

QUARTERLY REPORT No. 1 of 2022

by the

TRANSPORT COMPLAINTS UNIT

of the

TRANSPORT ADVISORY COMMITTEE

for the period

1 January 2022 – 31 March 2022

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Chapter 1 Major Areas of Complaints and Suggestions¹

This is the first quarterly report for 2022 covering the period from 1 January to 31 March 2022.

Yearly and Quarterly Trends

2. During the quarter, the Transport Complaints Unit (TCU) received 5 677² complaints and suggestions, including 311³ pure suggestions. About 80% (4 544) of the cases were received through TCU Complaint/Suggestion Webform and email, 19% (1 108) 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 32.5%² as compared with 8 408⁴ cases in the previous quarter and an increase of 3.4%² as compared with 5 492⁵ cases in the same quarter in 2021. 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 2018

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

² Among the 5 677 complaints and suggestions, a total of 667 complaints were received from three complainants. The number of complaints not including these cases is 5 010, representing a decrease of 34.4% when compared with 7 640 cases (see footnote 4) in the previous quarter and a decrease of 6.8% when compared with 5 375 cases (see footnote 5) in the same quarter in 2021. A breakdown of the complaints not including these cases is at Annex A(i)(b).

³ Among the 311 pure suggestions, 229 pure suggestions about public transport routeing were received from a member of the public. The number of pure suggestions not including these cases is 82.

⁴ 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.

⁵ Among the 5 492 complaints and suggestions, 117 complaints were received from one complainant. The number of complaints not including these cases is 5 375.

is at Annex B(ii).

4. During the quarter, investigations into 6 492 cases (including some outstanding cases from previous quarters) were completed. Of these, 5 537 cases (85%) were found to be substantiated, 23 cases (less than 1%) unsubstantiated, and the remaining 932 cases (14%) 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 January to March 2022, the Police reported the latest developments on 419⁶ cases previously referred to them. Among these cases, 58⁶ 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 4 588⁷ cases, representing a decrease of 29.8%⁷ as compared with 6 531⁸ cases in the previous quarter and an increase of 4.9%⁷ as compared with 4 374⁹ cases in the same quarter in 2021. A breakdown of the complaints and

⁶ The figures include the taxi cases in paragraph 22.

⁷ Among the 4 588 complaints and suggestions, a total of 667 complaints were received from three complainants. The number of complaints not including these cases is 3 921, representing a decrease of 35.3% when compared with 6 060 cases (see footnote 8) in the previous quarter and a decrease of 7.9% when compared with 4 257 cases (see footnote 9) in the same quarter in 2021. A breakdown of the complaints not including these cases is at Annex E(i)(b).

⁸ 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.

⁹ Among the 4 374 complaints and suggestions, 117 complaints were received from one complainant. The number of complaints not including these cases is 4 257.

suggestions received during the quarter is at Annex E(i). A graph showing the trends of complaints and suggestions received, by quarter, since 2018 is at Annex E(ii).

Franchised Bus Services

7. A total of 2 684¹⁰ complaints and suggestions on franchised bus services were received during the quarter, representing a decrease of 4.5%¹⁰ as compared with 2 811¹¹ cases in the previous quarter and an increase of 38.1%¹⁰ as compared with 1 943¹² cases in the same quarter in 2021.

8. There were 1 519¹³ cases on the services of The Kowloon Motor Bus Company (1933) Limited (KMB), as compared with 1 205 cases in the previous quarter and 901¹⁴ cases in the same quarter in 2021. Among the 1 519¹³ cases, 215 (or 14.2%) were about the adequacy of service and 1 286¹³ (or 84.7%) were about the standard of service.

9. There were 222¹⁵ cases on the services of the Citybus Limited (Franchise for Hong Kong Island and Cross-Harbour Bus Network) (CTB (Franchise 1)), as compared with 416¹⁶ cases in the previous quarter and 277 cases

¹⁰ Among the 2 684 complaints and suggestions, a total of 667 complaints were received from three complainants. The number of complaints not including these cases is 2 017, representing a decrease of 13.8% when compared with 2 340 cases (see footnote 11) in the previous quarter and an increase of 10.5% when compared with 1 826 cases (see footnote 12) in the same quarter in 2021.

¹¹ 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.

¹² Among the 1 943 complaints and suggestions, 117 complaints were received from one complainant. The number of complaints not including these cases is 1 826.

¹³ Among the 1 519 complaints and suggestions, a total of 498 complaints (about the standard of service) were received from two complainants. The number of complaints not including these cases is 1 021.

¹⁴ Among the 901 complaints and suggestions, 113 complaints were received from one complainant. The number of complaints not including these cases is 788.

¹⁵ Among the 222 complaints and suggestions, 68 complaints (about the standard of service) were received from one complainant. The number of complaints not including these cases is 154.

¹⁶ Among the 416 complaints and suggestions, 223 complaints were received from one complainant. The number of complaints not including these cases is 193.

in the same quarter in 2021. Among the 222¹⁵ cases, 51 (or 23.0%) were about the adequacy of service while 167¹⁵ (or 75.2%) were about the standard of service.

10. There were 32 cases on the services of the Citybus Limited (Franchise for Airport and North Lantau Bus Network) (CTB (Franchise 2)), as compared with 46 cases in the previous quarter and 39 cases in the same quarter in 2021. Among the 32 cases, 12 (or 37.5%) were about the adequacy of service while 19 (or 59.4%) were about the standard of service.

11. There were 472¹⁷ cases on the services of the New World First Bus Services Limited (NWFB), as compared with 521¹⁸ cases in the previous quarter and 320 cases in the same quarter in 2021. Of the 472¹⁷ cases, 367 (or 77.8%) were about the adequacy of service and 105¹⁷ (or 22.2%) were about the standard of service.

12. There were 45 cases on the services of the Long Win Bus Company Limited (LWB), as compared with 61 cases in the previous quarter and 41 cases in the same quarter in 2021. Of the 45 cases, 20 (or 44.4%) were about the adequacy of service and 25 (or 55.6%) were about the standard of service.

13. There were 21 cases on the services of the New Lantau Bus Company (1973) Limited (NLB), as compared with 25 cases in the previous quarter and 27 cases in the same quarter in 2021. Of the 21 cases, six (or 28.6%) was about the adequacy of service and 13 (or 61.9%) were about the standard of service.

14. There were 373¹⁹ cases on the cross-harbour bus services²⁰, as

¹⁷ Among the 472 complaints and suggestions, 20 complaints (about the standard of service) were received from one complainant. The number of complaints not including these cases is 452.

¹⁸ Among the 521 complaints and suggestions, 164 complaints were received from one complainant. The number of complaints not including these cases is 357.

¹⁹ Among the 373 complaints and suggestions, a total of 81 complaints (18 were about the adequacy of service and 63 were about the standard of service) were received from three complainants. The number of complaints not including these cases is 292.

²⁰ 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.

compared with 537²¹ cases in the previous quarter and 338²² cases in the same quarter in 2021. Of the 373¹⁹ cases, 124¹⁹(or 33.2%) were about the adequacy of service and 240¹⁹ (or 64.3%) 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.

Non-Franchised Bus Services

16. There were 53 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 2021 were 80 and 56 respectively.

Public Light Bus Services

17. A total of 725 complaints and suggestions on public light bus (PLB) services were received in this quarter, representing a decrease of 39.7% as compared with 1 203 cases in the previous quarter and a decrease of 17.0% as compared with 874 cases in the same quarter in 2021. All of these cases were referred to the Transport Department (TD) or the Police for action.

18. Of the PLB cases received, 92.3% or 669 cases were on green minibus (GMB) services, representing a decrease of 40.2% as compared with 1 119 cases in the previous quarter and a decrease of 18.1% as compared with 817 cases in the same quarter in 2021. Among the 669 cases, 51 (or 7.6%) were about the adequacy of service and 602 (or 90.0%) were about the standard of service.

19. The remaining 7.7% or 56 cases were on the services provided by red

²¹ Among the 537 complaints and suggestions, 84 complaints were received from one complainant. The number of complaints not including these cases is 453.

²² Among the 338 complaints and suggestions, four complaints were received from one complainant. The number of complaints not including these cases is 334.

minibuses (RMB), representing a decrease of 33.3% as compared with 84 cases in the previous quarter and a decrease of 1.8% as compared with 57 cases in the same quarter in 2021.

Taxi Services

20. A total of 1 013 cases on taxi services were received in this quarter, representing a decrease of 54.4% as compared with the previous quarter and a decrease of 22.1% as compared with the same quarter in 2021. A comparison of the complaints and suggestions on taxi services in the past eight quarters is at Annex G.

21. Of the 1 013 cases received, 944 (93.2%) were related to taxi driver malpractice, as compared with 2 152 such cases (96.8%) 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 218 such cases (23.1%) were referred to the Police.

22. During the quarter, the Police reported the latest developments on 269 cases previously referred to them. These cases are categorised as follows –

	<u>No. of Cases</u>		<u>Percentage</u>	
(a) Summonsed	26	(23)	10	(7)
(b) Withdrawn by complainants	178	(228)	66	(67)
(c) Evidence considered insufficient by the Police for further processing	65	(90)	24	(26)
	<u>269 (341)</u>		<u>100 (100)</u>	

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

It is noted that 90% of these cases could not be further pursued because of withdrawal by complainants or insufficient evidence.

23. Among the 23 summonsed cases in the previous quarter, 13 taxi drivers were convicted of traffic offences by the court²³. Two taxi drivers were fined \$600 and \$1,200 respectively for refusing hire. One taxi driver was fined \$320 for failing to display taxi driver ID plate. Ten taxi drivers were fined \$450 to \$900 for improper driving behaviours including careless driving, crossing continuous double white lines, and failing to comply with traffic signals.

Rail Services

24. A total of 80 complaints and suggestions on rail services were received. The corresponding figures for the previous quarter and the same quarter in 2021 were 193 and 181 respectively. Of the 80 cases, 73 were on the services of MTRCL. A detailed breakdown of the nature of complaints and suggestions on rail services is at Annex E(i)(a).

Ferry Services

25. There were 33 complaints and suggestions on ferry services in this quarter. The corresponding figures for the previous quarter and the same quarter in 2021 were 21 and 19 respectively. A detailed breakdown of the nature of complaints and suggestions on ferry services is at Annex E(i)(a).

Traffic Conditions

26. There were 61 complaints recorded in this quarter about traffic congestion, as compared with 192 cases in the previous quarter and 117 cases in the same quarter in 2021. Congestion was reported to have occurred throughout the territory, as illustrated below –

²³ Results of the remaining summonsed cases were not yet available as at end April 2022.

	<u>Number of Complaints</u>	
Hong Kong Island	16	(35)
Kowloon	27	(74)
New Territories	18	(83)
Others (e.g. general issues and tunnel areas)	-	(-)
Total	61	(192)

(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, Kowloon City and Sham Shui Po (seven cases each²⁴). 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 18 complaints and suggestions on traffic management and 11 requests for additional traffic signs and aids in this quarter. As a comparison, there were 46 and 26 such cases in the previous quarter, and 42 and 18 in the same quarter in 2021.

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 88 complaints about road maintenance,

²⁴ All complaints in Kwun Tong, Kowloon City and Sham Shui Po were related to congestions caused by vehicle obstructions, except for one case each in Kowloon City and Sham Shui Po which was due to road works.

as compared with 200²⁵ cases in the previous quarter and 74 cases in the same quarter in 2021. Among the 88 cases, 13 cases were related to road conditions and 73 cases were related to traffic signs and aids.

32. Districts which attracted relatively more complaints about road conditions were Wong Tai Sin (four cases), Eastern, Kwun Tong and Yuen Long (two cases each). Districts which attracted relatively more complaints about traffic signs and aids were Wan Chai (13 cases), Central and Western (12 cases) and Yau Tsim Mong (10 cases).

Enforcement

33. There were 861²⁶ complaints about traffic regulations enforcement in this quarter, representing a decrease of 34.2%²⁶ when compared with 1 309²⁷ cases in the previous quarter and an increase of 5.8% when compared with 814 cases in the same quarter in 2021. They were mainly requests for action against illegal parking (566 cases), cutting lane abruptly/overtaking on solid line (90 cases), jumping red light/failing to give way to pedestrians/traffic (69 cases) and disobeying traffic signs/schemes (62 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 Sha Tin (116²⁸ cases), Sham Shui Po (57 cases) and Yuen Long (45 cases).

²⁵ Among the 200 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 number of complaints not including these cases is 56.

²⁶ The number of complaints represents a decrease of 25.5% when compared with 1 156 cases (see footnote 27) in the previous quarter.

²⁷ 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.

²⁸ Among the 116 complaints and suggestions, 82 complaints relating to the same street were received from anonymous complainants. The number of complaints not including these cases is 34.

Chapter 2 Major Events and Noteworthy Cases

Transport Complaints Unit Sub-committee Meeting

At the quarterly meeting of the TCU Sub-committee on 1 March 2022, Members discussed –

- (a) complaints and suggestions on Ferry Services;
 - (b) complaints and suggestions about Road Safety Matters;
 - (c) Overview of Complaints and Suggestions Received in 2021; and
 - (d) TCU Quarterly Report No. 4 of 2021.
2. Members agreed that the following should be submitted to the Transport Advisory Committee –
- (a) Overview of Complaints and Suggestions Received in 2021; and
 - (b) TCU Quarterly Report No. 4 of 2021.

Concern about road safety at Po On Road near Pratas Street in Cheung Sha Wan

3. A private housing estate in Cheung Sha Wan raised concern about road safety caused by illegal parking outside the entrance of the estate's car park. When motorists enter or leave the car park, their vehicles might collide with vehicles illegally parked at the entrance. The illegally parked vehicles would also pose danger to pedestrians and motorists due to obstruction of sightline. The private housing estate therefore requested the relevant departments to take follow-up actions and suggested adding road markings to improve road safety.

4. The case was referred to the Transport Department (TD) for investigation and the Police for necessary enforcement action. TD advised that

they had conducted site inspection at the road section concerned. After consulting relevant government departments, TD would add “Keep Clear” road marking at the entrance of the car park concerned to remind motorists. TD would also impose 24-hour “No stopping” restriction zone at Po On Road near Pratas Street to enhance the sightline of pedestrians crossing roads. The works were completed in November 2021 and February 2022 respectively.

5. TD had referred the illegal parking activities to the Police for stepping up enforcement action. The Police advised that they would take stringent enforcement action against traffic contravention thereat to deter illegal parking and vehicle obstruction at the road section concerned.

6. The private housing estate was informed of the above and raised no further comment.

Complaint about real-time meter parking information in the mobile applications of the Transport Department

7. A member of the public used TD’s mobile application (app) to check the availability of on-street parking spaces at Oi Kwan Road in Wan Chai. Although the app showed that vacant on-street parking spaces were available, the complainant found that those parking spaces were occupied by vehicles without making payment upon his arrival. The complainant was dissatisfied with the inaccurate real-time meter parking information disseminated to motorists through TD’s app and urged enforcement action against illegal parking at the location concerned.

8. The Police was alerted of the situation for necessary enforcement action, while TD was invited to look into the case. TD advised that the vehicle occupancy sensor was used to detect if the metered parking space was occupied or not. TD had liaised with its operator (i.e. Hong Kong Telecommunications (HKT) Limited & Flowbird Joint Venture) to check the sensor’s operation and to conduct necessary fine tuning. Also, TD had asked his operator to pay attention to the location concerned and seek assistance from the Police against parking without payment.

9. TD's reply was conveyed to the member of the public.

Suggestion to introduce new bus routes serving Tai Po area

10. A member of the public noted that two new bus routes providing services between Hong Sing Garden and Tai Po Industrial Estate as well as between Tai Po and Wu Kai Sha would be introduced. He considered that TD should grant the operating right of the two bus routes to The Kowloon Motor Bus Company (1933) Limited (KMB) instead of Citybus Limited (Citybus) and New World First Bus Services Limited (NWFB) as most of the new franchised bus routes introduced in recent years were operated by Citybus and NWFB.

11. The case was referred to TD for consideration. TD advised that in view of community development and population growth in individual districts, TD would consider introducing new bus services to meet the demand of passengers. Proposals for new bus services could be made by bus companies or submitted by bus companies under invitation by TD. In general, TD would take into account the details of proposals submitted by bus companies, including service level, fares, resource utilisation and passenger facilities provided, as well as factors such as operational capacity and service performance of the proponent, to select suitable bus companies to operate the routes.

12. In response to the member of the public's enquiry on the status of the introduction of new bus services between Hong Sing Garden and Tai Po Industrial Estate, TD advised that selection of a suitable bus operator for the introduction of aforesaid bus service was underway and yet to be completed.

13. On the proposed bus service between Tai Po and Wu Kai Sha, TD replied that as KMB route no. 274P (Tai Po Industrial Estate - Wu Kai Sha Station) is now providing bus services between Tai Po and Wu Kai Sha, there was no plan for TD to introduce new services. The route serves various locations in Ma On Shan and Tai Po, including Wu Kai Sha, Kam Ying Road, Ma On Shan Town Centre, Tai Po Town Centre, Fu Hang and Tai Po Industrial Estate. In considering the introduction of new bus service, TD would take into account a basket of factors, including the existing public transport network. As road and

transport resources are limited in Hong Kong, members of the public are encouraged to opt for the existing public transport services.

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

Complaints and Suggestions about Frequency and Regularity of Franchised Bus Services²⁹**Background**

Among the traffic matters raised in the complaints received by TCU, frequency and regularity of public transport services have long been one of the major areas of concern. In 2021, 1 749³⁰ and 5 514³¹ complaints about frequency and regularity of service were received, accounting for about 5%³⁰ and 17%³¹ of the total number of cases (32 512³²) received by TCU. Among them, majority were related to franchised bus (FB) services, that is 73%³³ (1 271³³) and 75%³⁴ (4 123³⁴) of such complaints. A breakdown of the complaints about FB services is at Annex J. This article focuses on the frequency and regularity of FB services. Reduced frequency and irregularity of services are likely to cause inconvenience to passengers or even hardship to those whose mobility rely mainly on bus services.

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

³⁰ Among the 1 749 complaints and suggestions, 382 complaints were received from one complainant. The number of complaints not including these cases is 1 367 (4% of the total number of cases).

³¹ Among the 5 514 complaints and suggestions, a total of 888 complaints were received from two complainants. The number of complaints not including these cases is 4 626 (15% of the total number of cases).

³² 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.

³³ Among the 1 271 complaints and suggestions, 382 complaints were received from one complainant. The number of complaints not including these cases is 889 (65%), representing an increase of 108.2% when compared with 427 cases (see footnote 37) in 2020.

³⁴ 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 (70%), representing an increase of 42.6% when compared with 2 268 cases (see footnote 38) in 2020.

The Complaints

2. The complaints reveal that passengers were mostly annoyed by the non-adherence to the service schedules as they were unable to estimate the waiting time and hence the total journey time. Complainants found it most unacceptable if service was irregular in the early morning when they were rushing to work or at night time when they were taking the last scheduled trip. They also had greater concerns about service regularity when there was only a limited choice of alternative means of public transport services (e.g. in remote areas such as the airport area), or the alternative means were less convenient or incurred higher costs.

3. The trend of complaints about frequency and regularity of FB services in the past five years is as follows –

<u>Year</u>	<u>No. of Complaints on Frequency</u>	<u>Difference</u>	<u>No. of Complaints on Regularity</u>	<u>Difference</u>
2017	306	-	2 204	-
2018	282	-7.8%	2 721	+23.5%
2019	384 ³⁵	+36.2% ³⁵	5 830 ³⁶	+114.3% ³⁶
2020	723 ³⁷	+88.3% ³⁷	3 472 ³⁸	-40.4% ³⁸
2021	1 271 ³³	+75.8% ³³	4 123 ³⁴	+18.8% ³⁴

³⁵ Among the 384 complaints and suggestions, 21 complaints were received from one complainant. The number of complaints not including these cases is 363, representing an increase of 28.7% when compared with 282 cases in 2018.

³⁶ Among the 5 830 complaints and suggestions, a total of 3 265 complaints were received from two complainants. The number of complaints not including these cases is 2 565, representing a decrease of 5.7% when compared with 2 721 cases in 2018.

³⁷ Among the 723 complaints and suggestions, a total of 296 complaints were received from two complainants. The number of complaints not including these cases is 427, representing an increase of 17.6% when compared with 363 cases (see footnote 35) in 2019.

³⁸ 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, representing a decrease of 11.6% when compared with 2 565 cases (see footnote 36) in 2019.

2022 (up to 31 Mar 2022)	492 ³⁹	-	1 211 ⁴⁰	-
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A breakdown of the cases by FB operators during the period from January to March 2022 is at Annex K.

4. There were 492³⁹ cases on frequency of FB services during the period from January to March 2022, representing 2.30³⁹ complaints/suggestions per million passenger journeys. These figures represent increases of 267.2%³⁹ and 379.2%³⁹ respectively when compared with 134 cases and 0.48 complaints/suggestions per million passenger journeys in the same quarter in 2021. On regularity of FB services, there were 1 211⁴⁰ cases during the period from January to March 2022, representing 5.67⁴⁰ complaints/suggestions per million passenger journeys. These figures represent increases of 40.2%⁴⁰ and 82.9%⁴⁰ respectively when compared with 864⁴¹ cases and 3.10⁴¹ complaints/suggestions per million passenger journeys in the same quarter in 2021.

5. Complainants opined that the magnitude of reduction in FB frequency was disproportionate to the drop in patronage under the 5th wave of the COVID-19 pandemic. Moreover, they complained about lost trips and irregularity of FB services which resulted in prolonged waiting time and crowded bus compartments. Complainants were also concerned that travelling in packed bus compartments with poor ventilation might increase the risk of contracting COVID-19. Some complainants expressed that FB operators should maintain the original service frequency rather than focusing on maintaining their financial

³⁹ Among the 492 complaints and suggestions, a total of 18 complaints were received from two complainants. The number of complaints not including these cases is 474, representing 2.22 complaints/suggestions per million passenger journeys. These figures represent increases of 253.7% and 362.5% respectively when compared with 134 cases and 0.48 complaints/suggestions per million passenger journeys in Q1 2021.

⁴⁰ Among the 1 211 complaints and suggestions, a total of 649 complaints were received from three complainants. The number of complaints not including these cases is 562, representing 2.63 complaints/suggestions per million passenger journeys. These figures represent decreases of 24.8% and 1.9% respectively when compared with 747 cases and 2.68 complaints/suggestions per million passenger journeys (see footnote 41) in Q1 2021.

⁴¹ Among the 864 complaints and suggestions, 117 complaints were received from one complainant. The number of complaints not including these cases is 747, representing 2.68 complaints/suggestions per million passenger journeys.

viability. Furthermore, FB operators should implement various preventive measures such as stepping up disinfection efforts and ensuring all bus captains and passengers wear face masks properly to combat COVID-19. Some complainants considered that the Transport Department (TD) should review whether franchises should be granted to those FB operators which had reduced their services disproportionately.

Measures to Improve the Situation

6. FB operators are required to apply to TD for temporary service adjustments. When considering FB operators' applications, TD has taken into account factors such as the magnitude of the changes in passenger demand, occupancy rates of the bus routes especially during peak hours, passenger waiting time after the proposed service adjustment, deployment of bus resources, and public acceptability of the proposed service reduction. TD also considered the absence situation of the bus captains of the FB operators who were contracted COVID-19 amid the severe pandemic. Notwithstanding the approvals for temporary service adjustments granted, FB operators are required to closely monitor the passenger demand and enhance their services when necessary in a timely manner to avoid crowdedness on board. TD has also been monitoring FB operators' service provision and the travelling pattern closely so that timely adjustments would be made in conjunction with the changing passenger demand.

7. Since the outbreak of COVID-19, there have been complaints that FB operators have not operated their services according to the approved schedules (including effecting frequency reduction without TD's prior approval), or could not swiftly enhance their services in response to sudden surge of demand. TD and FB operators have been working closely together to improve the services provided under the pandemic when passenger demand could change rapidly. For example, with the resumption of public services from 21 April 2022, TD has requested FB operators to resume most of the previously suspended bus services and to closely monitor and strengthen the bus service, in particular those approved for temporary frequency reduction, in order to meet the travelling need of commuters as appropriate.

8. TD will continue to closely monitor the performance of the FB operators through a multi-pronged approach comprising surveys and inspections, checking of operating records, and meetings with the FB operators to ensure service regularity and reliability.

9. Lastly, FB operators have stepped up their cleansing and disinfection measures to combat COVID-19. During their daily operation, FB operators strictly adhere to the cleansing and disinfection procedures including daily cleansing of bus compartment and staff resting room, providing disinfection hand gel inside bus compartment for passengers and cleansing of air-conditioner filter frequently. The operators also promote anti-epidemic messages via their websites, mobile apps, social media platforms, on board messages and electronic display panels to enhance the awareness of passengers. Besides, FB operators distribute face mask and provide alcohol-based handrub at bus termini for front line staff. Some operators also set up an information corner on staff intranet to issue notice and information about COVID-19 and remind staff to pay attention to personal hygiene. Individual bus companies have used the anti-microbial coating technology to conduct long-lasting disinfection work for their fleets, and equipped the air-conditioning systems of their fleets with electronic air filters to remove germs and dust, and additionally installed plasma air purifiers.

10. The Government also provides Rapid Antigen Test (RAT) kits to all FB operators, and FB operators have been asking all frontline staff to conduct RAT daily.

11. TCU will continue to closely monitor and follow up with the departments concerned regarding complaints about frequency and regularity of FB services.

Complaints and Suggestions Received by TCU

<u>Nature of Complaint/Suggestion</u> ⁽¹⁾⁽²⁾	<u>Same quarter in 2021 (1.1.21-31.3.21)</u>		<u>Previous quarter (1.10.21-31.12.21)</u>		<u>Current quarter (1.1.22-31.3.22)</u>	
I. Public Transport Services						
(a) Adequacy of service	340	[95]	829	[300]	884	[272]
(b) Standard of service	3 897	[13]	5 563	[8]	3 572	[11]
(c) General	137	[2]	139	[3]	132	[8]
	4 374⁽³⁾	[110] (80%)	6 531⁽³⁾	[311] (78%)	4 588⁽³⁾	[291] (81%)
II. Traffic Conditions						
(a) Traffic congestion	117		192	[7]	61	[2]
(b) Traffic management	42	[8]	46	[16]	18	[7]
(c) Additional traffic signs and aids	18	[7]	26	[13]	11	[3]
(d) Parking facilities	11	[1]	34	[7]	11	[2]
	188	[16] (3%)	298	[43] (3%)	101	[14] (2%)
III. Road Maintenance						
(a) Road conditions	18	[1]	20		13	
(b) Traffic signs and aids	52	[1]	175		73	[1]
(c) Carriageway markings	4		5		2	[1]
	74	[2] (1%)	200⁽³⁾	(2%)	88	[2] (1%)
IV. Enforcement						
(a) Illegal parking	583		970	[1]	566	[2]
(b) Other enforcement matters	231		339	[4]	295	[2]
	814	(15%)	1 309⁽³⁾	[5] (16%)	861	[4] (15%)
V. Miscellaneous	42	(1%)	70	[5] (1%)	39	(1%)
Total	5 492⁽³⁾	[128] (100%)	8 408⁽³⁾	[364] (100%)	5 677⁽³⁾	[311] (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.

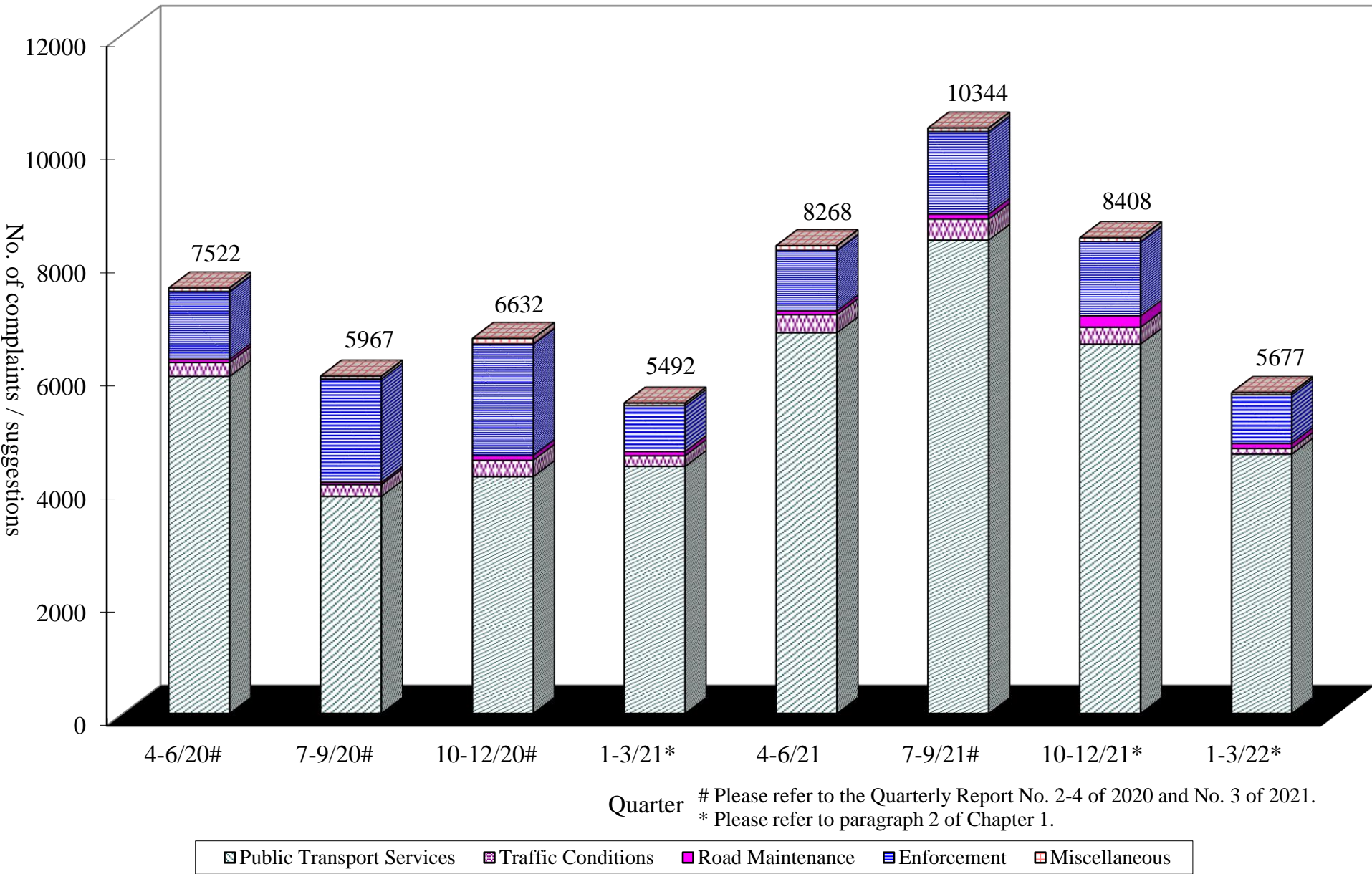
Complaints and Suggestions Received by TCU⁽¹⁾

<u>Nature of Complaint/Suggestion⁽²⁾⁽³⁾</u>	<u>Same quarter in 2021 (1.1.21-31.3.21)⁽⁴⁾</u>		<u>Previous quarter (1.10.21-31.12.21)⁽⁸⁾</u>		<u>Current quarter (1.1.22-31.3.22)⁽⁹⁾</u>	
I. Public Transport Services						
(a) Adequacy of service	340	[95]	745	[300]	866	[272]
(b) Standard of service	3 780	[13]	5 176	[8]	2 923	[11]
(c) General	137	[2]	139	[3]	132	[8]
	4 257⁽⁴⁾	[110] (79%)	6 060⁽⁵⁾	[311] (79%)	3 921⁽⁹⁾	[291] (78%)
II. Traffic Conditions						
(a) Traffic congestion	117		192	[7]	61	[2]
(b) Traffic management	42	[8]	46	[16]	18	[7]
(c) Additional traffic signs and aids	18	[7]	26	[13]	11	[3]
(d) Parking facilities	11	[1]	34	[7]	11	[2]
	188	[16] (4%)	298	[43] (4%)	101	[14] (2%)
III. Road Maintenance						
(a) Road conditions	18	[1]	20		13	
(b) Traffic signs and aids	52	[1]	31		73	[1]
(c) Carriageway markings	4		5		2	[1]
	74	[2] (1%)	56⁽⁶⁾	(1%)	88	[2] (2%)
IV. Enforcement						
(a) Illegal parking	583		817	[1]	566	[2]
(b) Other enforcement matters	231		339	[4]	295	[2]
	814	(15%)	1 156⁽⁷⁾	[5] (15%)	861	[4] (17%)
V. Miscellaneous	42	(1%)	70	[5] (1%)	39	(1%)
Total	5 375⁽⁴⁾	[128] (100%)	7 640⁽⁸⁾	[364] (100%)	5 010⁽⁹⁾	[311] (100%)

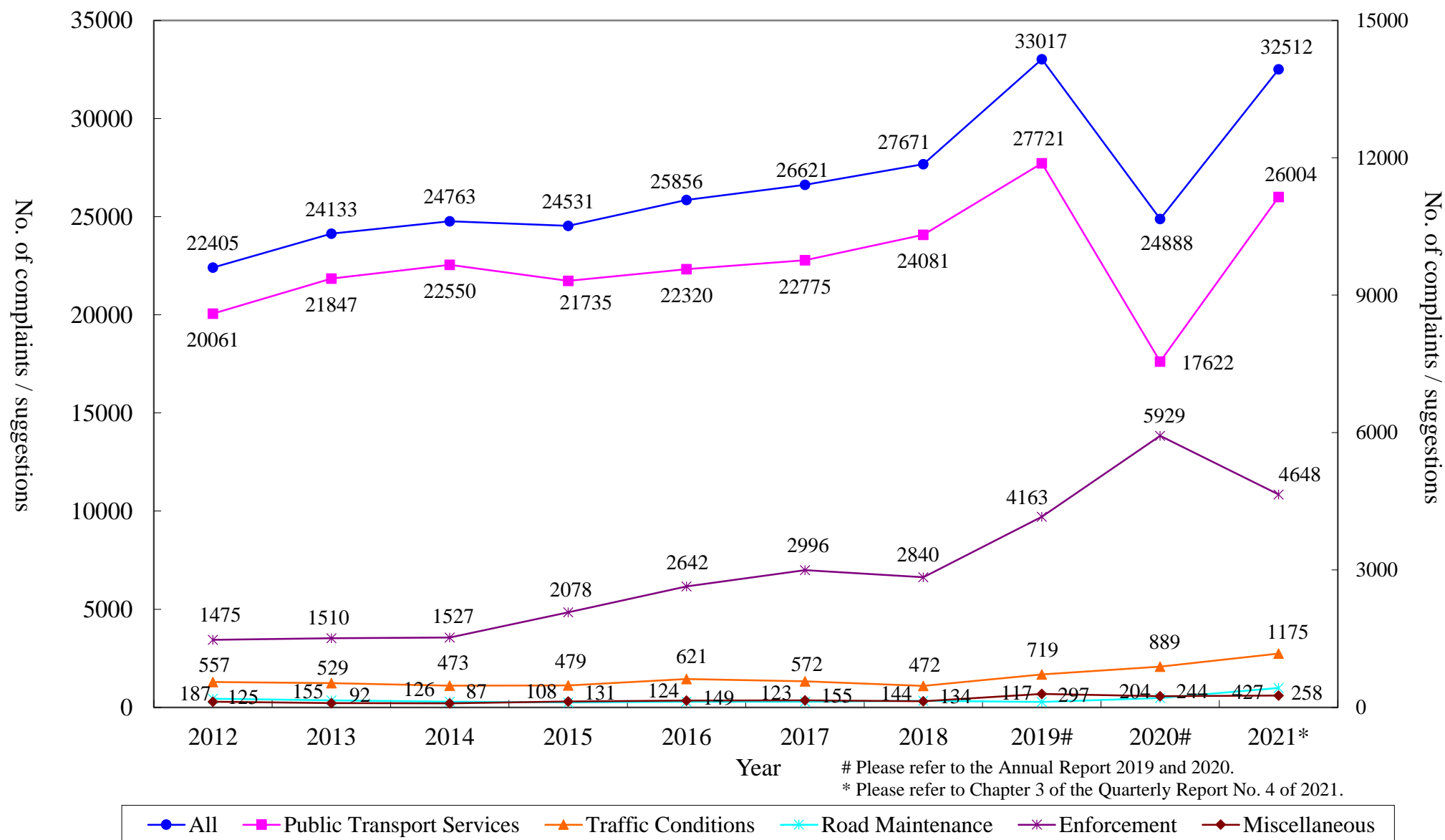
- Notes :**
- (1) The complaints received from individual complainants, who made more than 100 complaints in a quarter, were excluded. The figures concerned were given in relevant footnotes. Please see Annex A(i)(a) with these complaints included.
 - (2) Figures in square brackets are the number of pure 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) 117 complaints from one complainant were excluded.
 - (5) 471 complaints from one complainant were excluded.
 - (6) 144 complaints from one complainant were excluded.
 - (7) 153 complaints from one complainant were excluded.
 - (8) A total of 768 complaints from three complainants were excluded.
 - (9) A total of 667 complaints from three complainants were excluded.

Complaints and Suggestions Received by TCU

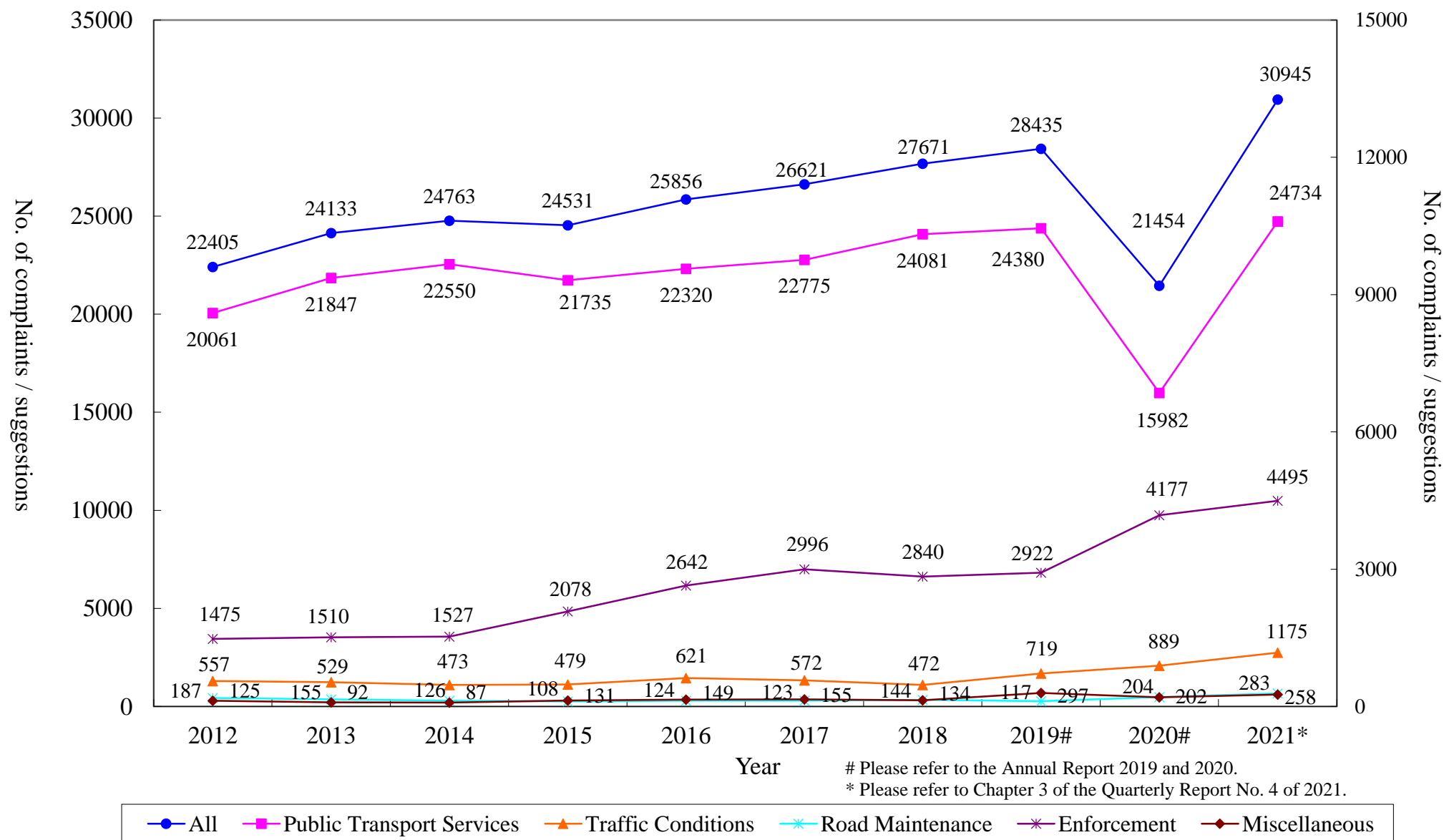
Annex A(ii)



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



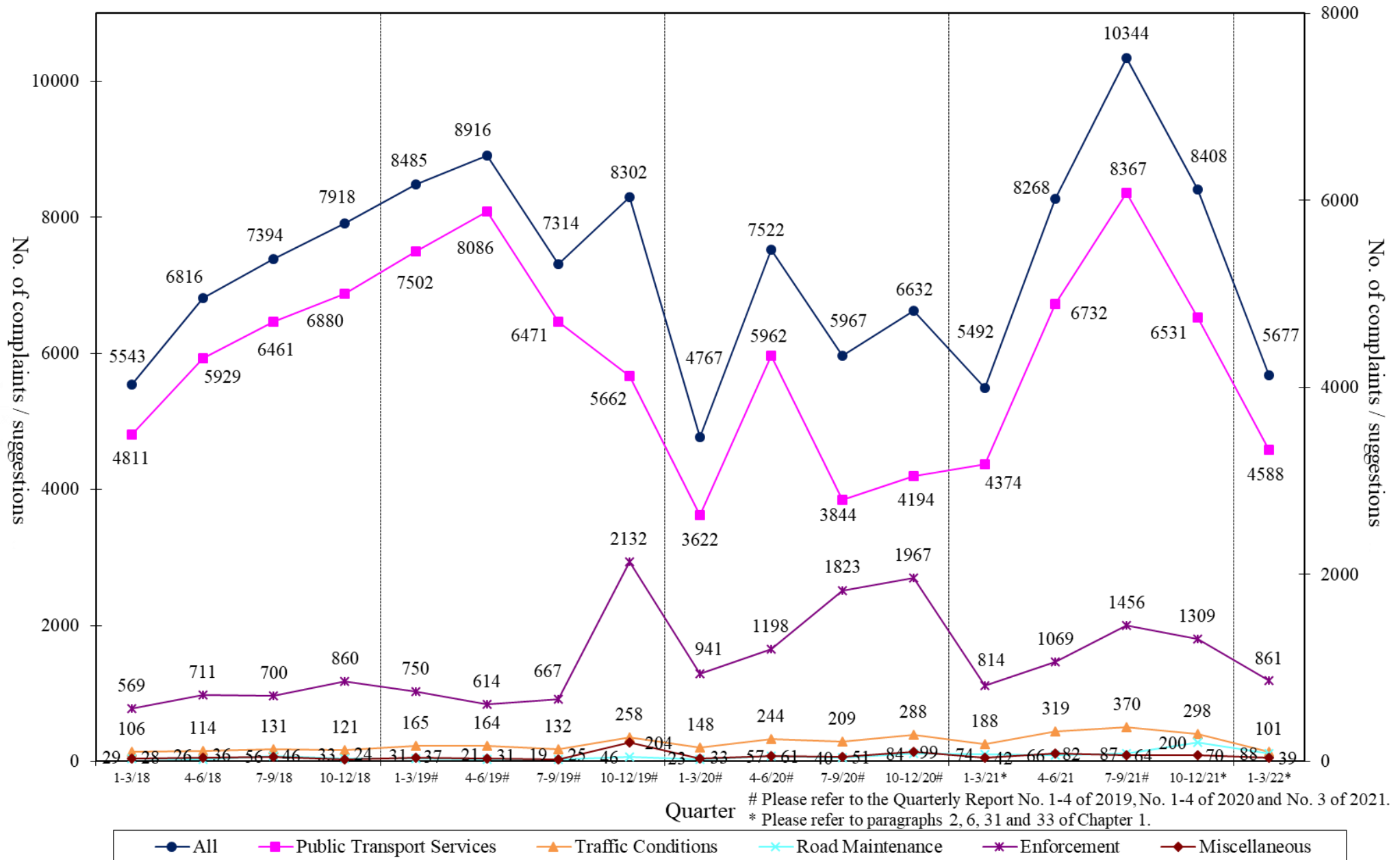
Trends of Complaints and Suggestions Received by TCU⁽¹⁾ (2012 - 2021)



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

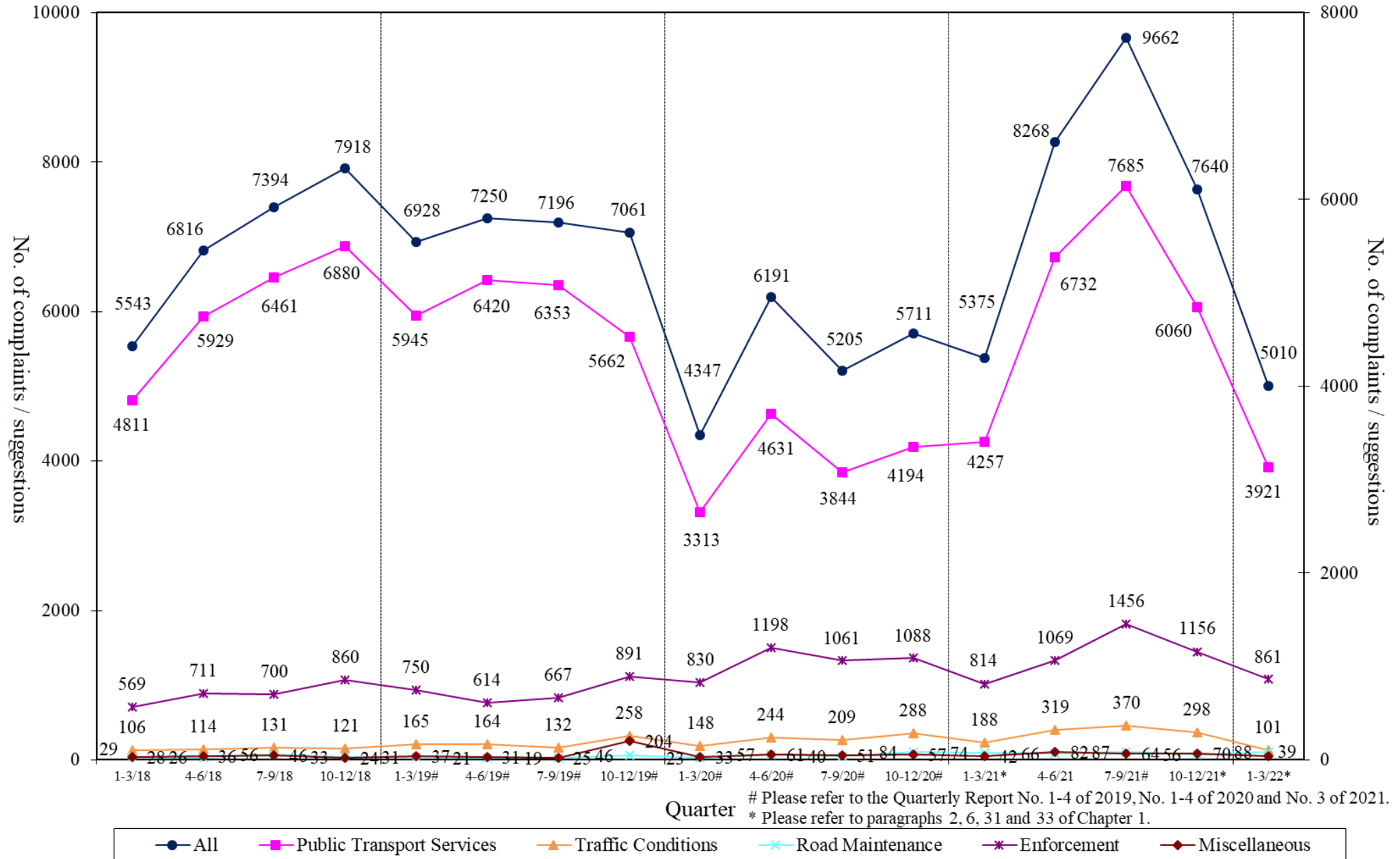
**Trends of Complaints and Suggestions Received by TCU
(January 2018 - March 2022)**

Annex B(ii)(a)



Trends of Complaints and Suggestions Received by TCU⁽¹⁾
(January 2018 - March 2022)

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
(January – March 2022)

Outcome of Investigation Nature of Complaint/ Suggestion	A1	A2	B	C	Total
I. Public Transport Services					
(a) Adequacy of service	4	868	3	-	875
(b) Standard of service	550	2 694	17	829	4 090
(c) General	23	96	-	7	126
	577	3 658	20	836	5 091
II. Traffic Conditions					
(a) Traffic congestion	24	120	-	1	145
(b) Traffic management	8	37	1	-	46
(c) Additional traffic signs/aids	-	14	1	1	16
(d) Parking facilities	1	22	-	-	23
	33	193	2	2	230
III. Road Maintenance					
(a) Road conditions	-	14	-	-	14
(b) Traffic signs and aids	31	43	-	-	74
(c) Carriageway markings	-	1	-	-	1
	31	58	-	-	89
IV. Enforcement					
(a) Illegal parking	580	192	-	1	773
(b) Other enforcement matters	11	140	1	93	245
	591	332	1	94	1 018
V. Miscellaneous	11	53	-	-	64
Total	1 243 (19%)	4 294 (66%)	23 (1%)	932 (14%)	6 492 (100%)
	5 537 (85%)				

Legend

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

**Summary of Results of Investigations into
Complaints and Suggestions on Public Transport Services
(January – March 2022)**

<div>Outcome of Investigation</div> <div>Mode of Transport</div>	A1	A2	B	C	Total
The Kowloon Motor Bus Company (1933) Limited	46	910	1	6	963
Citybus Limited (Franchise 1)	58	353	5	2	418
Citybus Limited (Franchise 2)	17	22	1	-	40
New World First Bus Services Limited	60	506	-	2	568
New Lantao Bus Company (1973) Limited	1	18	-	1	20
Long Win Bus Company Limited	-	56	-	-	56
Cross-harbour Bus Services	1	471	1	-	473
Non-franchised Bus Services	21	52	1	-	74
Green Minibus	240	675	1	15	931
Red Minibus	64	4	1	4	73
Taxi	9	497	8	803	1 317
MTR Corporation Limited (Excluding Light Rail)	36	67	-	1	104
MTR Corporation Limited (Light Rail)	10	13	-	-	23
The Hongkong Tramways Limited	4	4	-	1	9
Sun Ferry Services Company Limited	5	3	-	-	8
The “Star” Ferry Company Limited	1	1	-	-	2
Minor Ferries	4	6	1	1	12
Total	577 (11%)	3 658 (72%)	20 (1%)	836 (16%)	5 091 (100%)
	4 235 (83%)				

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
(January – March 2022)**

I. Public Transport Services

- Add a queueing signage at a bus stop at Chatham Road North northbound near Shansi Street to facilitate passengers queuing.
- Introduce a special departure of bus route no. 279B from Luen Wo Hui to Kwai Hing Station to meet the demand of passengers.

II. Traffic Management

Hong Kong Island

- Add a “Keep Clear” road marking at the vehicular access of South China Athletic Association Sports Centre at Caroline Hill Road to prevent vehicle obstruction.
- Add a “No U-turn” traffic sign at Queen’s Road East westbound at its junction with Stubbs Road to remind motorists not to U-turn to Queen’s Road East eastbound.
- Add a “No U-turn” traffic sign at King’s Road westbound near Shipyard Lane to remind motorists not to U-turn to King’s Road eastbound.
- Designate 24-hour “No Stopping” restriction zone at Hennessy Road near East Point Centre to prevent vehicle obstruction.
- Designate “No Stopping” restriction zone at Hennessy Road near Hennessy Road Government Primary School to improve traffic flow.

Kowloon

- Increase the intergreen time of traffic lights for right turn traffic from Hung Lok Road onto Hung Lai Road and Hung Lai Road eastbound to improve road safety.

- Increase the pedestrian green time of a traffic light at Shing Kai Road eastbound near Muk On Street to facilitate pedestrians crossing the road.

New Territories

- Increase the vehicular green time of traffic lights at the junction of On Po Road and On Chee Road near Tai Po Central Bus Terminus during morning rush hours from Mondays to Saturdays to facilitate buses leaving the bus terminus and enhance road safety.

Complaints and Suggestions on Public Transport Services
(January – March 2022)

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	68	11	4	332	3	5	69	5	28	-	-	10	4	-	7	-	2	548
(2) Routeing	121	36	8	32	3	15	48	4	12	-	-	-	-	-	2	1	-	282
(3) Hours of operation	12	3	-	3	-	-	4	1	4	-	-	-	-	1	-	1	-	29
(4) Provision of stops	14	1	-	-	-	-	3	-	7	-	-	-	-	-	-	-	-	25
Sub-total	215	51	12	367	6	20	124	10	51	-	-	10	4	1	9	2	2	884
(B) Standard of Service																		
(1) Regularity of service	937	81	5	55	3	5	125	9	176	-	-	2	1	1	-	-	4	1404
(2) Adherence to routing	4	-	1	1	-	-	3	1	31	-	173	-	-	1	-	-	-	215
(3) Improper driving behavior	159	14	4	12	3	5	30	8	145	27	279	1	4	4	-	-	1	696
(4) Conduct & performance of staff (including drivers)	88	17	5	24	2	8	49	2	193	8	407	24	3	-	4	1	4	839
(5) Overcharging	3	-	-	-	-	-	-	1	20	1	85 *	-	-	-	-	-	-	110
(6) Cleanliness	2	5	-	-	-	-	3	-	8	-	-	2	-	-	-	-	-	20
(7) Conditions of vehicles/vessels	7	2	1	1	-	-	4	3	11	1	6	1	2	-	-	-	-	39
(8) Passenger services & facilities	86	48	3	12	5	7	26	16	18	3	1	16	3	-	2	-	3	249
Sub-total	1286	167	19	105	13	25	240	40	602	40	951	46	13	6	6	1	12	3572
(C) General	18	4	1	-	2	-	9	3	16	16	62	-	-	-	1	-	-	132
Total this quarter	1519	222	32	472	21	45	373	53	669	56	1013	56	17	7	16	3	14	4588
Grand-total	(2684)							(1791)				(80)			(33)			
Total previous quarter	1205	416	46	521	25	61	537	80	1119	84	2223	148	28	17	6	2	13	6531
Total same quarter in 2021	901	277	39	320	27	41	338	56	817	57	1301	148	14	19	4	-	15	4374

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⁽¹⁾
(January – March 2022)

Annex E(i)(b)

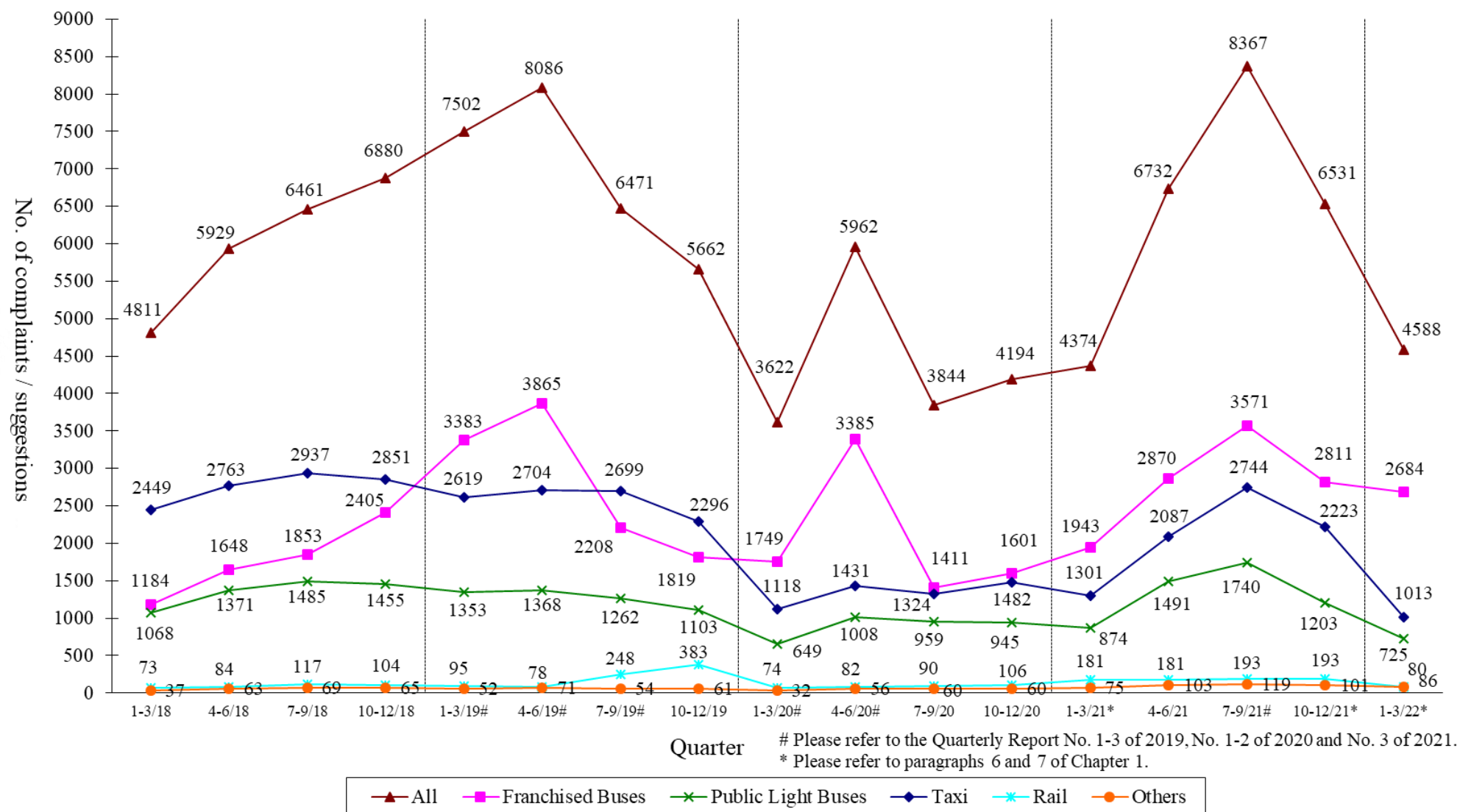
Legend

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

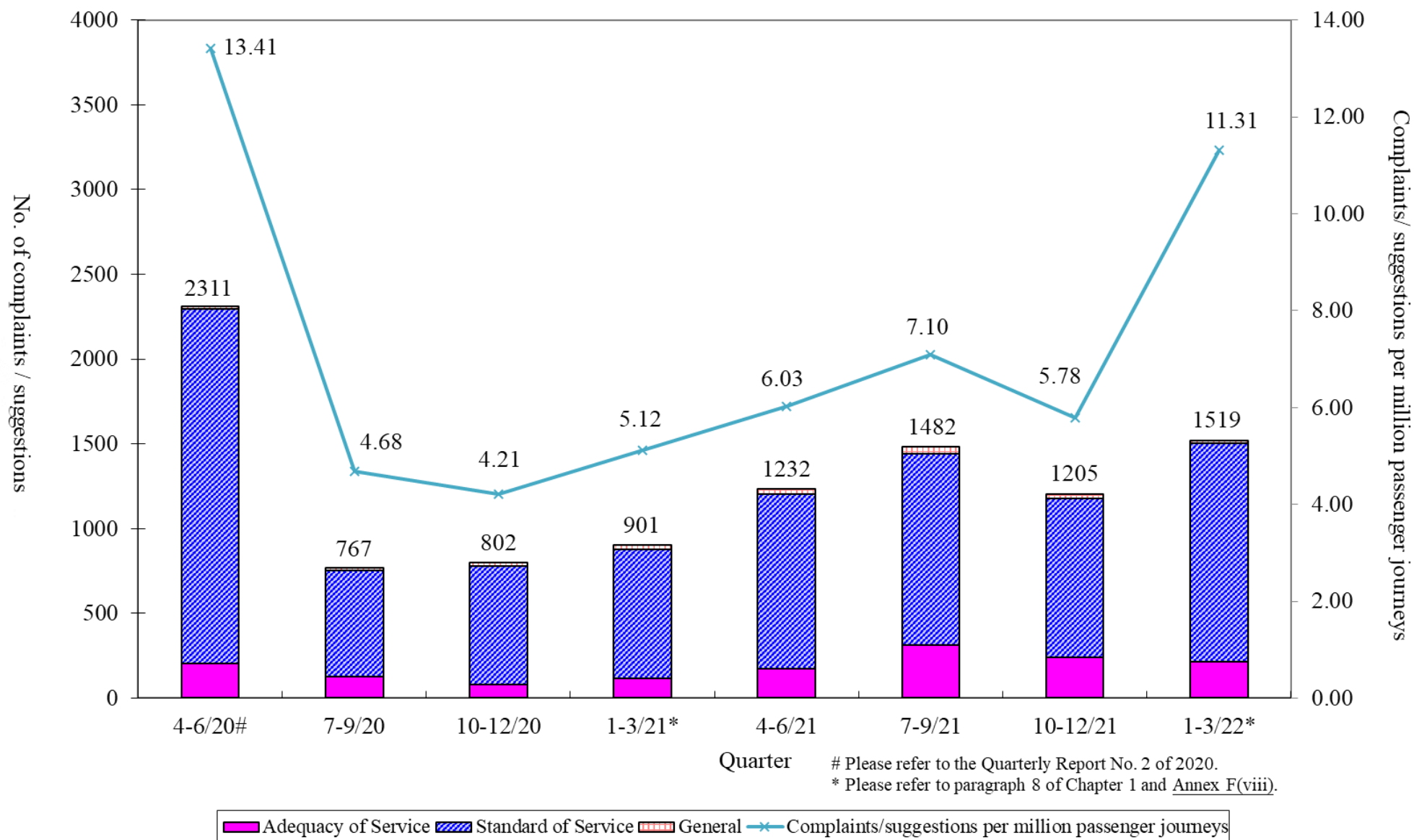
Mode Nature of Complaint/Suggestion	Vehicular Transport							Total/ Sub-total
	Franchised Buses							
	KMB ⁽¹⁾	CTB1 ⁽¹⁾	CTB2	FB ⁽¹⁾	NLB	LWB	XHT ⁽¹⁾	
(A) <u>Adequacy of Service</u>								
(1) Frequency/carrying capacity	68	11	4	332	3	5	51	474
(2) Routeing	121	36	8	32	3	15	48	263
(3) Hours of operation	12	3	-	3	-	-	4	22
(4) Provision of stops	14	1	-	-	-	-	3	18
Sub-total	215	51	12	367	6	20	106	777
(B) <u>Standard of Service</u>								
(1) Regularity of service	439	13	5	35	3	5	62	562
(2) Adherence to routeing	4	-	1	1	-	-	3	9
(3) Improper driving behavior	159	14	4	12	3	5	30	227
(4) Conduct & performance of staff (including drivers)	88	17	5	24	2	8	49	193
(5) Overcharging	3	-	-	-	-	-	-	3
(6) Cleanliness	2	5	-	-	-	-	3	10
(7) Conditions of vehicles	7	2	1	1	-	-	4	15
(8) Passenger services & facilities	86	48	3	12	5	7	26	187
Sub-total	788	99	19	85	13	25	177	1206
(C) <u>General</u>	18	4	1	-	2	-	9	34
Total this quarter	1021	154	32	452	21	45	292	2017
Grand-total	(2017)							
Total previous quarter	1205	193	46	357	25	61	453	2340
Total same quarter in 2021	788	277	39	320	27	41	334	1826

Note : (1) A total of 667 complaints (498 about KMB, 68 about CTB1, 20 about FB and 81 about XHT) received from three complainant during the quarter were excluded.
Please see Annex E(i)(a) with these complaints included.

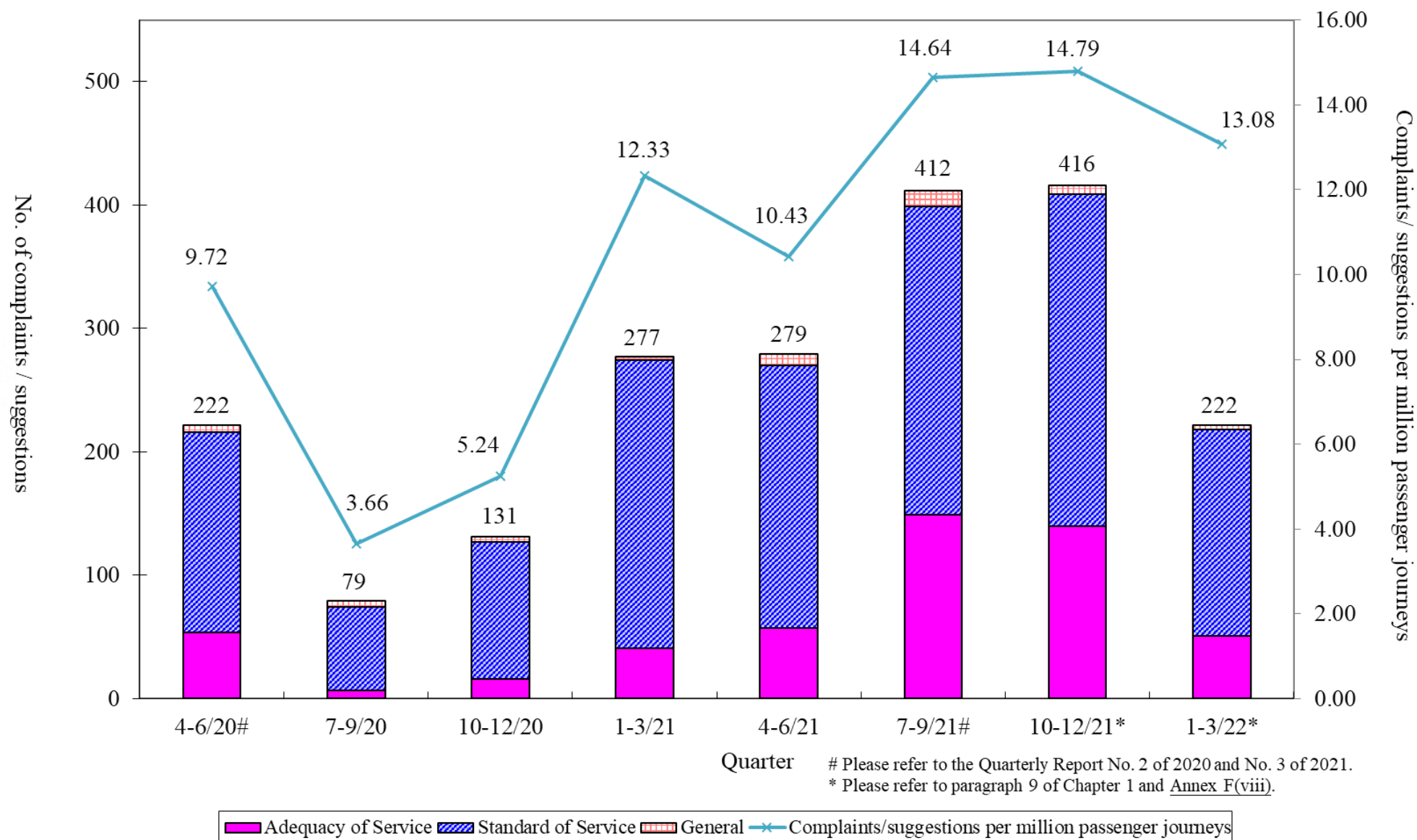
Trends of Complaints and Suggestions on Public Transport Services (January 2018 - March 2022)



Complaints and Suggestions on the Services of Kowloon Motor Bus Company (1933) Limited in the Past Eight Quarters **Annex F(i)**

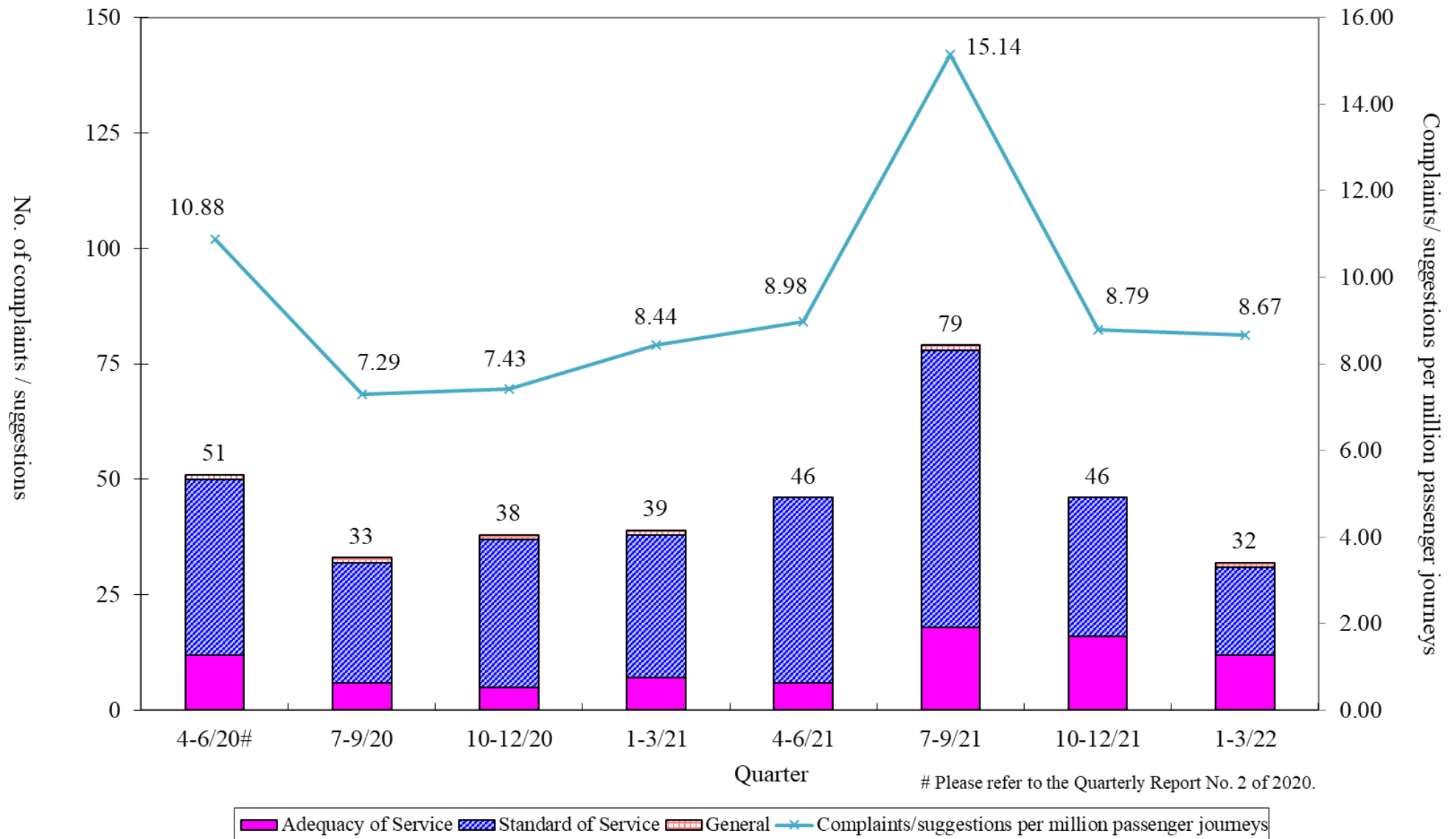


**Complaints and Suggestions on the Services of Citybus Limited (Franchise 1)
in the Past Eight Quarters**

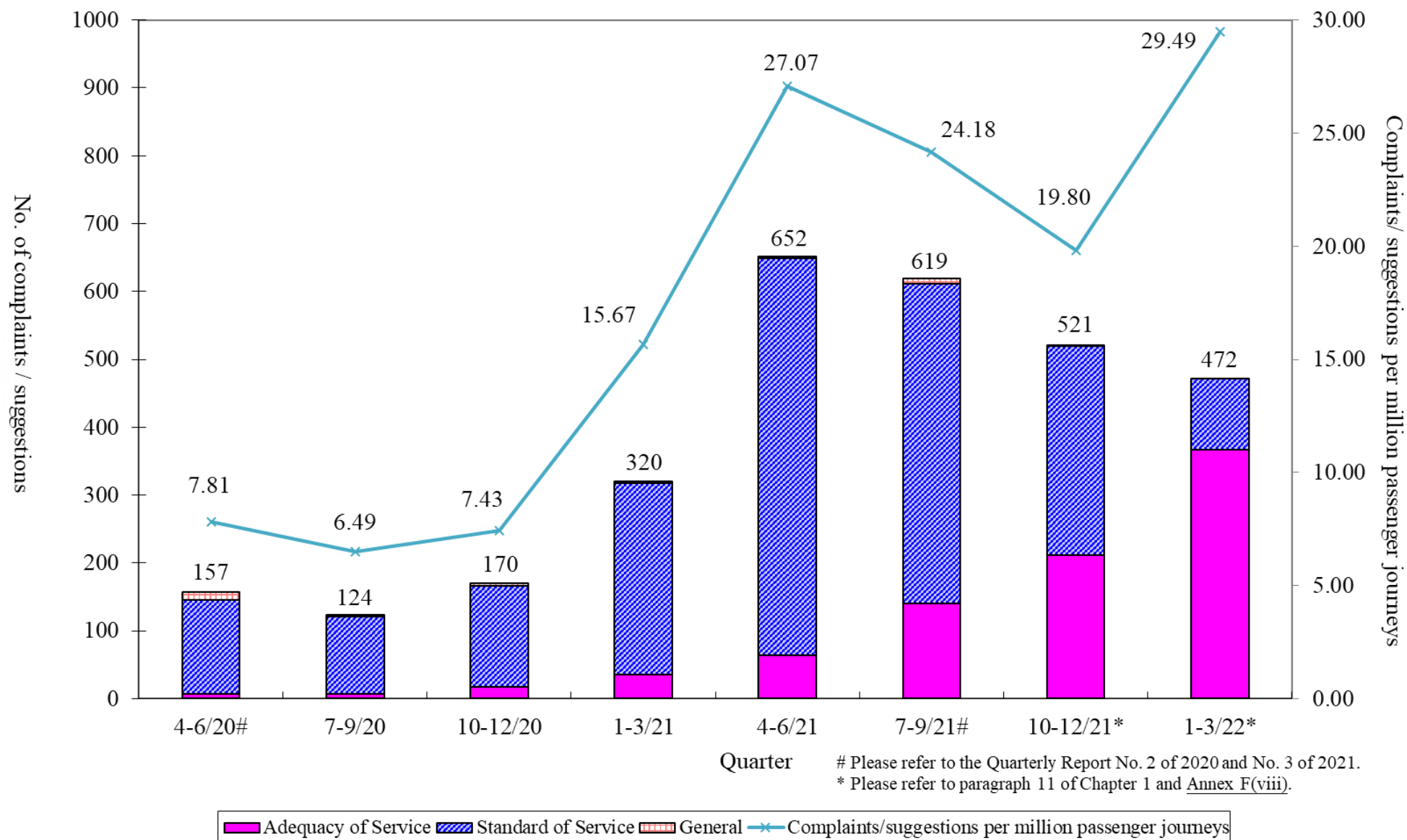


Complaints and Suggestions on the Services of Citybus Limited (Franchise 2) in the Past Eight Quarters

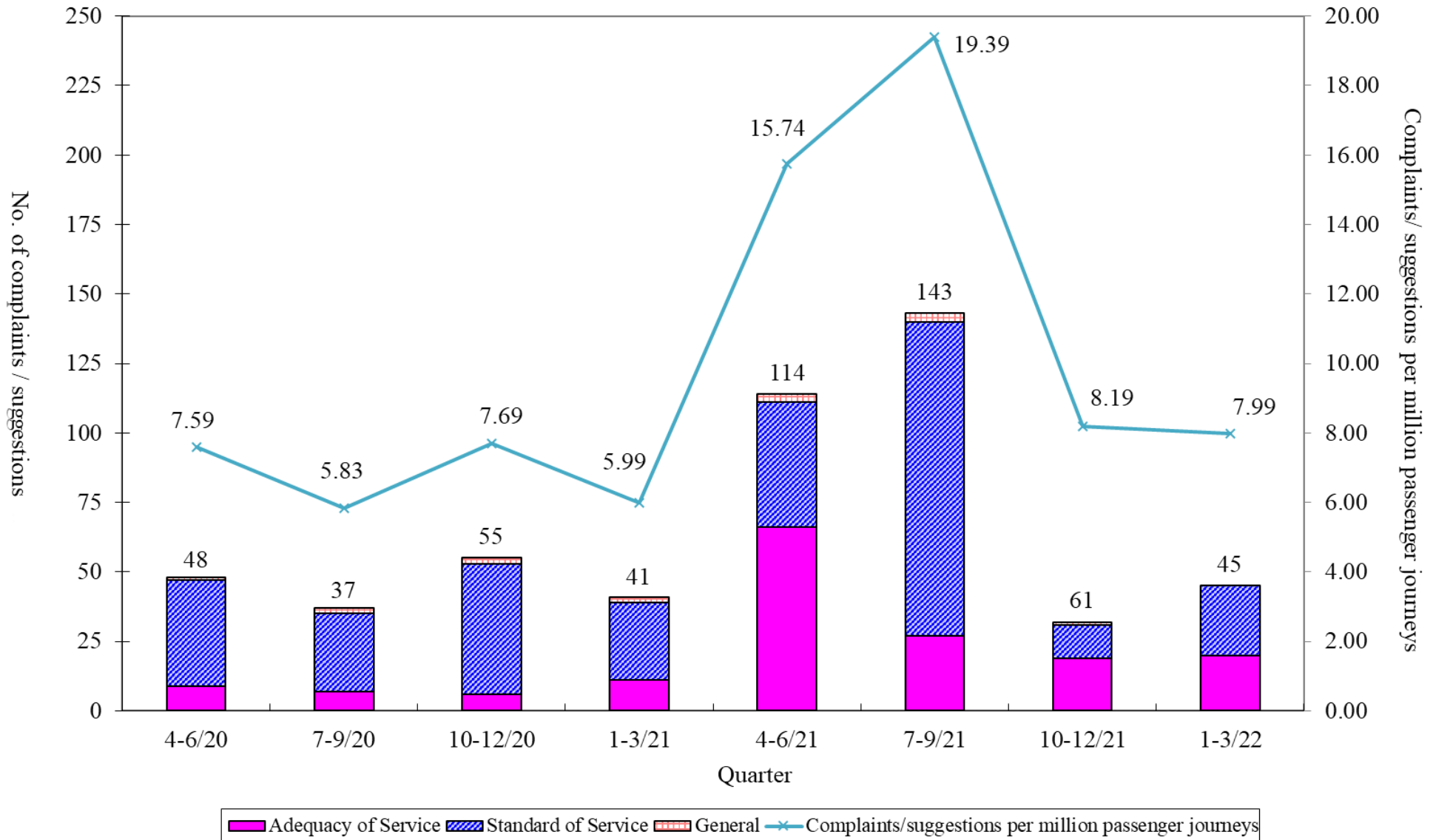
Annex F(iii)



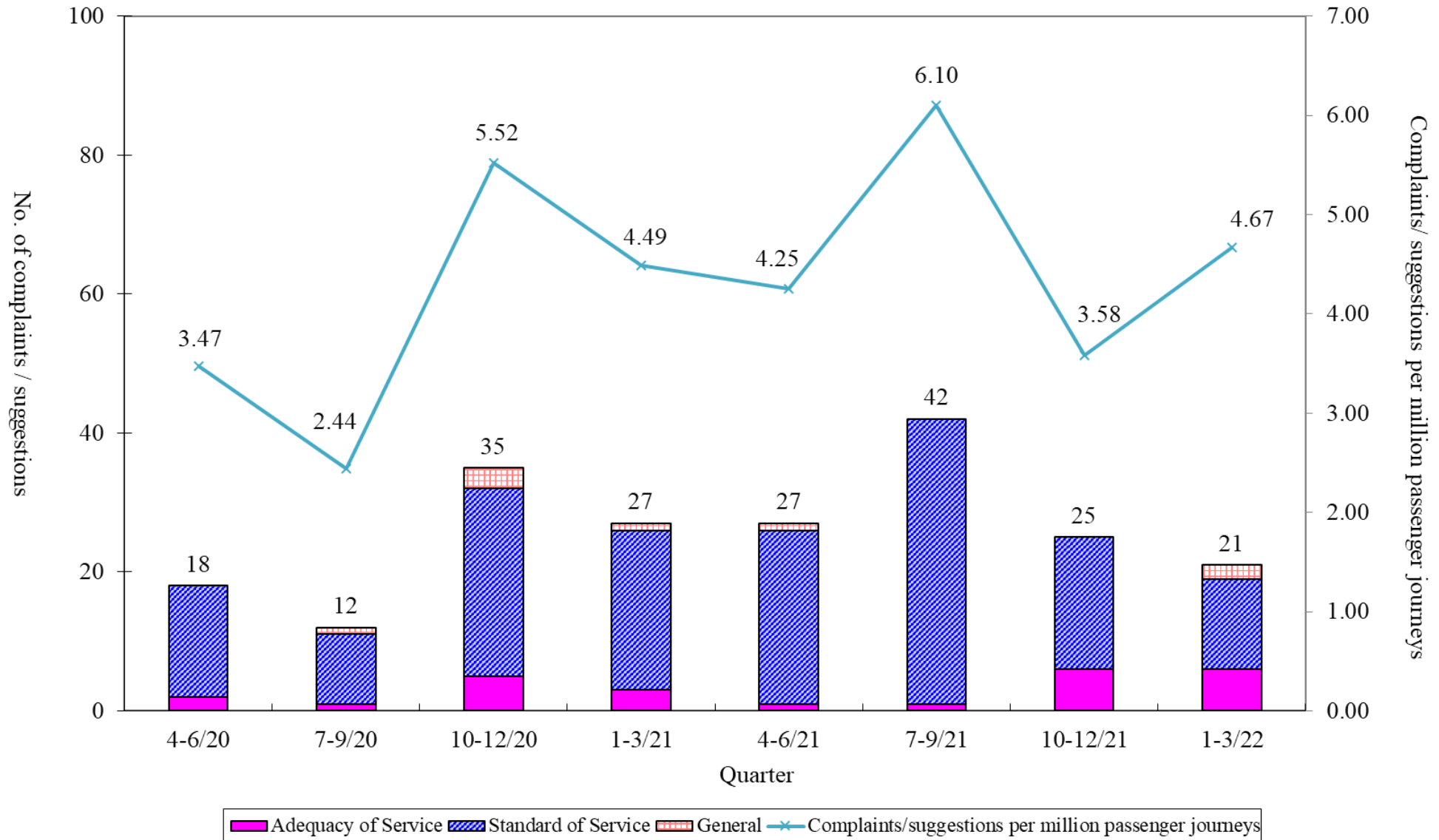
**Complaints and Suggestions on the Services of New World First Bus Services Limited
in the Past Eight Quarters**



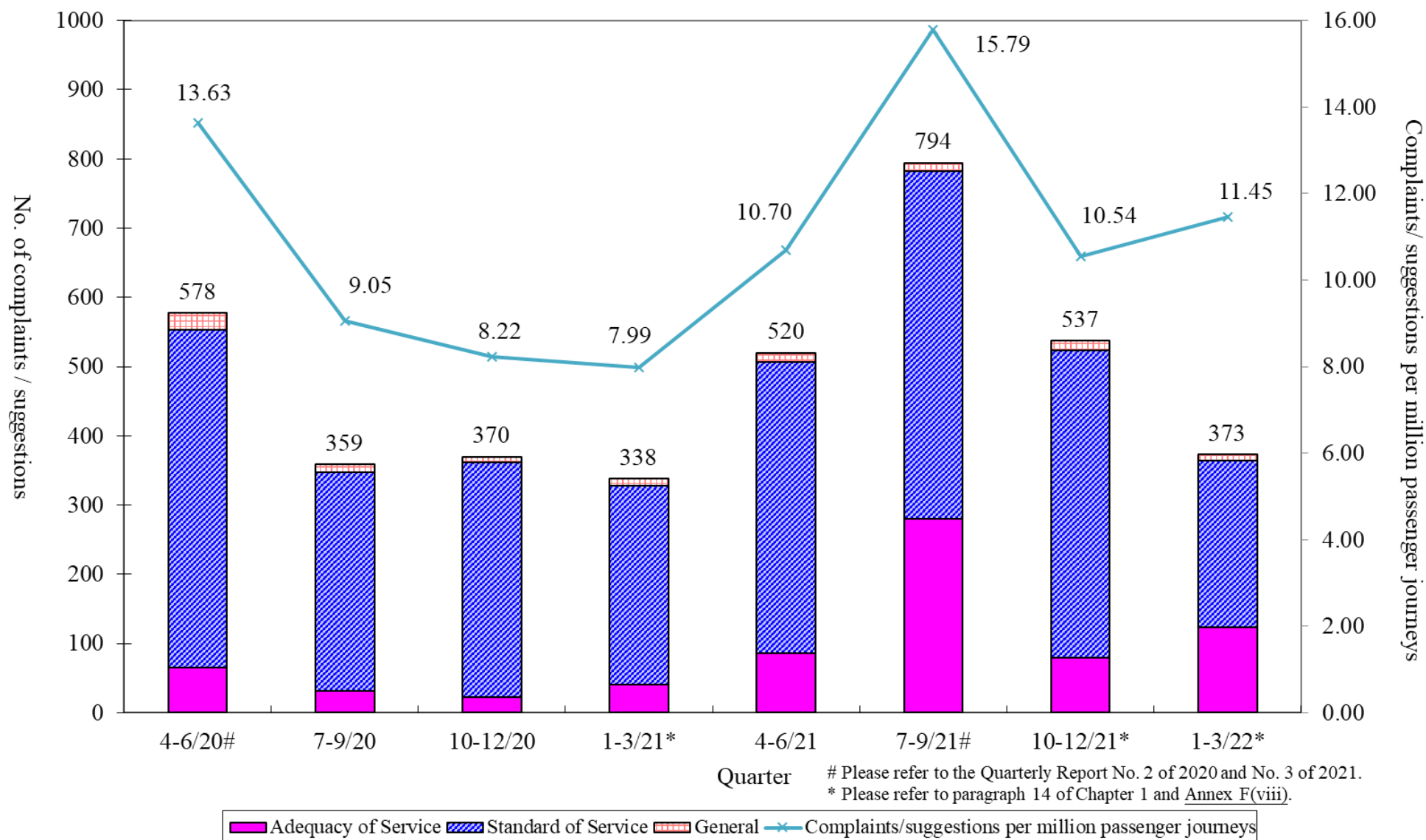
Complaints and Suggestions on the Services of Long Win Bus Company Limited in the Past Eight Quarters



**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**



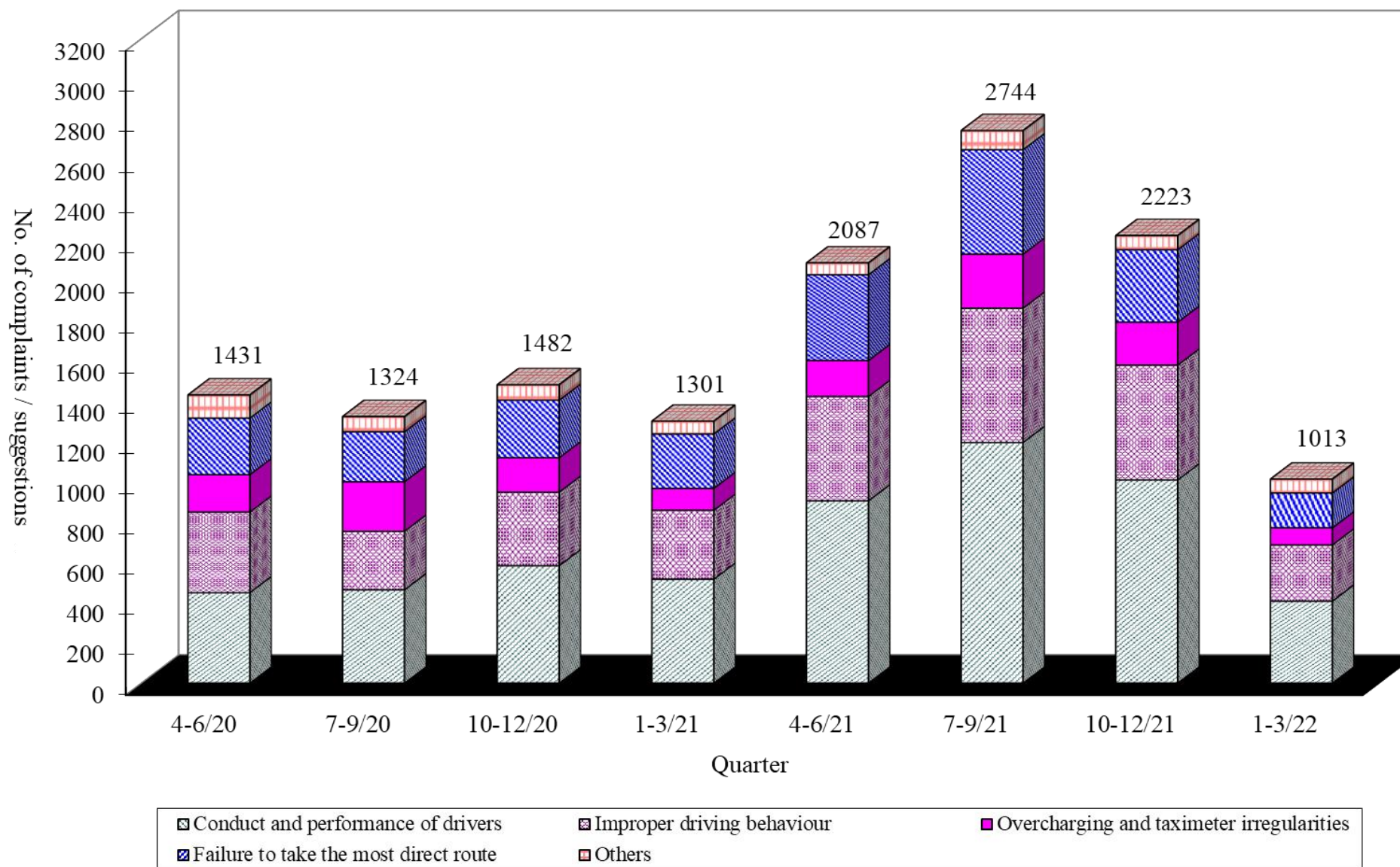
Breakdown of Complaints and Suggestions on Franchised Bus Services
(January – March 2022)

<u>Bus Company</u>	<u>Number of complaints/ suggestions⁽²⁾</u>	<u>Number of complaints/ suggestions per million passenger journeys</u>
The Kowloon Motor Bus Company (1933) Limited (KMB)	1 519 (1 021)	11.31 (7.60)
Citybus Limited (Franchise 1) (CB1)	222 (154)	13.08 (9.08)
Citybus Limited (Franchise 2) (CB2)	32	8.67
New World First Bus Services Limited (NWFB)	472 (452)	29.49 (28.24)
New Lantao Bus Company (1973) Limited	21	4.67
Long Win Bus Company Limited	45	7.99
Cross-harbour Bus Services ⁽¹⁾	373 (292)	11.45 (8.96)
Total	2 684 (2 017)	12.56 (9.44)

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) A total of 667 complaints (498 about KMB, 68 about CB1, 20 about NWFB and 81 about cross-harbour bus services) were received from three complainants. 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

<u>Nature of Complaint/Suggestion</u>	<u>Same quarter in 2021 (1.1.21-31.3.21)</u>	<u>Previous quarter (1.10.21-31.12.21)</u>	<u>Current quarter (1.1.22-31.3.22)</u>
(a) Conduct and performance of drivers			
(i) Behaving other than in a civil & orderly manner	216	346	185
(ii) Refusing hire	239	560	187
(iii) Soliciting passengers	2	1	-
(iv) Refusing to drive to destination	45	85	29
(v) Failure to display driver identity plate	11	16	4
(vi) Failure to display driver identity plate properly	3	1	2
Sub-total	516	1 009	407
(b) Improper driving behaviour	342	570	279
(c) Overcharging	82	166	62
(d) Taximeter irregularities	27	47	23
(e) Failure to take the most direct route	270	360	173
(f) Others*	64	71	69
Total	1 301	2 223	1 013

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

Complaints and Suggestions on Traffic and Road Conditions
(January – March 2022)

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	6	2	5	3	7	4	7	7	2	1	4	2	4	3	1	1	1	1	61
(b) Traffic management	-	3	-	1	4	1	1	-	-	1	-	2	-	2	1	1	-	-	18
(c) Additional traffic signs and aids	-	-	-	-	1	-	2	-	-	1	1	-	2	2	1	1	-	-	11
(d) Parking facilities	1	-	1	-	1	1	-	-	1	-	-	1	-	2	-	1	2	-	11
Sub-total	7	5	6	4	13	6	10	7	3	3	5	5	6	9	3	4	3	1	101
<u>Road Maintenance</u>																			
(a) Road conditions	2	-	1	-	2	4	-	-	1	-	-	-	2	-	-	-	-	1	13
(b) Traffic signs & aids	5	13	12	-	3	2	1	2	10	2	4	4	8	3	1	2	1	-	73
(c) Carriageway markings	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	1	-	2
Sub-total	7	13	13	-	5	6	1	2	11	2	4	4	10	3	2	2	2	1	88
<u>Enforcement</u>																			
(a) Illegal parking	24	38	13	15	41	9	26	57	33	12	19	116	45	27	20	34	29	6	566
(b) Other enforcement matters	9	11	4	2	17	16	24	16	40	11	11	16	29	34	14	13	20	2	295
Sub-total	33	49	17	17	58	25	50	73	73	23	30	132	74	61	34	47	49	8	861
Total	47	67	36	21	76	37	61	82	87	28	39	141	90	73	39	53	54	10	1050

Complaints and Suggestions on Franchised Bus Services

<u>Nature of Complaint/Suggestion</u>	<u>2021</u> <u>Jan - March⁽³⁾</u>	<u>2022</u> <u>Jan - March⁽³⁾</u>	<u>Difference</u>
(A) Adequacy of Service			
(1) Frequency	134	492 [474]	+267.2% [+253.7%]
(2) Routeing ⁽¹⁾	98	263	+168.4%
(3) Hours of operation	13	22	+69.2%
(4) Provision of stops	11	18	+63.6%
Sub-total	256	795 [777]	+210.5% [+203.5%]
(B) Standard of Service			
(1) Regularity of service	864 [747]	1 211 [562]	+40.2% [-24.8%]
(2) Adherence to routeing	11	9	-18.2%
(3) Improper driving behaviour	270	227	-15.9%
(4) Conduct and performance of staff (including drivers)	339	193	-43.1%
(5) Overcharging	1	3	+200.0%
(6) Cleanliness	8	10	+25.0%
(7) Conditions of vehicles	22	15	-31.8%
(8) Passenger services and facilities	129	187	+45.0%
Sub-total	1 644 [1 527]	1 855 [1 206]	+12.8% [-21.0%]
(C) General⁽²⁾	43	34	-20.9%
Total	1 943⁽³⁾ [1 826]	2 684⁽³⁾ [2 017]	+38.1% [+10.5%]

Notes: (1) Among the 98 and 263 cases, 70 and 223 pure suggestions about franchised bus routeing were received from a member of the public.

(2) These complaints are mainly related to obstruction caused by vehicles providing franchised bus services.

(3) Among these cases, 117 complaints were received from one complainant in Q1 2021 and a total of 667 complaints were received from three complainants in Q1 2022 respectively. The figures not including these cases are in square brackets.

Complaints on Frequency and Regularity of Franchised Bus Services⁽¹⁾⁽²⁾
(January – March 2022)

<u>Operator/Service</u>	<u>No. of Complaints on Frequency</u>		<u>No. of Complaints on Regularity</u>	
The Kowloon Motor Bus Company (1933) Limited	68	(0.51)	937 ⁽⁶⁾	(6.98)
			[439]	[3.27]
Citybus Limited (Franchise 1)	11	(0.65)	81 ⁽⁷⁾	(4.77)
			[13]	[0.77]
Citybus Limited (Franchise 2)	4	(1.08)	5	(1.35)
The New World First Bus Services Limited	332	(20.74)	55 ⁽⁸⁾	(3.44)
			[35]	[2.19]
The New Lantao Bus Company (1973) Limited	3	(0.67)	3	(0.67)
Long Win Bus Company Limited	5	(0.89)	5	(0.89)
Cross-harbour Bus Services ⁽³⁾	69 ⁽⁴⁾	(2.12)	125 ⁽⁹⁾	(3.84)
	[51]	[1.57]	[62]	[1.90]
Total	492 ⁽⁵⁾	(2.30)	1 211 ⁽¹⁰⁾	(5.67)
	[474]	[2.22]	[562]	[2.63]

- 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 69 complaints and suggestions, a total of 18 complaints were received from two complainants.
 - (5) Among the 492 complaints and suggestions, a total of 18 complaints were received from two complainants.
 - (6) Among the 937 complaints and suggestions, a total of 498 complaints were received from two complainants.
 - (7) Among the 81 complaints and suggestions, 68 complaints were received from one complainant.
 - (8) Among the 55 complaints and suggestions, 20 complaints were received from one complainant.
 - (9) Among the 125 complaints and suggestions, a total of 63 complaints were received from three complainants.
 - (10) Among the 1 211 complaints and suggestions, a total of 649 complaints were received from three complainants.

**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.