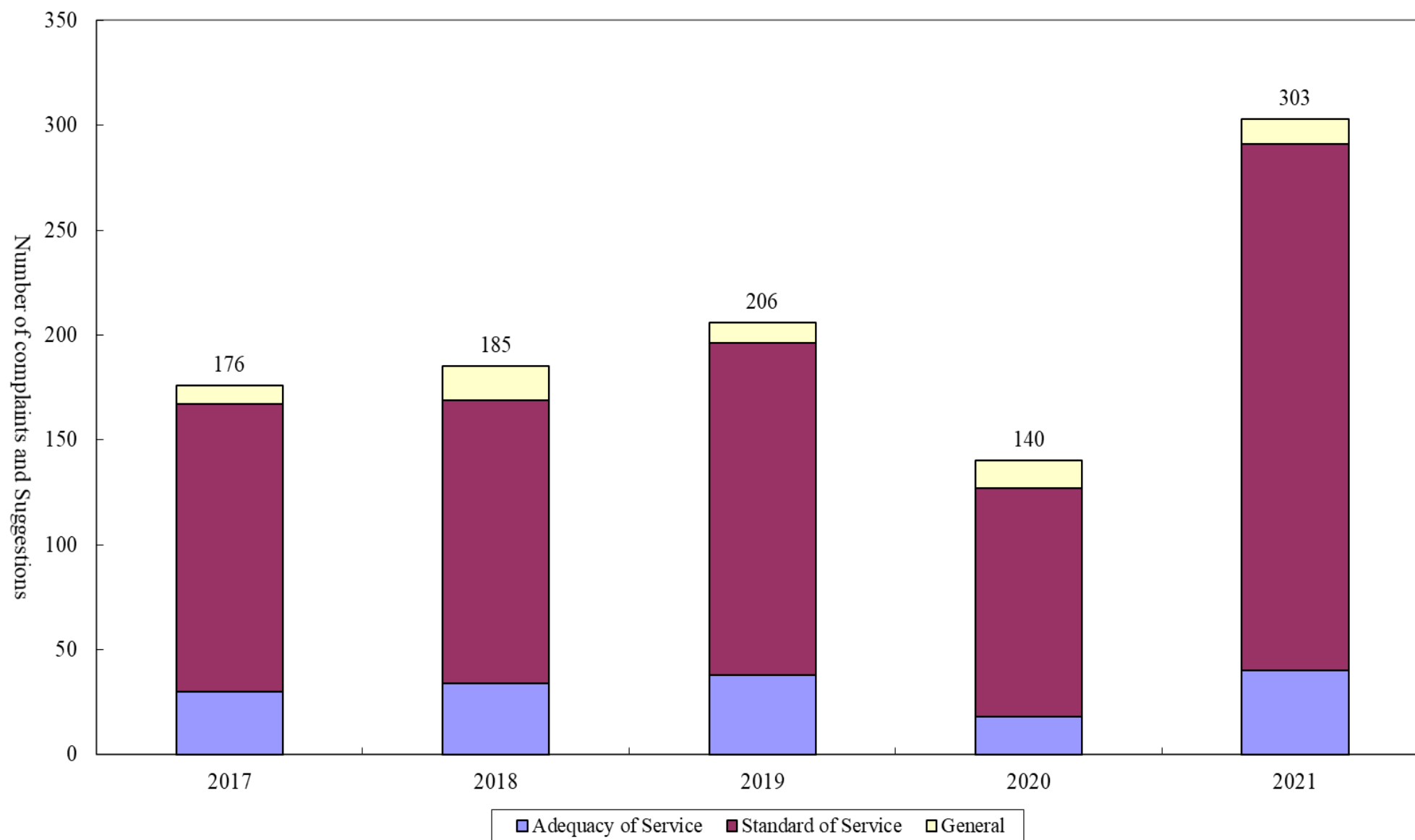
Complaints and Suggestions on Non-franchised Bus Services

<u>Nature of Complaint/Suggestion</u>	<u>2020</u>	<u>2021</u>	<u>Difference</u>
(A) Adequacy of Service			
(1) Frequency	11	21	+90.9%
(2) Routeing	5	8	+60.0%
(3) Hours of operation	-	2	-
(4) Provision of stops	2	9	+350.0%
Sub-total	18	40	+122.2%
(B) Standard of Service			
(1) Regularity of service	37	63	+70.3%
(2) Adherence to routeing	8	5	-37.5%
(3) Improper driving behaviour	26	57	+119.2%
(5) Conduct and performance of staff (including drivers)	20	75	+275.0%
(5) Overcharging	1	1	-
(6) Cleanliness	1	2	+100.0%
(7) Conditions of vehicles	3	10	+233.3%
(8) Passenger services and facilities	13	38	+192.3%
Sub-total	109	251	+130.3%
(C) General⁽¹⁾	13	12	-7.7%
Total	140	303	+116.4%

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

Complaints and Suggestions on Non-franchised Bus Services during 2017 - 2021

Appendix 9



Complaints and Suggestions on Green Minibus Services

<u>Nature of Complaint/Suggestion</u>	<u>2020</u>	<u>2021</u>	<u>Difference</u>
(A) Adequacy of Service			
(1) Frequency	129	361	+179.8%
(2) Routeing	11	36	+227.3%
(3) Hours of operation	5	6	+20.0%
(4) Provision of stops	17	21	+23.5%
Sub-total	162	424	+161.7%
(B) Standard of Service			
(1) Regularity of service	930	1 267	+36.2%
(2) Adherence to routeing	114	229	+100.9%
(3) Improper driving behaviour	729	1 097	+50.5%
(4) Conduct and performance of staff (including drivers)	1 002	1 455	+45.2%
(5) Overcharging	64	108	+68.8%
(6) Cleanliness	49	60	+22.4%
(7) Conditions of vehicles	33	88	+166.7%
(8) Passenger services and facilities	99	124	+25.3%
Sub-total	3 020	4 428	+46.6%
(C) General⁽¹⁾	94	106	+12.8%
Total	3 276	4 958	+51.3%

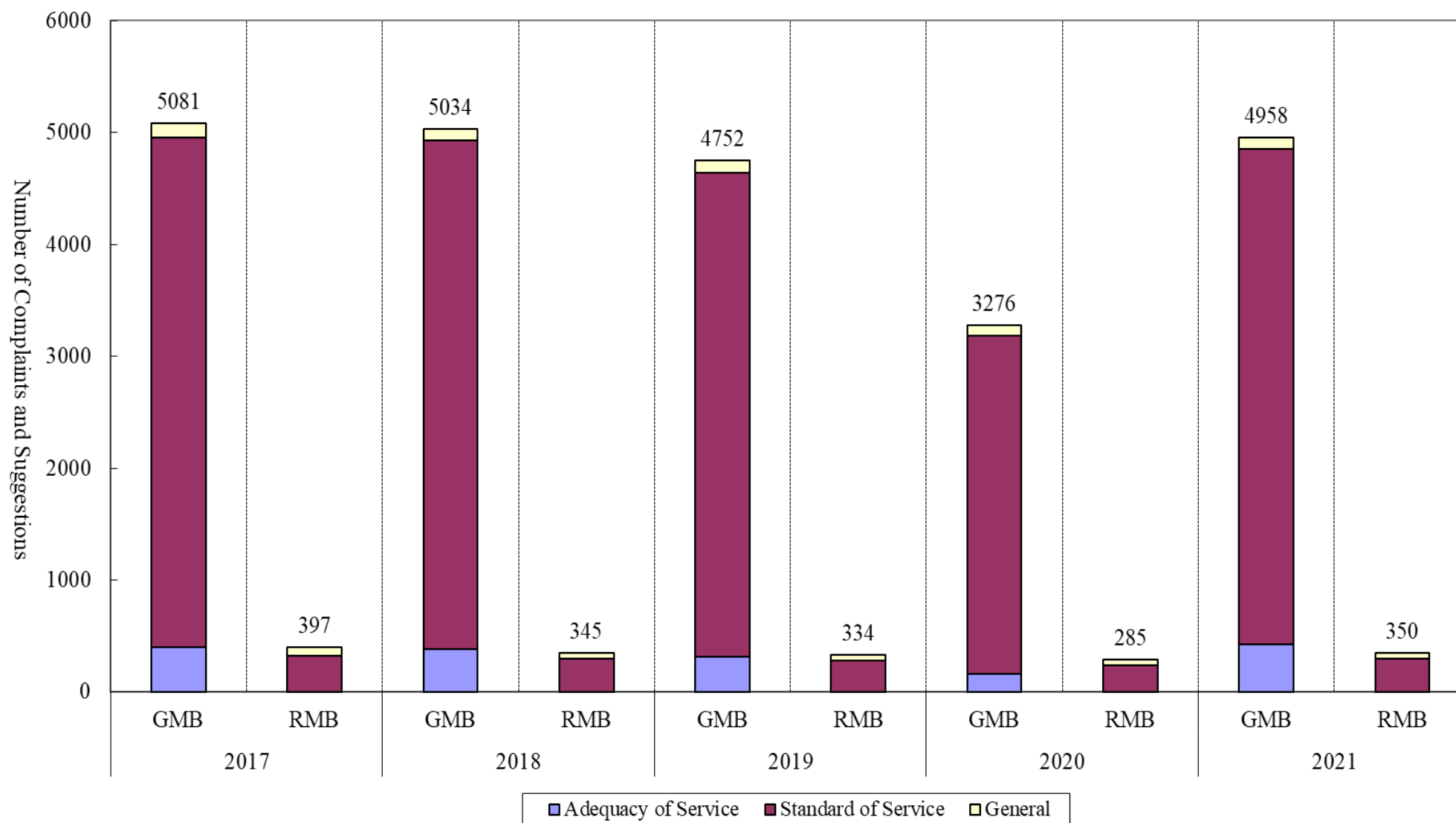
Note : (1) These are mainly related to obstruction caused by green minibuses.

Complaints and Suggestions on Red Minibus Services

<u>Nature of Complaint/Suggestion</u>	<u>2020</u>	<u>2021</u>	<u>Difference</u>
(A) Adequacy of Service	-	-	-
(B) Standard of Service			
(1) Regularity of service	-	-	-
(2) Adherence to routeing	-	-	-
(3) Improper driving behaviour	142	160	+12.7%
(4) Conduct and performance of staff (including drivers)	72	107	+48.6%
(5) Overcharging	10	8	-20.0%
(6) Cleanliness	8	15	+87.5%
(7) Conditions of vehicles	5	1	-80.0%
(8) Passenger services and facilities	2	7	+250.0%
Sub-total	239	298	+24.7%
(C) General⁽¹⁾	46	52	+13.0%
Total	285	350	+22.8%

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 2017 - 2021**



Complaints and Suggestions on Taxi Services

<u>Nature of Complaint/Suggestion</u>	<u>2020</u>	<u>2021</u>	<u>Difference</u>
Taxi driver malpractice			
(a) Conduct and performance of drivers			
(i) Behaving other than in a civil & orderly manner	910	1 361	+49.6%
(ii) Refusing hire	762	1 882	+147.0%
(iii) Soliciting passengers	10	6	-40.0%
(iv) Refusing to drive to destination	183	310	+69.4%
(v) Failure to display driver identity plate	45	55	+22.2%
(vi) Failure to display driver identity plate properly	4	11	+175.0%
	1 914	3 625	+89.4%
(b) Improper driving behaviour	1 329	2 097	+57.8%
(c) Overcharging	658	586	-10.9%
(d) Taximeter irregularities	125	183	+46.4%
(e) Failure to take the most direct route	1 017	1 575	+54.9%
Sub-total	5 043	8 066	+59.9%
Others			
(a) Taxi obstruction	248	192	-22.6%
(b) Miscellaneous ⁽¹⁾	64	97	+51.6%
Sub-total	312	289	-7.4%
Total	5 355	8 355	+56.0%

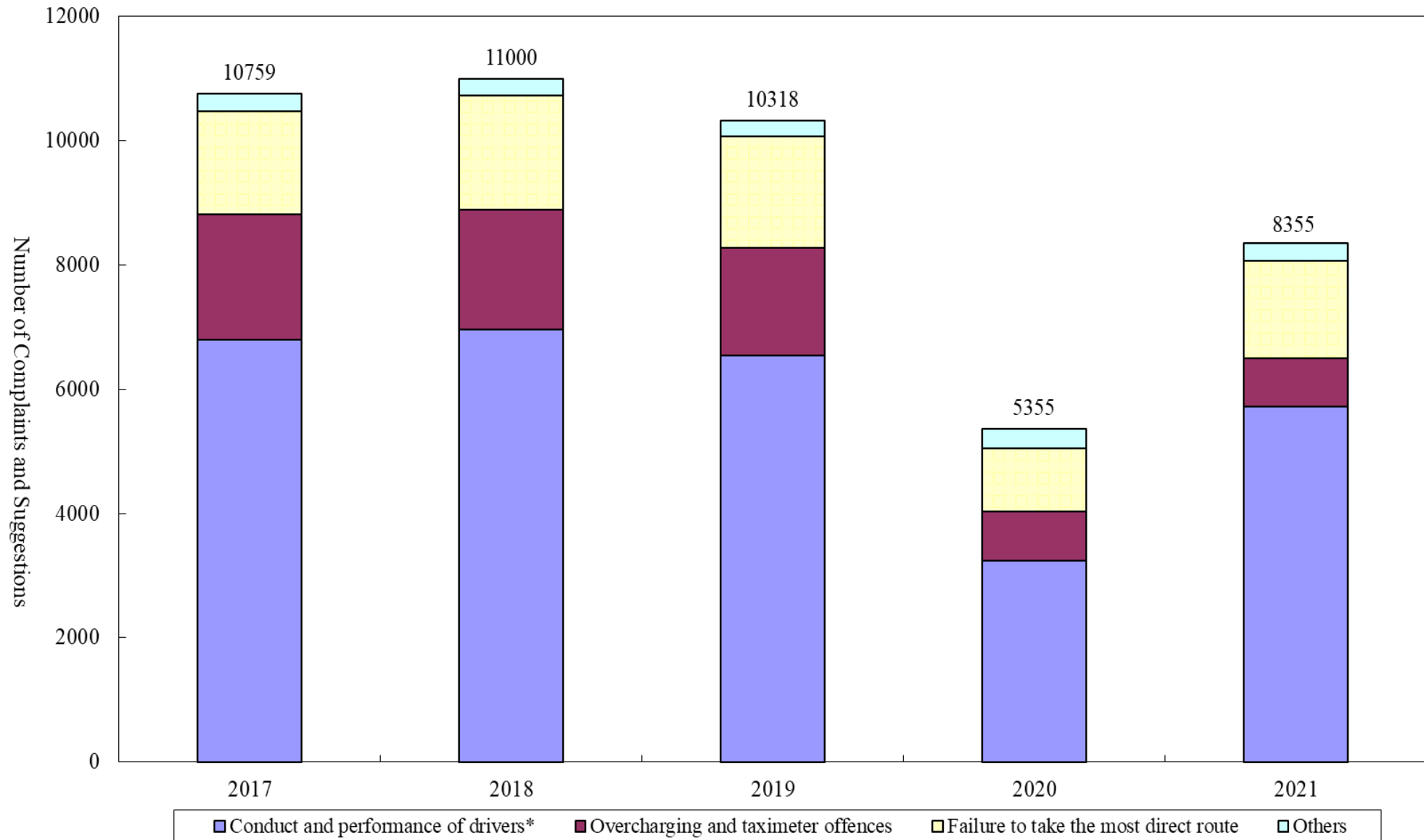
Note : (1) These are mainly related to condition of vehicle and compartment.

Results of Taxi Driver Malpractice Cases Referred to the Police
(January – December 2021)

	<u>No. of Cases</u>		<u>Percentage</u>	
(i) Summonsed	89	(157)	8	(12)
(ii) Withdrawal by complainants	817	(827)	70	(61)
(iii) Evidence considered insufficient by the Police for further processing	261	(366)	22	(27)
Total	1 167	(1 350)	100	(100)

Note : Comparative figures for 2020 are in brackets.

Complaints and Suggestions on Taxi Services during 2017 - 2021



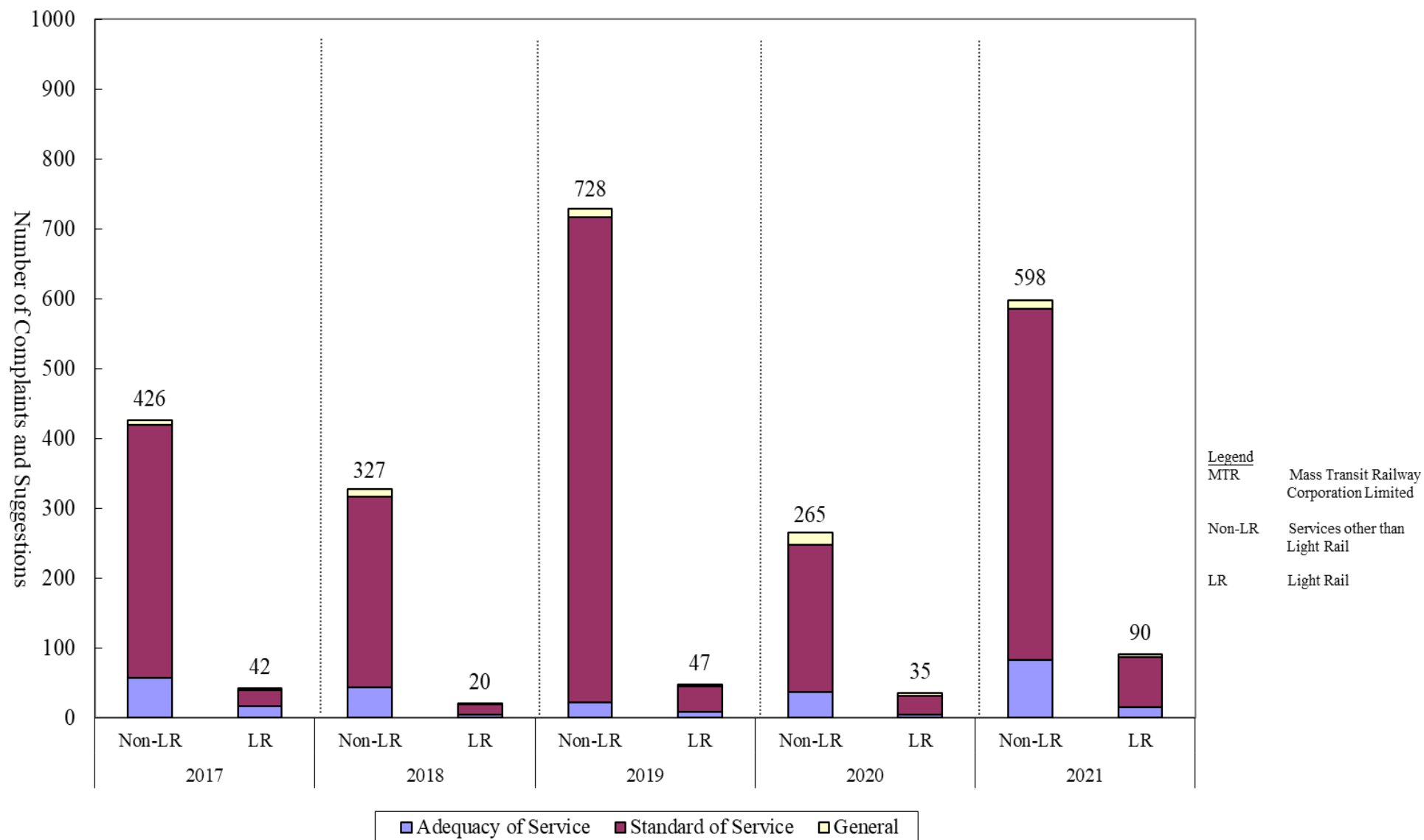
* Including improper driving behaviour

Complaints and Suggestions on Rail Services⁽¹⁾

<u>Railway Company</u>	<u>2020</u>		<u>2021</u>		<u>Difference</u>	
Mass Transit Railway Corporation Limited (Excluding Light Rail)	265	(0.23)	598	(0.42)	+125.7%	(+82.6%)
Mass Transit Railway Corporation Limited (Light Rail)	35	(0.31)	90	(0.64)	+157.1%	(+106.5%)
The Hongkong Tramways Limited	52	(1.26)	60	(1.25)	+15.4%	(-0.8%)
Total	352	(0.27)	748	(0.46)	+112.5%	(+70.4%)

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

Complaints and Suggestions on MTR Services during 2017 - 2021

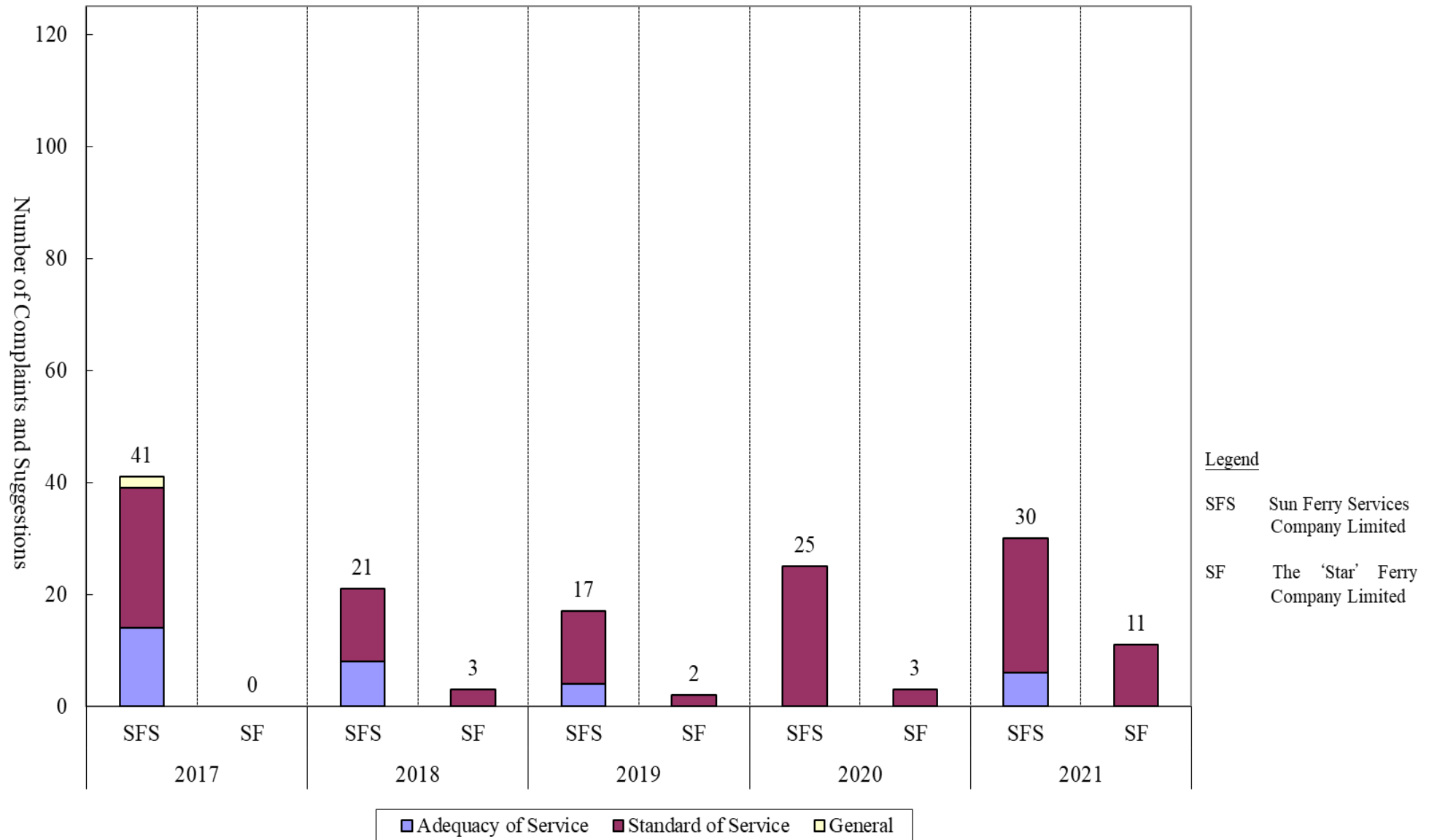


Complaints and Suggestions on Ferry Services⁽¹⁾

<u>Ferry Company</u>	<u>2020</u>		<u>2021</u>		<u>Difference</u>	
Sun Ferry Services Company Limited	25	(2.21)	30	(2.34)	+20.0%	(+5.9%)
The “Star” Ferry Company Limited	3	(0.35)	11	(1.15)	+266.7%	(+228.6%)
Minor Ferries	40	(3.44)	54	(4.12)	+35.0%	(+19.8%)
Total	68	(2.16)	95	(2.68)	+39.7%	(+24.1%)

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

Complaints and Suggestions on SFS and SF Services during 2017 - 2021



Appendix 20

Complaints and Suggestions on Traffic and Road Conditions⁽¹⁾

<u>Nature of Complaint/Suggestion</u>	<u>2020</u>	<u>2021</u>	<u>Difference</u>
<u>Traffic Conditions</u>			
(a) Traffic congestion	666	783	+17.6%
(b) Traffic management	132	205	+55.3%
(c) Additional traffic signs and aids	64	90	+40.6%
(d) Parking facilities	27	97	+259.3%
Sub-total	889	1 175	+32.2%
<u>Road Maintenance</u>			
(a) Road conditions	88	88	-
(b) Traffic signs and aids	106	325 ⁽⁶⁾ [181]	+206.6% [+70.8%]
(c) Carriageway markings	10	14	+40.0%
Sub-total	204	427⁽⁷⁾ [283]	+109.3% [+38.7%]
<u>Enforcement</u>			
(a) Illegal parking	4 704 ⁽²⁾ [3 176]	3 290 ⁽⁸⁾ [3 137]	-30.1% [-1.2%]
(b) Other enforcement matters	1 225 ⁽³⁾ [1 001]	1 358	+10.9% [+35.7%]
Sub-total	5 929⁽⁴⁾ [4 177]	4 648⁽⁹⁾ [4 495]	-21.6% [+7.6%]
Total	7 022⁽⁵⁾ [5 270]	6 250⁽¹⁰⁾ [5 953]	-11.0% [+13.0%]

- 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 4 704 complaints and suggestions, 1 528 complaints were received from one complainant.
- (3) Among the 1 225 complaints and suggestions, 224 complaints were received from one complainant.
- (4) Among the 5 929 complaints and suggestions, 1 752 complaints were received from one complainant.
- (5) Among the 7 022 complaints and suggestions, 1 752 complaints were received from one complainant.
- (6) Among the 325 complaints and suggestions, 144 complaints were received from one complainant.
- (7) Among the 427 complaints and suggestions, 144 complaints were received from one complainant.
- (8) Among the 3 290 complaints and suggestions, 153 complaints were received from one complainant.
- (9) Among the 4 648 complaints and suggestions, 153 complaints were received from one complainant.
- (10) Among the 6 250 complaints and suggestions, a total of 297 complaints were received from two complainants.

Complaints about Traffic Congestion during 2017 - 2021

<u>District</u>		<u>No. of Complaints</u>				
		<u>2017</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>	<u>2021</u>
Hong Kong	- Eastern	10	11	27	25	53
	- Wan Chai	12	17	17	31	53
	- Central & Western	16	8	33	32	36
	- Southern	8	13	11	7	27
Kowloon	- Kwun Tong	16	10	52	92	74
	- Wong Tai Sin	14	8	14	18	28
	- Kowloon City	20	19	28	53	53
	- Sham Shui Po	15	3	25	79	68
	- Yau Tsim Mong	21	38	29	57	68
New Territories	- North	17	11	36	14	20
	- Tai Po	6	4	11	30	35
	- Sha Tin	22	15	43	46	67
	- Yuen Long	8	15	33	42	58
	- Tuen Mun	13	12	23	30	54
	- Tsuen Wan	9	9	16	43	43
	- Kwai Tsing	6	13	12	28	19
	- Sai Kung	10	8	18	34	21
	- Islands	7	5	2	5	5
Others		4	1	5	-	1
Total		234	220	435	666	783

Appendix 22

Complaints about Illegal Parking during 2017 – 2021⁽¹⁾

<u>District</u>		<u>2017</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>	<u>2021</u>
Hong Kong	- Eastern	150	115	108	155	161(160)
	- Wan Chai	79	90	153(76)	176(175)	167(155)
	- Central & Western	99	84	754(87)	1 647(123)	340(210)
	- Southern	46	52	36	47	55
Kowloon	- Kwun Tong	177	141	188	343	215
	- Wong Tai Sin	60	66	68	123	77
	- Kowloon City	161	133	168	188(186)	220(218)
	- Sham Shui Po	176	128	167	355	338(333)
	- Yau Tsim Mong	180	147	189(181)	226	255(253)
New Territories	- North	56	53	76	103	97
	- Tai Po	80	105	102	151	124
	- Sha Tin	316	131	143	305	466
	- Yuen Long	102	115	183	225	218
	- Tuen Mun	95	118	104	189	204
	- Tsuen Wan	86	95	70	126	100
	- Kwai Tsing	81	59	93	166	128
	- Sai Kung	81	73	63	151	92
	- Islands	15	8	24	21	23
Others ⁽²⁾		3	6	493(4)	7(6)	10(9)
Total		2 043	1 719	3 182 (1 941)	4 704 (3 176)	3 290 (3 137)

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

(2) These are mainly related to illegal parking without specification on the locations.

Complaints about Enforcement Matters (other than Illegal Parking)
during 2017 – 2021⁽¹⁾

<u>District</u>		<u>2017</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>	<u>2021</u>
Hong Kong	- Eastern	41	66	48	61	72
	- Wan Chai	94	72	60	66	74
	- Central & Western	67	90	62	276(55)	57
	- Southern	29	28	28	18(17)	35
Kowloon	- Kwun Tong	76	94	61	68	102
	- Wong Tai Sin	40	43	37	34	68
	- Kowloon City	64	89	69	66(64)	103
	- Sham Shui Po	54	56	60	53	74
	- Yau Tsim Mong	98	107	108	85	132
New Territories	- North	16	20	25	12	28
	- Tai Po	33	53	42	37	62
	- Sha Tin	57	79	74	74	87
	- Yuen Long	53	76	86	87	114
	- Tuen Mun	55	61	58	79	105
	- Tsuen Wan	75	50	46	55	68
	- Kwai Tsing	33	39	40	36	48
	- Sai Kung	38	46	44	79	76
	- Islands	13	38	18	21	21
Others		17	14	15	18	32
Total		953	1 121	981	1 225 (1 001)	1 358

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

Breakdown of Complaints and Suggestions on Traffic and Road Conditions by District
(January – December 2021)

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	53	53	36	27	74	28	53	68	68	20	35	67	58	54	43	19	21	5	1	783
(b) Traffic management	13	11	7	13	23	-	15	7	12	6	6	20	16	16	15	9	5	6	5	205
(c) Additional traffic signs and aids	6	3	3	2	7	6	11	2	3	6	3	8	7	3	8	5	4	1	2	90
(d) Parking facilities	6	4	5	3	11	9	7	-	6	1	1	7	9	2	10	5	3	3	5	97
Sub-total	78	71	51	45	115	43	86	77	89	33	45	102	90	75	76	38	33	15	13	1175
<u>Road Maintenance</u>																				
(a) Road conditions	-	8	5	2	8	3	5	4	4	2	4	7	11	4	2	5	6	2	6	88
(b) Traffic signs & aids	13	23	25	-	26	20	13	17	29	21	14	27	40	18	12	13	4	3	7	325
(c) Carriageway markings	1	2	-	-	1	-	4	-	-	-	-	1	5	-	-	-	-	-	-	14
Sub-total	14	33	30	2	35	23	22	21	33	23	18	35	56	22	14	18	10	5	13	427
<u>Enforcement</u>																				
(a) Illegal parking	161	167	340	55	215	77	220	338	255	97	124	466	218	204	100	128	92	23	10	3290
(b) Other enforcement matters	72	74	57	35	102	68	103	74	132	28	62	87	114	105	68	48	76	21	32	1358
Sub-total	233	241	397	90	317	145	323	412	387	125	186	553	332	309	168	176	168	44	42	4648
Total	325	345	478	137	467	211	431	510	509	181	249	690	478	406	258	232	211	64	68	6250

Breakdown of Complaints and Suggestions on Traffic and Road Conditions by District⁽¹⁾
(January – December 2021)

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	53	53	36	27	74	28	53	68	68	20	35	67	58	54	43	19	21	5	1	783
(b) Traffic management	13	11	7	13	23	-	15	7	12	6	6	20	16	16	15	9	5	6	5	205
(c) Additional traffic signs and aids	6	3	3	2	7	6	11	2	3	6	3	8	7	3	8	5	4	1	2	90
(d) Parking facilities	6	4	5	3	11	9	7	-	6	1	1	7	9	2	10	5	3	3	5	97
Sub-total	78	71	51	45	115	43	86	77	89	33	45	102	90	75	76	38	33	15	13	1175
<u>Road Maintenance</u>																				
(a) Road conditions	-	8	5	2	8	3	5	4	4	2	4	7	11	4	2	5	6	2	6	88
(b) Traffic signs & aids	9	14	20	-	13	9	5	11	20	4	7	10	24	9	7	10	2	2	5	181
(c) Carriageway markings	1	2	-	-	1	-	4	-	-	-	-	1	5	-	-	-	-	-	-	14
Sub-total	10	24	25	2	22	12	14	15	24	6	11	18	40	13	9	15	8	4	11	283
<u>Enforcement</u>																				
(a) Illegal parking	160	155	210	55	215	77	218	333	253	97	124	466	218	204	100	128	92	23	9	3137
(b) Other enforcement matters	72	74	57	35	102	68	103	74	132	28	62	87	114	105	68	48	76	21	32	1358
Sub-total	232	229	267	90	317	145	321	407	385	125	186	553	332	309	168	176	168	44	41	4495
Total	320	324	343	137	454	200	421	499	498	164	242	673	462	397	253	229	209	63	65	5953

Note : (1) For 2021, a total of 297 complaints received from two complainants, each of whom made more than 100 complaints in a quarter, were excluded. Please see Appendix 24(i) with these complaints included.