

**QUARTERLY REPORT No. 1 of 2023**

**by the**

**TRANSPORT COMPLAINTS UNIT**

**of the**

**TRANSPORT ADVISORY COMMITTEE**

**for the period**

**1 January 2023 – 31 March 2023**

**Hotline : 2889 9999**

**Faxline No. : 2577 1858**

**Website : [www.tcu.gov.hk](http://www.tcu.gov.hk)**

**E-mail : [info@tcu.gov.hk](mailto:info@tcu.gov.hk)**

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

This is the first quarterly report for 2023 covering the period from 1 January to 31 March 2023.

### **Yearly and Quarterly Trends**

2.            During the quarter, the Transport Complaints Unit (TCU) received 9 798<sup>2</sup> complaints and suggestions, including 352<sup>3</sup> pure suggestions. About 80% (7 844) of the cases were received through TCU Complaint/Suggestion Webforms and email, 19% (1 903) 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 3.8%<sup>2</sup> as compared with 10 190<sup>4</sup> cases in the previous quarter and an increase of 72.6%<sup>2</sup> as compared with 5 677<sup>5</sup> cases in the same quarter in 2022. 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 (2013-2022) is at Annex B(i). Another graph showing the trends of complaints and suggestions received, by quarter, since 2019

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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 9 798 complaints and suggestions, a total of 739 complaints were received from four complainants. The number of complaints not including these cases is 9 059, representing an increase of 3.6% when compared with 8 743 cases (see footnote 4) in the previous quarter and an increase of 80.8% when compared with 5 010 cases (see footnote 5) in the same quarter in 2022. A breakdown of the complaints not including these cases is at Annex A(i)(b).

<sup>3</sup> Among the 352 pure suggestions, 219 pure suggestions about public transport routeing were received from a member of the public. The number of pure suggestions not including these cases is 133.

<sup>4</sup> Among the 10 190 complaints and suggestions, a total of 1 447 complaints were received from six complainants. The number of complaints not including these cases is 8 743.

<sup>5</sup> 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.

is at Annex B(ii).

4. During the quarter, investigations into 8 114 cases (including some outstanding cases from previous quarters) were completed. Of these, 6 721 cases (82%) were found to be substantiated, 19 cases (less than 1%) unsubstantiated, and the remaining 1 374 cases (17%) 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 2023, the Police reported the latest developments on 456<sup>6</sup> cases previously referred to them. Among these cases, 56<sup>6</sup> drivers were summonsed.

5. During the same period, relevant government departments and public transport operators took on board 12 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 Chairperson 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 8 680<sup>7</sup> cases, representing an increase of 2.8%<sup>7</sup> as compared with 8 441<sup>8</sup> cases in the previous quarter and an increase of 89.2%<sup>7</sup> as compared with 4 588<sup>9</sup> cases in the same quarter in 2022. A breakdown of the complaints and

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

<sup>7</sup> Among the 8 680 complaints and suggestions, a total of 739 complaints were received from four complainants. The number of complaints not including these cases is 7 941, representing an increase of 3.6% when compared with 7 662 cases (see footnote 8) in the previous quarter and an increase of 102.5% when compared with 3 921 cases (see footnote 9) in the same quarter in 2022. A breakdown of the complaints not including these cases is at Annex E(i)(b).

<sup>8</sup> Among the 8 441 complaints and suggestions, a total of 779 complaints were received from five complainants. The number of complaints not including these cases is 7 662.

<sup>9</sup> 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.

suggestions received during the quarter is at Annex E(i). A graph showing the trends of complaints and suggestions received, by quarter, since 2019 is at Annex E(ii).

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

7. A total of 4 297<sup>10</sup> complaints and suggestions on franchised bus services were received during the quarter, representing a decrease of 4.9%<sup>10</sup> as compared with 4 518<sup>11</sup> cases in the previous quarter and an increase of 60.1%<sup>10</sup> as compared with 2 684<sup>12</sup> cases in the same quarter in 2022.

8. There were 2 598<sup>13</sup> cases on the services of The Kowloon Motor Bus Company (1933) Limited (KMB), as compared with 2 190<sup>14</sup> cases in the previous quarter and 1 519<sup>15</sup> cases in the same quarter in 2022. Among the 2 598<sup>13</sup> cases, 321 (or 12.4%) were about the adequacy of service and 2 233<sup>13</sup> (or 86.0%) were about the standard of service.

9. There were 698<sup>16</sup> cases on the services of the Citybus Limited (Franchise for Hong Kong Island and Cross-Harbour Bus Network) (CTB

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<sup>10</sup> Among the 4 297 complaints and suggestions, a total of 739 complaints were received from four complainants. The number of complaints not including these cases is 3 558, representing a decrease of 4.8% when compared with 3 739 cases (see footnote 11) in the previous quarter and an increase of 76.4% when compared with 2 017 cases (see footnote 12) in the same quarter in 2022.

<sup>11</sup> Among the 4 518 complaints and suggestions, a total of 779 complaints were received from five complainants. The number of complaints not including these cases is 3 739.

<sup>12</sup> 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.

<sup>13</sup> Among the 2 598 complaints and suggestions, a total of 634 complaints (about the standard of service) were received from three complainants. The number of complaints not including these cases is 1 964.

<sup>14</sup> Among the 2 190 complaints and suggestions, a total of 384 complaints were received from two complainants. The number of complaints not including these cases is 1 806.

<sup>15</sup> Among the 1 519 complaints and suggestions, a total of 498 complaints were received from two complainants. The number of complaints not including these cases is 1 021.

<sup>16</sup> Among the 698 complaints and suggestions, 105 complaints (about the standard of service) were received from one complainant. The number of complaints not including these cases is 593.

(Franchise 1)), as compared with 241 cases in the previous quarter and 222<sup>17</sup> cases in the same quarter in 2022. Among the 698<sup>16</sup> cases, 104 (or 14.9%) were about the adequacy of service while 586<sup>16</sup> (or 84.0%) were about the standard of service.

10. There were 135 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 32 cases in the same quarter in 2022. Among the 135 cases, 48 (or 35.6%) were about the adequacy of service while 87 (or 64.4%) were about the standard of service.

11. There were 229 cases on the services of the New World First Bus Services Limited (NWFB), as compared with 628<sup>18</sup> cases in the previous quarter and 472<sup>19</sup> cases in the same quarter in 2022. Of the 229 cases, 42 (or 18.3%) were about the adequacy of service and 181 (or 79.0%) were about the standard of service.

12. There were 127 cases on the services of the Long Win Bus Company Limited (LWB), as compared with 104 cases in the previous quarter and 45 cases in the same quarter in 2022. Of the 127 cases, 34 (or 26.8%) were about the adequacy of service and 89 (or 70.1%) were about the standard of service.

13. There were 66 cases on the services of the New Lantao Bus Company (1973) Limited (NLB), as compared with 48 cases in the previous quarter and 21 cases in the same quarter in 2022. Of the 66 cases, eight (or 12.1%) were about the adequacy of service and 53 (or 80.3%) were about the standard of service.

14. There were 444 cases on the cross-harbour bus services<sup>20</sup>, as

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<sup>17</sup> Among the 222 complaints and suggestions, 68 complaints were received from one complainant. The number of complaints not including these cases is 154.

<sup>18</sup> Among the 628 complaints and suggestions, a total of 112 complaints were received from three complainants. The number of complaints not including these cases is 516.

<sup>19</sup> Among the 472 complaints and suggestions, 20 complaints were received from one complainant. The number of complaints not including these cases is 452.

<sup>20</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.

compared with 1 228<sup>21</sup> cases in the previous quarter and 373<sup>22</sup> cases in the same quarter in 2022. Of the 444 cases, 87 (or 19.6%) were about the adequacy of service and 348 (or 78.4%) 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 137 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 2022 were 82 and 53 respectively.

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

17. A total of 1 564 complaints and suggestions on public light bus (PLB) services were received in this quarter, representing an increase of 3.7% as compared with 1 508 cases in the previous quarter and an increase of 115.7% as compared with 725 cases in the same quarter in 2022. All of these cases were referred to the Transport Department (TD) or the Police for action.

18. Of the PLB cases received, 94.1% or 1 471 cases were on green minibus (GMB) services, representing an increase of 3.4% as compared with 1 422 cases in the previous quarter and an increase of 119.9% as compared with 669 cases in the same quarter in 2022. Among the 1 471 cases, 148 (or 10.1%) were about the adequacy of service and 1 296 (or 88.1%) were about the standard of service.

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<sup>21</sup> Among the 1 228 complaints and suggestions, a total of 283 complaints were received from three complainants. The number of complaints not including these cases is 945.

<sup>22</sup> Among the 373 complaints and suggestions, a total of 81 complaints were received from three complainants. The number of complaints not including these cases is 292.



19. The remaining 5.9% or 93 cases were on the services provided by red minibuses (RMB), representing an increase of 8.1% as compared with 86 cases in the previous quarter and an increase of 66.1% as compared with 56 cases in the same quarter in 2022.

### ***Taxi Services***

20. A total of 2 476 cases on taxi services were received in this quarter, representing an increase of 14.8% as compared with the previous quarter and an increase of 144.4% as compared with the same quarter in 2022. A comparison of the complaints and suggestions on taxi services in the past eight quarters is at Annex G.

21. Of the 2 476 cases received, 2 342 (94.6%) were related to taxi driver malpractice, as compared with 2 073 such cases (96.2%) in the previous quarter. Complaints about driver malpractice included drivers refusing hire, improper driving behaviour, failure to take the most direct and practicable route, behaving other than in a civil and orderly manner and overcharging 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 551 such cases (23.5%) were referred to the Police.

22. During the quarter, the Police reported the latest developments on 346 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	21	(31)	6	(7)
(b) Withdrawn by complainants	209	(317)	60	(71)
(c) Evidence considered insufficient by the Police for further processing	116	(101)	34	(22)
	<b><u>346 (449)</u></b>		<b><u>100 (100)</u></b>	

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

It is noted that 94% of these cases could not be further pursued because of withdrawal by complainants or insufficient evidence.

23. Among the 31 summonsed cases in the previous quarter, 20 taxi drivers were convicted of traffic offences by the court<sup>23</sup>. One taxi driver was disqualified from driving for 4 months and required to serve 180 hours of community service order for overcharging. Three taxi drivers were fined \$450 to \$800 for not driving to destination by most direct practicable route. Three taxi drivers were fined \$600 to \$800 for refusing hire. 12 taxi drivers were fined \$450 to \$1,500 for improper driving behaviours including crossing continuous double white lines, failing to comply with traffic signals and road markings as well as careless driving.

### ***Rail Services***

24. A total of 184 complaints and suggestions on rail services were received. The corresponding figures for the previous quarter and the same quarter in 2022 were 159 and 80 respectively. Of the 184 cases, 171 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 22 complaints and suggestions on ferry services in this quarter. The corresponding figures for the previous quarter and the same quarter in 2022 were 18 and 33 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 131 complaints recorded in this quarter about traffic congestion, as compared with 120 cases in the previous quarter and 61 cases in

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<sup>23</sup> Results of the remaining summonsed cases were not yet available as at end April 2023.

the same quarter in 2022. Congestion was reported to have occurred throughout the territory, as illustrated below –

	<b><u>Number of Complaints</u></b>	
Hong Kong Island	23	(26)
Kowloon	60	(39)
New Territories	48	(54)
Others (e.g. general issues and tunnel areas)	0	(1)
<b>Total</b>	<b>131</b>	<b>(120)</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 (22 cases), Yau Tsim Mong (13 cases) and Tuen Mun (12 cases). 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 52 complaints and suggestions on traffic management and 31 requests for additional traffic signs and aids in this quarter. As a comparison, there were 58 and 17 such cases in the previous quarter, and 18 and 11 in the same quarter in 2022.

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 53 complaints about road maintenance, as compared with 40 cases in the previous quarter and 88 cases in the same quarter

in 2022. Among the 53 cases, 23 cases were related to road conditions and 22 cases were related to traffic signs and aids.

32. Districts which attracted relatively more complaints about road conditions were Yuen Long (13 cases), Yau Tsim Mong and Tuen Mun (two cases each). Districts which attracted relatively more complaints about traffic signs and aids were Yuen Long (10 cases) and Central & Western (four cases).

### **Enforcement**

33. There were 778 complaints about traffic regulations enforcement in this quarter, representing a decrease of 46.7%<sup>24</sup> when compared with 1 459<sup>25</sup> cases in the previous quarter and a decrease of 9.6% when compared with 861 cases in the same quarter in 2022. They were mainly requests for action against illegal parking (558 cases), disobeying traffic signs/schemes (70 cases), prolonged waiting causing obstruction (44 cases) and jumping red light/failing to give way to pedestrians/traffic (37 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 (77<sup>26</sup> cases), Yuen Long (62 cases) and Kowloon City (51 cases).

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<sup>24</sup> The number of complaints represents a decrease of 1.6% when compared with 791 cases (see footnote 25) in the previous quarter.

<sup>25</sup> Among the 1 459 complaints and suggestions, 668 complaints were received from one complainant. The number of complaints not including these cases is 791.

<sup>26</sup> Among the 77 complaints and suggestions, 47 complaints relating to the same street were received from anonymous complainants. The number of complaints not including these cases is 30.

## **Chapter 2                      Major Events and Noteworthy Cases**

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

At the quarterly meeting of the TCU Sub-committee on 8 March 2023, 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 2022; and
- (d) TCU Quarterly Report No. 4 of 2022.

2. Members agreed that the following should be submitted to the Transport Advisory Committee –

- (a) Overview of Complaints and Suggestions Received in 2022; and
- (b) TCU Quarterly Report No. 4 of 2022.

### **Complaint about inaccurate green minibus arrival time on smartphone application**

3. A member of the public complained about the inaccuracy of the estimated time of arrival (ETA) shown on the Transport Department (TD)'s mobile application "HKeMobility" (the HKeMobility App) and the service irregularity of a green minibus (GMB) route. The complainant observed that the ETA kept changing to a later time and GMBs often arrived later than the original ETA.

4. The case was referred to TD for follow-up action. TD advised that at present, the GMB Real-time Arrival Information System (the System) was preloaded with the Schedule of Service of the GMB route. Before the GMB

departed the terminus, the HKeMobility App would estimate the departure/arrival time of the GMB from the Schedule of Service and display the estimated departure/arrival time as “Scheduled” for passengers’ reference. After the GMB departed from the terminus, the System would update the ETA based on the GMB’s real-time location data. Nevertheless, the actual arrival time of GMBs might be affected by various factors, such as the actual GMB departure time, road traffic conditions and the frequency of passengers boarding/alighting along the route.

5. TD would continue to closely monitor the operation of the System with its contractor and enhance the accuracy of the GMB ETA. TD also reminded the GMB operator to provide service level adhering to its Schedule of Service and observe passengers’ demand on the route concerned to ensure its service regularity.

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

### **Complaint about inadequate service of KMB route no. B1**

7. With the full resumption of normal travel between Hong Kong and the Mainland, a member of the public raised concerns about the inadequate service of The Kowloon Motor Bus Company (1933) Limited (KMB) bus route no. B1, which plied between Tin Tsz and Lok Ma Chau Station. He requested to increase bus service frequency to meet high passenger demand and complained about the inaccuracy of the bus arrival time shown on the mobile application (App) of KMB.

8. The case was referred to TD for consideration. TD advised that they attached great importance to the citizen’s concerns. After full resumption of normal travel, TD had coordinated with various public transport operators and had been closely monitoring the operation of public transport arrangements for boundary control points. In order to meet the passenger demand of the route, the service had strengthened with effect from 20 March 2023 and the bus company would also enhance the service subject to passenger demand. For the details of

the latest service arrangements, the public might refer to the passenger notice of the route concerned.

9. In addition, TD had instructed the bus company to closely monitor the service level of the route, make appropriate service adjustment such as flexibly deploying additional buses to cater for passenger demand especially at the location concerned (Yuen Long Station Bus Terminus), strengthen the publicity of the latest service arrangements, and maintain the accuracy of the estimated arrival time shown on the App. TD would keep monitoring the service level of the route and follow up with the bus company if there were any irregularities or inadequate services.

10. The member of the public raised no further comment after receiving TD's reply.

### **Complaint about rationalisation of Citybus route nos. 96 and 99**

11. A member of the public complained about the cancellation of Citybus route no. 96. She found it inconvenient for not having direct bus route from Lei Tung to Causeway Bay.

12. The case was referred to TD for consideration. TD advised that before the commissioning of MTR South Island Line, Citybus route no. 96 mainly provided railway feeder services for passengers travelling between Lei Tung/Wong Chuk Hang and MTR Causeway Bay Station and provided services for passengers to travel to and from the Causeway Bay commercial area. Due to changes in the travelling pattern of passengers, the patronage of route no. 96 was consistently low.

13. In view of the above, TD proposed to amalgamate route no. 96 with route no. 99. The routing of route no. 99 (Shau Kei Wan bound) would be altered to travel via Canal Road West, Gloucester Road and Causeway Road with the provision of two-way section fare from South Horizons to Victoria Park, the extension of service hours and frequency improvement to cater for passenger demand. After the re-organisation, passengers in Lei Tung might use route

no. 99 to Causeway Bay. Passengers between Causeway Bay (Moreton Terrace) and Canal Road East could use Citybus route nos. 72/72A/592 and interchanged with Citybus route nos. 97/99 at Aberdeen Tunnel Toll Plaza to Lei Tung.

14. Before formulating and implementing the plan, TD also arranged on-site investigations and combined with the operating data submitted by the bus company, estimated that route no. 99, which strengthened its service, had sufficient carrying capacity to serve passengers. TD had been closely monitoring the operation and quality of public transport services. TD would also conduct timely review with public transport service operators on the relevant service adjustment measures in response to passenger demand with a view to meeting districts' demand on public transport services.

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



## **Complaints and Suggestions about Cycling and Electric Mobility Devices Matters**

### **Background**

#### ***Cycling Matters***

Hong Kong is densely populated and the Government transport policy places priority on public transport without heavy reliance on private cars. At the same time, the Government endeavours to foster a “bicycle-friendly environment” and promotes cycling for recreation and short-distance commuting where road safety and conditions permit, in particular in new towns and new development areas given that the cycle track networks in these areas are more comprehensive. The Government will continue to enhance existing cycle tracks and bicycle parking facilities in the nine new towns<sup>27</sup>.

2. With the increased popularity of cycling, there are calls for enhancing cycling safety and improving cycling facilities. TCU has received suggestions and complaints about cycling matters from cyclists and other road users.

#### ***Electric Mobility Device Matters***

3. The design and configuration of electric mobility devices<sup>28</sup> (EMDs), in general, fail to meet the statutory safety requirements of motor vehicles. As a result, the Transport Department (TD) does not register or license EMDs under the Road Traffic Ordinance, and the use of EMDs on roads constitutes violation of the law. However, it is observed that the use of EMDs has become more prevalent in Hong Kong in recent years, thus creating potential road safety hazard

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<sup>27</sup> The nine new towns are Tin Shui Wai, Yuen Long, Tuen Mun, Tsuen Wan, Tung Chung, Tseung Kwan O, Sha Tin/Ma On Shan, Tai Po and Fanling/Sheung Shui.

<sup>28</sup> EMDs can be broadly categorised into two main types: (i) Motorised Personal Mobility Devices (mPMDs) and (ii) Power Assisted Pedal Cycles (PAPCs, also known as Pedelecs).

to road users. The concern of the public is reflected by the rising trend of the number of complaints about EMDs matters received by TCU. In view of this, the Government is exploring ways to enhance their regulation, which include drawing reference from the practices of other jurisdictions, as well as having regard to the dense population and high vehicular traffic flow in Hong Kong. In order to gain actual operational experience in the regulation of EMDs, TD conducted site trials on sections of cycle tracks in Tseung Kwan O South and adjacent to the Hong Kong Science Park respectively in 2021; and completed a six-month pilot trial with the Hong Kong Science and Technology Parks Corporation on an approximately three-kilometre long cycle track section in Pak Shek Kok in late 2022. TD is now reviewing and analyzing the trial results, and preliminarily considers that, subject to appropriate technical and safety requirements (such as maximum operating speed, maximum weight and width limits as well as installation of lighting, brakes and stopping device, etc.), EMDs are similar to conventional bicycles in terms of operating speed, space required for operation and operating behaviour. The trial operations of EMDs on cycle tracks are generally smooth as well. The trial results also preliminarily show that consideration may be given to allow the use of certain EMDs on cycle tracks where technical and safety requirements permit, but not on footpaths and carriageways due to safety concerns.

## **Complaint Statistics**

### ***Cycling Matters***

#### **Improper Cycling Behaviour**

4. In 2022, TCU received 75 complaints about improper cycling behaviours. This represents an increase of 8.7% as compared with 69 cases received in 2021. They were mainly about cycling on pavements/pedestrian flyovers/subways. Among the 75 cases received, 20 cases (27%) were related to takeaway food couriers cycling and disobeying traffic regulations on roads or pavements. During the period from January to March 2023, 21 cases were received, representing increases of 50.0% and 16.7% respectively as compared with 14 and 18 cases received in the same period in 2021 and 2022. Among the

21 cases received, one (5%) was related to takeaway food couriers cycling and disobeying traffic regulations on roads or on pavements. The breakdowns of the cases by nature of complaint and district are at [Annex J\(i\)](#) and [Annex J\(ii\)](#).

### **Matters Other than Improper Cycling Behaviour**

5. In 2022, there were 47 complaints and suggestions about matters other than improper cycling behaviour. The figure represents a decrease of 17.5% when compared with 57 cases in 2021. During the period from January to March 2023, TCU received 19 complaints and suggestions, representing increases of 72.7% and 111.1% as compared with 11 and nine cases received in the same period in 2021 and 2022. They were mainly related to inconsiderate acts of other road users posing safety hazard to cyclists. A breakdown of the cases received since 2021 is at [Annex K](#).

### ***Electric Mobility Device Matters***

#### **Use of EMDs**

6. In 2022, TCU received 88 complaints relating to the use of EMDs. This figure represents an increase of 37.5% as compared with 64 cases received in 2021. They were mainly about inconsiderate acts of riders posing safety hazard to other road users and illegal use of EMDs on pavements, cycle tracks and carriageways. Among the 88 cases received, 30 (34%) were related to takeaway food couriers and two (2%) were related to inconsiderate acts of public transport drivers towards electric wheelchair users.

7. During the period from January to March 2023, eight cases about the use of EMDs were received as compared with four and 18 cases received in the same period in 2021 and 2022. They were mainly about illegal use of EMDs on pavements, cycle tracks and carriageways and inconsiderate acts of riders posing safety hazard to other road users. The breakdowns of the cases by nature of complaint and district are at [Annex L\(i\)](#) and [Annex L\(ii\)](#).

### ***Bicycle Accidents***

8. There were a total of 2 224 bicycle accidents and 2 089 cyclist casualties in 2022, representing a decrease of 25.7% and 26.7% respectively when compared with 2021. As compared with 2021, the number of killed and seriously injured cyclists in 2022 decreased from 490 to 136, which was decreased by 72.2%. The statistics on traffic accidents involving bicycles and cyclist casualties since 2021 are set out at Annex M.

### ***EMDs Accidents***

9. There were a total of 23 and 12 casualties involving EMDs in 2021 and 2022.

### **Measures to Improve the Situation**

10. All the complaints and suggestions on cycling and EMDs matters were referred to TD, the Police and other relevant departments for investigation and follow-up actions.

### ***Cycling Safety***

11. The Government adopts an inter-departmental and multi-agency collaboration approach to enhance safety for cyclists and road users. Under this approach, efforts are made in three areas, namely effective enforcement, public engagement (including publicity and education) and enhancement of ancillary facilities for existing cycle tracks. To enhance students' awareness on cycling safety, the Police, in collaboration with Road Safety Council (RSC) and TD, has been organizing a safe cycling training programme in 2022/2023. Under the programme, cycling training courses were/are being arranged at primary and secondary schools with employed professional cycling trainers introducing the basic cycling skills to students, the importance of wearing protective gears, basic bicycle equipment, and the basic cycling rules such as the related legislations, traffic signs, road markings, etc.. Students were/will also be introduced on the use

of proper crossing facilities, mal-practices in relation to crossing roads, and safety tips when commuting on roads, etc. so as to enhance their safety awareness.

12. On enhancement of ancillary facilities for cycle tracks, when it comes to the planning and design of cycle tracks, the Government makes reference to relevant guidelines and duly considers the factors of curvature, gradient, width, sightline and continuity, etc. to minimise the need for cyclists to dismount while crossing road junctions and vehicular accesses, and provides appropriate traffic signs, road markings and facilities for ensuring cycling safety. Moreover, the Government has been providing new bicycle parking areas at appropriate places.

13. Aside from education and publicity, the Police have also been taking stringent enforcement action against cycling offences, including reckless cycling, careless cycling, negligent riding and riding on footpaths. In 2022, the Police issued 5 818 summons and 909 verbal warnings to cyclists who had breached relevant traffic regulations. In the first three months in 2023, the Police issued 1 105 summons and 189 warnings.

### ***Cycling Facilities***

14. Currently, the total length of cycle tracks in Hong Kong is about 250 km. The Civil Engineering and Development Department (CEDD) is currently working on a number of projects with a view to connecting the main trunk of the existing cycle track network in the New Territories by phases with a total length of 82 km from Tsuen Wan to Ma On Shan via Tuen Mun and Sheung Shui – the New Territories Cycle Track Network (NTCTN). The 11 km long cycle track connecting Yuen Long and Sheung Shui was fully completed and opened to public in September 2020, which marked the completion of the entire 60 km long cycle track backbone between Tuen Mun and Ma On Shan. The 2.3 km long cycle track at Tsuen Wan waterfront was also fully opened to public in July 2021. In addition, CEDD commenced the construction of a 900 meters long cycle track extension alongside Sam Mun Tsai Road in November 2020 for completion in 2023. CEDD has also been promoting the safe usage of the NTCTN and cycling etiquette through various channels, such as distributing leaflets/banners and videos to raise cycle safety awareness; deploying bicycle ambassadors along the newly constructed cycle tracks to provide guidance and

assistance to cyclists and pedestrians; and conducting cycling safety workshops and community engagement events etc. More details can be found in the project website ([www.ntctn.hk](http://www.ntctn.hk)). On the other hand, the Government has been introducing a GreenWay network of about 13 km in length running through promenades and open spaces in the Kai Tak Development (KTD). The GreenWay for shared use by pedestrians and cyclists in the KTD Area will be constructed in two phases. The first phase of about 7 km is scheduled for completion in stages from 2023 onwards, while the second phase will be completed after 2025.

15. TD completed a study in 2017 on improvement of existing cycling facilities in nine new towns, recommending provision of more bicycle parking spaces and additional safety facilities at sharp bends, steep ramps and pedestrian crossings of the existing cycle tracks in order to enhance safety of cyclists and pedestrians.

16. To follow up on the study, TD, together with the Highways Department (HyD), have been implementing the improvement works in phases. The first batch of improvement works, which involved about 100 sites, was completed in mid-2018. The second batch of improvement works, which involved about 450 sites, was completed in end 2021. As for the third batch of improvement works of about 160 sites which involve more extensive and complicated engineering works, TD is working with HyD on the design review and implementation.

### ***EMDs Matters***

17. TD has launched a website to promulgate EMDs related matters. In particular, the message about using EMDs on roads may commit an offence under the Road Traffic Ordinance (Cap. 374), its subsidiary legislation and other relevant legislation has been clearly disseminated to the public. Leaflets were also distributed to the public by ambassadors during the trials in 2021 and 2022, advising that the use of EMDs on roads is banned. TD is now conducting in-depth studies on the trial findings with relevant departments, and will continue listening to the views of relevant stakeholders with a view to formulating a regulatory framework for EMDs in light of the trial results and practices of other

jurisdictions. The Government reported the related progress to the Legislative Council Panel on Transport in June 2022.

18. Meanwhile, with the successful experience of the two trials as mentioned in paragraph 3 above, TD is conducting a 1-year trial scheme for the shared use of PAPCs on the cycle track in Pak Shek Kok, starting from March 2023, for gaining the operating experience regarding the shared use of EMDs and enhancing public awareness on the use of such devices. The information obtained would be useful in formulating the administration arrangement with shared EMDs operators in case there would be a demand from the market.

19. The Police made 217 and 235 arrests in relation to the illegal use of EMDs on roads in 2021 and 2022 respectively.

20. TCU will continue to monitor and follow up with TD and the Police regarding complaints and suggestions about cycling and EMDs matters.

**Complaints and Suggestions Received by TCU**

<b><u>Nature of Complaint/Suggestion</u></b> <sup>(1)(2)</sup>	<b>Same quarter in 2022 <u>(1.1.22-31.3.22)</u></b>		<b>Previous quarter <u>(1.10.22-31.12.22)</u></b>		<b>Current quarter <u>(1.1.23-31.3.23)</u></b>	
<b>I. Public Transport Services</b>						
(a) Adequacy of service	884	[272]	705	[265]	855	[294]
(b) Standard of service	3 572	[11]	7 536	[6]	7 572	[10]
(c) General	132	[8]	200	[8]	253	[8]
	<b>4 588<sup>(3)</sup></b>	<b>[291] (81%)</b>	<b>8 441<sup>(3)</sup></b>	<b>[279] (82%)</b>	<b>8 680<sup>(3)</sup></b>	<b>[312] (88%)</b>
<b>II. Traffic Conditions</b>						
(a) Traffic congestion	61	[2]	120	[7]	131	[3]
(b) Traffic management	18	[7]	58	[13]	52	[14]
(c) Additional traffic signs and aids	11	[3]	17	[10]	31	[13]
(d) Parking facilities	11	[2]	12	[6]	40	[8]
	<b>101</b>	<b>[14] (2%)</b>	<b>207</b>	<b>[36] (2%)</b>	<b>254</b>	<b>[38] (2%)</b>
<b>III. Road Maintenance</b>						
(a) Road conditions	13		13		23	
(b) Traffic signs and aids	73	[1]	20		22	
(c) Carriageway markings	2	[1]	7		8	
	<b>88</b>	<b>[2] (1%)</b>	<b>40</b>	<b>(1%)</b>	<b>53</b>	<b>(1%)</b>
<b>IV. Enforcement</b>						
(a) Illegal parking	566	[2]	1 254	[1]	558	[1]
(b) Other enforcement matters	295	[2]	205	[1]	220	
	<b>861</b>	<b>[4] (15%)</b>	<b>1 459<sup>(3)</sup></b>	<b>[2] (14%)</b>	<b>778</b>	<b>[1] (8%)</b>
<b>V. Miscellaneous</b>	<b>39</b>	<b>(1%)</b>	<b>43</b>	<b>[1] (1%)</b>	<b>33</b>	<b>[1] (1%)</b>
<b>Total</b>	<b>5 677<sup>(3)</sup></b>	<b>[311] (100%)</b>	<b>10 190<sup>(3)</sup></b>	<b>[318] (100%)</b>	<b>9 798<sup>(3)</sup></b>	<b>[352] (100%)</b>

- 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. Among the 272, 265 and 294 pure suggestions relating to adequacy of service, 229, 212 and 219 about public transport routeing were received from a member of the public.
  - (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 and 33 of Chapter 1.

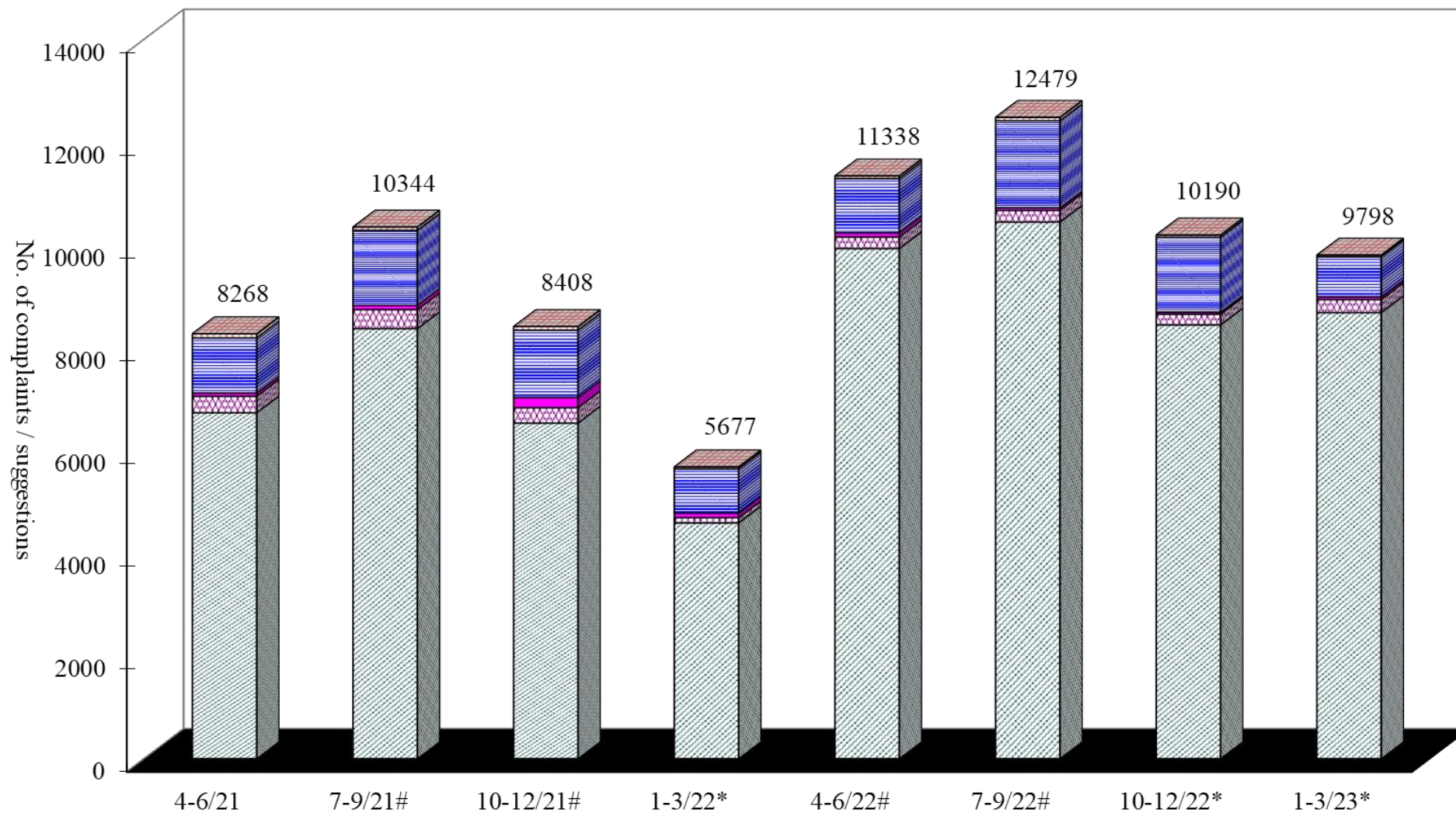


**Complaints and Suggestions Received by TCU<sup>(1)</sup>**

<b><u>Nature of Complaint/Suggestion</u><sup>(2)(3)</sup></b>	<b>Same quarter in 2022 <u>(1.1.22-31.3.22)</u><sup>(4)</sup></b>		<b>Previous quarter <u>(1.10.22-31.12.22)</u><sup>(5)</sup></b>		<b>Current quarter <u>(1.1.23-31.3.23)</u><sup>(6)</sup></b>	
<b>I. Public Transport Services</b>						
(a) Adequacy of service	866	[272]	705	[265]	855	[294]
(b) Standard of service	2 923	[11]	6 757	[6]	6 833	[10]
(c) General	132	[8]	200	[8]	253	[8]
	<b>3 921<sup>(4)</sup></b>	<b>[291] (78%)</b>	<b>7 662<sup>(7)</sup></b>	<b>[279] (87%)</b>	<b>7 941<sup>(6)</sup></b>	<b>[312] (87%)</b>
<b>II. Traffic Conditions</b>						
(a) Traffic congestion	61	[2]	120	[7]	131	[3]
(b) Traffic management	18	[7]	58	[13]	52	[14]
(c) Additional traffic signs and aids	11	[3]	17	[10]	31	[13]
(d) Parking facilities	11	[2]	12	[6]	40	[8]
	<b>101 [14] (2%)</b>		<b>207 [36] (2%)</b>		<b>254 [38] (3%)</b>	
<b>III. Road Maintenance</b>						
(a) Road conditions	13		13		23	
(b) Traffic signs and aids	73	[1]	20		22	
(c) Carriageway markings	2	[1]	7		8	
	<b>88 [2] (2%)</b>		<b>40 (1%)</b>		<b>53 (1%)</b>	
<b>IV. Enforcement</b>						
(a) Illegal parking	566	[2]	586	[1]	558	[1]
(b) Other enforcement matters	295	[2]	205	[1]	220	
	<b>861 [4] (17%)</b>		<b>791<sup>(8)</sup> [2] (9%)</b>		<b>778 [1] (8%)</b>	
<b>V. Miscellaneous</b>	<b>39</b>	<b>(1%)</b>	<b>43 [1] (1%)</b>		<b>33 [1] (1%)</b>	
<b>Total</b>	<b>5 010<sup>(4)</sup></b>	<b>[311] (100%)</b>	<b>8 743<sup>(5)</sup></b>	<b>[318] (100%)</b>	<b>9 059<sup>(6)</sup></b>	<b>[352] (100%)</b>

- 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. Among the 272, 265 and 294 pure suggestions relating to adequacy of service, 229, 212 and 219 about public transport routeing were received from a member of the public.
  - (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) A total of 667 complaints from three complainants were excluded.
  - (5) A total of 1 447 complaints from six complainants were excluded.
  - (6) A total of 739 complaints from four complainants were excluded.
  - (7) A total of 779 complaints from five complainants were excluded.
  - (8) 668 complaints from one complainant were excluded.

## Complaints and Suggestions Received by TCU



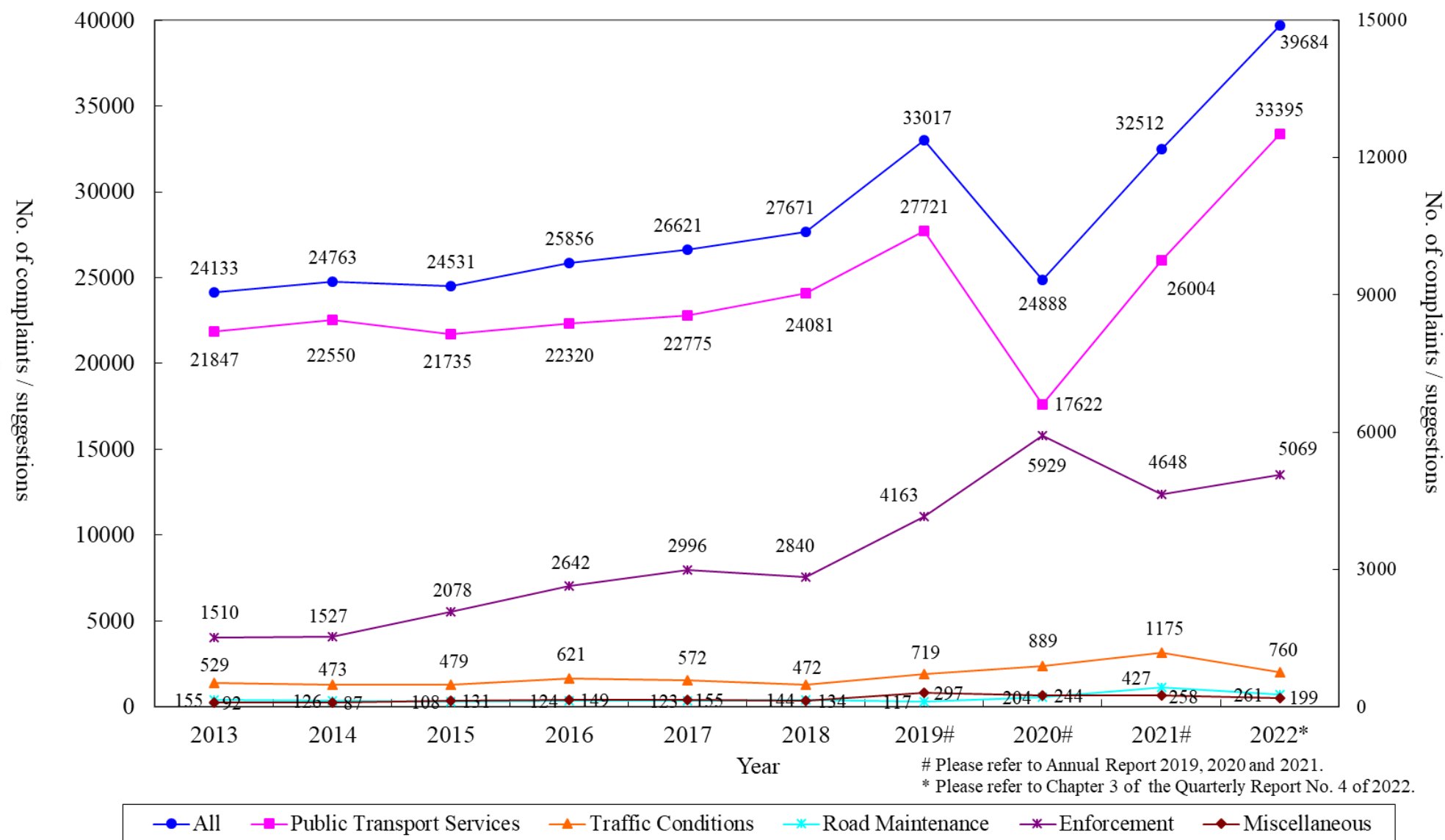
Quarter

# Please refer to the Quarterly Report No. 3-4 of 2021 and No. 2-3 of 2022.

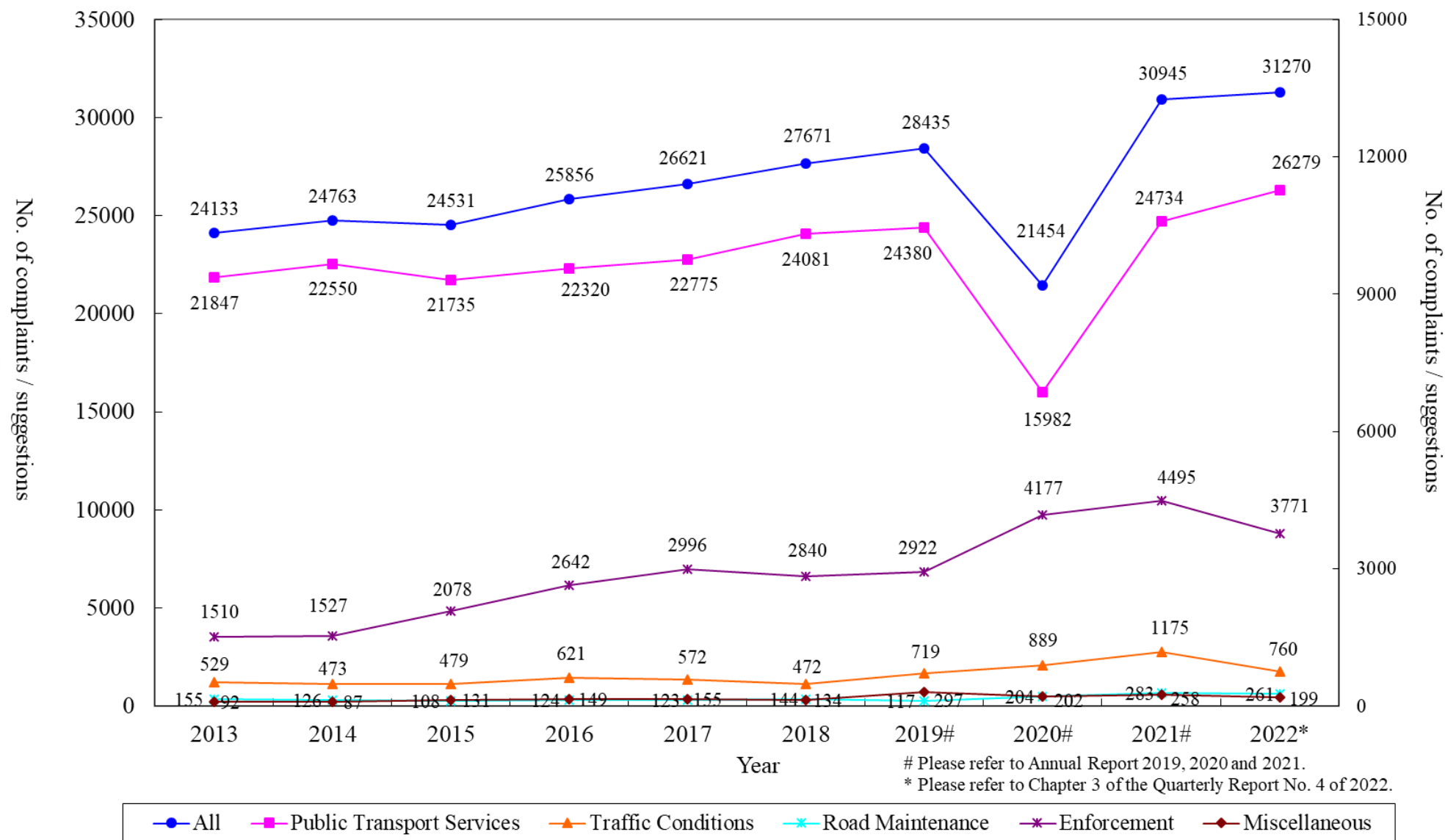
\* Please refer to paragraph 2 of Chapter 1.

Public Transport Services Traffic Conditions Road Maintenance Enforcement Miscellaneous

### Trends of Complaints and Suggestions Received by TCU (2013 - 2022)



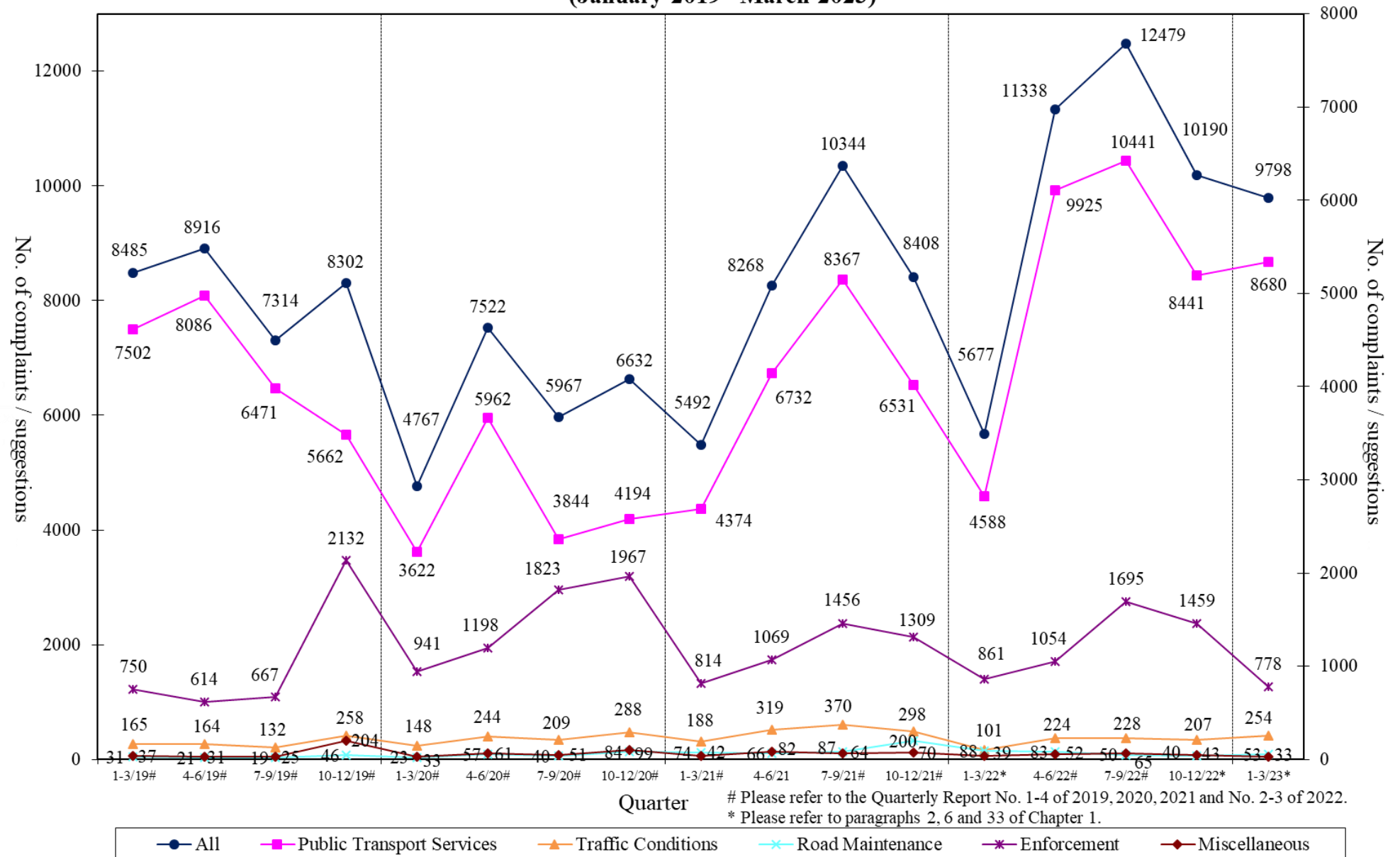
### Trends of Complaints and Suggestions Received by TCU<sup>(1)</sup> (2013 - 2022)



**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.

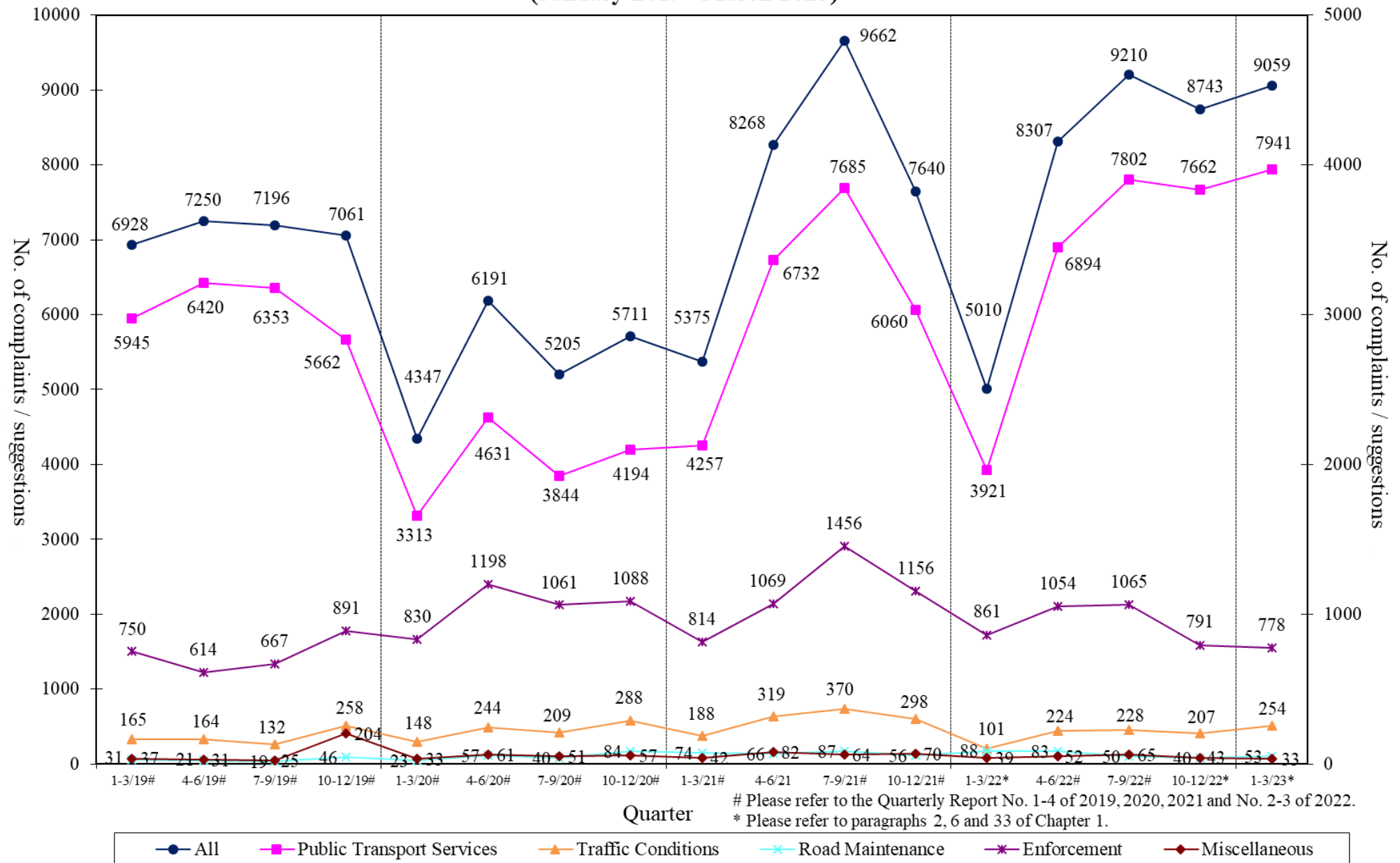
# **Trends of Complaints and Suggestions Received by TCU** (January 2019 - March 2023)

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



**Trends of Complaints and Suggestions Received by TCU<sup>(1)</sup>**  
(January 2019 - March 2023)

**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 2023)**

Outcome of Investigation  Nature of Complaint/ Suggestion	A1	A2	B	C	Total
<b>I. Public Transport Services</b>					
(a) Adequacy of service	11	679	1	-	691
(b) Standard of service	1 064	3 562	14	1 316	5 956
(c) General	47	134	3	4	188
	<b>1 122</b>	<b>4 375</b>	<b>18</b>	<b>1 320</b>	<b>6 835</b>
<b>II. Traffic Conditions</b>					
(a) Traffic congestion	21	97	-	3	121
(b) Traffic management	2	51	-	-	53
(c) Additional traffic signs/aids	1	18	-	-	19
(d) Parking facilities	3	14	-	-	17
	<b>27</b>	<b>180</b>	<b>-</b>	<b>3</b>	<b>210</b>
<b>III. Road Maintenance</b>					
(a) Road conditions	-	10	-	-	10
(b) Traffic signs and aids	10	18	-	-	28
(c) Carriageway markings	2	7	-	-	9
	<b>12</b>	<b>35</b>	<b>-</b>	<b>-</b>	<b>47</b>
<b>IV. Enforcement</b>					
(a) Illegal parking	527	276	1	3	807
(b) Other enforcement matters	11	118	-	48	177
	<b>538</b>	<b>394</b>	<b>1</b>	<b>51</b>	<b>984</b>
<b>V. Miscellaneous</b>	<b>3</b>	<b>35</b>	<b>-</b>	<b>-</b>	<b>38</b>
<b>Total</b>	<b>1 702</b> <b>(21%)</b>	<b>5 019</b> <b>(61%)</b>	<b>19</b> <b>(1%)</b>	<b>1 374</b> <b>(17%)</b>	<b>8 114</b> <b>(100%)</b>
	<b>6 721</b> <b>(82%)</b>				

**Legend**

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

**Summary of Results of Investigations into  
Complaints and Suggestions on Public Transport Services  
(January – March 2023)**

<div>Outcome of Investigation</div> <div>Mode of Transport</div>	A1	A2	B	C	Total
The Kowloon Motor Bus Company (1933) Limited	131	1 456	2	5	1 594
Citybus Limited (Franchise 1)	64	301	3	1	369
Citybus Limited (Franchise 2)	32	50	-	1	83
New World First Bus Services Limited	82	287	2	3	374
New Lantao Bus Company (1973) Limited	19	20	-	-	39
Long Win Bus Company Limited	21	85	-	-	106
Cross-harbour Bus Services	91	655	-	1	747
Non-franchised Bus Services	15	84	1	1	101
Green Minibus	551	629	1	12	1 193
Red Minibus	67	4	2	8	81
Taxi	10	684	5	1 287	1 986
MTR Corporation Limited (Excluding Light Rail)	23	88	-	-	111
MTR Corporation Limited (Light Rail)	9	19	-	1	29
The Hongkong Tramways Limited	3	5	-	-	8
Sun Ferry Services Company Limited	2	3	-	-	5
The “Star” Ferry Company Limited	-	1	1	-	2
Minor Ferries	2	4	1	-	7
Total	1 122 (16%)	4 375 (64%)	18 (1%)	1 320 (19%)	6 835 (100%)
	5 497 (80%)				

**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 2023)**

**I. Public Transport Services**

- Add an additional departure of Citybus (CTB) route no. 56A (Queen's Hill bound) during morning rush hours on weekdays to meet the demand of passengers.
- Add a bus stop outside Greenery Plaza for CTB route no. B8 (Tai Wai bound) to facilitate passengers.
- Re-route CTB route no. A12 via the Central - Wan Chai Bypass to improve service efficiency.

**II. Traffic Management**

***Hong Kong***

- Add parking spaces for motorcycles at Caroline Hill Road near Cotton Path to facilitate motorcyclists.

***Kowloon***

- Convert an uncontrolled cautionary crossing to signal-controlled crossing at Concorde Road near Kai Tak Community Hall to improve road safety.
- Increase the vehicular green time of a traffic light at Tai Yau Street at its junction with Sam Chuk Street to improve traffic flow.
- Increase the vehicular green time of traffic lights for turning left from Nathan Road northbound onto Argyle Street during afternoon rush hours to improve traffic flow.
- Increase the vehicular green time of a traffic light for turning right from Kwun Tong Bypass onto Wai Yip Street to improve traffic flow.

- Increase the vehicular green time of traffic lights at the exit of West Kowloon Station Bus Terminus to improve traffic flow.

### *New Territories*

- Increase the vehicular green time of a traffic light at Chun Yat Street northbound at its junction with Chun Cheong Street during afternoon hours from Mondays to Saturdays to improve traffic flow.
- Enhance synchronisation of the pedestrian green time of a traffic light at Pak Wo Road eastbound at its junction with Kat Cheung Crescent to facilitate pedestrians crossing the road.
- Shorten the waiting time for pedestrian green phase of a traffic light at Ming Kum Road at its junction with Yeung King Road to facilitate pedestrians crossing the road.

**Complaints and Suggestions on Public Transport Services**  
**(January – March 2023)**

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	125	29	30	9	7	19	31	14	132	-	-	22	8	4	-	1	1	432
(2) Routeing	163	61	14	28	1	13	46	3	8	-	-	2	1	-	1	-	1	342
(3) Hours of operation	9	6	3	2	-	2	7	1	5	-	-	-	-	-	-	-	-	35
(4) Provision of stops	24	8	1	3	-	-	3	3	3	-	-	-	1	-	-	-	-	46
Sub-total	321	104	48	42	8	34	87	21	148	-	-	24	10	4	1	1	2	855
(B) Standard of Service																		
(1) Regularity of service	1427	475	36	77	15	37	119	47	474	-	-	14	1	2	1	-	3	2728
(2) Adherence to routeing	11	2	4	3	-	3	8	3	57	-	417	-	-	-	-	-	-	508
(3) Improper driving behavior	324	40	17	37	11	11	71	20	256	37	541	12	3	4	1	-	1	1386
(4) Conduct & performance of staff (including drivers)	254	32	21	43	16	19	81	18	393	22	1059	23	4	1	4	-	1	1991
(5) Overcharging	5	1	1	-	1	-	-	-	39	8	325 *	-	-	-	-	-	-	380
(6) Cleanliness	7	9	-	1	2	-	4	1	10	-	10	-	1	-	-	-	-	45
(7) Conditions of vehicles/vessels	30	4	-	3	2	7	12	6	27	1	14	13	4	1	1	-	-	125
(8) Passenger services & facilities	175	23	8	17	6	12	53	10	40	2	1	50	7	1	3	-	1	409
Sub-total	2233	586	87	181	53	89	348	105	1296	70	2367	112	20	9	10	-	6	7572
(C) General	44	8	-	6	5	4	9	11	27	23	109	2	3	-	2	-	-	253
Total this quarter	2598	698	135	229	66	127	444	137	1471	93	2476	138	33	13	13	1	8	8680
Grand-total	(4297)							(4177)				(184)			(22)			
Total previous quarter	2190	241	79	628	48	104	1228	82	1422	86	2156	122	23	14	7	3	8	8441
Total same quarter in 2022	1519	222	32	472	21	45	373	53	669	56	1013	56	17	7	16	3	14	4588

**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)(2)(3)</sup>**  
**(January – March 2023)**

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

<div><div>Mode</div><div>Nature of Complaint/Suggestion</div></div>	Vehicular Transport							Total/ Sub-total
	Franchised Buses							
	KMB <sup>(1)(2)(3)</sup>	CTB1 <sup>(1)(3)</sup>	CTB2	FB <sup>(2)(3)</sup>	NLB	LWB	XHT <sup>(2)(3)</sup>	
(A) <u>Adequacy of Service</u>								
(1) Frequency/carrying capacity	125	29	30	9	7	19	31	250
(2) Routeing	163	61	14	28	1	13	46	326
(3) Hours of operation	9	6	3	2	-	2	7	29
(4) Provision of stops	24	8	1	3	-	-	3	39
Sub-total	321	104	48	42	8	34	87	644
(B) <u>Standard of Service</u>								
(1) Regularity of service	793	370	36	77	15	37	119	1447
(2) Adherence to routeing	11	2	4	3	-	3	8	31
(3) Improper driving behavior	324	40	17	37	11	11	71	511
(4) Conduct & performance of staff (including drivers)	254	32	21	43	16	19	81	466
(5) Overcharging	5	1	1	-	1	-	-	8
(6) Cleanliness	7	9	-	1	2	-	4	23
(7) Conditions of vehicles	30	4	-	3	2	7	12	58
(8) Passenger services & facilities	175	23	8	17	6	12	53	294
Sub-total	1599	481	87	181	53	89	348	2838
(C) <u>General</u>	44	8	-	6	5	4	9	76
Total this quarter	1964	593	135	229	66	127	444	3558
Grand-total	(3558)							
Total previous quarter	1806	241	79	516	48	104	945	3739
Total same quarter in 2022	1021	154	32	452	21	45	292	2017

**Legend**

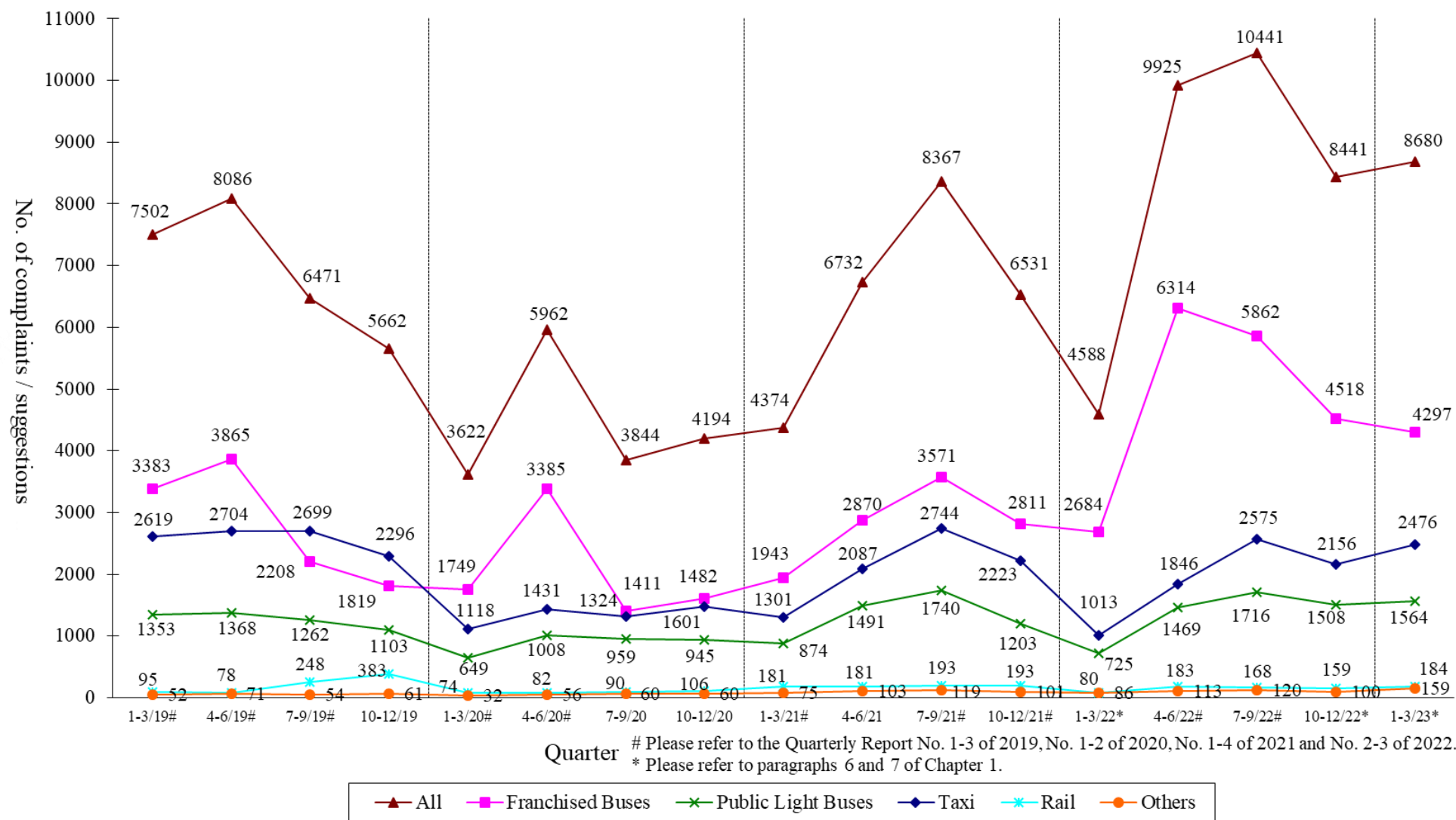
<b>KMB</b>	The Kowloon Motor Bus Company (1933) Limited
<b>CTB1</b>	Citybus Limited (Franchise 1)
<b>CTB2</b>	Citybus Limited (Franchise 2)
<b>FB</b>	New World First Bus Services Limited
<b>NLB</b>	New Lantao Bus Company (1973) Limited
<b>LWB</b>	Long Win Bus Company Limited
<b>XHT</b>	Cross-harbour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

**Notes :** (1) A total of 739 complaints (634 about KMB and 105 about CTB1) received from four complainants during the quarter were excluded. Please see Annex E(i)(a) with these complaints included.

(2) A total of 779 complaints (384 about KMB, 112 about FB and 283 about XHT) received from five complainants in the previous quarter were excluded. Please see Annex E(i)(a) with these complaints included.

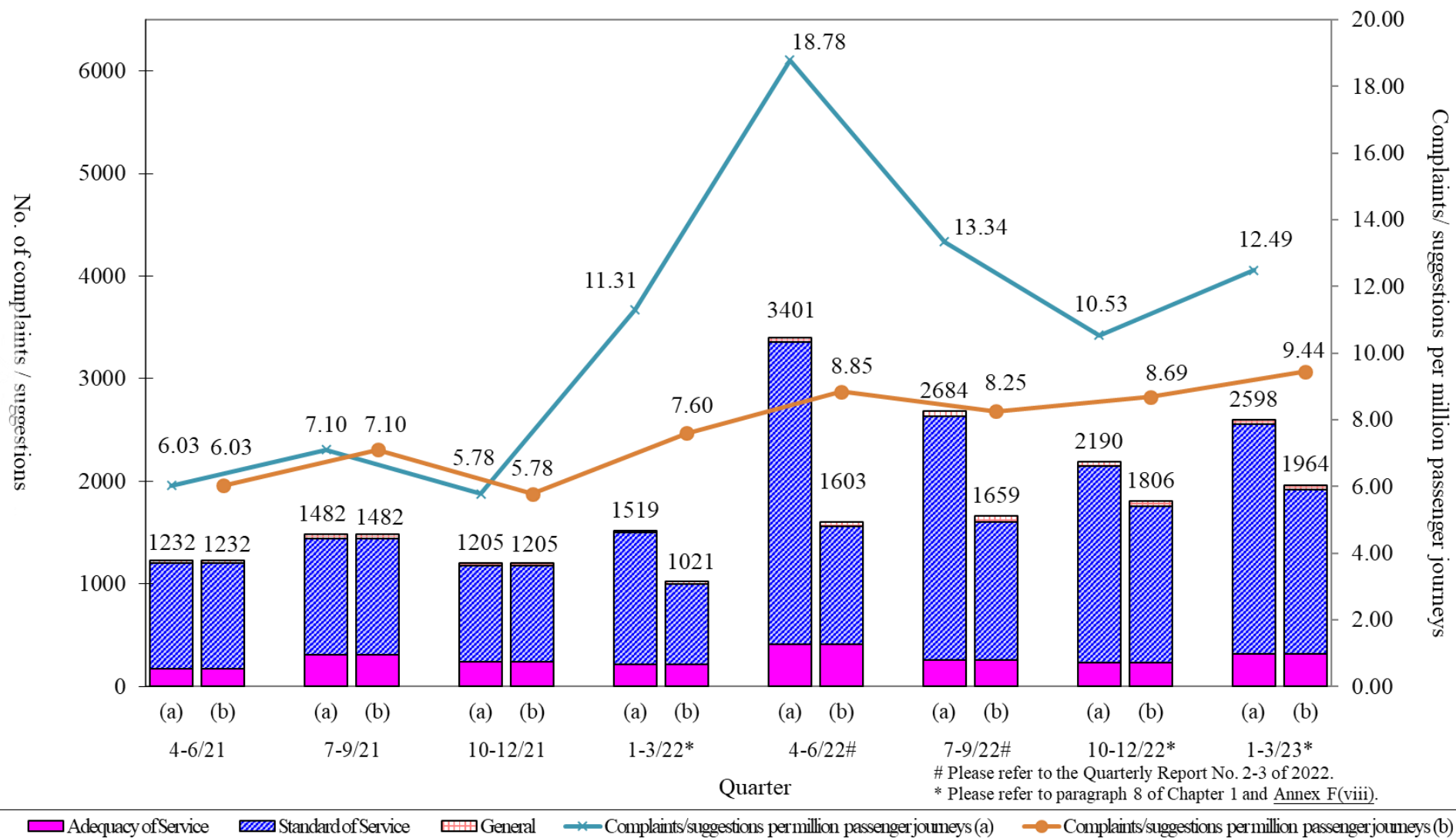
(3) A total of 667 complaints (498 about KMB, 68 about CTB1, 20 about FB and 81 about XHT) received from three complainants in the same quarter in 2022 were excluded. Please see Annex E(i)(a) with these complaints included.

### Trends of Complaints and Suggestions on Public Transport Services (January 2019 - March 2023)



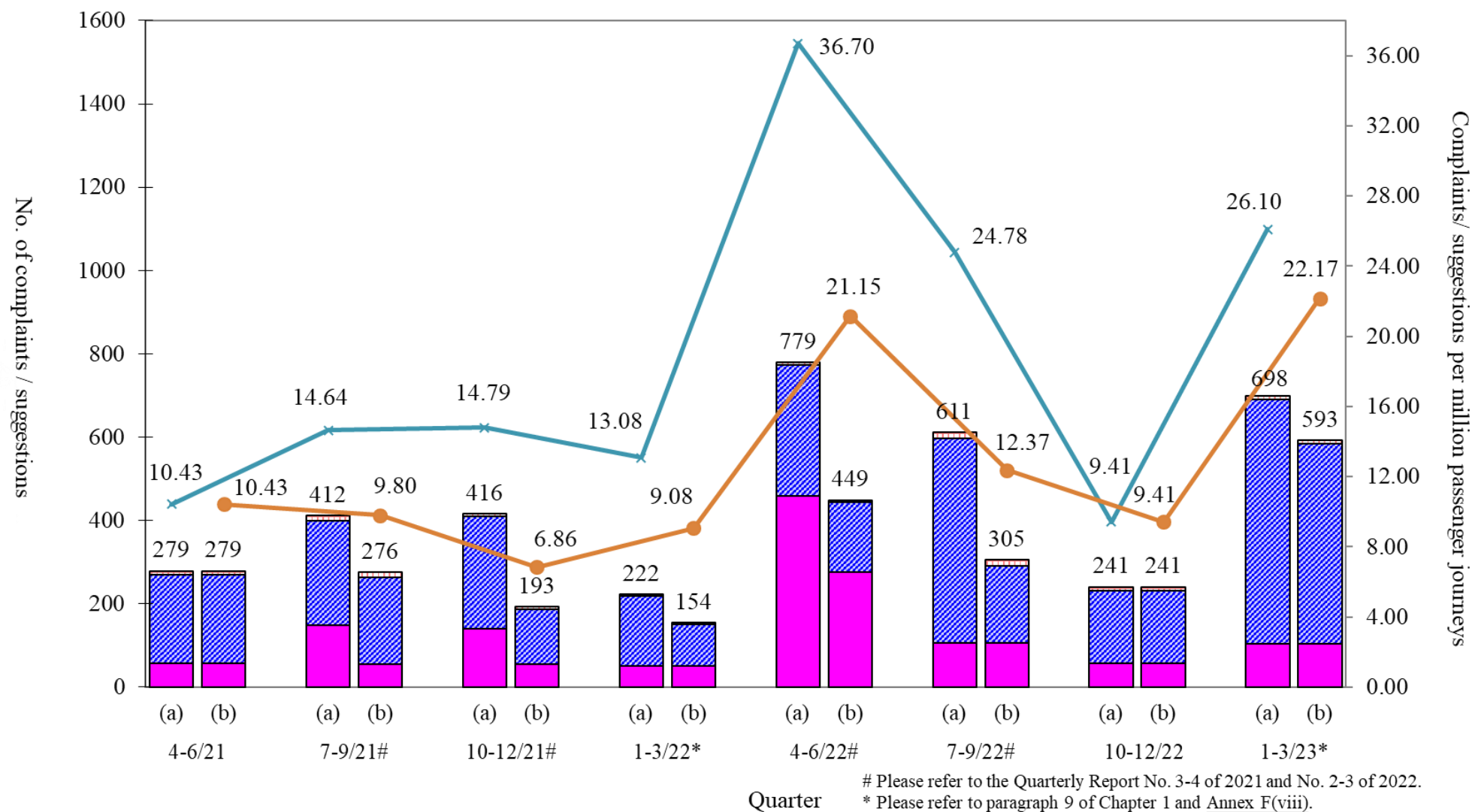
**Complaints and Suggestions on the Services of Kowloon Motor Bus Company (1933) Limited  
in the Past Eight Quarters**

**Annex F(i)**



**Notes :** (a) Complaints received from all complainants.  
(b) The complaints received from individual complainants, who made more than 100 complaints in a quarter, were excluded.

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

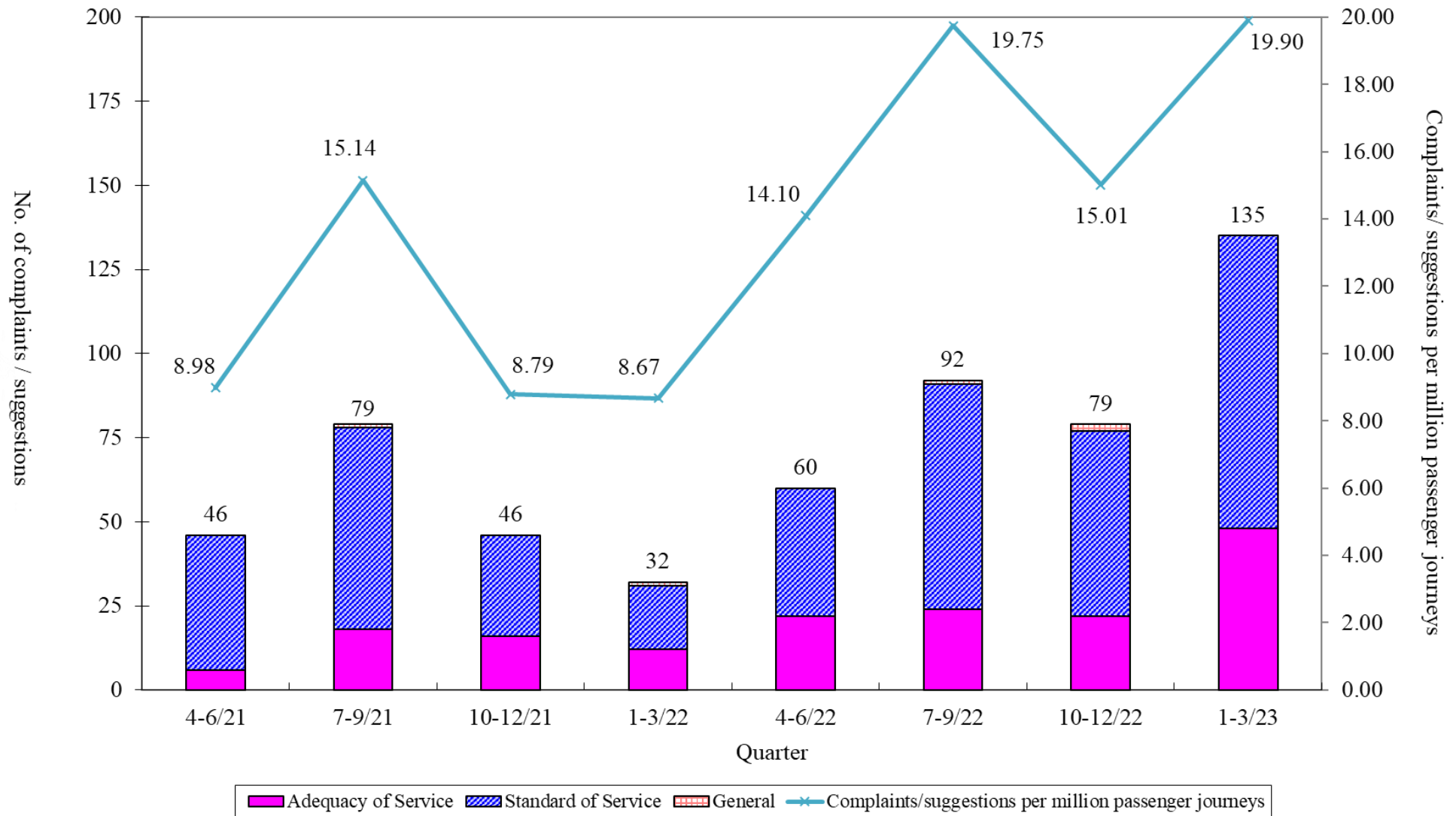


■ Adequacy of Service 
 ▨ Standard of Service 
 ▤ General 
 —x— Complaints/suggestions per million passenger journeys (a) 
 —o— Complaints/suggestions per million passenger journeys (b)

**Notes :** (a) Complaints received from all complainants.

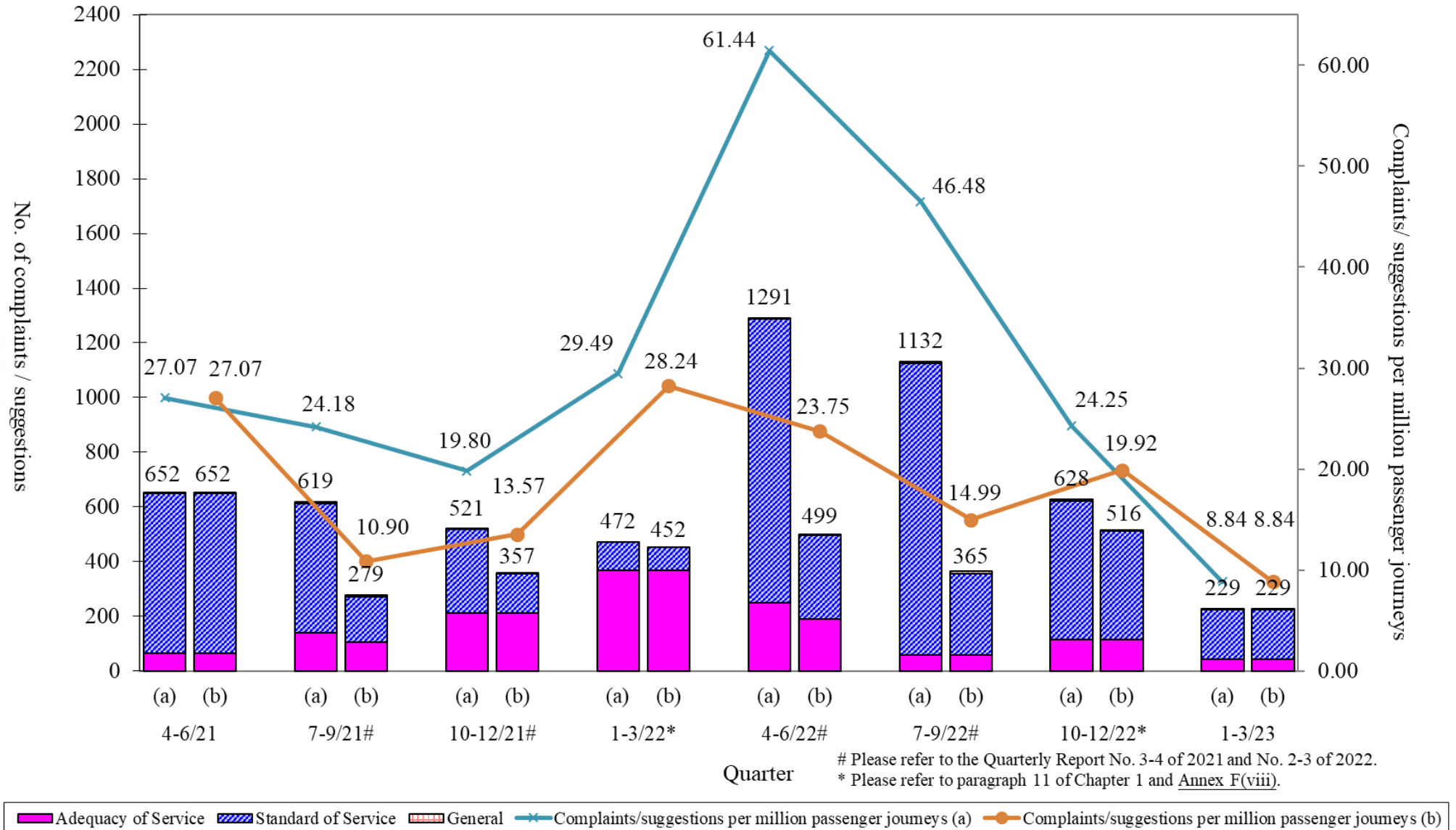
(b) The complaints received from individual complainants, who made more than 100 complaints in a quarter, were excluded.

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





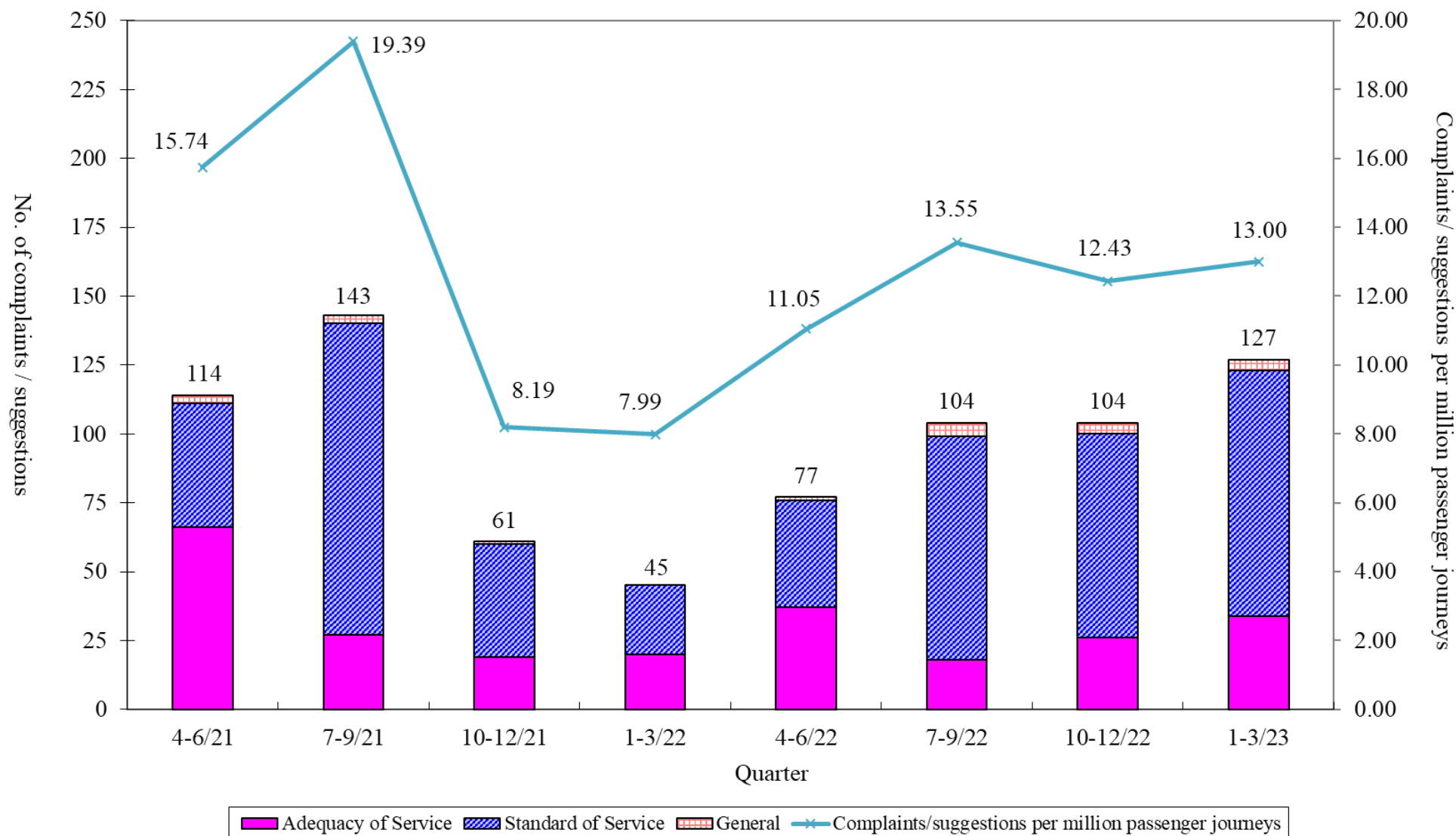
**Complaints and Suggestions on the Services of New World First Bus Services Limited  
in the Past Eight Quarters**



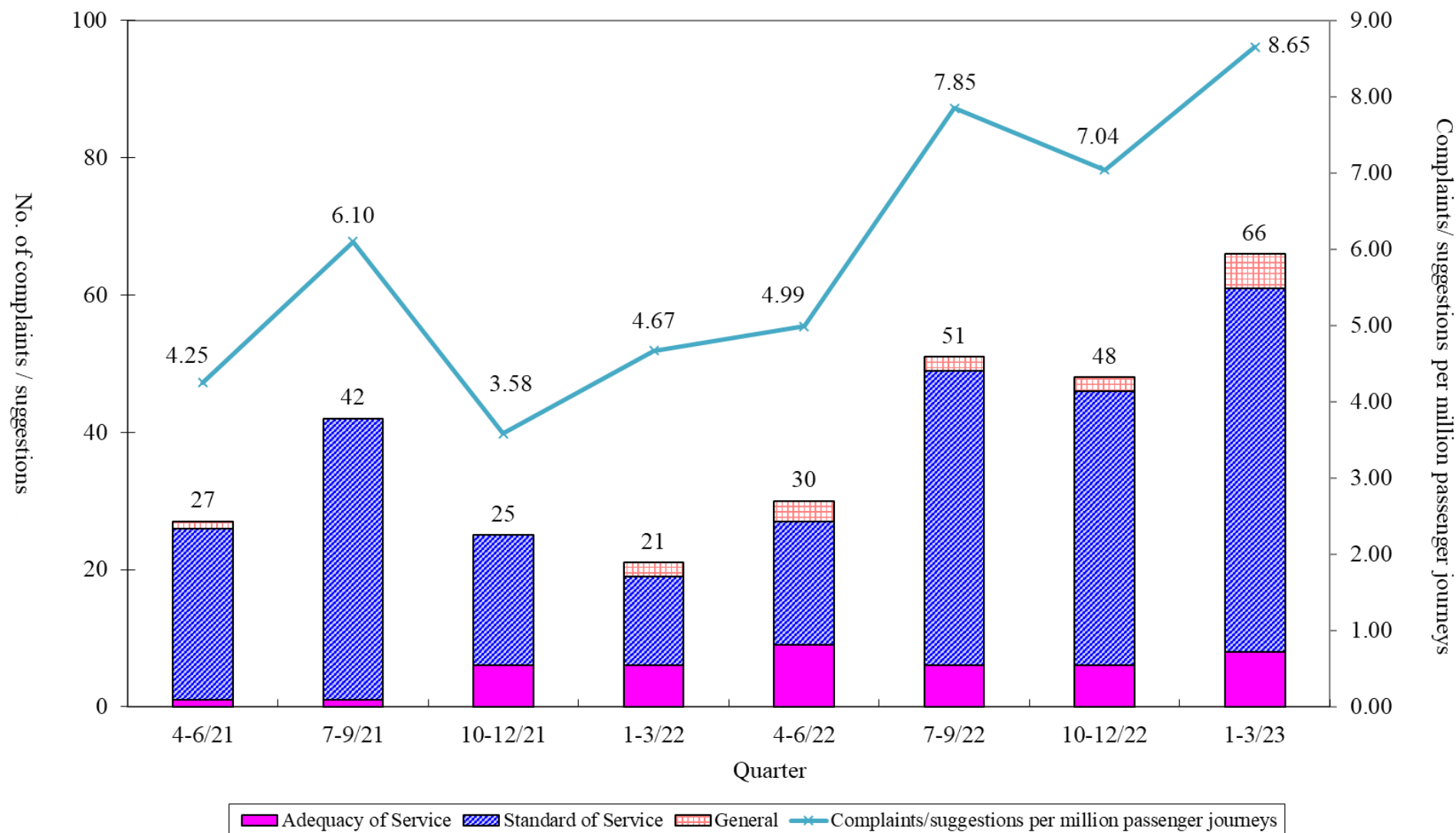
**Notes :** (a) Complaints received from all complainants.

(b) The complaints received from individual complainants, who made more than 100 complaints in a quarter, were excluded.

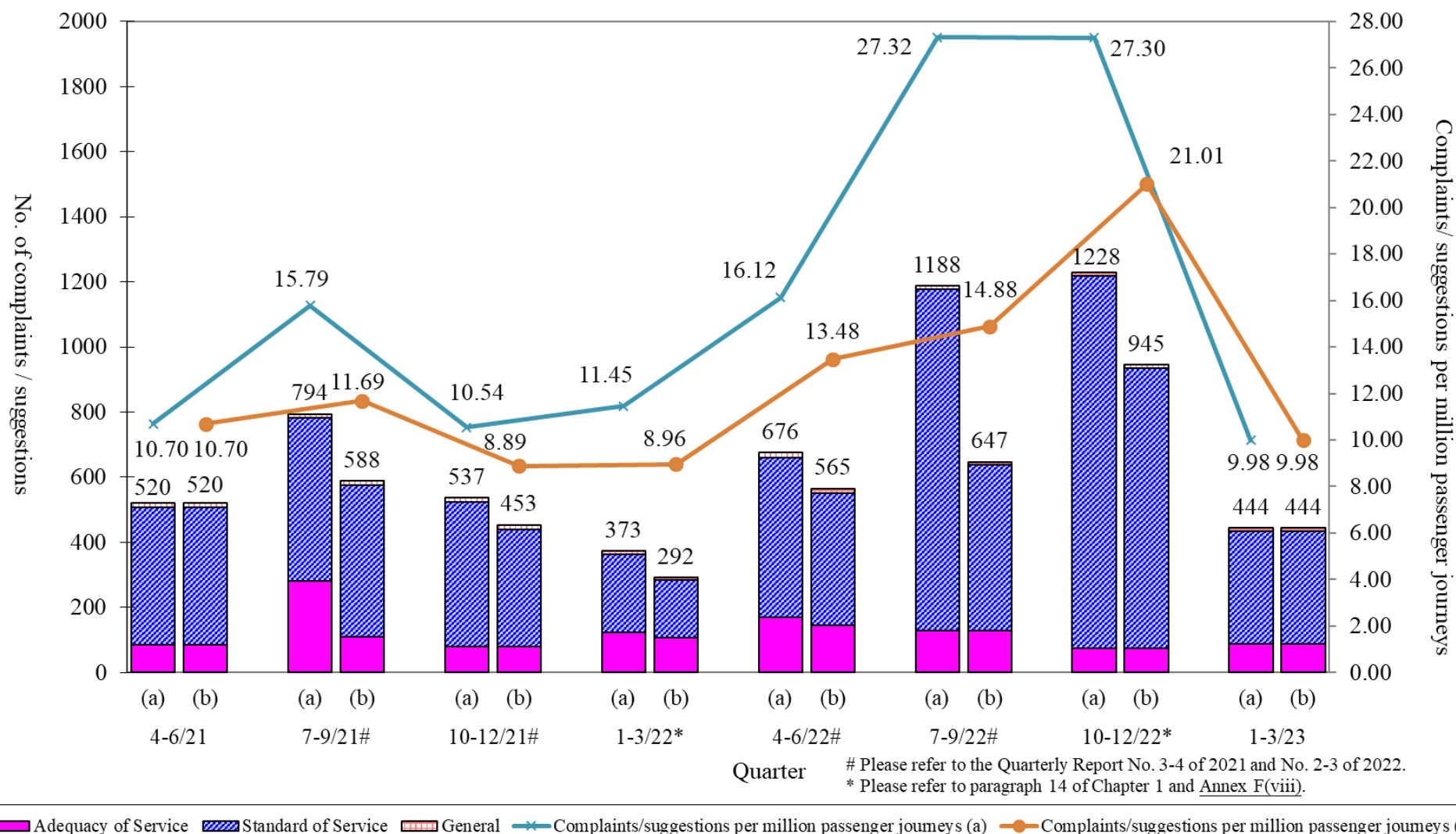
**Complaints and Suggestions on the Services of Long Win Bus Company Limited  
in the Past Eight Quarters**



**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



**Notes :** (a) Complaints received from all complainants.

(b) The complaints received from individual complainants, who made more than 100 complaints in a quarter, were excluded.

**Breakdown of Complaints and Suggestions on Franchised Bus Services**  
**(January – March 2023)**

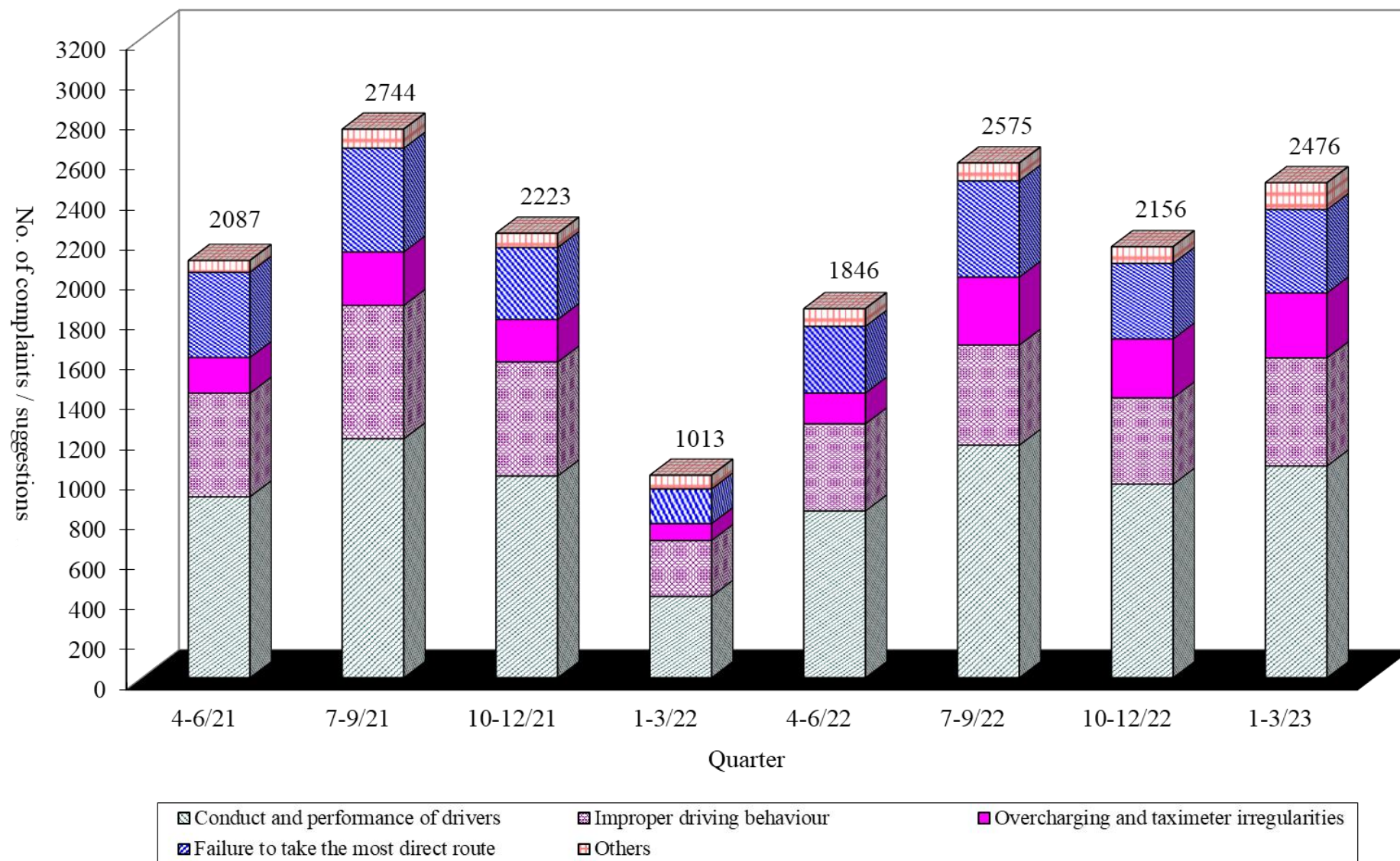
<b><u>Bus Company</u></b>	<b><u>Number of complaints/ suggestions<sup>(2)</sup></u></b>	<b><u>Number of complaints/ suggestions per million passenger journeys</u></b>
The Kowloon Motor Bus Company (1933) Limited (KMB)	2 598 (1 964)	12.49 (9.44)
Citybus Limited (Franchise 1) (CB1)	698 (593)	26.10 (22.17)
Citybus Limited (Franchise 2) (CB2)	135	19.90
New World First Bus Services Limited (NWFB)	229	8.84
New Lantao Bus Company (1973) Limited	66	8.65
Long Win Bus Company Limited	127	13.00
Cross-harbour Bus Services <sup>(1)</sup>	444	9.98
<b>Total</b>	<b>4 297 (3 558)</b>	<b>13.05 (10.80)</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) A total of 739 complaints (634 about KMB and 105 about CB1) were received from four 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**

<b><u>Nature of Complaint/Suggestion</u></b>	<b><u>Same quarter in 2022 (1.1.22-31.3.22)</u></b>	<b><u>Previous quarter (1.10.22-31.12.22)</u></b>	<b><u>Current quarter (1.1.23-31.3.23)</u></b>
<b>(a) Conduct and performance of drivers</b>			
(i) Behaving other than in a civil & orderly manner	185	347	367
(ii) Refusing hire	187	530	621
(iii) Soliciting passengers	-	3	4
(iv) Refusing to drive to destination	29	77	51
(v) Failure to display driver identity plate	4	11	13
(vi) Failure to display driver identity plate properly	2	-	3
Sub-total	407	968	1 059
(b) Improper driving behaviour	279	432	541
(c) Overcharging	62	242	275
(d) Taximeter irregularities	23	53	50
(e) Failure to take the most direct route	173	378	417
(f) Others*	69	83	134
<b>Total</b>	<b>1 013</b>	<b>2 156</b>	<b>2 476</b>

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

**Complaints and Suggestions on Traffic and Road Conditions**  
**(January – March 2023)**

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	7	5	5	22	4	11	10	13	10	2	3	8	12	4	6	1	2	-	131
(b) Traffic management	5	-	1	-	3	1	2	4	3	4	3	3	8	8	-	1	5	-	1	52
(c) Additional traffic signs and aids	-	-	2	1	3	-	2	3	4	-	1	3	-	6	1	1	2	1	1	31
(d) Parking facilities	-	-	2	1	3	11	2	1	1	5	-	3	-	-	-	5	2	-	4	40
Sub-total	11	7	10	7	31	16	17	18	21	19	6	12	16	26	5	13	10	3	6	254
<u>Road Maintenance</u>																				
(a) Road conditions	1	-	-	-	1	-	-	1	2	-	1	1	13	2	-	-	1	-	-	23
(b) Traffic signs & aids	-	-	4	2	1	-	2	-	-	-	1	1	10	-	-	-	1	-	-	22
(c) Carriageway markings	1	-	-	-	1	-	-	-	-	-	1	-	5	-	-	-	-	-	-	8
Sub-total	2	-	4	2	3	-	2	1	2	-	3	2	28	2	-	-	2	-	-	53
<u>Enforcement</u>																				
(a) Illegal parking	32	23	14	19	43	11	51	49	49	22	23	77	62	13	9	22	30	8	1	558
(b) Other enforcement matters	15	10	9	6	27	12	15	11	21	4	8	17	17	16	5	7	10	5	5	220
Sub-total	47	33	23	25	70	23	66	60	70	26	31	94	79	29	14	29	40	13	6	778
Total	60	40	37	34	104	39	85	79	93	45	40	108	123	57	19	42	52	16	12	1085



**Complaints and Suggestions about Improper Cycling Behaviour**

<b><u>Nature of Complaint</u></b>	<b>2021</b>	<b>2022</b>	<b><u>2021 Jan - Mar</u></b>	<b><u>2022 Jan - Mar</u></b>	<b><u>2023 Jan - Mar</u></b>
(a) Cycling on pavements/ pedestrian flyovers/ subways	28	28	7	10	6
(b) Disobeying traffic signs/regulations	23	19	3	3	6
(c) Others (e.g. illegal parking, parking facilities, traffic management)	18	28	4	5	9
<b>Total</b>	<b>69</b>	<b>75</b>	<b>14</b>	<b>18</b>	<b>21</b>

**Complaints and Suggestions about Improper Cycling Behaviour**  
**during 2021 – 2022**

<b><u>District</u></b>		<b><u>2021</u></b>	<b><u>2022</u></b>
Hong Kong	- Eastern	-	1
	- Wan Chai	2	2
	- Central & Western	1	-
	- Southern	3	1
Kowloon	- Kwun Tong	2	1
	- Wong Tai Sin	1	2
	- Kowloon City	8	-
	- Sham Shui Po	5	-
	- Yau Tsim Mong	6	6
New Territories	- North	4	3
	- Tai Po	6	5
	- Sha Tin	7	5
	- Yuen Long	5	9
	- Tuen Mun	2	1
	- Tsuen Wan	5	6
	- Kwai Tsing	1	1
	- Sai Kung	6	25
	- Islands	5	1
General		-	6
<b>Total</b>		<b>69</b>	<b>75 (+8.7%)</b>

**Complaints and Suggestions about Cycling Matters  
other than Improper Cycling Behaviour**

<b><u>Nature of Complaint</u></b>	<b>2021</b>	<b>2022</b>	<b>2021 <u>Jan - Mar</u></b>	<b>2022 <u>Jan - Mar</u></b>	<b>2023 <u>Jan - Mar</u></b>
(a) Other road users endangering cyclists	31	25	6	4	4
(b) Public transport services refuse boarding of bicycles	4	4	2	1	4
(c) Miscellaneous (e.g. traffic aids for cyclists)	22	18	3	4	11
<b>Total</b>	<b>57</b>	<b>47</b>	<b>11</b>	<b>9</b>	<b>19</b>

**Complaints and Suggestions about EMDs Matters**

<b><u>Nature of Complaint</u></b>	<b>2021</b>	<b>2022</b>	<b><u>2021 Jan - Mar</u></b>	<b><u>2022 Jan - Mar</u></b>	<b><u>2023 Jan - Mar</u></b>
(a) Endangering other road users	34	49	1	4	2
(b) Illegal use of EMDs	21	35	2	13	4
(c) Inconsiderate acts of public transport drivers towards electric wheelchair users	4	2	-	-	2
(d) Miscellaneous (e.g. illegal parking)	5	2	1	1	-
<b>Total</b>	<b>64</b>	<b>88</b>	<b>4</b>	<b>18</b>	<b>8</b>

**Complaints and Suggestions about EMDs Matters during 2021 – 2022**

<b><u>District</u></b>		<b><u>2021</u></b>	<b><u>2022</u></b>
Hong Kong	- Eastern	2	1
	- Wan Chai	1	-
	- Central & Western	1	-
	- Southern	3	-
Kowloon	- Kwun Tong	2	2
	- Wong Tai Sin	-	3
	- Kowloon City	2	1
	- Sham Shui Po	6	6
	- Yau Tsim Mong	3	24
New Territories	- North	-	1
	- Tai Po	5	1
	- Sha Tin	2	2
	- Yuen Long	1	8
	- Tuen Mun	5	-
	- Tsuen Wan	2	3
	- Kwai Tsing	2	1
	- Sai Kung	19	26
	- Islands	6	2
General		2	7
<b>Total</b>		<b>64</b>	<b>88 (+37.5%)</b>

**The Statistics on Traffic Accidents Involving Bicycles**  
**and Cyclist Casualties Since 2021**

**No. of Accidents involving Bicycles by Severity**

<b>Severity of Accident</b>	<b>2021</b>	<b>2022</b>	<b>Change</b>		<b>2022 Jan - Mar</b>	<b>2023 Jan - Mar*</b>	<b>Change</b>	
Fatal	8	10	2	(+25.0%)	0	1	1	-
Serious	507	143	-364	(-71.8%)	33	19	-14	(-42.4%)
Slight	2 479	2 071	-408	(-16.5%)	480	424	-56	(-11.7%)
<b>Total</b>	<b>2 994</b>	<b>2 224</b>	<b>-770</b>	<b>(-25.7%)</b>	<b>513</b>	<b>444</b>	<b>-69</b>	<b>(-13.5%)</b>

\* Provisional figures

**No. of Cyclist Casualties by Degree of Injury**

<b>Degree of Injury</b>	<b>2021</b>	<b>2022</b>	<b>Change</b>		<b>2022 Jan - Mar</b>	<b>2023 Jan - Mar*</b>	<b>Change</b>	
Killed	8	8	0	-	0	1	1	-
Seriously injured	482	128	-354	(-73.4%)	28	16	-12	(-42.9%)
Slightly injured	2 359	1 953	-406	(-17.2%)	464	396	-68	(-14.7%)
<b>Total</b>	<b>2 849</b>	<b>2 089</b>	<b>-760</b>	<b>(-26.7%)</b>	<b>492</b>	<b>413</b>	<b>-79</b>	<b>(-16.1%)</b>

\* Provisional figures

**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 web forms (Transport Complaint Form, Taxi Complaint Form and Suggestion Form) on TCU website. They may obtain these forms from the District Offices and the Transport Department, and post them to P.O. Box 12430, G.P.O.

They may also write to TCU at the following address -

**P.O. Box 12430, G.P.O.**

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