

**QUARTERLY REPORT No. 4 of 2021**

**by the**

**TRANSPORT COMPLAINTS UNIT**

**of the**

**TRANSPORT ADVISORY COMMITTEE**

**for the period**

**1 October 2021 – 31 December 2021**

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## Chapter 1                      Major Areas of Complaints and Suggestions<sup>1</sup>

This is the fourth quarterly report for 2021 covering the period from 1 October to 31 December 2021.

### **Yearly and Quarterly Trends**

2.            During the quarter, the Transport Complaints Unit (TCU) received 8 408<sup>2</sup> complaints and suggestions, including 364<sup>3</sup> pure suggestions. About 74% (6 231) of the cases were received through TCU Complaint/Suggestion Webform and email, 25% (2 142) through telephone, and the remaining cases in the form of fax or letter. All the complaints and suggestions received by TCU in the quarter were referred to the relevant government departments and public transport operators for follow-up action. The number of cases represents a decrease of 18.7%<sup>2</sup> as compared with 10 344<sup>4</sup> cases in the previous quarter and an increase of 26.8%<sup>2</sup> as compared with 6 632<sup>5</sup> cases in the same quarter in 2020. A breakdown of all the complaints and suggestions received during the quarter is at Annex A.

3.            A graph showing the trends of complaints and suggestions received by TCU in the past ten years (2012-2021) is at Annex B(i). Another graph showing the trends of complaints and suggestions received, by quarter, since 2017

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

<sup>2</sup> Among the 8 408 complaints and suggestions, a total of 768 complaints were received from three complainants. The number of complaints not including these cases is 7 640, representing a decrease of 20.9% when compared with 9 662 cases (see footnote 4) in the previous quarter and an increase of 33.8% when compared with 5 711 cases (see footnote 5) in the same quarter in 2020. A breakdown of the complaints not including these cases is at Annex A(i)(b).

<sup>3</sup> Among the 364 pure suggestions, 242 pure suggestions about public transport routeing were received from a member of the public. The number of pure suggestions not including these cases is 122.

<sup>4</sup> Among the 10 344 complaints and suggestions, 682 complaints were received from one complainant. The number of complaints not including these cases is 9 662.

<sup>5</sup> Among the 6 632 complaints and suggestions, 921 complaints were received from one complainant. The number of complaints not including these cases is 5 711.

is at Annex B(ii).

4. During the quarter, investigations into 10 668 cases (including some outstanding cases from previous quarters) were completed. Of these, 8 501 cases (79%) were found to be substantiated, 21 cases (1%) unsubstantiated, and the remaining 2 146 cases (20%) not pursuable due to lack of evidence. A summary of the results of investigations is at Annex C. If the complainants agree to be witnesses, the cases will be referred to the Police for further investigation. During the period from October to December 2021, the Police reported the latest developments on 580<sup>6</sup> cases previously referred to them. Among these cases, 77<sup>6</sup> drivers were summonsed.

5. During the same period, relevant government departments and public transport operators took on board 10 suggestions made by members of the public who gave proposals to enhance public transport services and improve traffic conditions. A summary of the cases is at Annex D. The Chairman of the TCU Sub-committee has issued appreciation letters to the proponents of these suggestions who provided their contact details.

### **Public Transport Services**

6. Complaints and suggestions on public transport services accounted for 6 531<sup>7</sup> cases, representing a decrease of 21.9%<sup>7</sup> as compared with 8 367<sup>8</sup> cases in the previous quarter and an increase of 55.7%<sup>7</sup> as compared with 4 194 cases in the same quarter in 2020. A breakdown of the complaints and suggestions received during the quarter is at Annex E(i). A graph showing the trends of complaints and suggestions received, by quarter, since 2017 is at Annex E(ii).

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<sup>6</sup> The figures include the taxi cases in paragraph 22.

<sup>7</sup> Among the 6 531 complaints and suggestions, 471 complaints were received from one complainant. The number of complaints not including these cases is 6 060, representing a decrease of 21.1% when compared with 7 685 cases (see footnote 8) in the previous quarter and an increase of 44.5% when compared with 4 194 cases in the same quarter in 2020. A breakdown of the complaints not including these cases is at Annex E(i)(b).

<sup>8</sup> Among the 8 367 complaints and suggestions, 682 complaints were received from one complainant. The number of complaints not including these cases is 7 685.

## ***Franchised Bus Services***

7. A total of 2 811<sup>9</sup> complaints and suggestions on franchised bus services were received during the quarter, representing a decrease of 21.3%<sup>9</sup> as compared with 3 571<sup>10</sup> cases in the previous quarter and an increase of 75.6%<sup>9</sup> as compared with 1 601 cases in the same quarter in 2020.

8. There were 1 205 cases on the services of The Kowloon Motor Bus Company (1933) Limited (KMB), as compared with 1 482 cases in the previous quarter and 802 cases in the same quarter in 2020. Among the 1 205 cases, 238 (or 19.8%) were about the adequacy of service and 941 (or 78.1%) were about the standard of service.

9. There were 416<sup>11</sup> cases on the services of the Citybus Limited (Franchise for Hong Kong Island and Cross-Harbour Bus Network) (CTB (Franchise 1)), as compared with 412<sup>12</sup> cases in the previous quarter and 131 cases in the same quarter in 2020. Among the 416<sup>11</sup> cases, 140<sup>11</sup> (or 33.7%) were about the adequacy of service while 269<sup>11</sup> (or 64.7%) were about the standard of service.

10. There were 46 cases on the services of the Citybus Limited (Franchise for Airport and North Lantau Bus Network) (CTB (Franchise 2)), as compared with 79 cases in the previous quarter and 38 cases in the same quarter in 2020. Among the 46 cases, 16 (or 34.8%) were about the adequacy of service while 30 (or 65.2%) were about the standard of service.

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<sup>9</sup> Among the 2 811 complaints and suggestions, 471 complaints were received from one complainant. The number of complaints not including these cases is 2 340, representing a decrease of 19.0% when compared with 2 889 cases (see footnote 10) in the previous quarter and an increase of 46.2% when compared with 1 601 cases in the same quarter in 2020.

<sup>10</sup> Among the 3 571 complaints and suggestions, 682 complaints were received from one complainant. The number of complaints not including these cases is 2 889.

<sup>11</sup> Among the 416 complaints and suggestions, 223 complaints (84 were about the adequacy of service and 139 were about the standard of service) were received from one complainant. The number of complaints not including these cases is 193.

<sup>12</sup> Among the 412 complaints and suggestions, 136 complaints were received from one complainant. The number of complaints not including these cases is 276.

11. There were 521<sup>13</sup> cases on the services of the New World First Bus Services Limited (NWFB), as compared with 619<sup>14</sup> cases in the previous quarter and 170 cases in the same quarter in 2020. Of the 521<sup>13</sup> cases, 211 (or 40.5%) were about the adequacy of service and 308<sup>13</sup> (or 59.1%) were about the standard of service.

12. There were 61 cases on the services of the Long Win Bus Company Limited (LWB), as compared with 143 cases in the previous quarter and 55 cases in the same quarter in 2020. Of the 61 cases, 19 (or 31.1%) were about the adequacy of service and 41 (or 67.2%) were about the standard of service.

13. There were 25 cases on the services of the New Lantao Bus Company (1973) Limited (NLB), as compared with 42 cases in the previous quarter and 35 cases in the same quarter in 2020. Of the 25 cases, six (or 24.0%) was about the adequacy of service and 19 (or 76.0%) were about the standard of service.

14. There were 537<sup>15</sup> cases on the cross-harbour bus services<sup>16</sup>, as compared with 794<sup>17</sup> cases in the previous quarter and 370 cases in the same quarter in 2020. Of the 537<sup>15</sup> cases, 79 (or 14.7%) were about the adequacy of service and 445<sup>15</sup> (or 82.9%) were about the standard of service.

15. Comparisons of the complaints/suggestions related to KMB, CTB (Franchise 1), CTB (Franchise 2), NWFB, LWB, NLB and cross-harbour bus services in the past eight quarters are at Annex F.

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<sup>13</sup> Among the 521 complaints and suggestions, 164 complaints (about the standard of service) were received from one complainant. The number of complaints not including these cases is 357.

<sup>14</sup> Among the 619 complaints and suggestions, 340 complaints were received from one complainant. The number of complaints not including these cases is 279.

<sup>15</sup> Among the 537 complaints and suggestions, 84 complaints (about the standard of service) were received from one complainant. The number of complaints not including these cases is 453.

<sup>16</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>17</sup> Among the 794 complaints and suggestions, 206 complaints were received from one complainant. The number of complaints not including these cases is 588.

### ***Non-Franchised Bus Services***

16. There were 80 complaints and suggestions on non-franchised bus services (e.g. residents' services and feeder bus services operated by the MTR Corporation Limited (MTRCL)). The corresponding figures for the previous quarter and the same quarter in 2020 were 87 and 48 respectively.

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

17. A total of 1 203 complaints and suggestions on public light bus (PLB) services were received in this quarter, representing a decrease of 30.9% as compared with 1 740 cases in the previous quarter and an increase of 27.3% as compared with 945 cases in the same quarter in 2020. All of these cases were referred to the Transport Department (TD) or the Police for action.

18. Of the PLB cases received, 93.0% or 1 119 cases were on green minibus (GMB) services, representing a decrease of 31.7% as compared with 1 639 cases in the previous quarter and an increase of 28.9% as compared with 868 cases in the same quarter in 2020. Among the 1 119 cases, 86 (or 7.7%) were about the adequacy of service and 1 010 (or 90.3%) were about the standard of service.

19. The remaining 7.0% or 84 cases were on the services provided by red minibuses (RMB), representing a decrease of 16.8% as compared with 101 cases in the previous quarter and an increase of 9.1% as compared with 77 cases in the same quarter in 2020.

### ***Taxi Services***

20. A total of 2 223 cases on taxi services were received in this quarter, representing a decrease of 19.0% as compared with the previous quarter and an increase of 50.0% as compared with the same quarter in 2020. A comparison of the complaints and suggestions on taxi services in the past eight quarters is at Annex G.



21. Of the 2 223 cases received, 2 152 (96.8%) were related to taxi driver malpractice, as compared with 2 649 such cases (96.5%) in the previous quarter. Complaints about driver malpractice included drivers behaving other than in a civil and orderly manner, refusing hire, improper driving behaviour, overcharging, taximeter irregularities and failure to take the most direct and practicable route, etc. A detailed breakdown of the nature of complaints and suggestions on taxi services is at Annex H. Reports on taxi driver malpractice were referred to the Police for further investigation if the complainants agreed to be witnesses. During the quarter, a total of 406 such cases (18.9%) were referred to the Police.

22. During the quarter, the Police reported the latest developments on 341 cases previously referred to them. These cases are categorised as follows –

	<b><u>No. of Cases</u></b>		<b><u>Percentage</u></b>	
(a) Summonsed	23	(16)	7	(4)
(b) Withdrawn by complainants	228	(279)	67	(75)
(c) Evidence considered insufficient by the Police for further processing	90	(76)	26	(21)
	<b>341 (371)</b>		<b>100 (100)</b>	

(Note: Figures for the previous quarter are in brackets.)

It is noted that 93% of these cases could not be further pursued because of withdrawal by complainants or insufficient evidence.

23. Among the 16 summonsed cases in the previous quarter, 13 taxi drivers were convicted of traffic offences by the court<sup>18</sup>. Two taxi drivers were fined \$600 and \$800 respectively for refusing hire. Ten taxi drivers were fined \$450 to \$2,000 for improper driving behaviours including careless driving, crossing continuous double white lines, and failing to comply with traffic lights.

<sup>18</sup> Results of the remaining summonsed cases were not yet available as at end January 2022.

### ***Rail Services***

24. A total of 193 complaints and suggestions on rail services were received. The corresponding figures for the previous quarter and the same quarter in 2020 were 193 and 106 respectively. Of the 193 cases, 176 were on the services of MTRCL.

### ***Ferry Services***

25. There were 21 complaints and suggestions on ferry services in this quarter. The corresponding figures for the previous quarter and the same quarter in 2020 were 32 and 12 respectively.

### **Traffic Conditions**

26. There were 192 complaints recorded in this quarter about traffic congestion, as compared with 263 cases in the previous quarter and 209 cases in the same quarter in 2020. Congestion was reported to have occurred throughout the territory, as illustrated below –

	<b><u>Number of Complaints</u></b>	
Hong Kong Island	35	(56)
Kowloon	74	(102)
New Territories	83	(104)
Others (e.g. general issues and tunnel areas)	-	(1)
<b>Total</b>	<b>192</b>	<b>(263)</b>

(Note: Figures for the previous quarter are in brackets.)

27. Based on the number of complaints received, districts most affected by traffic congestion were Kwun Tong and Yuen Long (20 cases each<sup>19</sup>) and

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<sup>19</sup> Among these cases, 13, 12 and nine cases were related to congestions caused by vehicle obstructions in Kwun Tong, Yuen Long and Tuen Mun respectively.

Tuen Mun (18 cases<sup>19</sup>). The number of complaints and suggestions on traffic and road conditions broken down by district is at Annex I.

28. Complaints about traffic congestion were mainly attributable to vehicle obstruction, inappropriate traffic engineering management measures and insufficient enforcement (e.g. illegal parking, unauthorised obstruction, traffic light phasing, traffic lane arrangements, road works and restricted zones).

29. There were 46 complaints and suggestions on traffic management and 26 requests for additional traffic signs and aids in this quarter. As a comparison, there were 60 and 23 such cases in the previous quarter, and 45 and 24 in the same quarter in 2020.

30. Complaints about traffic congestion and suggestions to improve traffic management, including the addition of traffic signs and aids, were referred to the relevant government departments for consideration.

### **Road Maintenance**

31. During the quarter, there were 200<sup>20</sup> complaints about road maintenance, as compared with 87 cases in the previous quarter and 84 cases in the same quarter in 2020. Among the 200<sup>20</sup> cases, 20 cases were related to road conditions and 175<sup>20</sup> cases were related to traffic signs and aids.

32. Districts which attracted relatively more complaints about road conditions were Yuen Long (five cases), Sai Kung (four cases), Sham Shui Po and Sha Tin (two cases each). Districts which attracted relatively more complaints about traffic signs and aids were Yuen Long (23<sup>21</sup> cases),

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<sup>20</sup> Among the 200 and 175 complaints and suggestions, 144 complaints mainly relating to font styles and sizes as well as conditions of traffic signs were received from one complainant. The respective number of complaints not including these cases is 56 and 31. A breakdown of the complaints not including these cases is at Annex I(ii).

<sup>21</sup> Among the 23 complaints and suggestions, 16 complaints were received from one complainant. The number of complaints not including these cases is seven.

Sha Tin (19<sup>22</sup> cases) and North (17<sup>23</sup> cases).

## **Enforcement**

33. There were 1 309<sup>24</sup> complaints about traffic regulations enforcement in this quarter, representing a decrease of 10.1%<sup>24</sup> when compared with 1 456 cases in the previous quarter and a decrease of 33.5%<sup>24</sup> when compared with 1 967<sup>25</sup> cases in the same quarter in 2020. They were mainly requests for action against illegal parking (970<sup>26</sup> cases), disobeying traffic signs/schemes (102 cases), jumping red light/failing to give way to pedestrians/traffic (79 cases) and cutting lane abruptly/overtaking on solid line (76 cases). All these cases were referred to the Police for action. The number of complaints on traffic regulations enforcement broken down by district is at Annex I.

34. Districts which attracted relatively more complaints about illegal parking were Central & Western (159<sup>27</sup> cases), Sha Tin (157 cases), Sham Shui Po and Yau Tsim Mong (72<sup>28</sup> cases each).

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<sup>22</sup> Among the 19 complaints and suggestions, 17 complaints were received from one complainant. The number of complaints not including these cases is two.

<sup>23</sup> Among the 17 complaints and suggestions, 17 complaints were received from one complainant. The number of complaints not including these cases is zero.

<sup>24</sup> Among the 1 309 complaints and suggestions, 153 complaints were received from one complainant. The number of complaints not including these cases is 1 156, representing a decrease of 20.6% when compared with 1 456 cases in the previous quarter and an increase of 6.3% when compared with 1 088 cases (see footnote 25) in the same quarter in 2020. A breakdown of the complaints not including these cases is at Annex I(ii).

<sup>25</sup> Among the 1 967 complaints and suggestions, 879 complaints were received from one complainant. The number of complaints not including these cases is 1 088.

<sup>26</sup> Among the 970 complaints and suggestions, 153 complaints were received from one complainant. The number of complaints not including these cases is 817.

<sup>27</sup> Among the 159 complaints and suggestions, 130 complaints were received from one complainant. The number of complaints not including these cases is 29.

<sup>28</sup> Among these complaints and suggestions, five and two complaints were received from one complainant. The respective number of complaints not including these cases is 67 and 70.

## **Chapter 2**

## **Major Events and Noteworthy Cases**

### **Transport Complaints Unit Sub-committee Meeting**

At the quarterly meeting of the TCU Sub-committee on 17 November 2021, Members discussed –

- (a) complaints and suggestions about Real-time Bus Arrival Information of Franchised Bus Services and Green Minibus Services;
  - (b) complaints and suggestions about Traffic Management and Requests for Additional Traffic Signs and Aids;
  - (c) complaints and suggestions about Improper Driving Behaviour of Public Transport Drivers; and
  - (d) TCU Quarterly Report No. 3 of 2021.
2. Members agreed that the following should be submitted to the Transport Advisory Committee –
- (a) complaints and suggestions about Improper Driving Behaviour of Public Transport Drivers; and
  - (b) TCU Quarterly Report No. 3 of 2021.

### **Concerns about pedestrian crossing facilities at Tai Hang Road near Wang Fung Terrace in Wan Chai**

3. A member of the public raised concerns about the lack of pedestrian crossing facilities at Tai Hang Road near Wang Fung Terrace in Wan Chai. She observed that traffic thereat was often busy and vehicles travelled at a high speed in both directions. To enhance pedestrian safety, she proposed to provide pedestrian crossing facilities (e.g. a signalised pedestrian crossing) at the road section concerned.

4. The case was referred to the Transport Department (TD) for consideration. TD advised that the road section concerned was at a bend, limiting the sightline of motorists to notice pedestrians crossing the road. Due to road safety considerations, the road section concerned was unsuitable for pedestrians to cross. Moreover, due to geographical constraints, there was insufficient space to provide pedestrian crossing facilities. For pedestrians who wished to cross Tai Hang Road, they could use the cautionary crossing near the bus stop at Wang Fung Terrace instead.

5. TD further advised that there were “Pedestrians on or crossing road ahead” traffic signs near the bus stop at Wang Fung Terrace to remind motorists to drive carefully. There were also four “Beware of vehicles” traffic signs at the location concerned to alert pedestrians of traffic ahead. TD reviewed the traffic signs thereat and considered that the existing “Beware of vehicles” traffic signs did not provide clear guidance to pedestrians. The traffic signs were therefore replaced to enhance road safety. In addition, TD converted the broken line near the bus stop at Wang Fung Terrace into double white lines to prohibit vehicles from overtaking. TD would continue to monitor the traffic conditions and enhance road safety as far as possible.

6. The complainant was informed of TD’s reply and raised no further comment.

#### **Complaint about traffic congestion at Chatham Road North near Ping Chi Street in Hung Hom**

7. A member of the public complained about traffic congestion near the bus stop at Chatham Road North near Ping Chi Street in Hung Hom during morning rush hours. She was of the view that the congestion was due to lack of bus-only lane at the road section concerned. She observed that vehicles changed from the leftmost lane to the adjacent traffic lane while approaching the bus bay to avoid buses exiting from the bus stop. The lane changing activities of vehicles caused congestion thereat. She requested the relevant department to take follow-up action and suggested adding a bus-only lane at the road section concerned.

8. The case was referred to TD for follow-up action. Having taken into account the high traffic flow at Chatham Road North westbound during rush hours, TD considered that the conversion of the leftmost lane near the bus stop into a bus-only lane could not meet the demand of other vehicles. Therefore, TD would not consider the complainant's suggestion.

9. Nevertheless, TD noted that franchised buses might collide with other vehicles when exiting from the bus stop at Chatham Road North near Ping Chi Street from time to time. TD would add "Give way to bus" traffic sign and "Give way to bus" road marking at the bus stop to remind and encourage motorists to give way to buses exiting from the bus bay. This measure could improve road safety, alleviate traffic congestion and enable smoother bus services. The work was completed in October 2021.

10. TD's reply was conveyed to the member of the public who raised no further comment.

### **Complaint about a taxi driver for refusing hire at a taxi stand in Ma On Shan**

11. A member of the public complained about a taxi driver refusing hire at a taxi stand in Ma On Shan. The complainant intended to hire an urban taxi (red taxi) at the taxi stand to Shek Mun Estate. However, the red taxi driver refused hire and asked the complainant to hire a New Territories taxi (green taxi). She was told by a green taxi driver that green taxis were not permitted to carry passengers to Shek Mun. She then requested the same red taxi driver to drive to Shek Mun, but the taxi driver refused her hire. She complained that the red taxi driver refused hire without reasonable excuse, provided false information and had poor attitude towards passengers. She requested the relevant departments to investigate and follow up.

12. TD was invited to follow up the case. TD had written to the taxi owner concerned to request the owner to remind the driver concerned to adhere to taxi-related legislation, not to wilfully refuse or neglect a hire from a passenger without reasonable excuse, not to choose passengers, and not to refuse to drive to

passengers' destinations. The taxi driver should also maintain good attitude, be polite to passengers and avoid inappropriate behaviour when providing service.

13. TD would continue to encourage the taxi trade to improve the quality of taxi services. TD would appeal to the taxi trade through "Taxi Newsletter" to remind taxi drivers to strictly comply with the legal requirements in operation (including not to choose passengers and not to refuse hire from passengers) and provide quality taxi service to passengers.

14. As the complainant agreed to serve as witness, the case was also referred to the Police for investigation and follow-up action.

15. The complainant was informed of the above and raised no further comment.



## Overview of Complaints and Suggestions Received in 2021<sup>29</sup>

### Overall Trend

TCU received 32 512<sup>30</sup> complaints and suggestions in 2021. Among these, 1 136<sup>31</sup> were pure suggestions. The number of cases recorded an increase of 30.6%<sup>30</sup> when compared with 24 888<sup>32</sup> cases received in 2020. A graph showing the trends of complaints and suggestions received by TCU in the past ten years (2012-2021) is at Annex B(i). A breakdown of the complaints and suggestions received by TCU in the past five years is at Annex J(i)<sup>30</sup>. 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 <sup>33</sup>	26 004 <sup>34</sup>	+47.6% <sup>34</sup>
Traffic Conditions	889	1 175	+32.2%
Road Maintenance	204	427 <sup>35</sup>	+109.3% <sup>35</sup>

<sup>29</sup> The numbers of complaints received from individual complainants, who made more than 100 complaints during a quarter, are given in relevant footnotes.

<sup>30</sup> 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 32) in 2020. A breakdown of the complaints not including these cases is at Annex J(ii).

<sup>31</sup> Among the pure suggestions, 772 pure suggestions about public transport routeing were received from a member of the public.

<sup>32</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.

<sup>33</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.

<sup>34</sup> 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 33) in 2020.

<sup>35</sup> 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.

Enforcement	5 929 <sup>36</sup>	4 648 <sup>37</sup>	-21.6% <sup>37</sup>
Miscellaneous <sup>38</sup>	244 <sup>39</sup>	258 <sup>40</sup>	+5.7% <sup>40</sup>
<b>Total</b>	<b>24 888<sup>32</sup></b>	<b>32 512<sup>30</sup></b>	<b>+30.6%<sup>30</sup></b>

## **Public Transport Services**

2. Public transport services remained the major area of concern. In 2021, 26 004<sup>34</sup> complaints and suggestions were received, accounting for 80% of the total number of cases. Among these, 997<sup>31</sup> were pure suggestions. The number of cases in this category recorded an increase of 47.6%<sup>34</sup> as compared with 17 622<sup>33</sup> cases in 2020. A breakdown of the complaints and suggestions by mode of transport is as follows –

<b><u>Mode of Transport</u></b>	<b><u>2020</u></b>	<b><u>2021</u></b>	<b><u>Difference</u></b>
Franchised Buses	8 146 <sup>41</sup> (7.33 <sup>41</sup> )	11 195 <sup>42</sup> (8.84 <sup>42</sup> )	+37.4% <sup>42</sup> (+20.6% <sup>42</sup> )
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%)

<sup>36</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.

<sup>37</sup> 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 36) in 2020.

<sup>38</sup> These are mainly related to general transport matters such as road safety.

<sup>39</sup> Among the 244 complaints and suggestions, 42 complaints were received from one complainant. The number of complaints not including these cases is 202.

<sup>40</sup> The number of complaints represents an increase of 27.7% when compared with 202 cases (see footnote 39) in 2020.

<sup>41</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.

<sup>42</sup> 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 41) in 2020.

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%)
<b>Total</b>	<b>17 622<sup>33</sup></b>		<b>26 004<sup>34</sup></b>		<b>+47.6%<sup>34</sup></b>	

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

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

3. There were 11 195<sup>42</sup> cases on franchised bus services in 2021, representing an increase of 37.4%<sup>42</sup> as compared with 8 146<sup>41</sup> cases in 2020. Most complaints were about regularity of service, improper driving behaviour and conduct and performance of staff. A breakdown of the 11 195<sup>42</sup> cases by individual franchised bus companies (FBCs) (with figures for complaints/suggestions per million passenger journeys) and a detailed breakdown of these cases are at Annex K.

4. There was an increase in the number of complaints about frequency of service (from 723<sup>43</sup> cases in 2020 to 1 271<sup>44</sup> cases in 2021, representing an increase of 75.8%<sup>44</sup>). Complaints and suggestions about routeing also increased from 120 cases in 2020 to 926<sup>45</sup> cases in 2021, representing an increase of 671.7%<sup>45</sup>. 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, FBCs are required to apply to TD for any 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,

<sup>43</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.

<sup>44</sup> 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 43) in 2020.

<sup>45</sup> 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.

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.

5. 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 803<sup>46</sup> cases in 2020 to 1 038<sup>47</sup> cases in 2021, representing an increase of 29.3%<sup>47</sup>), regularity of service (from 3 472<sup>48</sup> cases in 2020 to 4 123<sup>49</sup> cases in 2021, representing an increase of 18.8%<sup>49</sup>) and conduct and performance of staff (from 1 401 cases in 2020 to 1 576 cases in 2021, representing an increase of 12.5%).

### ***Non-franchised Bus Services***

6. There were 303 cases on non-franchised bus services in 2021, representing an increase of 116.4% as compared with 140 cases in 2020. A detailed breakdown of the 303 cases received in 2021 is at Annex L. TD noted that complaints on the North-west Transit Service Area Feeder Buses increased from 45 cases in 2020 to 152 cases in 2021, representing an 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

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<sup>46</sup> 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.

<sup>47</sup> The number of complaints represents an increase of 55.4% when compared with 668 cases (see footnote 46) in 2020.

<sup>48</sup> 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.

<sup>49</sup> 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 48) in 2020.

the bus service frequency/carrying capacity, and the bus captains' driving behaviours.

7. 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.

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

8. A total of 5 308 complaints and suggestions on public light bus (PLB) services were received in 2021, representing an increase of 49.1% as compared with 3 561 cases in 2020.

9. There were 4 958 cases on green minibus (GMB) services, representing an increase of 51.3% when compared with 3 276 cases in 2020. The increase was mainly attributable to the increase in complaints on conduct and performance of staff, improper driving behaviour and regularity of service. A detailed breakdown of the 4 958 cases is at Annex M.

10. There were 350 cases on red minibus (RMB) services, representing an increase of 22.8% when compared with 285 cases in 2020. A detailed breakdown of the 350 cases is at Annex N.

11. All the complaints and suggestions on PLB services were referred to TD or the Police for follow-up actions as appropriate. 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. 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.

12. 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 more 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.

13. 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***

14. There were 8 355 cases on taxi services in 2021, representing an increase of 56.0% when compared with 5 355 cases in 2020. The increase was mainly due to the increase in complaints on refusing hire, improper driving behaviour and failure to take the most direct route. A detailed breakdown of the 8 355 cases is at Annex O.

15. 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 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.

16. It is believed that the increased number of complaints in 2021 was mainly due to the abatement of the pandemic situation and gradual relaxation of social distancing measures 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 their 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.

17. In view of the public aspiration for better taxi service quality and safety, the Government has reviewed the overall taxi operation and management and proposed to take forward a series of measures to improve the development of

taxi industry, which include introducing a taxi fleet management regime so as to provide better service to passengers. The Government also aims to introduce a taxi-driver-offence points system and two-tier penalty system with a view to deterring malpractices of taxi drivers such as overcharging, refusing to accept hire, etc. In addition, the Government is preparing the legislative amendment to increase the penalties for illegal carriage of passengers for hire or reward by motor vehicles in order to better protect the safety of passengers. The Government consulted the Legislative Council Panel on Transport on the proposals on 8 April 2022.

### ***Rail Services***

18. There were 748 cases on rail services in 2021, which represents an increase of 112.5% when compared with 352 cases in 2020. There was an increase in the number of complaints about services of MTRCL (from 300 cases in 2020 to 688 cases in 2021, representing an increase of 129.3%). A breakdown of the 748 cases by individual railway companies is at Annex P.

19. 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.

20. 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.



### ***Ferry Services***

21. There were 95 cases on ferry services in 2021, representing an increase of 39.7% when compared with 68 cases in 2020. A breakdown of the 95 cases by individual ferry companies is at Annex Q. 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.

22. 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.

### **Traffic Conditions**

23. 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 recorded an increase of 32.2% as compared with 889 cases in 2020.

### ***Traffic Congestion***

24. 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. A breakdown of the complaints about traffic congestion by district is at Annex R. In 2021, districts which attracted relatively more complaints are –

<b><u>District</u></b>	<b><u>No. of Complaints</u></b>		<b><u>Difference</u></b>
	<b><u>2020</u></b>	<b><u>2021</u></b>	
Kwun Tong	92	74	-19.6%
Sham Shui Po	79	68	-13.9%

Yau Tsim Mong	57	68	+19.3%
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25. Factors contributing to the complaints about traffic congestion in 2021 are broken down as follows –

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

26. All the complaints and suggestions concerning traffic congestion were referred to TD, the Police, the Highways Department and other relevant departments for consideration and follow-up actions. 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. In 2021, TD continued to implement the following measures to alleviate traffic congestion –

- (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.

### ***Traffic Management***

27. In 2021, there were 205 complaints and suggestions on traffic management matters (excluding those causing congestion). These cases were related to traffic light phasing, traffic lane arrangements and restricted zones. The number of cases represents an increase of 55.3% as compared with 132 cases in 2020.

### ***Additional Traffic Signs and Aids***

28. TCU received 90 requests for additional traffic signs and aids in 2021, 40.6% more than that in 2020.

### ***Parking Facilities***

29. There were 97<sup>50</sup> complaints and suggestions on parking facilities in 2021. This represents an increase of 259.3% as compared with 27 cases in 2020.

### **Road Maintenance**

30. In 2021, 427<sup>35</sup> complaints and suggestions about road maintenance were received, accounting for 1% of the total number of cases. The number of cases in this category recorded an increase of 109.3%<sup>35</sup> as compared with 204 cases in 2020.

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<sup>50</sup> 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.

## **Enforcement**

31. In 2021, 4 648<sup>37</sup> complaints about enforcement matters were received, accounting for about 14% of the total number of cases. A comparison between the complaints received in 2020 and 2021 is as follows –

<b><u>Category</u></b>	<b><u>No. of Complaints</u></b>		<b><u>Difference</u></b>
	<b><u>2020</u></b>	<b><u>2021</u></b>	
Illegal parking	4 704 <sup>51</sup>	3 290 <sup>52</sup>	-30.1% <sup>52</sup>
Other enforcement matters	1 225 <sup>53</sup>	1 358 <sup>54</sup>	+10.9% <sup>54</sup>
<b>Total</b>	<b>5 929<sup>36</sup></b>	<b>4 648<sup>37</sup></b>	<b>-21.6%<sup>37</sup></b>

Breakdowns of the complaints by district are at Annexes S and T.

### ***Illegal Parking***

32. In 2021, districts which attracted relatively more complaints about illegal parking are –

<b><u>District</u></b>	<b><u>No. of Complaints</u></b>		<b><u>Difference</u></b>
	<b><u>2020</u></b>	<b><u>2021</u></b>	
Sha Tin	305 <sup>55</sup>	466 <sup>55</sup>	+52.8%

<sup>51</sup> Among the 4 704 complaints and suggestions, 1 528 complaints were received from one complainant. The number of complaints not including these cases is 3 176.

<sup>52</sup> Among the 3 290 complaints and suggestions, 153 complaints were received from one complainant. The number of complaints not including these cases is 3 137, representing a decrease of 1.2% when compared with 3 176 cases (see footnote 51) in 2020.

<sup>53</sup> Among the 1 225 complaints and suggestions, 224 complaints were received from one complainant. The number of complaints not including these cases is 1 001.

<sup>54</sup> The number of complaints represents an increase of 35.7% when compared with 1 001 cases (see footnote 53) in 2020.

<sup>55</sup> Among the 305 and 466 complaints and suggestions, 48 and 261 complaints relating to the same street were received from anonymous complainants. The respective number of complaints not including these cases is 257 and 205.

Central & Western	1 647 <sup>56</sup>	340 <sup>57</sup>	-79.4% <sup>57</sup>
Sham Shui Po	355	338 <sup>58</sup>	-4.8% <sup>58</sup>
Yau Tsim Mong	226	255 <sup>59</sup>	+12.8% <sup>59</sup>

33. The Police continually monitors illegal parking and other traffic related issues throughout the year and deploys appropriate resources to take enforcement action and maintains road safety commensurate with other commitments. Also, the Police has launched a pilot scheme on e-Ticketing since April 2020 to enhance overall enforcement accuracy and efficiency. Having regard to the success of the pilot scheme, the Police acquired funding from Legislative Council in June 2021 to develop a new Traffic e-Enforcement System for fully implementation of electronic traffic enforcement. With this centralised system, traffic enforcement data can be better integrated and analysed to facilitate traffic management work of the Police. Apart from enforcement action, the Police also engages the community through publicity and other activities with a view to increasing road users' awareness of road safety and changing their irresponsible behaviour and attitudes that may cause accidents or obstruction to traffic.

34. To tackle the problem of shortage of parking facilities, the Government has updated the parking standards under the Hong Kong Planning Standards and Guidelines and requested the developers to provide parking spaces in accordance with the latest parking standards. Subject to local parking need and agreement of the developers, TD may also request developers to consider providing public parking spaces in the development if planning/site conditions allow. In addition, the Government will continue to search for suitable sites to provide night-time on-street parking spaces as well as stipulating the provision of

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<sup>56</sup> Among the 1 647 complaints and suggestions, 1 524 complaints were received from one complainant. The number of complaints not including these cases is 123.

<sup>57</sup> Among the 340 complaints and suggestions, 130 complaints were received from one complainant. The number of complaints not including these cases is 210, representing an increase of 70.7% when compared with 123 cases (see footnote 56) in 2020.

<sup>58</sup> Among the 338 complaints and suggestions, five complaints were received from one complainant. The number of complaints not including these cases is 333, representing a decrease of 6.2% when compared with 355 cases in 2020.

<sup>59</sup> Among the 255 complaints and suggestions, two complaints were received from one complainant. The number of complaints not including these cases is 253, representing an increase of 11.9% when compared with 226 cases in 2020.

a minimum number of parking spaces for goods vehicles and coaches at suitable short-term tenancy (STT) car parks. Furthermore, the Government will follow the principle of “single site, multiple uses” to provide public parking spaces in suitable “Government, Institution or Community” facilities and public open space projects. To further increase the number of parking spaces and spatial efficiency in parking facilities, the Government is actively implementing Automated Parking System (APS) projects in STT car parks and public works projects.

### ***Other Enforcement Matters***

35. In 2021, districts which attracted relatively more complaints about motorists/pedestrians failing to comply with traffic regulations are –

<b><u>District</u></b>	<b><u>No. of Complaints</u></b>		<b><u>Difference</u></b>
	<b><u>2020</u></b>	<b><u>2021</u></b>	
Yau Tsim Mong	85	132	+55.3%
Yuen Long	87	114	+31.0%
Tuen Mun	79	105	+32.9%

In respect of these districts, cutting lane abruptly/overtaking on solid line attracted most complaints, followed by disobeying traffic signs/schemes, jumping red lights/failing to give way to pedestrians or traffic and prolonged waiting causing obstruction. A breakdown of the complaints of these districts is at Annex T.

36. All cases complaining motorists/pedestrians failing to comply with traffic regulations were referred to the Police for investigation. Some cases were also referred to TD for consideration on whether suitable traffic management measures could be introduced to improve the situation.

**Complaints and Suggestions Received by TCU**

<b><u>Nature of Complaint/Suggestion</u></b> <sup>(1)(2)</sup>	<b><u>Same quarter in 2020 (1.10.20-31.12.20)</u></b>		<b><u>Previous quarter (1.7.21-30.9.21)</u></b>		<b><u>Current quarter (1.10.21-31.12.21)</u></b>	
<b>I. Public Transport Services</b>						
(a) Adequacy of service	213	[22]	1 146	[319]	829	[300]
(b) Standard of service	3 837	[8]	7 018	[15]	5 563	[8]
(c) General	144	[2]	203	[3]	139	[3]
	<b>4 194</b>	<b>[32]</b> (63%)	<b>8 367<sup>(3)</sup></b>	<b>[337]</b> (81%)	<b>6 531<sup>(3)</sup></b>	<b>[311]</b> (78%)
<b>II. Traffic Conditions</b>						
(a) Traffic congestion	209		263	[4]	192	[7]
(b) Traffic management	45	[11]	60	[13]	46	[16]
(c) Additional traffic signs and aids	24	[8]	23	[9]	26	[13]
(d) Parking facilities	10		24	[2]	34	[7]
	<b>288</b>	<b>[19]</b> (4%)	<b>370</b>	<b>[28]</b> (3%)	<b>298</b>	<b>[43]</b> (3%)
<b>III. Road Maintenance</b>						
(a) Road conditions	30		27		20	
(b) Traffic signs and aids	51		58	[1]	175	
(c) Carriageway markings	3		2		5	
	<b>84</b>	(1%)	<b>87</b>	<b>[1]</b> (1%)	<b>200<sup>(3)</sup></b>	(2%)
<b>IV. Enforcement</b>						
(a) Illegal parking	1 450		1 010	[1]	970	[1]
(b) Other enforcement matters	517		446	[4]	339	[4]
	<b>1 967<sup>(3)</sup></b>	(30%)	<b>1 456</b>	<b>[5]</b> (14%)	<b>1 309<sup>(3)</sup></b>	<b>[5]</b> (16%)
<b>V. Miscellaneous</b>	<b>99</b>	(2%)	<b>64</b>	<b>[1]</b> (1%)	<b>70</b>	<b>[5]</b> (1%)
<b>Total</b>	<b>6 632<sup>(3)</sup></b>	<b>[51]</b> (100%)	<b>10 344<sup>(3)</sup></b>	<b>[372]</b> (100%)	<b>8 408<sup>(3)</sup></b>	<b>[364]</b> (100%)

- Notes :**
- (1) Figures in square brackets are the number of pure suggestions received in the quarter. The figures have been included in the overall number of cases received.
  - (2) Percentage figures in brackets represent the proportion of a category of complaints/ suggestions to the total number of cases received in the quarter.
  - (3) Please refer to paragraphs 2, 6, 31 and 33 of Chapter 1.

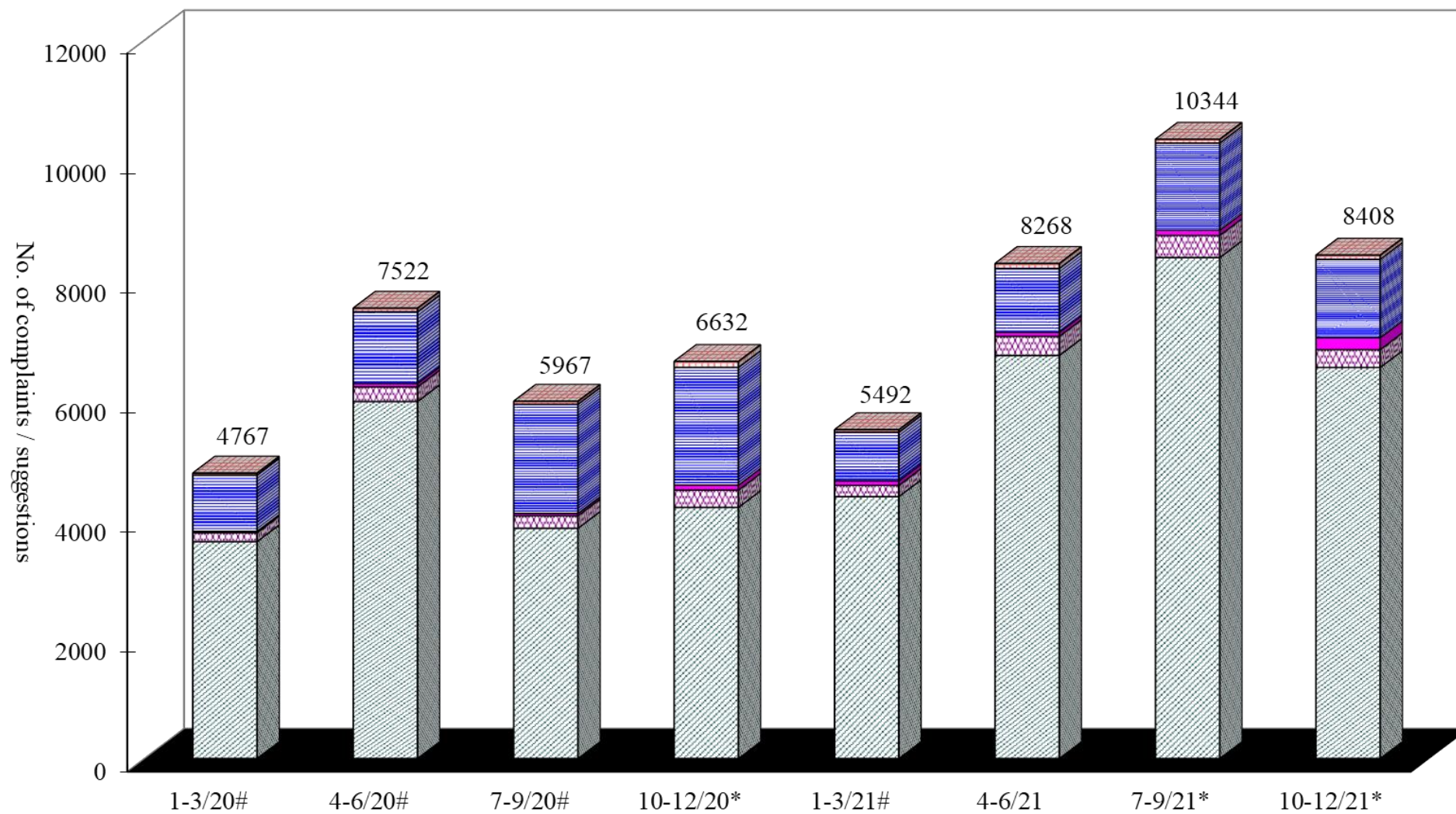
**Complaints and Suggestions Received by TCU<sup>(1)</sup>**

<b><u>Nature of Complaint/Suggestion<sup>(2)(3)</sup></u></b>	<b><u>Same quarter in 2020 (1.10.20-31.12.20)<sup>(6)</sup></u></b>		<b><u>Previous quarter (1.7.21-30.9.21)<sup>(7)</sup></u></b>		<b><u>Current quarter (1.10.21-31.12.21)<sup>(11)</sup></u></b>	
<b>I. Public Transport Services</b>						
(a) Adequacy of service	213	[22]	848	[319]	745	[300]
(b) Standard of service	3 837	[8]	6 634	[15]	5 176	[8]
(c) General	144	[2]	203	[3]	139	[3]
	<b>4 194</b>	<b>[32]</b> (73%)	<b>7 685<sup>(7)</sup></b>	<b>[337]</b> (79%)	<b>6 060<sup>(8)</sup></b>	<b>[311]</b> (79%)
<b>II. Traffic Conditions</b>						
(a) Traffic congestion	209		263	[4]	192	[7]
(b) Traffic management	45	[11]	60	[13]	46	[16]
(c) Additional traffic signs and aids	24	[8]	23	[9]	26	[13]
(d) Parking facilities	10		24	[2]	34	[7]
	<b>288</b>	<b>[19]</b> (5%)	<b>370</b>	<b>[28]</b> (4%)	<b>298</b>	<b>[43]</b> (4%)
<b>III. Road Maintenance</b>						
(a) Road conditions	30		27		20	
(b) Traffic signs and aids	51		58	[1]	31	
(c) Carriageway markings	3		2		5	
	<b>84</b>	(2%)	<b>87</b>	<b>[1]</b> (1%)	<b>56<sup>(9)</sup></b>	(1%)
<b>IV. Enforcement</b>						
(a) Illegal parking	795		1 010	[1]	817	[1]
(b) Other enforcement matters	293		446	[4]	339	[4]
	<b>1 088<sup>(4)</sup></b>	(19%)	<b>1 456</b>	<b>[5]</b> (15%)	<b>1 156<sup>(10)</sup></b>	<b>[5]</b> (15%)
<b>V. Miscellaneous</b>						
	<b>57<sup>(5)</sup></b>	(1%)	<b>64</b>	<b>[1]</b> (1%)	<b>70</b>	<b>[5]</b> (1%)
<b>Total</b>	<b>5 711<sup>(6)</sup></b>	<b>[51]</b> (100%)	<b>9 662<sup>(7)</sup></b>	<b>[372]</b> (100%)	<b>7 640<sup>(11)</sup></b>	<b>[364]</b> (100%)

- Notes :**
- (1) The complaints received from individual complainants, who made more than 100 complaints in a quarter, were excluded. The figures concerned were given in relevant footnotes. Please see Annex A(i)(a) with these complaints included.
  - (2) Figures in square brackets are the number of pure suggestions received in the quarter. The figures have been included in the overall number of cases received.
  - (3) Percentage figures in brackets represent the proportion of a category of complaints/ suggestions to the total number of cases received in the quarter.
  - (4) 879 complaints from one complainant were excluded.
  - (5) 42 complaints from one complainant were excluded.
  - (6) 921 complaints from one complainant were excluded.
  - (7) 682 complaints from one complainant were excluded.
  - (8) 471 complaints from one complainant were excluded.
  - (9) 144 complaints from one complainant were excluded.
  - (10) 153 complaints from one complainant were excluded.
  - (11) A total of 768 complaints from three complainants were excluded.



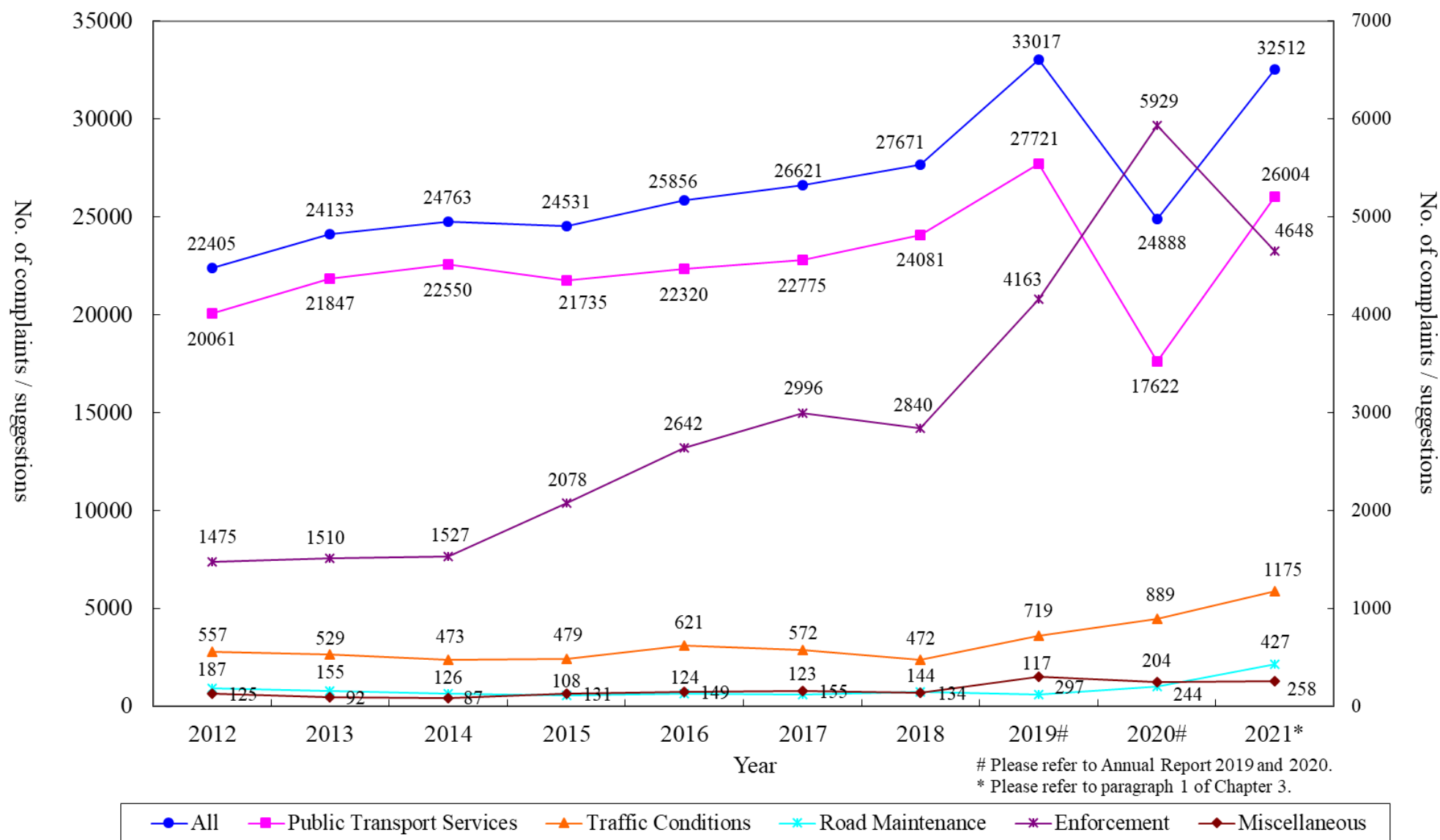
## Complaints and Suggestions Received by TCU



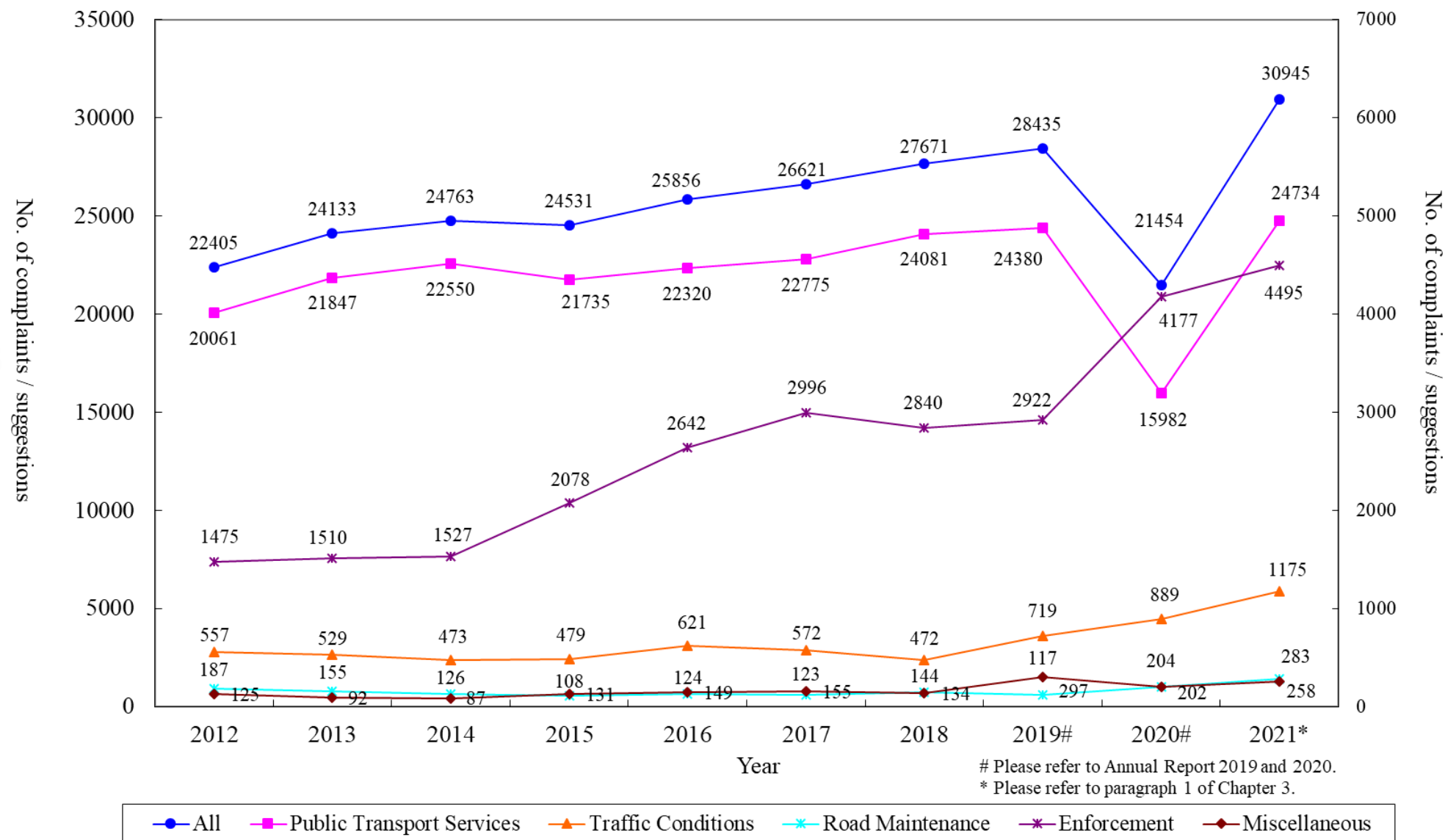
Quarter # Please refer to the Quarterly Report No. 1-3 of 2020 and No.1 of 2021.  
 \* Please refer to paragraph 2 of Chapter 1.

Public Transport Services Traffic Conditions Road Maintenance Enforcement Miscellaneous

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



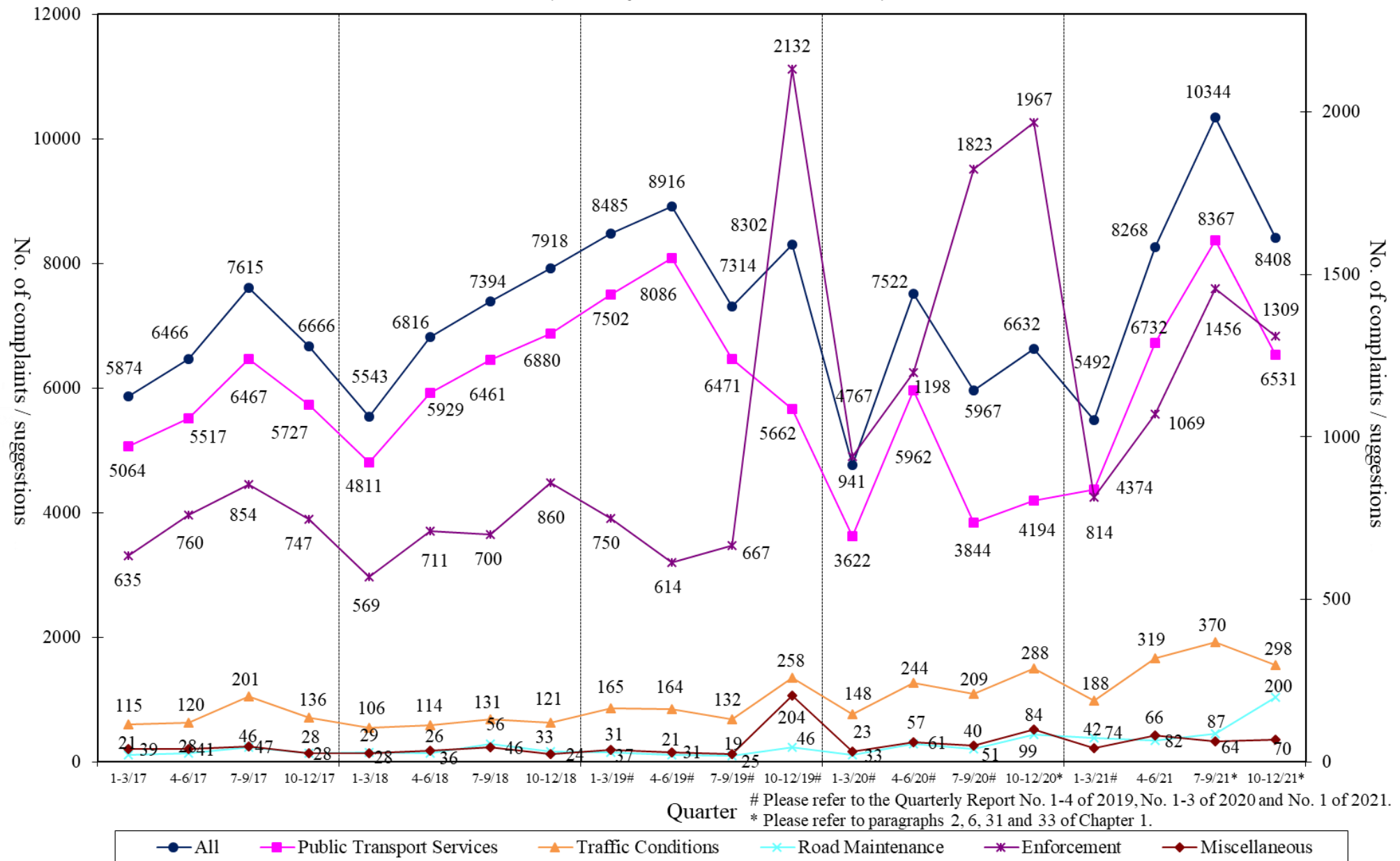
### Trends of Complaints and Suggestions Received by TCU<sup>(1)</sup> (2012 - 2021)



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

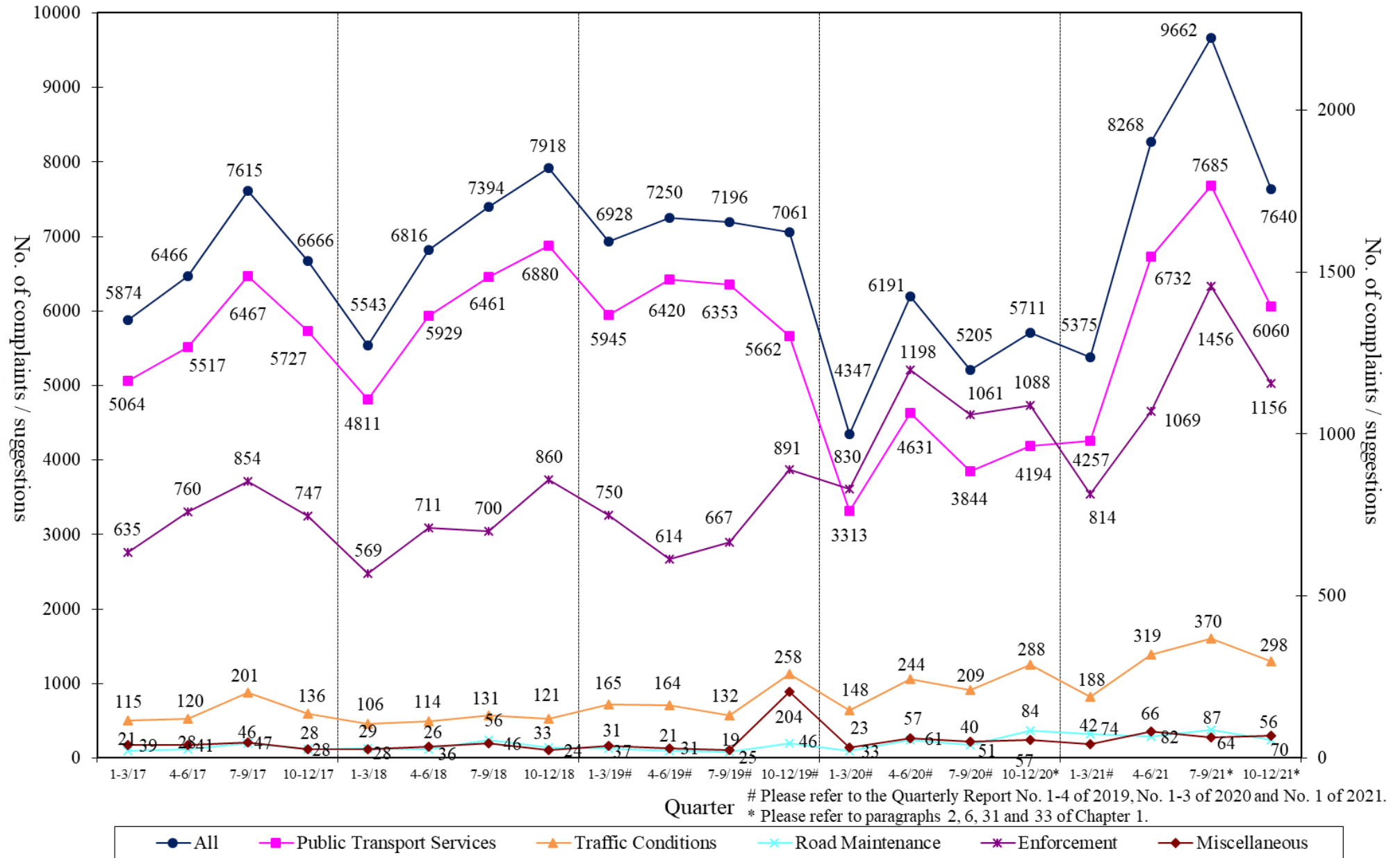
**Trends of Complaints and Suggestions Received by TCU**  
(January 2017 - December 2021)

**Annex B(ii)(a)**



**Trends of Complaints and Suggestions Received by TCU<sup>(1)</sup>**  
**(January 2017 - December 2021)**

**Annex B(ii)(b)**



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

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

Outcome of Investigation Nature of Complaint/ Suggestion	A1	A2	B	C	Total
<b>I. Public Transport Services</b>					
(a) Adequacy of service	19	1 103	-	-	1 122
(b) Standard of service	1 004	4 428	15	1 989	7 436
(c) General	57	139	2	6	204
	<b>1 080</b>	<b>5 670</b>	<b>17</b>	<b>1 995</b>	<b>8 762</b>
<b>II. Traffic Conditions</b>					
(a) Traffic congestion	52	213	1	1	267
(b) Traffic management	11	53	1	1	66
(c) Additional traffic signs/aids	3	22	-	1	26
(d) Parking facilities	2	26	-	-	28
	<b>68</b>	<b>314</b>	<b>2</b>	<b>3</b>	<b>387</b>
<b>III. Road Maintenance</b>					
(a) Road conditions	6	14	-	1	21
(b) Traffic signs and aids	9	17	2	1	29
(c) Carriageway markings	2	1	-	-	3
	<b>17</b>	<b>32</b>	<b>2</b>	<b>2</b>	<b>53</b>
<b>IV. Enforcement</b>					
(a) Illegal parking	809	241	-	6	1 056
(b) Other enforcement matters	11	190	-	138	339
	<b>820</b>	<b>431</b>	<b>-</b>	<b>144</b>	<b>1 395</b>
<b>V. Miscellaneous</b>	<b>14</b>	<b>55</b>	<b>-</b>	<b>2</b>	<b>71</b>
<b>Total</b>	<b>1 999</b> <b>(18%)</b>	<b>6 502</b> <b>(61%)</b>	<b>21</b> <b>(1%)</b>	<b>2 146</b> <b>(20%)</b>	<b>10 668</b> <b>(100%)</b>
	<b>8 501</b> <b>(79%)</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  
(October – December 2021)**

<div>Outcome of Investigation</div> <div>Mode of Transport</div>	A1	A2	B	C	Total
The Kowloon Motor Bus Company (1933) Limited	100	1 212	-	11	1 323
Citybus Limited (Franchise 1)	104	272	1	8	385
Citybus Limited (Franchise 2)	33	41	2	-	76
New World First Bus Services Limited	86	529	1	6	622
New Lantao Bus Company (1973) Limited	11	33	-	1	45
Long Win Bus Company Limited	17	162	-	-	179
Cross-harbour Bus Services	49	791	-	4	844
Non-franchised Bus Services	29	57	-	1	87
Green Minibus	461	1 256	5	30	1 752
Red Minibus	89	4	-	7	100
Taxi	11	1 175	7	1 925	3 118
MTR Corporation Limited (Excluding Light Rail)	50	94	-	2	146
MTR Corporation Limited (Light Rail)	15	15	-	-	30
The Hongkong Tramways Limited	13	11	-	-	24
Sun Ferry Services Company Limited	6	4	-	-	10
The “Star” Ferry Company Limited	2	3	-	-	5
Minor Ferries	4	11	1	-	16
Total	1 080 (12%)	5 670 (65%)	17 (1%)	1 995 (22%)	8 762 (100%)
	6 750 (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**  
**(October – December 2021)**

**I. Public Transport Services**

- 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.

**II. Traffic Management**

***Hong Kong Island***

- Extend the effective hours of “No Stopping” restriction zone at Leighton Road near Tung Lo Wan Road and the 24-hour “No Stopping” restriction 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.
- 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.

***Kowloon***

- 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.
- 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.

### *New Territories*

- 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.

## Complaints and Suggestions on Public Transport Services

(October – December 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) Adequacy of Service																		
(1) Frequency/carrying capacity	69	107	1	196	-	4	15	5	72	-	-	19	3	-	1	-	1	493
(2) Routeing	146	30	11	11	5	14	51	2	6	-	-	1	1	-	-	-	-	278
(3) Hours of operation	8	-	1	4	-	1	8	-	2	-	-	-	-	-	-	-	-	24
(4) Provision of stops	15	3	3	-	1	-	5	1	6	-	-	-	-	-	-	-	-	34
Sub-total	238	140	16	211	6	19	79	8	86	-	-	20	4	-	1	-	1	829
(B) Standard of Service																		
(1) Regularity of service	315	170	7	222	5	9	215	29	261	-	-	14	1	1	-	1	3	1253
(2) Adherence to routeing	4	1	1	2	-	2	4	-	63	-	360	-	-	1	-	-	-	438
(3) Improper driving behavior	267	37	8	33	6	11	85	16	261	38	570	6	5	7	-	1	1	1352
(4) Conduct & performance of staff (including drivers)	166	23	9	39	2	6	81	10	343	29	1009	42	10	3	4	-	1	1777
(5) Overcharging	5	-	-	-	-	1	2	-	24	1	213 *	-	-	1	-	-	2	249
(6) Cleanliness	6	3	2	1	-	-	1	1	7	2	10	-	-	-	-	-	-	33
(7) Conditions of vehicles/vessels	28	3	-	-	1	-	7	3	24	-	9	16	6	2	-	-	-	99
(8) Passenger services & facilities	150	32	3	11	5	12	50	9	27	4	1	49	1	2	1	-	5	362
Sub-total	941	269	30	308	19	41	445	68	1010	74	2172	127	23	17	5	2	12	5563
(C) General	26	7	-	2	-	1	13	4	23	10	51	1	1	-	-	-	-	139
Total this quarter	1205	416	46	521	25	61	537	80	1119	84	2223	148	28	17	6	2	13	6531
Grand-total	(2811)							(3506)				(193)			(21)			
Total previous quarter	1482	412	79	619	42	143	794	87	1639	101	2744	159	25	9	11	6	15	8367
Total same quarter in 2020	802	131	38	170	35	55	370	48	868	77	1482	65	11	30	1	2	9	4194

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

**Complaints and Suggestions on Franchised Buses Services<sup>(1)</sup>**  
(October – December 2021)

**Annex E(i)(b)**

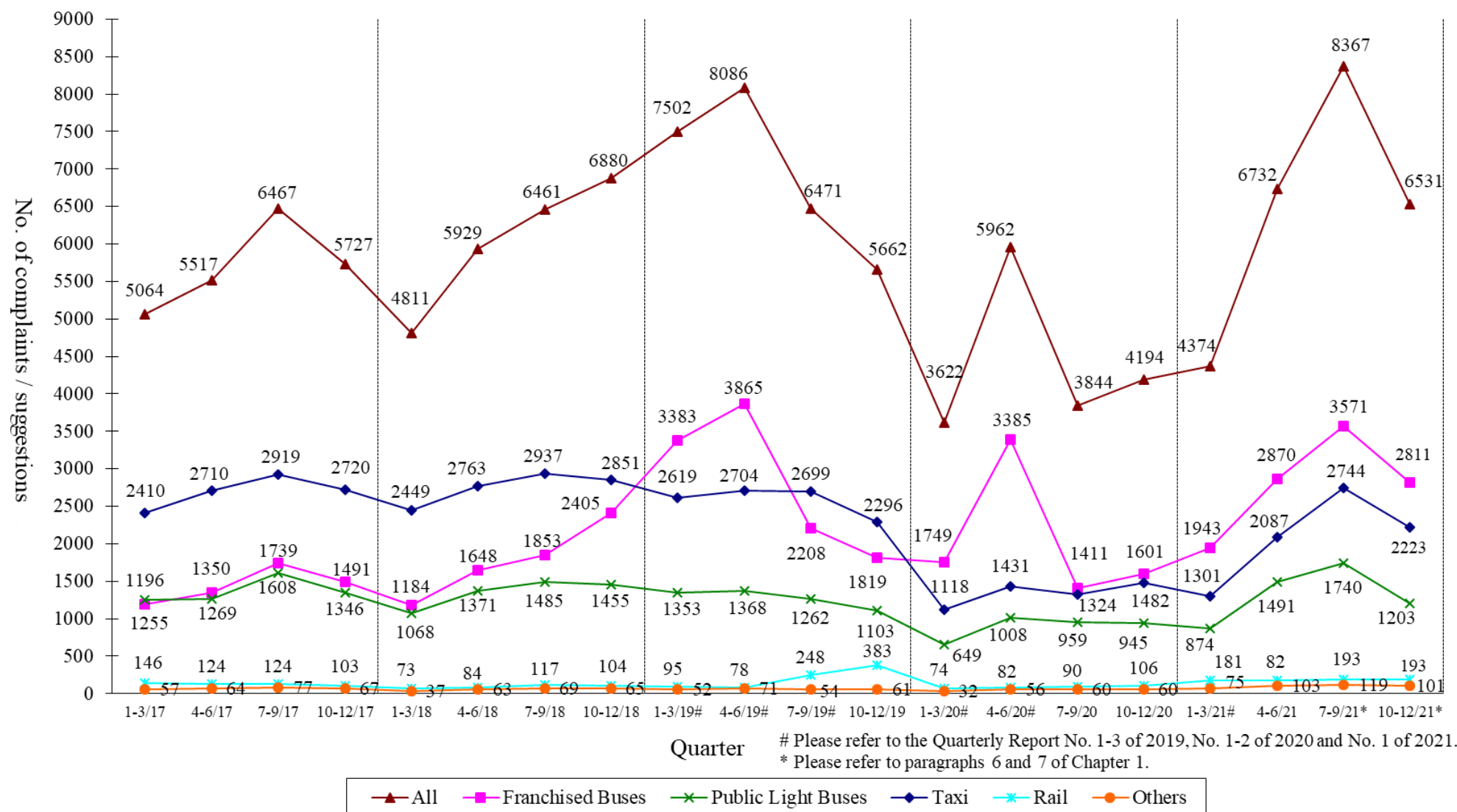
**Legend**

<b>KMB</b>	The Kowloon Motor Bus Company (1933) Limited
<b>CTB1</b>	Citybus Limited (Franchise 1)
<b>CTB2</b>	Citybus Limited (Franchise 2)
<b>FB</b>	New World First Bus Services Limited
<b>NLB</b>	New Lantau Bus Company (1973) Limited
<b>LWB</b>	Long Win Bus Company Limited
<b>XHT</b>	Cross-harbour Bus Services

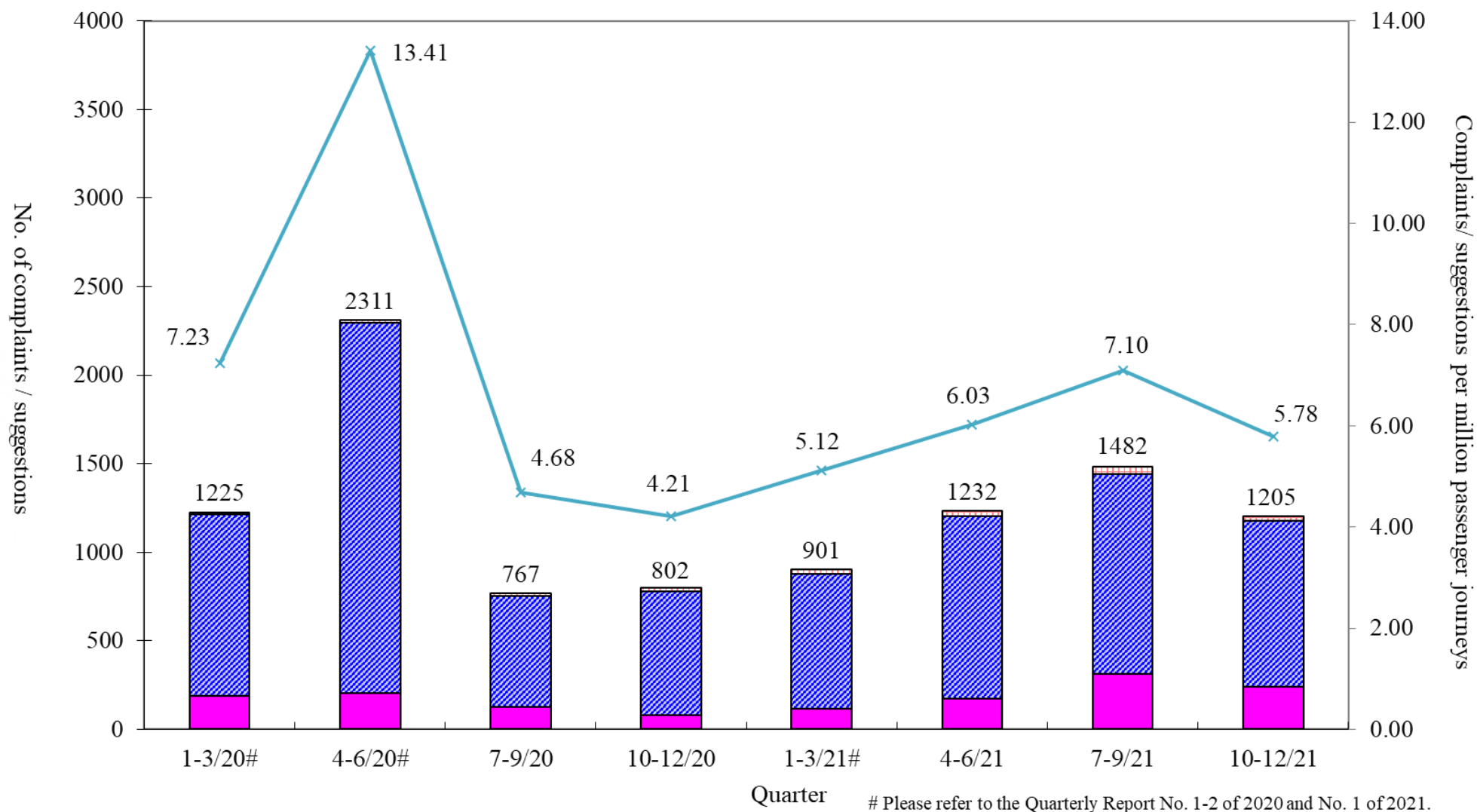
Mode  Nature of Complaint/Suggestion	Vehicular Transport							Total/ Sub-total
	Franchised Buses							
	KMB	CTB1 <sup>(1)</sup>	CTB2	FB <sup>(1)</sup>	NLB	LWB	XHT <sup>(1)</sup>	
(A) <u>Adequacy of Service</u>								
(1) Frequency/carrying capacity	69	23	1	196	-	4	15	308
(2) Routeing	146	30	11	11	5	14	51	268
(3) Hours of operation	8	-	1	4	-	1	8	22
(4) Provision of stops	15	3	3	-	1	-	5	27
Sub-total	238	56	16	211	6	19	79	625
(B) <u>Standard of Service</u>								
(1) Regularity of service	315	31	7	58	5	9	131	556
(2) Adherence to routeing	4	1	1	2	-	2	4	14
(3) Improper driving behavior	267	37	8	33	6	11	85	447
(4) Conduct & performance of staff (including drivers)	166	23	9	39	2	6	81	326
(5) Overcharging	5	-	-	-	-	1	2	8
(6) Cleanliness	6	3	2	1	-	-	1	13
(7) Conditions of vehicles	28	3	-	-	1	-	7	39
(8) Passenger services & facilities	150	32	3	11	5	12	50	263
Sub-total	941	130	30	144	19	41	361	1666
(C) <u>General</u>	26	7	-	2	-	1	13	49
Total this quarter	1205	193	46	357	25	61	453	2340
Grand-total	(2340)							
Total previous quarter	1482	276	79	279	42	143	588	2889
Total same quarter in 2020	802	131	38	170	35	55	370	1601

Note : (1) 471 complaints (223 about CTB1, 164 about FB and 84 about XHT) received from one complainant during the quarter were excluded. Please see Annex E(i)(a) with these complaints included.

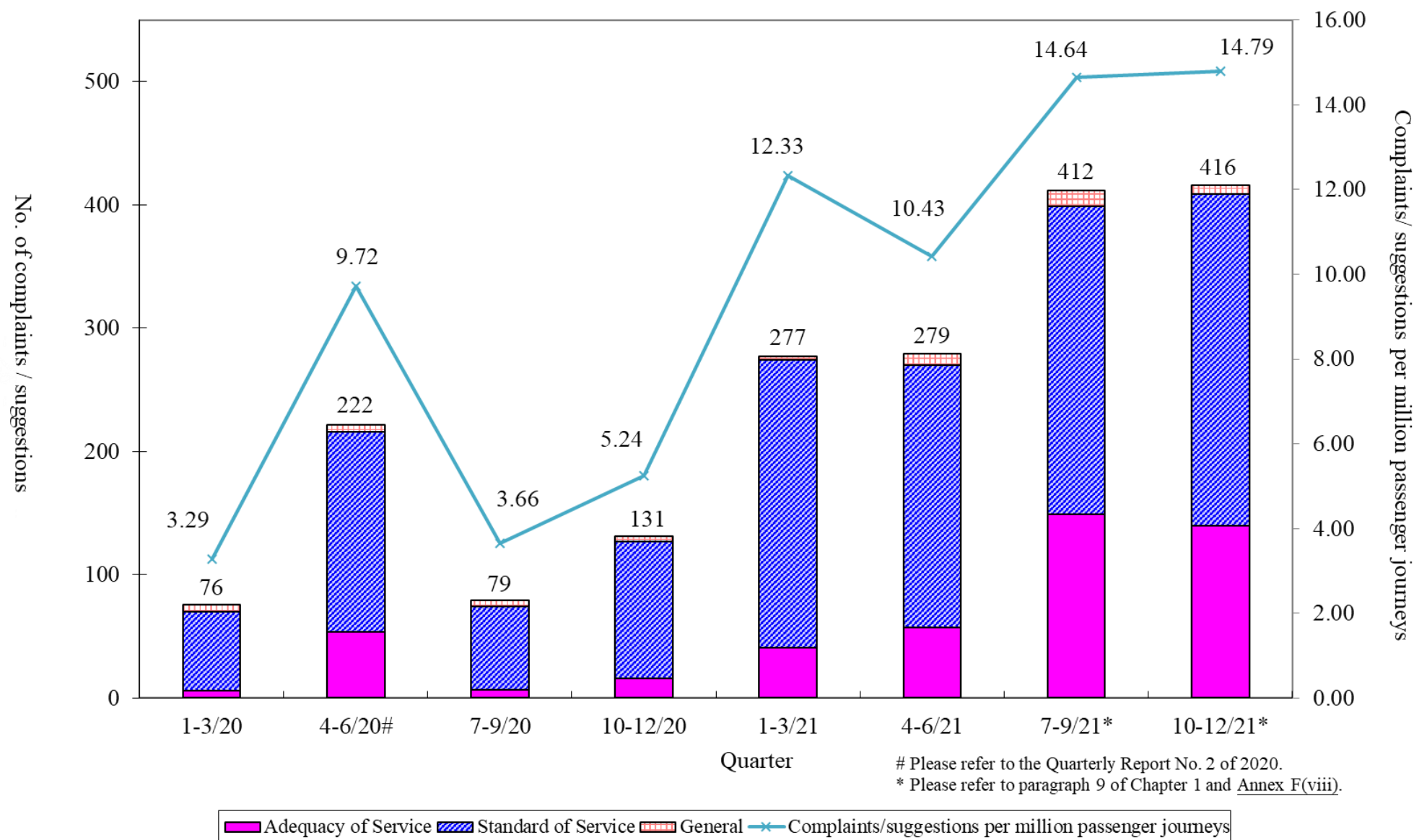
# Trends of Complaints and Suggestions on Public Transport Services (January 2017 - December 2021)



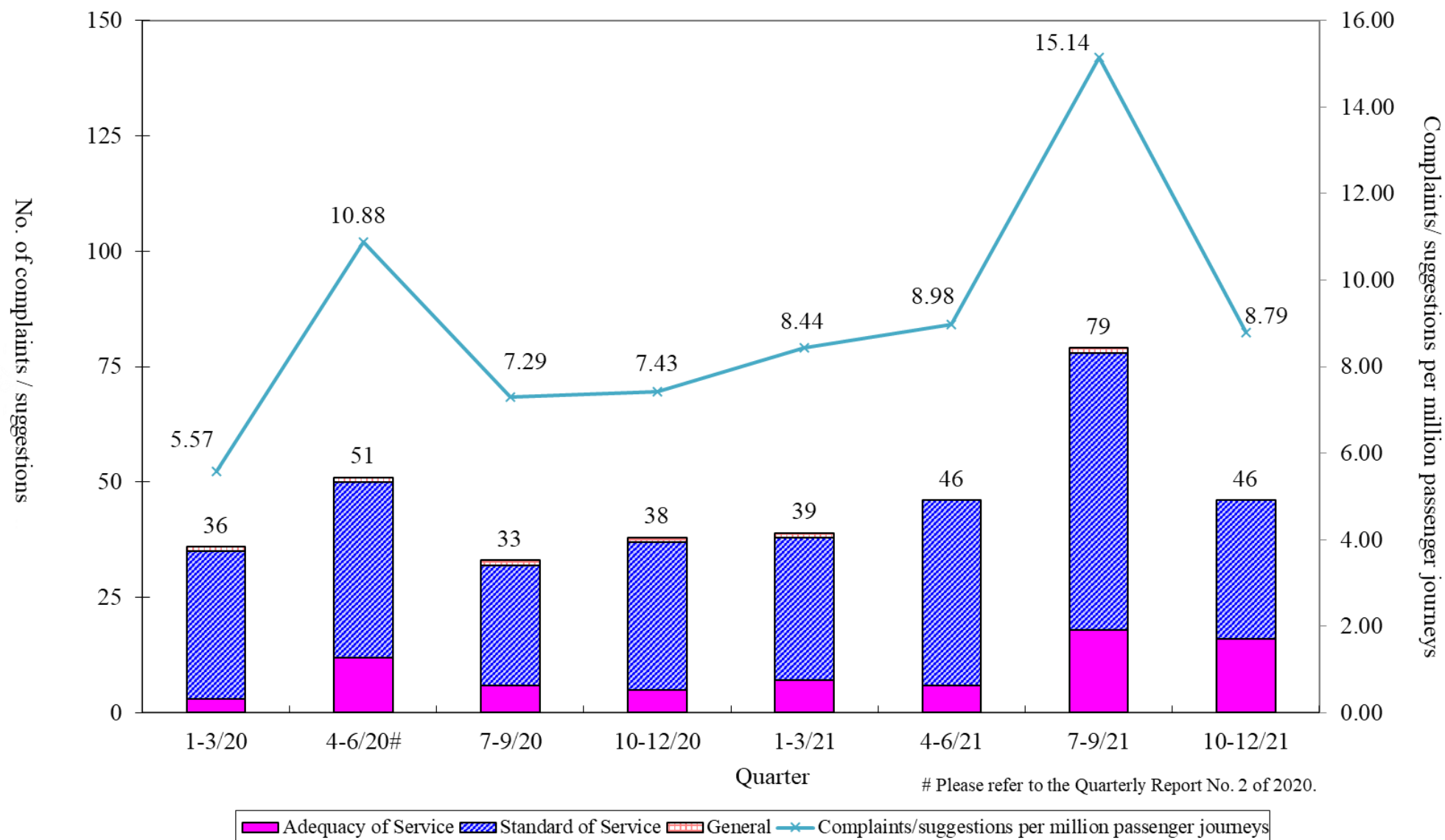
### Complaints and Suggestions on the Services of Kowloon Motor Bus Company (1933) Limited in the Past Eight Quarters



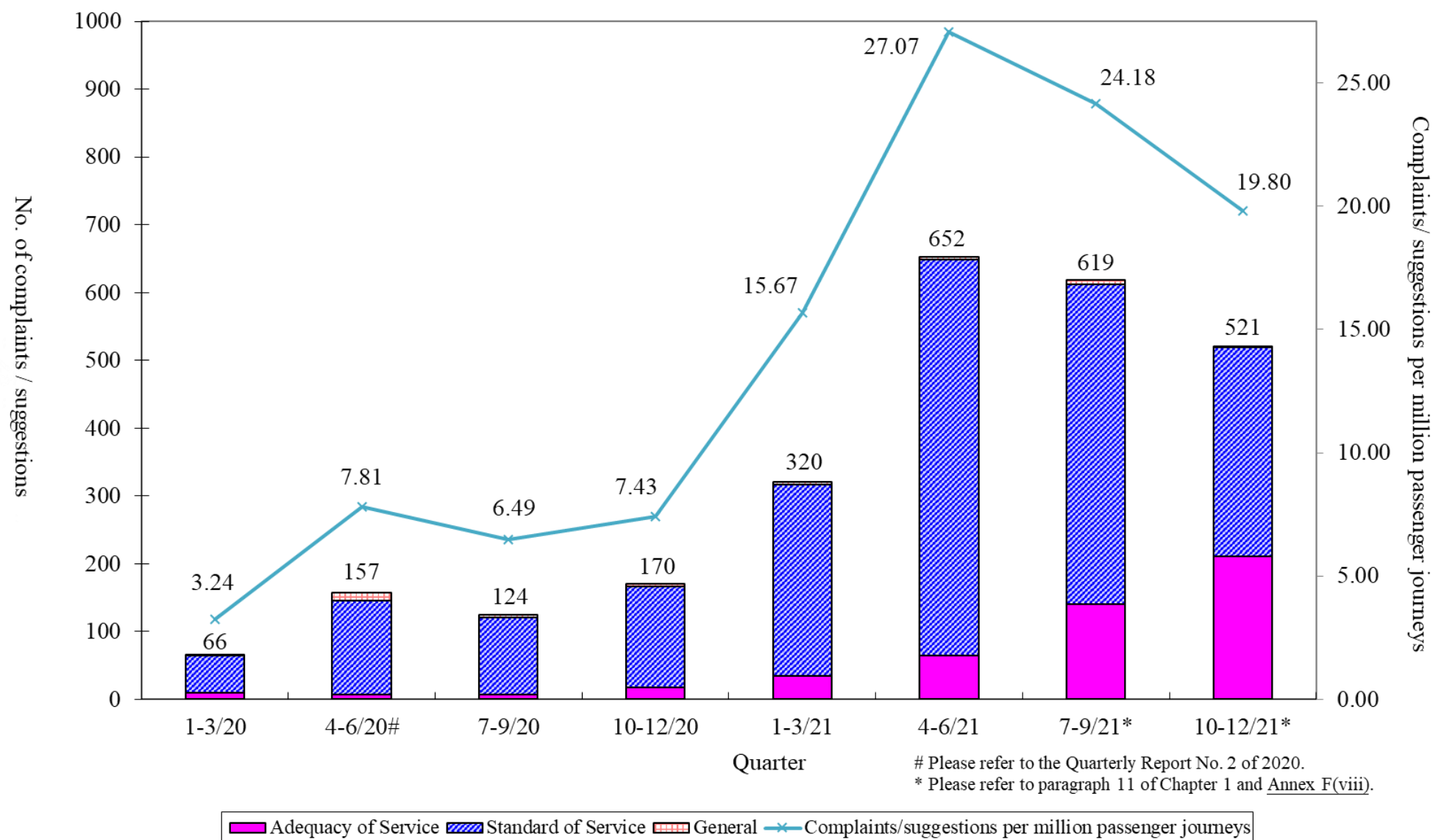
**Complaints and Suggestions on the Services of Citybus Limited (Franchise 1)  
in the Past Eight Quarters**



### Complaints and Suggestions on the Services of Citybus Limited (Franchise 2) in the Past Eight Quarters

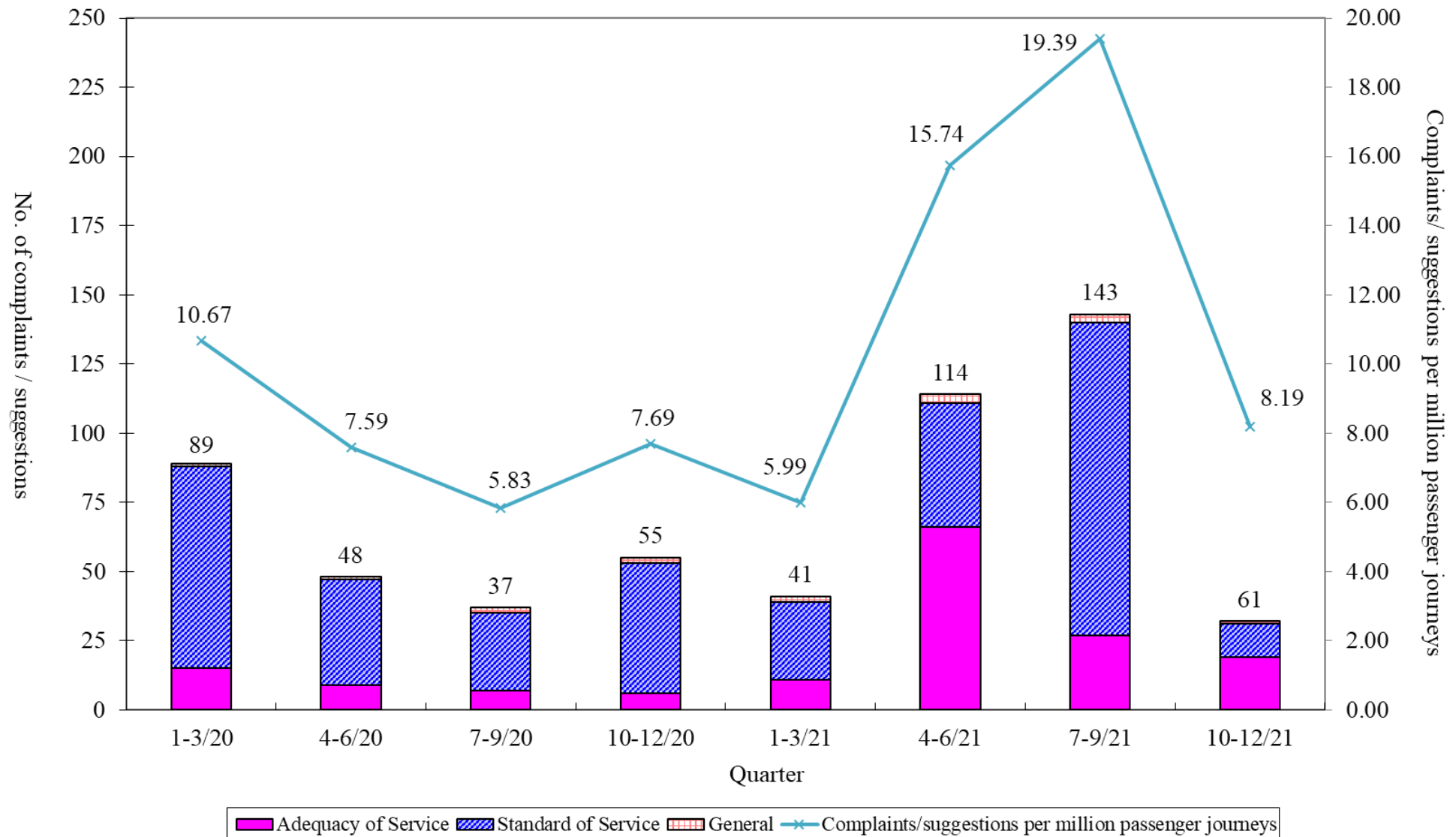


**Complaints and Suggestions on the Services of New World First Bus Services Limited  
in the Past Eight Quarters**

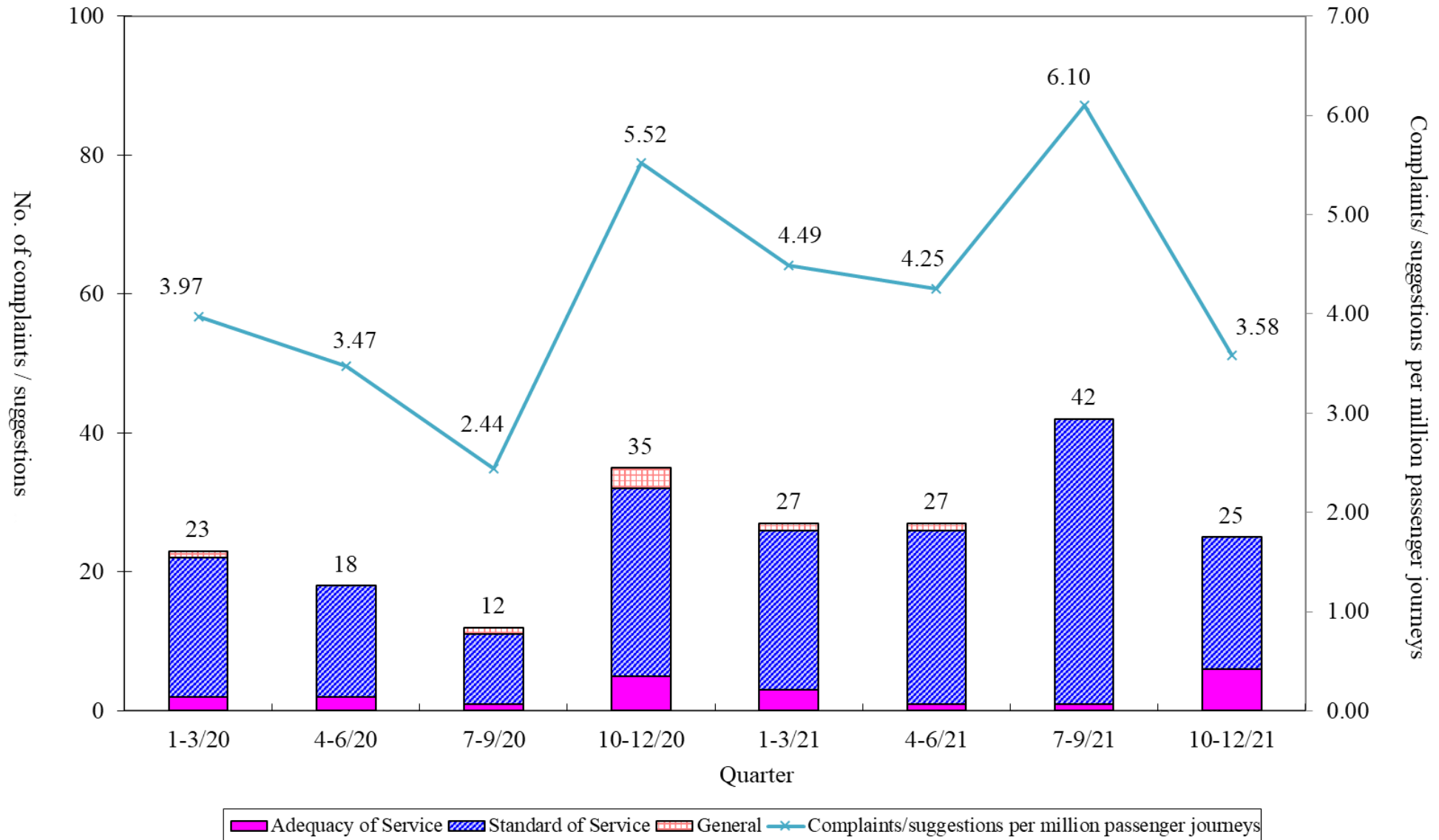




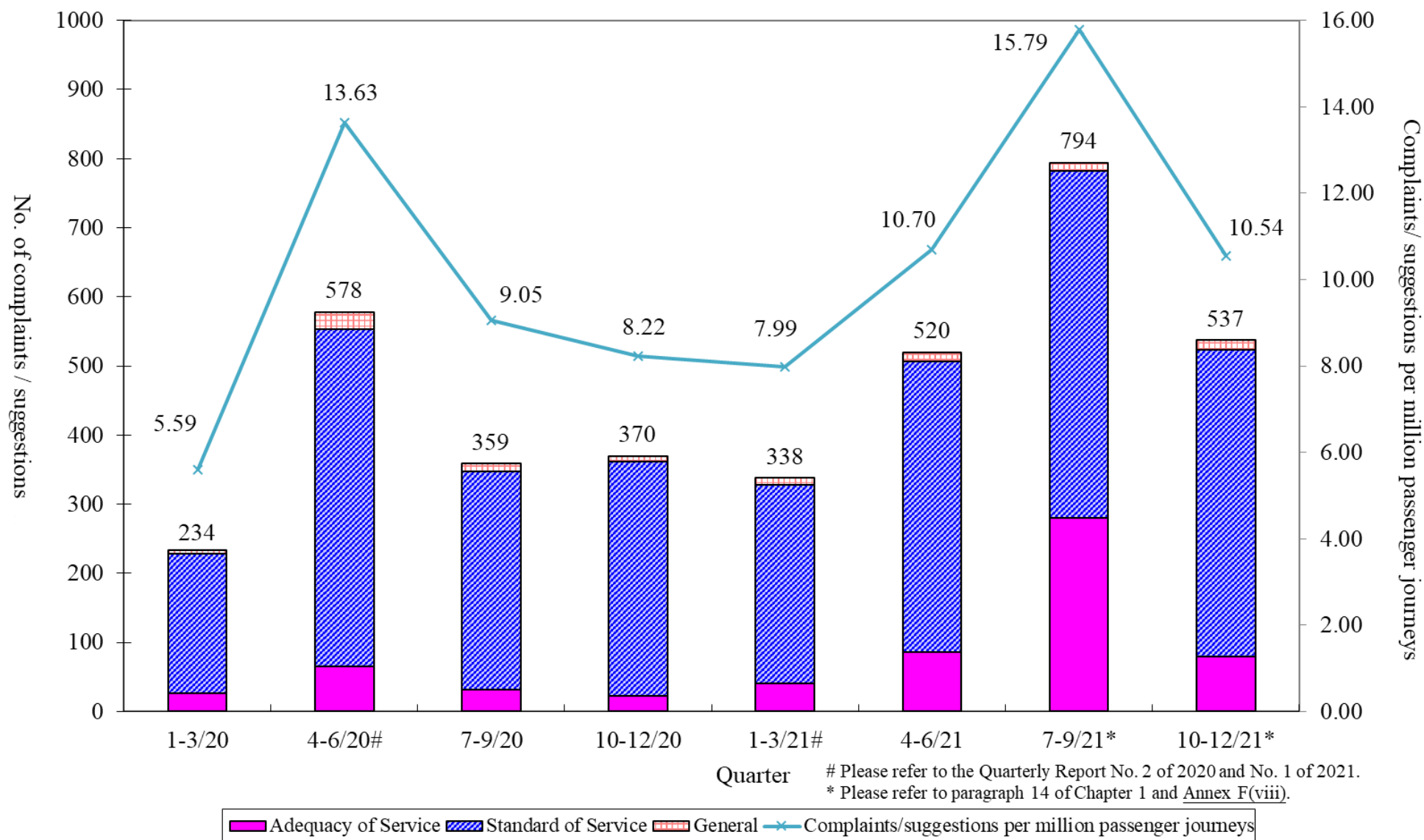
**Complaints and Suggestions on the Services of Long Win Bus Company Limited  
in the Past Eight Quarters**



**Complaints and Suggestions on the Services of New Lantao Bus Company (1973) Limited  
in the Past Eight Quarters**



**Complaints and Suggestions on the Cross-harbour Bus Services  
in the Past Eight Quarters**



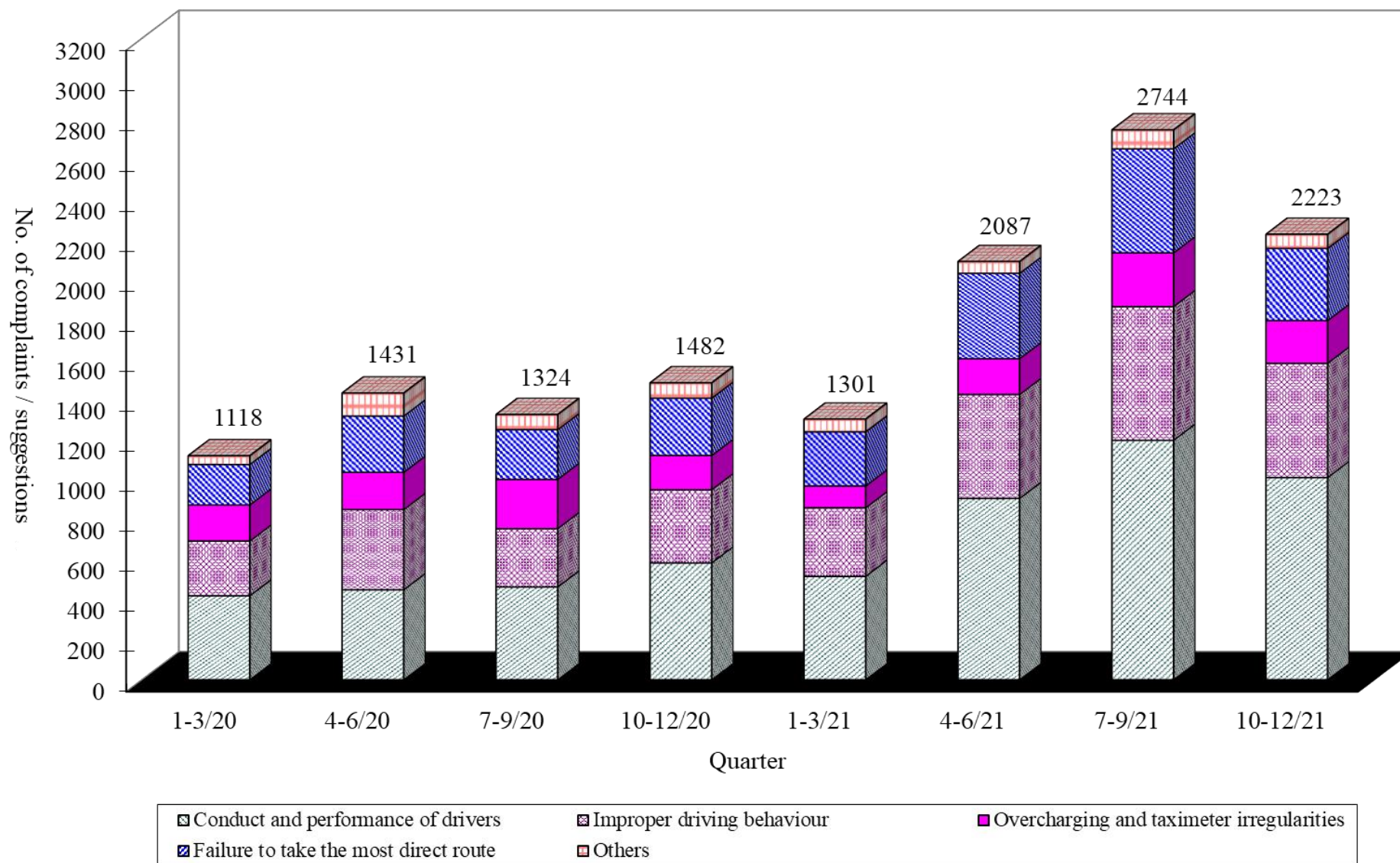
**Breakdown of Complaints and Suggestions on Franchised Bus Services**  
**(October – December 2021)**

<b><u>Bus Company</u></b>	<b><u>Number of complaints/ suggestions<sup>(2)</sup></u></b>	<b><u>Number of complaints/ suggestions per million passenger journeys</u></b>
The Kowloon Motor Bus Company (1933) Limited (KMB)	1 205	5.78
Citybus Limited (Franchise 1) (CB1)	416 (193)	14.79 (6.86)
Citybus Limited (Franchise 2) (CB2)	46	8.79
New World First Bus Services Limited (NWFB)	521 (357)	19.80 (13.57)
New Lantao Bus Company (1973) Limited	25	3.58
Long Win Bus Company Limited	61	8.19
Cross-harbour Bus Services <sup>(1)</sup>	537 (453)	10.54 (8.89)
<b>Total</b>	<b>2 811 (2 340)</b>	<b>8.43 (7.02)</b>

Notes : (1) Complaints and suggestions on cross-harbour bus services cannot be further broken down by bus company as the services are jointly operated by KMB, CB1, and NWFB.

(2) 471 complaints (223 about CB1, 164 about NWFB and 84 about cross-harbour bus services) were received from one complainant. The figures not including these cases are in brackets.

### Complaints and Suggestions on Taxi Services in the Past Eight Quarters



**Breakdown of Complaints and Suggestions on Taxi Services**

<b><u>Nature of Complaint/Suggestion</u></b>	<b><u>Same quarter in 2020 (1.10.20-31.12.20)</u></b>	<b><u>Previous quarter (1.7.21-30.9.21)</u></b>	<b><u>Current quarter (1.10.21-31.12.21)</u></b>
<b>(a) Conduct and performance of drivers</b>			
(i) Behaving other than in a civil & orderly manner	281	445	346
(ii) Refusing hire	232	626	560
(iii) Soliciting passengers	5	2	1
(iv) Refusing to drive to destination	50	100	85
(v) Failure to display driver identity plate	13	19	16
(vi) Failure to display driver identity plate properly	2	3	1
Sub-total	583	1 195	1 009
(b) Improper driving behaviour	365	667	570
(c) Overcharging	138	210	166
(d) Taximeter irregularities	33	58	47
(e) Failure to take the most direct route	286	519	360
(f) Others*	77	95	71
<b>Total</b>	<b>1 482</b>	<b>2 744</b>	<b>2 223</b>

\* These are mainly related to taxi obstruction, cleanliness and conditions of vehicles.

**Complaints and Suggestions on Traffic and Road Conditions**  
**(October – 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	7	14	7	7	20	11	12	17	14	6	11	15	20	18	4	2	5	2	-	192
(b) Traffic management	3	4	2	3	2	-	3	1	7	-	3	2	6	3	2	1	3	1	-	46
(c) Additional traffic signs and aids	3	1	1	1	3	3	2	-	1	4	-	3	2	1	1	-	-	-	-	26
(d) Parking facilities	3	-	2	1	4	6	1	-	3	-	-	2	7	1	2	2	-	-	-	34
Sub-total	16	19	12	12	29	20	18	18	25	10	14	22	35	23	9	5	8	3	-	298
<u>Road Maintenance</u>																				
(a) Road conditions	0	1	-	-	-	1	-	2	-	-	1	2	5	1	1	1	4	1	-	20
(b) Traffic signs & aids	6	10	7	-	14	13	9	9	11	17	9	19	23	10	5	6	2	1	4	175
(c) Carriageway markings	-	-	-	-	-	-	1	-	-	-	-	1	3	-	-	-	-	-	-	5
Sub-total	6	11	7	-	14	14	10	11	11	17	10	22	31	11	6	7	6	2	4	200
<u>Enforcement</u>																				
(a) Illegal parking	45	42	159	16	51	21	56	72	72	33	32	157	60	48	26	46	26	4	4	970
(b) Other enforcement matters	17	16	13	10	24	19	24	19	39	10	15	21	22	31	20	9	15	6	9	339
Sub-total	62	58	172	26	75	40	80	91	111	43	47	178	82	79	46	55	41	10	13	1309
Total	84	88	191	38	118	74	108	120	147	70	71	222	148	113	61	67	55	15	17	1807

**Complaints and Suggestions on Traffic and Road Conditions**  
**(October – 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	7	14	7	7	20	11	12	17	14	6	11	15	20	18	4	2	5	2	-	192
(b) Traffic management	3	4	2	3	2	-	3	1	7	-	3	2	6	3	2	1	3	1	-	46
(c) Additional traffic signs and aids	3	1	1	1	3	3	2	-	1	4	-	3	2	1	1	-	-	-	-	26
(d) Parking facilities	3	-	2	1	4	6	1	-	3	-	-	2	7	1	2	2	-	-	-	34
Sub-total	16	19	12	12	29	20	18	18	25	10	14	22	35	23	9	5	8	3	-	298
<u>Road Maintenance</u>																				
(a) Road conditions	-	1	-	-	-	1	-	2	-	-	1	2	5	1	1	1	4	1	-	20
(b) Traffic signs & aids	2	1	2	-	1	2	1	3	2	-	2	2	7	1	-	3	-	-	2	31
(c) Carriageway markings	-	-	-	-	-	-	1	-	-	-	-	1	3	-	-	-	-	-	-	5
Sub-total	2	2	2	-	1	3	2	5	2	-	3	5	15	2	1	4	4	1	2	56
<u>Enforcement</u>																				
(a) Illegal parking	44	30	29	16	51	21	54	67	70	33	32	157	60	48	26	46	26	4	3	817
(b) Other enforcement matters	17	16	13	10	24	19	24	19	39	10	15	21	22	31	20	9	15	6	9	339
Sub-total	61	46	42	26	75	40	78	86	109	43	47	178	82	79	46	55	41	10	12	1156
Total	79	67	56	38	105	63	98	109	136	53	64	205	132	104	56	64	53	14	14	1510

**Note :** (1) A total of 297 complaints (144 about traffic signs & aids and 153 about illegal parking) received from two complainants during the quarter were excluded.  
Please see Annex I(i) with these complaints included.



**Complaints and Suggestions Received by TCU during 2017 - 2021**

<u>Nature of Complaint/Suggestion</u>			<u>2017</u>			<u>2018</u>			<u>2019</u>			<u>2020</u>			<u>2021</u>		
<b>I. Public Transport Services</b>																	
(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]	
<b>II. Traffic Conditions</b>																	
(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]	
<b>III. Road maintenance</b>																	
(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]	
<b>IV. Enforcement</b>																	
(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]	
<b>V. Miscellaneous</b>																	
			155	[5]		134	[10]		297	[2]		244	[1]		258	[8]	
<b>Total</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>		<b>32 512</b>	<b>[1 136]</b>	

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

**Complaints and Suggestions Received by TCU during 2017 - 2021<sup>(1)</sup>**

<b><u>Nature of Complaint/Suggestion<sup>(2)</sup></u></b>	<b><u>2017</u></b>		<b><u>2018</u></b>		<b><u>2019</u></b>		<b><u>2020</u></b>		<b><u>2021</u></b>	
<b>I. Public Transport Services</b>										
(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 <sup>(3)</sup>	[105]	15 982 <sup>(6)</sup>	[138]	24 734 <sup>(11)</sup>	[997]
<b>II. Traffic Conditions</b>										
(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]
<b>III. Road maintenance</b>										
(a) Road conditions	69		77		40	[1]	88		88	[2]
(b) Traffic signs and aids	45	[1]	57		72	[1]	106	[1]	181 <sup>(12)</sup>	[3]
(c) Carriageway markings	9		10		5		10		14	
	123	[1]	144		117	[2]	204	[1]	283	[5]
<b>IV. Enforcement</b>										
(a) Illegal parking	2 043	[3]	1 719	[3]	1 941 <sup>(4)</sup>	[4]	3 176 <sup>(7)</sup>	[1]	3 137 <sup>(13)</sup>	[5]
(b) Other enforcement matters	953	[3]	1 121	[6]	981	[5]	1 001 <sup>(8)</sup>	[3]	1 358	[9]
	2 996	[6]	2 840	[9]	2 922	[9]	4 177	[4]	4 495	[14]
<b>V. Miscellaneous</b>	155	[5]	134	[10]	297	[2]	202 <sup>(9)</sup>	[1]	258	[8]
<b>Total</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>	<b>30 945<sup>(14)</sup></b>	<b>[1 136]</b>

- Notes :**
- (1) For 2019, 2020 and 2021, complaints received from individual complainants, who made more than 100 complaints within a quarter, were excluded. Please see Annex I(i) 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.

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

<b><u>Bus Company/ Services</u></b>	<b><u>2020</u></b>	<b><u>2021</u></b>	<b><u>Difference</u></b>
The Kowloon Motor Bus Company (1933) Limited (KMB)	5 105 <sup>(4)</sup> (7.33) [3 669 (5.27)]	4 820 <sup>(10)</sup> (6.04) [4 707 (5.90)]	-5.6% (-17.6%) [+28.3% (+12.0%)]
Citybus Limited (Franchise 1) (Citybus)	508 <sup>(5)</sup> (5.49) [383 (4.14)]	1 384 <sup>(11)</sup> (13.12) [1 025 (9.72)]	+172.4% (+139.0%) [+167.6% (+134.8%)]
Citybus Limited (Franchise 2) (Citybus)	158 <sup>(6)</sup> (7.60) [149 (7.17)]	210 (10.40)	+32.9% (+36.8%) [+40.9% (+45.0%)]
New World First Bus Services Limited (NWFB)	517 <sup>(7)</sup> (6.27) [513 (6.22)]	2 112 <sup>(12)</sup> (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 <sup>(3)</sup>	1 541 <sup>(8)</sup> (9.12) [1 475 (8.73)]	2 189 <sup>(13)</sup> (11.39) [1 895 (9.86)]	+42.1% (+24.9%) [+28.5% (+12.9%)]
<b>Total</b>	<b>8 146 <sup>(9)</sup> (7.33)</b> <b>[6 506 (5.85)]</b>	<b>11 195 <sup>(14)</sup> (8.84)</b> <b>[9 925 (7.83)]</b>	<b>+37.4% (+20.6%)</b> <b>[+52.6% (+33.8%)]</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 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

<u>Nature of Complaint/Suggestion</u>	<u>2020</u>	<u>2021</u>	<u>Difference</u>
<b>(A) Adequacy of Service</b>			
(1) Frequency	723	1 271	+75.8%
(2) Routeing	120	926	+671.7%
(3) Hours of operation	28	73	+160.7%
(4) Provision of stops	69	77	+11.6%
<b>Sub-total</b>	<b>940</b>	<b>2 347</b>	<b>+149.7%</b>
<b>(B) Standard of Service</b>			
(1) Regularity of service	3 472	4 123	+18.8%
(2) Adherence to routeing	59	66	+11.9%
(3) Improper driving behaviour	1 135	1 612	+42.0%
(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	1 038	+29.3%
<b>Sub-total</b>	<b>7 039</b>	<b>8 618</b>	<b>+22.4%</b>
<b>(C) General<sup>(1)</sup></b>	<b>167</b>	<b>230</b>	<b>+37.7%</b>
<b>Total</b>	<b>8 146<sup>(2)</sup></b>	<b>11 195<sup>(3)</sup></b>	<b>+37.4%</b>

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

(2) 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.

(3) 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 an increase of 52.6% when compared with 6 506 cases (see note 2) in 2020.

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

<b><u>Nature of Complaint/Suggestion</u></b>	<b><u>2020</u></b>	<b><u>2021</u></b>	<b><u>Difference</u></b>
<b>(A) Adequacy of Service</b>			
(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%
<b>Sub-total</b>	<b>18</b>	<b>40</b>	<b>+122.2%</b>
<b>(B) Standard of Service</b>			
(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%
<b>Sub-total</b>	<b>109</b>	<b>251</b>	<b>+130.3%</b>
<b>(C) General<sup>(1)</sup></b>	<b>13</b>	<b>12</b>	<b>-7.7%</b>
<b>Total</b>	<b>140</b>	<b>303</b>	<b>+116.4%</b>

Note : (1) These are mainly related to obstruction caused by vehicles providing non-franchised bus services.

**Complaints and Suggestions on Green Minibus Services**

<b><u>Nature of Complaint/Suggestion</u></b>	<b><u>2020</u></b>	<b><u>2021</u></b>	<b><u>Difference</u></b>
<b>(A) Adequacy of Service</b>			
(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%
<b>Sub-total</b>	<b>162</b>	<b>424</b>	<b>+161.7%</b>
<b>(B) Standard of Service</b>			
(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%
<b>Sub-total</b>	<b>3 020</b>	<b>4 428</b>	<b>+46.6%</b>
<b>(C) General<sup>(1)</sup></b>	<b>94</b>	<b>106</b>	<b>+12.8%</b>
<b>Total</b>	<b>3 276</b>	<b>4 958</b>	<b>+51.3%</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>2020</u></b>	<b><u>2021</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	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%
<b>Sub-total</b>	<b>239</b>	<b>298</b>	<b>+24.7%</b>
<b>(C) General<sup>(1)</sup></b>	<b>46</b>	<b>52</b>	<b>+13.0%</b>
<b>Total</b>	<b>285</b>	<b>350</b>	<b>+22.8%</b>

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

**Complaints and Suggestions on Taxi Services**

<b><u>Nature of Complaint/Suggestion</u></b>	<b><u>2020</u></b>	<b><u>2021</u></b>	<b><u>Difference</u></b>
<b>Taxi driver malpractice</b>			
(a) Conduct and performance of drivers			
(i) Behaving other than in a civil & orderly manner	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%
<b>Sub-total</b>	<b>5 043</b>	<b>8 066</b>	<b>+59.9%</b>
<b>Others</b>			
(a) Taxi obstruction	248	192	-22.6%
(b) Miscellaneous <sup>(1)</sup>	64	97	+51.6%
<b>Sub-total</b>	<b>312</b>	<b>289</b>	<b>-7.4%</b>
<b>Total</b>	<b>5 355</b>	<b>8 355</b>	<b>+56.0%</b>

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



**Complaints and Suggestions on Rail Services**

<b><u>Railway Company</u></b>	<b><u>2020</u></b>	<b><u>2021</u></b>	<b><u>Difference</u></b>
Mass Transit Railway Corporation Limited (Excluding Light Rail)	265	598	+125.7%
Mass Transit Railway Corporation Limited (Light Rail)	35	90	+157.1%
The Hongkong Tramways Limited	52	60	+15.4%
<b>Total</b>	<b>352</b>	<b>748</b>	<b>+112.5%</b>

**Complaints and Suggestions on Ferry Services**

<b><u>Ferry Company</u></b>	<b><u>2020</u></b>	<b><u>2021</u></b>	<b><u>Difference</u></b>
Sun Ferry Services Company Limited	25	30	+20.0%
The 'Star' Ferry Company Limited	3	11	+266.7%
Minor Ferries	40	54	+35.0%
<b>Total</b>	<b>68</b>	<b>95</b>	<b>+39.7%</b>

**Complaints about Traffic Congestion during 2017 - 2021**

<b><u>District</u></b>		<b><u>No. of Complaints</u></b>				
		<b><u>2017</u></b>	<b><u>2018</u></b>	<b><u>2019</u></b>	<b><u>2020</u></b>	<b><u>2021</u></b>
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
<b>Total</b>		<b>234</b>	<b>220</b>	<b>435</b>	<b>666</b>	<b>783</b>

**Complaints about Illegal Parking during 2017 – 2021<sup>(1)</sup>**

<b><u>District</u></b>		<b><u>2017</u></b>	<b><u>2018</u></b>	<b><u>2019</u></b>	<b><u>2020</u></b>	<b><u>2021</u></b>
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 <sup>(2)</sup>		3	6	493(4)	7(6)	10(9)
<b>Total</b>		<b>2 043</b>	<b>1 719</b>	<b>3 182</b> <b>(1 941)</b>	<b>4 704</b> <b>(3 176)</b>	<b>3 290</b> <b>(3 137)</b>

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<sup>(1)</sup>**

<b><u>District</u></b>		<b><u>2017</u></b>	<b><u>2018</u></b>	<b><u>2019</u></b>	<b><u>2020</u></b>	<b><u>2021</u></b>
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
<b>Total</b>		<b>953</b>	<b>1 121</b>	<b>981</b>	<b>1 225 (1 001)</b>	<b>1 358</b>

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

**How to Make Suggestions and Complaints  
to the Transport Complaints Unit**

Members of the public may contact the Transport Complaints Unit (TCU) by phone if they have any suggestions or complaints about transport matters. The TCU hotline at **2889 9999** is manned during office hours and a voice mail service is provided outside office hours.

Alternatively, they may fill in the appropriate forms (Transport Complaint Form and Taxi Complaint Form) and post them to P.O. Box 12430, G.P.O. These forms are obtainable from the District Offices and the Transport Department.

They may also write to the Executive Secretary of the TCU at the following address -

**Transport Complaints Unit  
20/F East Wing  
Central Government Offices  
2 Tim Mei Avenue  
Tamar  
Hong Kong.**

The TCU has a faxline **2577 1858**, an e-mail address **info@tcu.gov.hk** and a website **www.tcu.gov.hk**, through which the public may send their suggestions or complaints to the Unit.