

QUARTERLY REPORT No. 1 of 2024

by the

TRANSPORT COMPLAINTS UNIT

of the

TRANSPORT ADVISORY COMMITTEE

for the period

1 January 2024 – 31 March 2024

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Chapter 1 Major Areas of Complaints and Suggestions¹

This is the first quarterly report for 2024 covering the period from 1 January to 31 March 2024.

Yearly and Quarterly Trends

2. During the quarter, the Transport Complaints Unit (TCU) received 10 841² complaints and suggestions, including 260³ pure suggestions. About 77% (8 331) of the cases were received through TCU Complaint/Suggestion Webforms and email, 23% (2 498) 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 0.1%² as compared with 10 851⁴ cases in the previous quarter and an increase of 10.6%² as compared with 9 798⁵ cases in the same quarter in 2023. A breakdown of all the complaints and suggestions received during the quarter is at Annex A.

3. Among the 260³ pure suggestions received, 227³ were about public transport services, of which 205 were related to franchised bus services. There were 31 cases on traffic and road conditions (including enforcement matters). A breakdown of all the pure suggestions received during the quarter is shown at

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 10 841 complaints and suggestions, a total of 1 368 complaints were received from five complainants. The number of complaints not including these cases is 9 473, representing a decrease of 6.0% when compared with 10 082 cases (see footnote 4) in the previous quarter and an increase of 4.6% when compared with 9 059 cases (see footnote 5) in the same quarter in 2023. A breakdown of the complaints not including these cases is at Annex A(i)(b).

³ Among the 260 pure suggestions, 227 cases were about public transport services. Among those 227 cases, 133 were received from a member of the public.

⁴ Among the 10 851 complaints and suggestions, a total of 769 complaints were received from three complainants. The number of complaints not including these cases is 10 082.

⁵ 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.

Annex A(iii).

4. A graph showing the trends of complaints and suggestions received by TCU in the past ten years (2014-2023) is at Annex B(i). Another graph showing the trends of complaints and suggestions received, by quarter, since the fourth quarter of 2019 is at Annex B(ii).

5. During the quarter, investigations into 7 409 cases (including some outstanding cases from previous quarters) were completed. Of these, 6 646 cases (90%) were found to be substantiated, 2 cases (less than 1%) unsubstantiated, and the remaining 761 cases (10%) 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 2024, the Police reported the latest developments on 808⁶ cases previously referred to them. Among these cases, 41⁶ drivers were summonsed.

6. During the same period, relevant government departments and public transport operators took on board 11 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 some of the proponents of these suggestions who provided their contact details.

Public Transport Services

7. Complaints and suggestions on public transport services accounted for 9 577⁷ cases, representing an increase of 1.4%⁷ as compared with

⁶ The figures include the taxi cases in paragraph 22.

⁷ Among the 9 577 complaints and suggestions, a total of 912 complaints were received from three complainants. The number of complaints not including these cases is 8 665, representing a decrease of 3.2% when compared with 8 954 cases (see footnote 8) in the previous quarter and an increase of 9.1% when compared with 7 941 cases (see footnote 9) in the same quarter in 2023. A breakdown of the complaints not including these cases is at Annex E(i)(b).

9 448⁸ cases in the previous quarter and an increase of 10.3%⁷ as compared with 8 680⁹ cases in the same quarter in 2023. A breakdown of the complaints and suggestions received during the quarter is at Annex E(i). A graph showing the trends of complaints and suggestions received, by quarter, since 2019 is at Annex E(ii).

Franchised Bus Services

8. A total of 4 283¹⁰ complaints and suggestions on franchised bus services were received during the quarter, representing an increase of 3.2%¹⁰ as compared with 4 152¹¹ cases in the previous quarter and a decrease of 0.3%¹⁰ as compared with 4 297¹² cases in the same quarter in 2023.

9. There were 2 724¹³ cases on the services of The Kowloon Motor Bus Company (1933) Limited (KMB), as compared with 2 479¹⁴ cases in the previous quarter and 2 598¹⁵ cases in the same quarter in 2023. Among the 2 724¹³ cases, 188 (or 6.9%) were about the adequacy of service and 2 499 (or 91.7%) were about the standard of service.

⁸ Among the 9 448 complaints and suggestions, a total of 494 complaints were received from two complainants. The number of complaints not including these cases is 8 954.

⁹ 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.

¹⁰ Among the 4 283 complaints and suggestions, a total of 824 complaints were received from three complainants. The number of complaints not including these cases is 3 459, representing a decrease of 5.4% when compared with 3 658 cases (see footnote 11) in the previous quarter and a decrease of 2.8% when compared with 3 558 cases (see footnote 12) in the same quarter in 2023.

¹¹ Among the 4 152 complaints and suggestions, a total of 494 complaints were received from two complainants. The number of complaints not including these cases is 3 658.

¹² 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.

¹³ Among the 2 724 complaints and suggestions, a total of 774 complaints (about the standard of service) were received from three complainants. The number of complaints not including these cases is 1 950.

¹⁴ Among the 2 479 complaints and suggestions, a total of 494 complaints were received from two complainants. The number of complaints not including these cases is 1 985.

¹⁵ Among the 2 598 complaints and suggestions, a total of 634 complaints were received from three complainants. The number of complaints not including these cases is 1 964.

10. There were 588 cases on the services of the Citybus Limited (Franchise for the Urban and New Territories bus network) (CTB (U&NT))¹⁶, as compared with 682 cases in the previous quarter and 927¹⁷ cases in the same quarter in 2023. Among the 588 cases, 70 (or 11.9%) were about the adequacy of service while 497 (or 84.5%) were about the standard of service.

11. There were 167¹⁸ cases on the services of the Citybus Limited (Franchise for Airport and North Lantau Bus Network) (CTB (Lantau)), as compared with 210 cases in the previous quarter and 135 cases in the same quarter in 2023. Among the 167 cases, 29 (or 17.4%) were about the adequacy of service while 133 (or 79.6%) were about the standard of service.

12. There were 219¹⁹ cases on the services of the Long Win Bus Company Limited (LWB), as compared with 226 cases in the previous quarter and 127 cases in the same quarter in 2023. Of the 219 cases, 27 (or 12.3%) were about the adequacy of service and 187 (or 85.4%) were about the standard of service.

13. There were 88 cases on the services of the New Lantao Bus Company (1973) Limited (NLB), as compared with 82 cases in the previous quarter and 66 cases in the same quarter in 2023. Of the 88 cases, 8 (or 9.1%) were about the adequacy of service and 78 (or 88.6%) were about the standard of service.

14. There were 497 cases on the cross-harbour bus services²⁰, as compared with 473 cases in the previous quarter and 444 cases in the same quarter

¹⁶ Citybus Limited (Franchise 1) and New World First Bus Services Limited merged into Citybus Limited (Franchise for the Urban and New Territories bus network) (“CTB(U&NT)”) commencing from 1 July 2023.

¹⁷ Among the 927 complaints and suggestions, a total of 105 complaints were received from one complainant. The number of complaints not including these cases is 822.

¹⁸ Among the 167 complaints and suggestions, a total of five complaints (about the standard of service) were received from one complainant. The number of complaints not including these cases is 162.

¹⁹ Among the 219 complaints and suggestions, a total of 45 complaints (about the standard of service) were received from two complainants. The number of complaints not including these cases is 174.

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 and Citybus.

in 2023. Of the 497 cases, 65 (or 13.1%) were about the adequacy of service and 426 (or 85.7%) were about the standard of service.

15. Comparisons of the complaints/suggestions related to KMB, CTB (U&NT), CTB (Lantau), LWB, NLB and cross-harbour bus services in the past eight quarters are at Annex F.

Non-Franchised Bus Services

16. There were 207²¹ 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 2023 were 126 and 137 respectively.

Public Light Bus Services

17. A total of 1 973 complaints and suggestions on public light bus (PLB) services were received in this quarter, representing a decrease of 3.1% as compared with 2 036 cases in the previous quarter and an increase of 26.2% as compared with 1 564 cases in the same quarter in 2023. All of these cases were referred to the Transport Department (TD) or the Police for action.

18. Of the PLB cases received, 94.5% or 1 864 cases were on green minibus (GMB) services, representing a decrease of 4.2% as compared with 1 945 cases in the previous quarter and an increase of 26.7% as compared with 1 471 cases in the same quarter in 2023. Among the 1 864 cases, 133 (or 7.1%) were about the adequacy of service and 1 712 (or 91.8%) were about the standard of service.

²¹ Among the 207 complaints and suggestions, a total of 88 complaints (about the standard of service) were received from one complainant. The number of complaints not including these cases is 119.

19. The remaining 5.5% or 109 cases were on the services provided by red minibuses (RMB), representing an increase of 19.8% as compared with 91 cases in the previous quarter and an increase of 17.2% as compared with 93 cases in the same quarter in 2023.

Taxi Services

20. A total of 2 820 cases on taxi services were received in this quarter, representing a decrease of 2.4% as compared with the previous quarter and an increase of 13.9% as compared with the same quarter in 2023. A comparison of the complaints and suggestions on taxi services in the past eight quarters is at Annex G.

21. Of the 2 820 cases received, 2 746 (97.4%) were related to taxi driver malpractice, as compared with 2 811 such cases (97.3%) in the previous quarter. Complaints about driver malpractice included drivers refusing hire, improper driving behaviour, failure to take the most direct 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 721 such cases (26.3%) were referred to the Police.

22. During the quarter, the Police reported the latest developments on 656 cases previously referred to them. These cases are categorised as follows –

	<u>No. of Cases</u>		<u>Percentage</u>	
(a) Summonsed	17	(8)	3	(1)
(b) Withdrawn by complainants	185	(188)	28	(30)
(c) Evidence considered insufficient by the Police for further processing	454	(421)	69	(68)
	<u>656 (617)</u>		<u>100 (100)</u>	

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

It is noted that 97% cases could not be further pursued because of withdrawal by complainants or insufficient evidence.

23. Among the eight summonsed cases in the previous quarter, a taxi driver was convicted of traffic offence by the court²². The taxi driver was fined \$320 for failing to display taxi driver identity plate.

Rail Services

24. A total of 270 complaints and suggestions on rail services were received. The corresponding figures for the previous quarter and the same quarter in 2023 were 222 and 184 respectively. Of the 270 cases, 260 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 24 complaints and suggestions on ferry services in this quarter. The corresponding figures for the previous quarter and the same quarter in 2023 were both 22. A detailed breakdown of the nature of complaints and suggestions on ferry services is at Annex E(i)(a).

Traffic Conditions

26. There were 345²³ complaints recorded in this quarter about traffic congestion/obstruction, as compared with 406 cases in the previous quarter and 131 cases in the same quarter in 2023. Congestion/obstruction was reported to have occurred throughout the territory, as illustrated below –

²² Results of the remaining summonsed cases were not yet available as at end March 2024.

²³ Among the 345 complaints and suggestions, a total of 261 complaints were received from one complainant. The number of complaints not including these cases is 84.

	<u>Number of Complaints</u>	
Hong Kong Island	25	(27)
Kowloon	29	(50)
New Territories	291 ²⁴	(328) ²⁵
Others (e.g. general issues and tunnel areas)	0	(1)
Total	345²³	(406)²⁵

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

27. Based on the number of complaints received, districts most affected by traffic congestion/obstruction were Kwai Tsing (261²⁴ cases), Tuen Mun (13 cases) and Central and Western (10 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/obstruction 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 56 complaints and suggestions on traffic management and 22 requests for additional traffic signs and aids in this quarter. As a comparison, there were 66 and 33 such cases in the previous quarter, and 52 and 31 in the same quarter in 2023.

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

²⁴ Among the 291 and 261 complaints and suggestions, a total of 261 complaints were received from one complainant. The respective numbers of complaints not including these cases are 30 and 0.

²⁵ Among the 328 and 406 complaints and suggestions, a total of 275 complaints were received from one complainant. The respective numbers of complaints not including these cases are 53 and 131.

Road Maintenance

31. During the quarter, there were 30 complaints about road maintenance, as compared with 37 cases in the previous quarter and 53 cases in the same quarter in 2023. Among the 30 cases, 17 cases were related to road conditions and 10 cases were related to traffic signs and aids.

32. Districts which attracted relatively more complaints about road conditions were Yuen Long (four cases), Kwun Tong and Tuen Mun (three cases each). Districts which attracted relatively more complaints about traffic signs and aids were Yuen Long and Kowloon City (two cases each).

Enforcement

33. There were 727²⁶ complaints about traffic regulations enforcement in this quarter, representing a decrease of 4.8% when compared with 764 cases in the previous quarter and a decrease of 6.6% when compared with 778 cases in the same quarter in 2023. They were mainly requests for action against illegal parking (334 cases), disobeying traffic signs/schemes (170²⁷ cases), jumping red light/failing to give way to pedestrians/traffic (50²⁸ cases), jaywalking (48²⁹ cases) and prolonged waiting causing obstruction (29 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 (53 cases), Yuen Long (34 cases), Kwun Tong and Sham Shui Po (33 cases each).

²⁶ Among the 727 complaints and suggestions, a total of 195 complaints were received from one complainant. The number of complaints not including these cases is 532, representing a decrease of 30.4% when compared with 764 cases in the previous quarter and a decrease of 31.6% when compared with 778 cases in the same quarter in 2023.

²⁷ Among the 170 complaints and suggestions, a total of 103 complaints were received from one complainant. The number of complaints not including these cases is 67.

²⁸ Among the 50 complaints and suggestions, a total of 15 complaints were received from one complainant. The number of complaints not including these cases is 35.

²⁹ Among the 48 complaints and suggestions, a total of 43 complaints were received from one complainant. The number of complaints not including these cases is 5.

Chapter 2 Major Events and Noteworthy Cases

Transport Complaints Unit Sub-committee Meeting

At the quarterly meeting of the TCU Sub-committee on 21 February 2024, Members discussed –

- (a) Complaints and Suggestions about Traffic Management and Requests for Additional Traffic Signs and Aids;
- (b) Complaints and Suggestions about Road Safety Matters;
- (c) Overview of Complaints and Suggestions Received in 2023; and
- (d) TCU Quarterly Report No. 4 of 2023.

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

- (a) Overview of Complaints and Suggestions Received in 2023; and
- (b) TCU Quarterly Report No. 4 of 2023.

Concerns about road safety at Stubbs Road near Peak Road in Wan Chai

3. A member of the public expressed concerns about road safety at Stubbs Road near Peak Road in Wan Chai. He pointed out that there were some possible safety issues (e.g. pedestrian jaywalking and traffic incidents by speedy motorists) brought by the inadequate pedestrian footpath at the concerned location. He suggested widening the pedestrian footpath at Stubbs Road near Peak Road to enhance road safety for all road users.

4. The case was referred to the Transport Department (TD) for consideration. Regarding the suggestion of widening the pedestrian at Stubbs Road near Peak Road, the TD advised that they had been monitoring the traffic

conditions and had arranged the works department to widen the footpath with appropriate revision of road marking at the road section between Stubbs Road and Peak Road in order to improve drivers' and pedestrians' sightlines at the concerned location. The improvement works had been completed in February 2024.

5. The TD further advised that they would continue to monitor the traffic conditions and propose appropriate enhancement measures, where necessary and feasible.

6. The TD's reply was conveyed to the member of the public who raised no further comments.

Concerns about road safety at the junction of Hoi Bun Road and Tsun Yip Street in Kwun Tong

7. Following a fatal accident happened on 9 January 2024 near Hoi Bun Road and Tsun Yip Street in Kwun Tong, a management services company raised concerns about road safety at the concerned location. The company urged the relevant departments to conduct a comprehensive review on the existing road setting in the area and work out measures to deter illegal parking nearby which caused traffic congestion and blocked the sightlines of motorists as well as pedestrians. In order to enhance the safety for all road users, the company suggested the TD to relocate the current crossing facilities, install additional pedestrian crossing facilities (including "zebra crossings" or "signal-controlled crossings") and add double white lines to prevent lane changing activities at the concerned location.

8. The case was referred to the TD for investigation and the Police for necessary enforcement action. In response, the TD replied that they had conducted on-site inspections and a review on the traffic situations of the junction of Hoi Bun Road, Kei Yip Street and Tsun Yip Street. The TD had completed several traffic improvement measures in February 2024 at the concerned junction, including installation of railings at Tsun Yip Street near 181 Hoi Bun Road with a view to guiding pedestrians to the crossing facility with sufficient sightline;

installation of traffic signs “pedestrians on or crossing road ahead” and painting road markings “SLOW” and chevron to narrow the carriageway at Hoi Bun Road in order to alert the motorists to slow down and be aware of the cautionary crossings; painting double white line road markings before the junction to avoid motorists changing lanes suddenly before the crossings; and designation of 24-hour no-stopping restriction zones next to the crossings with a view to maintaining sightline.

9. In addition, in order to further improve the pedestrian crossing facilities at the concerned junction, the TD proposed to widen the footpath at the junction to shorten the distance for pedestrians crossing the carriageways. The TD has arranged with the Highways Department to implement the proposal after receiving positive results in local consultation.

10. The TD further advised that they had carried out traffic count survey at the junction to assess the feasibility of installing signalised controlled crossings. The results revealed that the vehicular and pedestrian flows at the junction were light while its distance to the adjoining busy junction of Wai Yip Street and Tsun Yip Street was less than 100 metres. To avoid affecting the traffic in the vicinity, the traffic signals of new signalised controlled crossings had to be coordinated with the junction nearby. Long cycle time and the waiting time would thus have to be adopted, resulting in unnecessary delays to pedestrians and motorists. Nevertheless, the TD would continue to closely monitor the traffic conditions thereat and formulate further appropriate traffic management measures when necessary.

11. Regarding the enforcement actions, the Police replied that they would keep on taking strict traffic enforcement actions to tackle the problem of illegal parking at the concerned location and the situation would be closely monitored.

12. The management services company was informed of the reply of the TD and made no further comment.

Concerns about road safety at Tai Wai Roundabout

13. A member of the public expressed concerns about road safety at Tai Wai Roundabout. He considered that the roundabout had been a blackspot of traffic accidents. He requested the TD to work out improvement measures so as to enhance road safety at the concerned roundabout.

14. The case was referred to the TD for follow-up actions. In response, the TD advised that to improve Tai Wai Roundabout, they planned to convert the existing three-lane conventional roundabout into a two-lane spiral roundabout, and make use of the freed-up space to introduce exclusive left turn lanes at each approach. The conversion into a two-lane configuration would make it easier for the motorists to enter and leave the roundabout, together with the spiral roundabout arrangement, the inner lane of the roundabout could be better utilised. The exclusive left turn lanes at each approach would allow the left turning vehicles to bypass the roundabout, and hence help relieving the traffic inside the roundabout.

15. The TD further advised that Chapter 5 of Road Users' Code on "Roundabouts" provided basic rules for using roundabouts, which included suggested routes for driving through a roundabout and how to signal properly and appropriately when travelling in roundabouts. Drivers were advised to observe the general driving rules when driving through roundabouts and must drive with due care and attention and with reasonable consideration for other road users and passengers. For example, drivers should follow traffic signs and road markings, and were reminded to use the direction indicators in good time before changing direction whether to turn, change lanes or overtake and observe traffic both ahead and behind before the actual manoeuvre. In addition, TD advised the difference between spiral roundabouts and conventional roundabouts. Drivers could identify the type of roundabout ahead and the routes/directions to the different destinations from the advance direction sign erected in advance of a roundabout.

16. Moreover, the TD had been collaborating closely with the Road Safety Council (RSC) and the Police to promote proper use of roundabouts and safety tips for driving in roundabouts through various publicity and education channels, which included production and broadcast of TV and Radio

Announcements in Public Interests, distribution of leaflets/posters/Road Safety Bulletins, and promotion of online messages/videos via RSC's social media platform etc. to disseminate different safety messages to drivers, with a view to enhancing safety awareness of drivers. The TD would continue to carry out publicity and education activities to arouse safety awareness of the road users.

17. The TD also organised induction courses and refresher courses for private driving instructors and restricted driving instructors, covering topics related to roundabouts, in order to enhance the awareness of correct usage of roundabouts among learner drivers. Additionally, the TD would continue to strengthen their promotional and educational efforts to raise awareness among current road users in these areas.

18. The member of public was informed of the TD's reply and did not raise further comment.

Complaints and Suggestions about New Transport Infrastructure

Background

The Tuen Mun-Chek Lap Kok Link (TM-CLKL) Northern Connection is 5.5 km long, of which about 5 km is the Tuen Mun-Chek Lap Kok Tunnel (TM-CLKT), a subsea road tunnel connecting Tuen Mun South and the Hong Kong-Zhuhai-Macao Bridge Hong Kong Port. The construction started in June 2013 and its service commenced on 27 December 2020.

2. The 17-km Shatin to Central Link (SCL) consists of “Tai Wai to Hung Hom Section” and “Hung Hom to Admiralty Section”. The “Tai Wai to Hung Hom Section” connects the former Ma On Shan Line and West Rail Line, forming the Tuen Ma Line; while the “Hung Hom to Admiralty Section” extends the East Rail Line to Hong Kong Island. The construction of the SCL commenced in July 2012. The Tuen Ma Line full line was commissioned on 27 June 2021 and the East Rail Line Cross-harbour Extension was commissioned on 15 May 2022. To tie in with the commissioning of the Cross-harbour Extension, new nine-car trains were introduced to replace the original 12-car trains. The East Rail Line has become the fourth cross-harbour railway line in Hong Kong, providing faster and more convenient railway services. Passengers can travel directly between the Northeast New Territories and Hong Kong Island and interchange with five other railway lines via four interchange stations on the East Rail Line.

3. The Tseung Lam Highway (TLH) comprises the Tseung Kwan O-Lam Tin Tunnel (TKO-LTT) and the Cross Bay Link (CBL). The TKO-LTT is a dual-two lane highway linking Tseung Kwan O and the urban area, with a total length of about 3.8 km, of which about 2.2 km is in the form of a tunnel. It connects the CBL and Po Shun Road in the east, and the Eastern Harbour Crossing (EHC), Cha Kwo Ling Road in Kwun Tong and the Trunk Road T2 under construction in the west. The CBL is an about 1.8 km long dual two-lane carriageway with a cycle track and a footway across Junk Bay. Mainly

composed of marine viaduct across Junk Bay, the CBL connects the TKO-LTT and Wan Po Road to and from LOHAS Park or Tseung Kwan O Industrial Estate. The construction works of the TKO-LTT and the CBL commenced in July 2016 and July 2018 respectively and the TLH was commissioned on 11 December 2022.

The Complaints and Suggestions

4. The trend of complaints and suggestions on the three transport infrastructure projects received from 2020 to March 2024 is at Annex J.

5. After the commissioning of the TM-CLKT, bus routes plying between Tuen Mun, Yuen Long (including Tin Shui Wai) and North Lantau (including the airport) have been re-routed via TM-CLKT for shorter bus journeys. It was noted that the majority of the complaints and suggestions were about diversion of franchised bus services in Yuen Long and Tin Shui Wai, in particular the prolonged journey time during peak hours caused by the traffic congestion in Tuen Mun Road and Wong Chu Road.

6. The majority of the complaints and suggestions on the East Rail Line were about adequacy of train services (such as insufficient frequency/carrying capacity) and regularity of service. Some complainants reported that the use of nine-car trains on East Rail Line had led to a substantial decrease in the carrying capacity of such trains and an intensifying crowded situation. They requested to increase the train frequency or use the original 12-car trains to meet the passenger demand.

7. The majority of the complaints and suggestions received after the commissioning of the TLH were about further enhancement of franchised bus services and traffic congestion. After the implementation of HKeToll and the associated temporary traffic arrangement (TTA) for demolishing toll booths and islands and adjusting the traffic lanes at the EHC in end August 2023, the complaints received were mainly about the extended traffic queues to the TKO-LTT and the CBL tailing back from the portal of the south-bound tunnel tube of EHC during morning peak hours.

Measures to Improve the Situation

The TM-CLKL Northern Connection

8. The Transport Department (TD) has been closely monitoring the impact of the commissioning of the TM-CLKT on franchised bus services, and with effect from 30 August 2021, Long Win Bus Company Limited (LWB) introduced special departures for Long Win E36S (Yuen Long (Ma Wang Road) - Airport (Ground Transportation Centre)) under route E36 (Yuen Long (Pat Heung Road) – Airport (Ground Transportation Centre)) via Tai Lam Tunnel and Lantau Link during peak hours to provide more options for passengers. In addition, the TD has also approved alternative routeings in Tuen Mun for all “A” and “E” routes operating via TM-CLKT so as to allow flexibility for bus captains to choose the appropriate routing to avoid the traffic congestion. The above measures had alleviated the impact on journey time due to traffic condition and the number of related complaints had been significantly reduced.

East Rail Line Services

9. The TD noted that the number of complaints and suggestions on the East Rail Line services increased after the commissioning of the Cross-Harbour Extension in May 2022. The Government has always encouraged the MTR Corporation Limited (MTRCL) to explore more measures to improve passenger flow and enhance passengers’ travelling experience. It was observed that there were clusters of passengers during particular period of time, and at particular stations and train compartments during the morning peak hours. The MTRCL has therefore adopted a series of measures to facilitate passenger flow. They include implementing passenger diversion measures to guide passengers to board the trains at the less crowded areas of the platform, using technology (including the “Cross-Harbour Easy” display panels and “Train Car Loading Indicator”) to divert passengers to less crowded railway lines and train compartments so as to achieve a more even distribution of patronage, and arranging short-haul trips for stations with more passengers to improve passenger flow (such as arranging

short-haul trips from Sha Tin and Tai Po Market Stations to Admiralty Station during the morning peak).

10. The Government will continue to urge the MTRCL to closely monitor the services and make adjustment as needed based on the patronage and the actual situation to meet passenger demand.

TLH

11. To tie in with the commissioning of TLH, five new franchised bus routes, namely, KMB route nos. 96 (Hong Sing Garden – Tai Po Industrial Estate), 290E (Tseung Kwan O Industrial Estate – Tsuen Wan West Station Public Transport Interchange) and 298X (Hang Hau (North) – Cheung Sha Wan (Kom Tsun Street)); and CTB route nos. 790 (Oscar by the Sea – Tsim Sha Tsui East (Mody Road)) and 795 (Tseung Kwan O Industrial Estate – Hoi Tat Public Transport Interchange) were introduced providing services to/ from various areas including Tai Po/Tsuen Wan/Sham Shui Po/Tsim Sha Tsui via TLH with effect from 12 December 2022. Moreover, two additional new franchised bus routes, namely, cross harbour route nos. 690S (Hang Hau (Ming Tak Estate) – Central (Exchange Square)) and 694S (Tiu Keng Leng Station Public Transport Interchange – Siu Sai Wan) were introduced in March 2023 in response to public and local suggestions to facilitate passengers travelling between Tseung Kwan O and Hong Kong Island via TLH during peak hours. Service level of KMB route no. 96, CTB route no. 790 and XHT route no. 690S had been enhanced in 2023 to better serve the passengers. Under the Route Planning Programme 2024-2025, several proposals with a view to strengthening the existing service level of franchised bus routes via TLH including CTB route nos. 790, 795 and KMB route no. 290E have been put forward. The TD is consulting with the Traffic and Transport Committees of relevant District Councils on the aforementioned proposals and will summarise and conclude the comments of all parties received. The TD would continue to closely monitor the services and passenger demand of the above franchised bus routes and timely review the existing bus services arrangements with the franchised bus companies when necessary.

12. The road capacity of the EHC is constrained by the fact that there are only two traffic lanes in the south-bound tunnel tube. The traffic demand during peak hours on weekdays has already exceeded its design capacity. Therefore, the implementation of HKeToll alone will not bring about significant improvement to the existing congestion situation at the EHC. In fact, following the implementation of HKeToll at the EHC, the average queue length at Kwun Tong Bypass during morning peak on weekdays was shortened by about 700 metres. It was observed that the traffic from the TKO-LTT to the EHC was slightly affected and traffic queues during the busiest hour on weekday mornings were caused, owing to the demolition works being carried out in the toll plaza of the EHC as well as its associated TTA. With a view to better balancing the traffic demand from different approach roads, the TD modified the TTA during morning peak hours and the traffic congestion at TKO-LTT was relieved. Upon completion of the road works at EHC, the traffic lanes will be straightened to achieve a smoother drive.

13. TCU will continue to monitor and follow up with TD and transport operators concerned regarding complaints and suggestions about the transport arrangements related to the new transport infrastructure projects.

Complaints and Suggestions Received by TCU

<u>Nature of Complaint/Suggestion</u> ⁽¹⁾⁽²⁾	<u>Same quarter in 2023 (1.1.23-31.3.23)</u>			<u>Previous quarter (1.10.23-31.12.23)</u>			<u>Current quarter (1.1.24-31.3.24)</u>		
I. Public Transport Services									
(a) Adequacy of service	855	[294]		616	[209]		556	[202]	
(b) Standard of service	7 572	[10]		8 651	[32]		8 832	[16]	
(c) General	253	[8]		181	[7]		189	[9]	
	8 680⁽³⁾	[312]	(89%)	9 448⁽³⁾	[248]	(87%)	9 577⁽³⁾	[227]	(88%)
II. Traffic Conditions									
(a) Traffic congestion/obstruction	131	[3]		406	[10]		345	[4]	
(b) Traffic management	52	[14]		66	[14]		56	[14]	
(c) Additional traffic signs and aids	31	[13]		33	[12]		22	[8]	
(d) Parking facilities	40	[8]		24			24	[2]	
	254	[38]	(3%)	529	[36]	(5%)	447	[28]	(4%)
III. Road Maintenance									
(a) Road conditions	23			17			17	[1]	
(b) Traffic signs and aids	22			19	[1]		10		
(c) Carriageway markings	8			1			3		
	53		(<1%)	37	[1]	(<1%)	30	[1]	(<1%)
IV. Enforcement									
(a) Illegal parking	558	[1]		460	[3]		334	[1]	
(b) Other enforcement matters	220			304	[1]		393	[1]	
	778	[1]	(8%)	764	[4]	(7%)	727	[2]	(7%)
V. Miscellaneous	33	[1]	(<1%)	73	[2]	(<1%)	60	[2]	(<1%)
Total	9 798⁽³⁾	[352]	(100%)	10 851⁽³⁾	[291]	(100%)	10 841⁽³⁾	[260]	(100%)

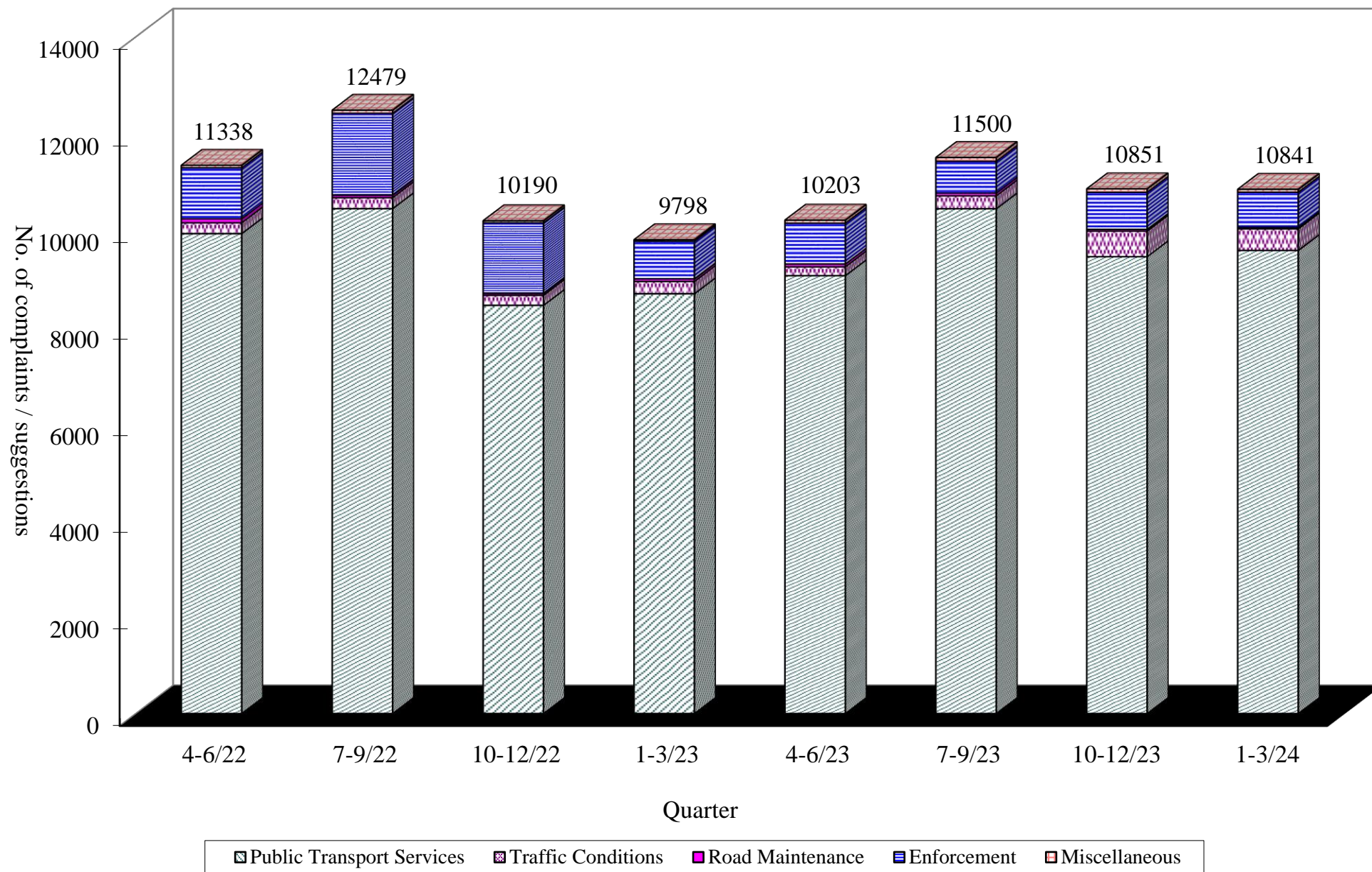
- Notes :**
- (1) Figures in square brackets are the number of pure suggestions received in the quarter. The figures have been included in the overall number of cases received. Among the 294, 209 and 202 pure suggestions relating to adequacy of service, 219, 150 and 123 about public transport routeing 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 and 7 of Chapter 1.

Complaints and Suggestions Received by TCU⁽¹⁾

<u>Nature of Complaint/Suggestion⁽²⁾⁽³⁾</u>	<u>Same quarter in 2023 (1.1.23-31.3.23)</u>		<u>Previous quarter (1.10.23-31.12.23)</u>		<u>Current quarter (1.1.24-31.3.24)</u>	
I. Public Transport Services						
(a) Adequacy of service	855	[294]	616	[209]	556	[202]
(b) Standard of service	6 833	[10]	8 157	[32]	7 920	[16]
(c) General	253	[8]	181	[7]	189	[9]
	7 941	[312] (88%)	8 954	[248] (89%)	8 665	[227] (91%)
II. Traffic Conditions						
(a) Traffic congestion/obstruction	131	[3]	131	[10]	84	[4]
(b) Traffic management	52	[14]	66	[14]	56	[14]
(c) Additional traffic signs and aids	31	[13]	33	[12]	22	[8]
(d) Parking facilities	40	[8]	24		24	[2]
	254	[38] (3%)	254	[36] (3%)	186	[28] (2%)
III. Road Maintenance						
(a) Road conditions	23		17		17	[1]
(b) Traffic signs and aids	22		19	[1]	10	
(c) Carriageway markings	8		1		3	
	53	(<1%)	37	[1] (<1%)	30	[1] (<1%)
IV. Enforcement						
(a) Illegal parking	558	[1]	460	[3]	334	[1]
(b) Other enforcement matters	220		304	[1]	198	[1]
	778	[1] (9%)	764	[4] (8%)	532	[2] (6%)
V. Miscellaneous						
	33	[1] (<1%)	73	[2] (<1%)	60	[2] (<1%)
Total	9 059⁽⁴⁾	[352] (100%)	10 082⁽⁵⁾	[291] (100%)	9 473⁽⁶⁾	[260] (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. Among the 294, 209 and 202 pure suggestions relating to adequacy of service, 219, 150 and 123 about public transport routing 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 739 complaints from four complainants were excluded.
 - (5) A total of 769 complaints from three complainants were excluded.
 - (6) A total of 1 368 complaints from five complainants were excluded.

Complaints and Suggestions Received by TCU



**Pure Suggestions Received by TCU
(January – March 2024)**

Nature of Suggestion⁽¹⁾

(I)	Public Transport Services	Vehicular Transport				Rail		Waterborne		Sub-total		
		FB		NFB		PLB	Taxi	Transport	Transport			
	(a) Adequacy of Service											
	(1) Frequency/carrying capacity	5	[2]	-	2	-	2	[1]	-	9 [3]		
	(2) Routeing	158	[122]	2	[1]	2	-	1	-	163 [123]		
	(3) Hours of operation	8	[2]	-	2	-	-	-	-	10 [2]		
	(4) Provision of stop	16	[2]	-	3	-	1	-	-	20 [2]		
		187	[128]	2	[1]	9	-	4	[1]	202 [130]		
	(b) Standard of Service											
	(1) Regularity of service	-		-	-	-	-	-	-	-		
	(2) Adherence to routeing	-		-	-	-	-	-	-	-		
	(3) Improper driving behaviour	-		-	-	-	-	-	-	-		
	(4) Conduct & performance of staff	-		-	-	-	-	-	-	-		
	(5) Overcharging	-		-	-	-	-	-	-	-		
	(6) Cleanliness	-		-	-	-	-	-	-	-		
	(7) Conditions of vehicle/vessel	1		-	-	-	-	-	-	1		
	(8) Passenger services & facility	10		-	3	-	2	-	-	15		
		11		-	3	-	2	-	-	16		
	(c) General ⁽²⁾	7	[3]	1	-	-	1	-	-	9 [3]		
	Sub-total of (I) this quarter	205	[131]	3	[1]	12	0	7	[1]	0	227 [133]	
	Sub-total of (I) previous quarter	225	[156]	3	[2]	12	[1]	4	4	[2]	0	248 [161]
	Sub-total of (I) same quarter in 2023	292	[233]	-		10	[2]	2	5		3	312 [235]
(II)	Traffic Conditions											
	(a) Traffic Congestion/Obstruction											4
	(b) Traffic Management											14
	(c) Additional Traffic Signs & Aids											8
	(d) Parking Facilities											2
	Sub-total of (II) this quarter											28
	Sub-total of (II) previous quarter											36
	Sub-total of (II) same quarter in 2023											38
(III)	Road Maintenance											1
(IV)	Enforcement											2
(V)	Miscellaneous											2
	Total this quarter											260 [133]
	Total previous quarter											291 [161]
	Total same quarter in 2023											352 [235]

Legend

FB - Franchised Buses

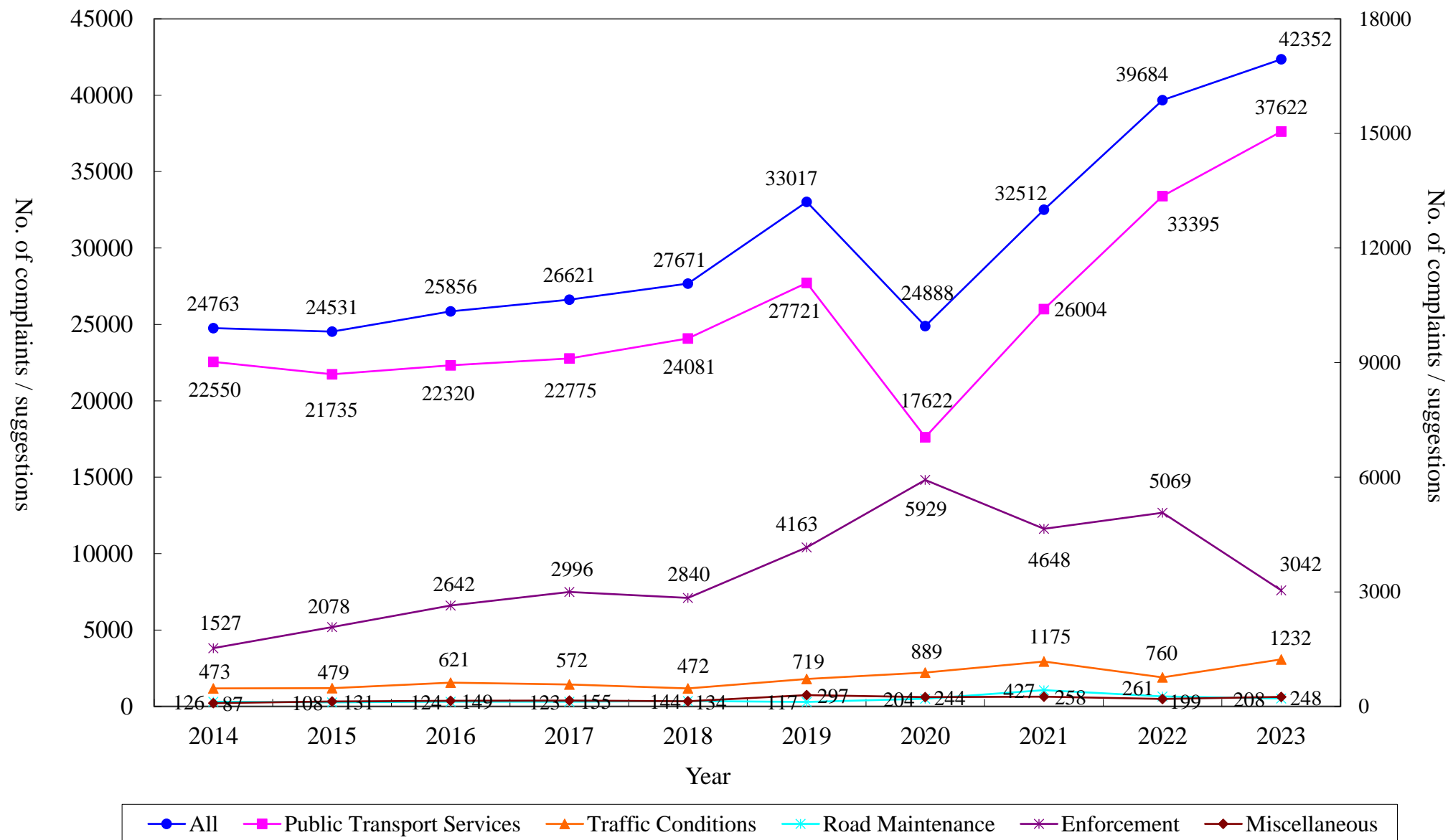
NFB - Non-franchised Buses

PLB - Public Light Buses

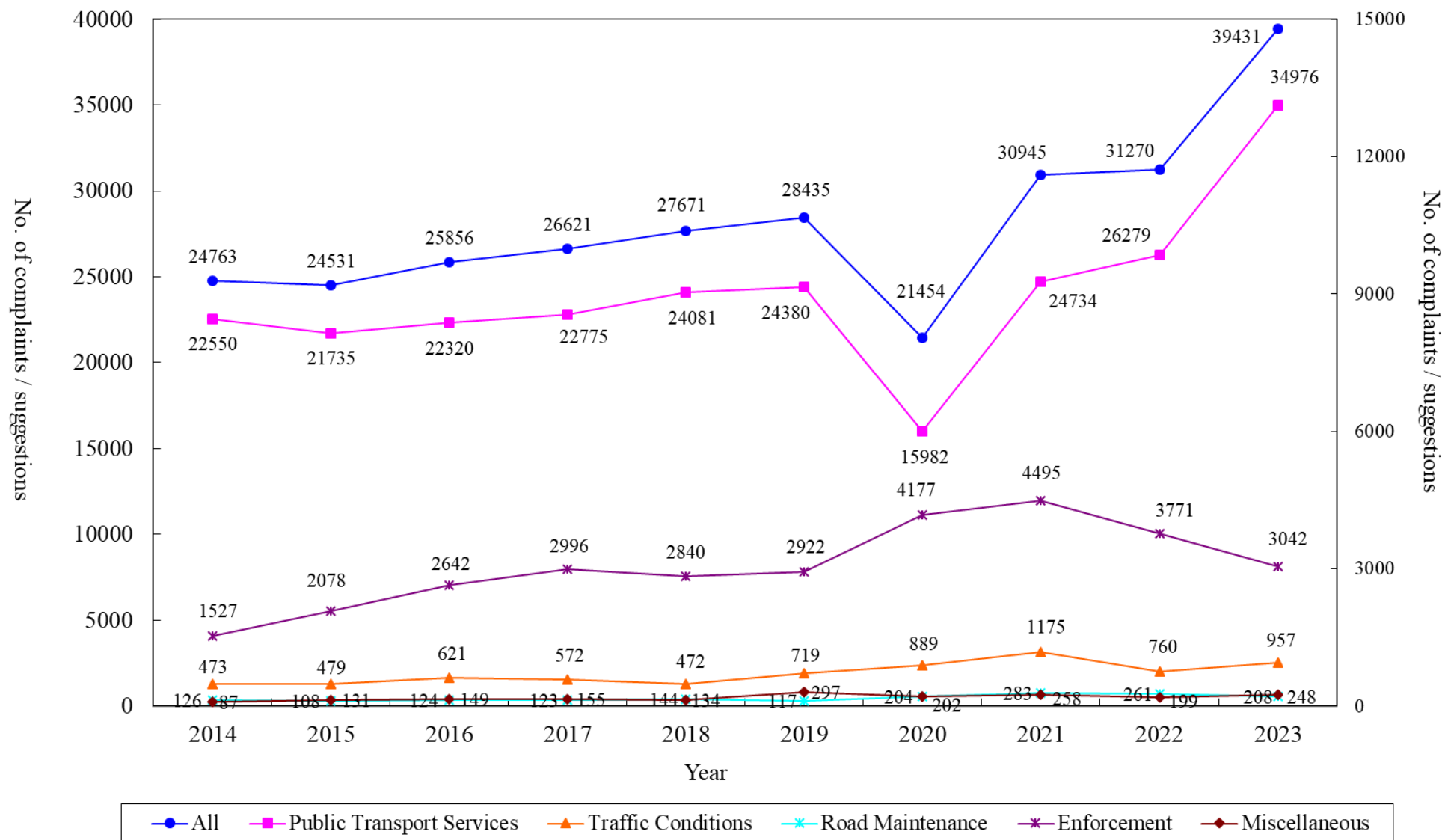
Notes : (1) Figures in square brackets are the number of pure suggestions received from a member of the public in the quarter. The figures have been included in the overall number of pure suggestions received.

(2) These are mainly related to section fares and interchange discounts.

Trends of Complaints and Suggestions Received by TCU (2014 - 2023)



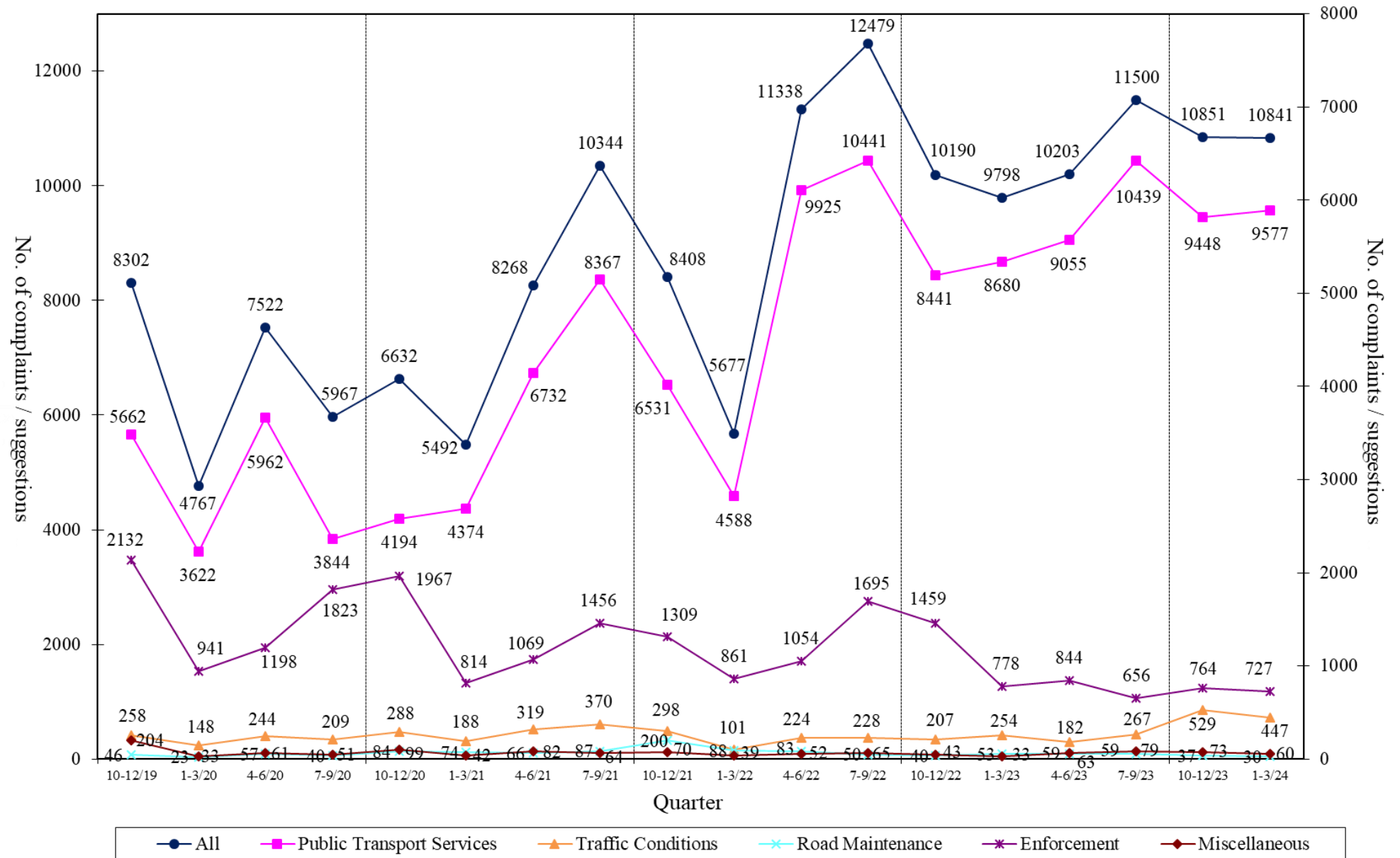
Trends of Complaints and Suggestions Received by TCU⁽¹⁾ (2014 - 2023)



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.

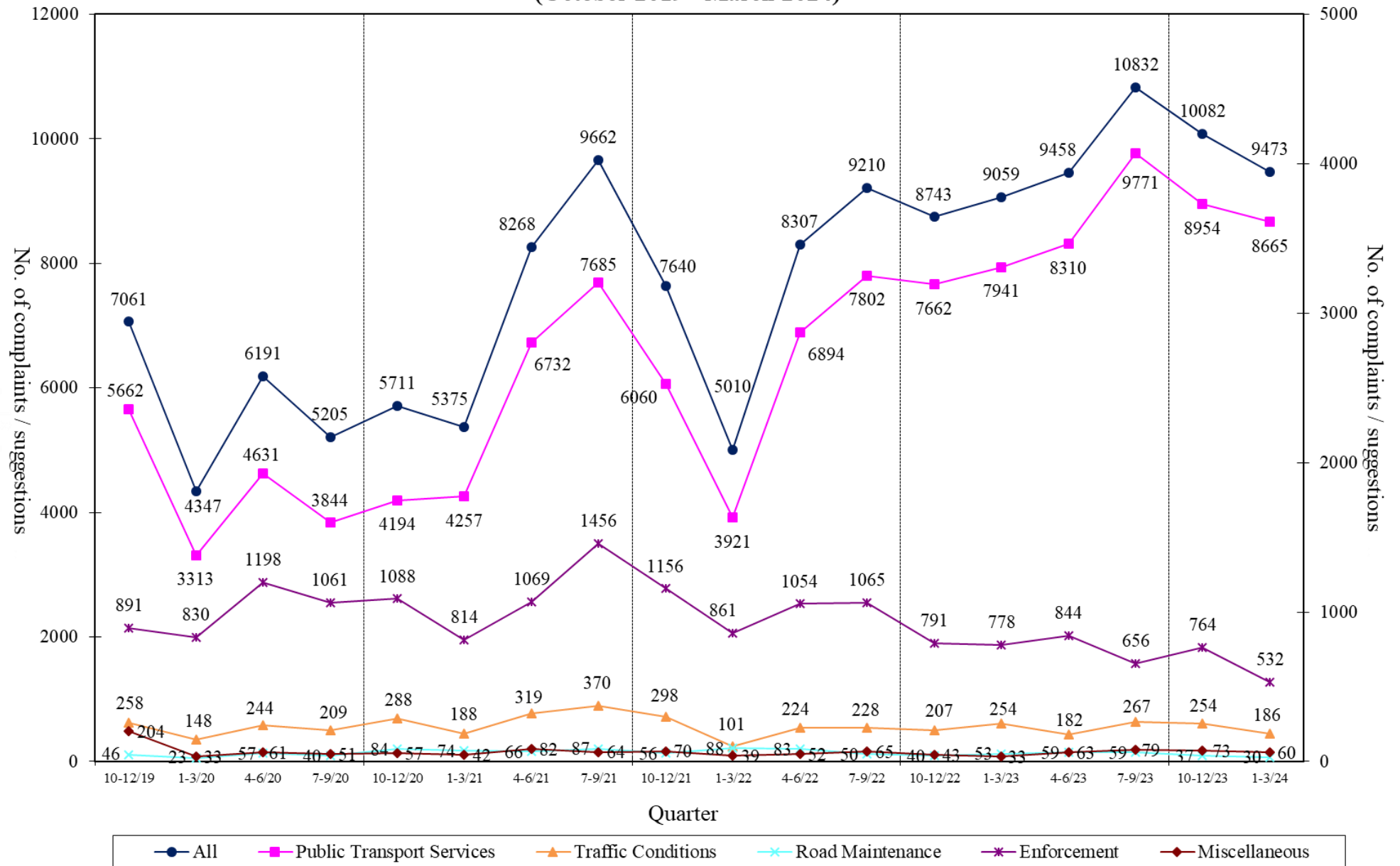
**Trends of Complaints and Suggestions Received by TCU
(October 2019 - March 2024)**

Annex B(ii)(a)



Trends of Complaints and Suggestions Received by TCU⁽¹⁾
(October 2019 - March 2024)

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 2024)

Outcome of Investigation Nature of Complaint/ Suggestion	A1	A2	B	C	Total
I. Public Transport Services					
(a) Adequacy of service	11	492	-	-	503
(b) Standard of service	360	4 377	2	689	5 428
(c) General	1	149	-	2	152
	372	5 018	2	691	6 083
II. Traffic Conditions					
(a) Traffic congestion/obstruction	4	229	-	1	234
(b) Traffic management	13	51	-	-	64
(c) Additional traffic signs/aids	5	17	-	-	22
(d) Parking facilities	3	19	-	-	22
	25	316	-	1	342
III. Road Maintenance					
(a) Road conditions	2	9	-	-	11
(b) Traffic signs and aids	5	8	-	-	13
(c) Carriageway markings	1	2	-	-	3
	8	19	-	-	27
IV. Enforcement					
(a) Illegal parking	284	122	-	-	406
(b) Other enforcement matters	2	417	-	68	487
	286	539	-	68	893
V. Miscellaneous	1	62	-	1	64
Total	692 (9%)	5 954 (80%)	2 (<1%)	761 (10%)	7 409 (100%)
	6 646 (90%)				

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 2024)

<div>Outcome of Investigation</div> <div>Mode of Transport</div>	A1	A2	B	C	Total
The Kowloon Motor Bus Company (1933) Limited	144	1 475	-	30	1 649
Citybus Limited (Franchise (U&NT))	3	512	-	4	519
Citybus Limited (Franchise (Lantau))	9	158	-	1	168
New Lantao Bus Company (1973) Limited	-	76	-	-	76
Long Win Bus Company Limited	-	209	-	-	209
Cross-harbour Bus Services	1	531	-	1	533
Non-franchised Bus Services	1	74	1	1	77
Green Minibus	208	1 440	-	17	1 665
Red Minibus	-	73	-	2	75
Taxi	3	286	-	632	921
MTR Corporation Limited (Excluding Light Rail)	3	123	1	-	127
MTR Corporation Limited (Light Rail)	-	18	-	-	18
The Hongkong Tramways Limited	-	23	-	2	25
Sun Ferry Services Company Limited	-	2	-	-	2
The “Star” Ferry Company Limited	-	6	-	-	6
Minor Ferries	-	12	-	1	13
Total	372 (6%)	5 018 (82%)	2 (<1%)	691 (11%)	6 083 (100%)
	5 390 (89%)				

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 2024)

I. Public Transport Services

- Enhance Citybus (CTB) route no. A12 service to meet the demand of passengers.
- Enhance CTB route no. A10 service to meet the demand of passengers.
- Extend the operation hours of CTB route no. B8 to meet the demand of passengers.
- Enhance Kowloon Motor Bus (KMB) route no. 276B service to meet the demand of passengers.
- Enhance KMB route no. 249X service during afternoon rush hours to meet the demand of passengers.

II. Traffic Management

Kowloon

- Increase the vehicular green time of a traffic light at Cha Kwo Ling Road southbound at its junction with Ko Chiu Road to improve traffic flow.
- Increase the vehicular green time of traffic lights for turning from Queen Elizabeth Hospital Road onto Gascoigne Road to improve traffic flow.
- Lower the sound level of electronic audible traffic signal at the junction of Junction Road and Carpenter Road to minimise noise nuisance to nearby residents.
- Modify the lane markings at the junction of Ngau Tau Kok Road and Chun Wah Road to enhance road safety.

New Territories

- Increase the vehicular green time of a traffic light at Tuen Mun Heung Sze Wui Road at its junction with Hoi Chu Road to alleviate traffic congestion.
- Shorten the waiting time for pedestrian green phase of a traffic light at Shek Pai Tau Road at its junction with Ming Kum Road to facilitate pedestrians crossing the road.

Complaints and Suggestions on Public Transport Services
(January – March 2024)

Annex E(i)(a)

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			
	CTB KMB (U&NT)	CTB (Lantau)	NLB	LWB	XHT												
(A) Adequacy of Service																	
(1) Frequency/carrying capacity	62	25	10	5	8	20	8	115	-	-	14	3	-	-	-	1	271
(2) Routeing	94	39	16	2	16	34	4	7	-	-	2	-	-	-	-	-	214
(3) Hours of operation	6	5	2	-	3	2	2	3	-	-	-	-	-	-	-	-	23
(4) Provision of stops	26	1	1	1	-	9	1	8	-	-	-	1	-	-	-	-	48
Sub-total	188	70	29	8	27	65	15	133	-	-	16	4	-	-	-	1	556
(B) Standard of Service																	
(1) Regularity of service	1587	181	41	26	113	132	115	609	-	-	16	3	-	-	-	7	2830
(2) Adherence to routeing	7	7	-	1	5	7	1	59	-	531	-	-	-	-	-	-	618
(3) Improper driving behavior	371	105	37	19	20	104	17	308	52	583	12	17	2	-	-	1	1648
(4) Conduct & performance of staff (including drivers)	331	156	42	22	28	124	23	592	27	1211	89	1	4	2	2	2	2656
(5) Overcharging	14	3	2	2	1	7	1	51	5	421 *	2	1	-	-	-	-	510
(6) Cleanliness	6	-	1	-	-	-	1	22	2	14	2	-	-	-	-	-	48
(7) Conditions of vehicles/vessels	25	7	3	-	1	6	5	27	2	6	9	1	-	-	-	1	93
(8) Passenger services & facilities	158	38	7	8	19	46	14	44	-	6	73	8	3	1	3	1	429
Sub-total	2499	497	133	78	187	426	177	1712	88	2772	203	31	9	3	5	12	8832
(C) General	37	21	5	2	5	6	15	19	21	48	6	-	1	-	1	2	189
Total this quarter	2724	588	167	88	219	497	207	1864	109	2820	225	35	10	3	6	15	9577
Grand-total	(4283)						(5000)				(270)			(24)			
Total previous quarter	2479	682	210	82	226	473	126	1945	91	2890	164	27	31	5	7	10	9448
Total same quarter in 2023	2598	927	135	66	127	444	137	1471	93	2476	138	33	13	13	1	8	8680

Legend

KMB	The Kowloon Motor Bus Company (1933) Limited
CTB (U&NT)	Citybus Limited (Franchise for the Urban and New Territories bus network)
CTB (Lantau)	Citybus Limited (Franchise for Airport and North Lantau bus network)
NLB	New Lantau 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 Hong Kong Tramways Limited
SFS	Sun Ferry Services Company Limited
SF	The 'Star' Ferry Company Limited
MF	Minor Ferries

* Including taximeter irregularities

Complaints and Suggestions on Public Transport Services

(January – March 2024)

Annex E(i)(b)

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	CTB (U&NT)	CTB (Lantau)	NLB	LWB	XHT											
(A) Adequacy of Service																	
(1) Frequency/carrying capacity	62	25	10	5	8	20	8	115	-	-	14	3	-	-	-	1	271
(2) Routeing	94	39	16	2	16	34	4	7	-	-	2	-	-	-	-	-	214
(3) Hours of operation	6	5	2	-	3	2	2	3	-	-	-	-	-	-	-	-	23
(4) Provision of stops	26	1	1	1	-	9	1	8	-	-	-	1	-	-	-	-	48
Sub-total	188	70	29	8	27	65	15	133	-	-	16	4	-	-	-	1	556
(B) Standard of Service																	
(1) Regularity of service	813	181	36	26	68	132	27	609	-	-	16	3	-	-	-	7	1918
(2) Adherence to routing	7	7	-	1	5	7	1	59	-	531	-	-	-	-	-	-	618
(3) Improper driving behavior	371	105	37	19	20	104	17	308	52	583	12	17	2	-	-	1	1648
(4) Conduct & performance of staff (including drivers)	331	156	42	22	28	124	23	592	27	1211	89	1	4	2	2	2	2656
(5) Overcharging	14	3	2	2	1	7	1	51	5	421 *	2	1	-	-	-	-	510
(6) Cleanliness	6	-	1	-	-	-	1	22	2	14	2	-	-	-	-	-	48
(7) Conditions of vehicles/vessels	25	7	3	-	1	6	5	27	2	6	9	1	-	-	-	1	93
(8) Passenger services & facilities	158	38	7	8	19	46	14	44	-	6	73	8	3	1	3	1	429
Sub-total	1725	497	128	78	142	426	89	1712	88	2772	203	31	9	3	5	12	7920
(C) General	37	21	5	2	5	6	15	19	21	48	6	-	1	-	1	2	189
Total this quarter	1950 ⁽¹⁾	588	162 ⁽¹⁾	88	174 ⁽¹⁾	497	119 ⁽¹⁾	1864	109	2820	225	35	10	3	6	15	8665
Grand-total	(3459)						(4912)				(270)			(24)			
Total previous quarter	1985 ⁽²⁾	682	210	82	226	473	126	1945	91	2890	164	27	31	5	7	10	8954
Total same quarter in 2023	1964 ⁽³⁾	822 ⁽³⁾	135	66	127	444	137	1471	93	2476	138	33	13	13	1	8	7941

Legend

KMB	The Kowloon Motor Bus Company (1933) Limited
CTB (U&NT)	Citybus Limited (Franchise for the Urban and New Territories bus network)
CTB (Lantau)	Citybus Limited (Franchise for Airport and North Lantau bus network)
NLB	New Lantau 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 Hong Kong Tramways Limited
SFS	Sun Ferry Services Company Limited
SF	The 'Star' Ferry Company Limited
MF	Minor Ferries

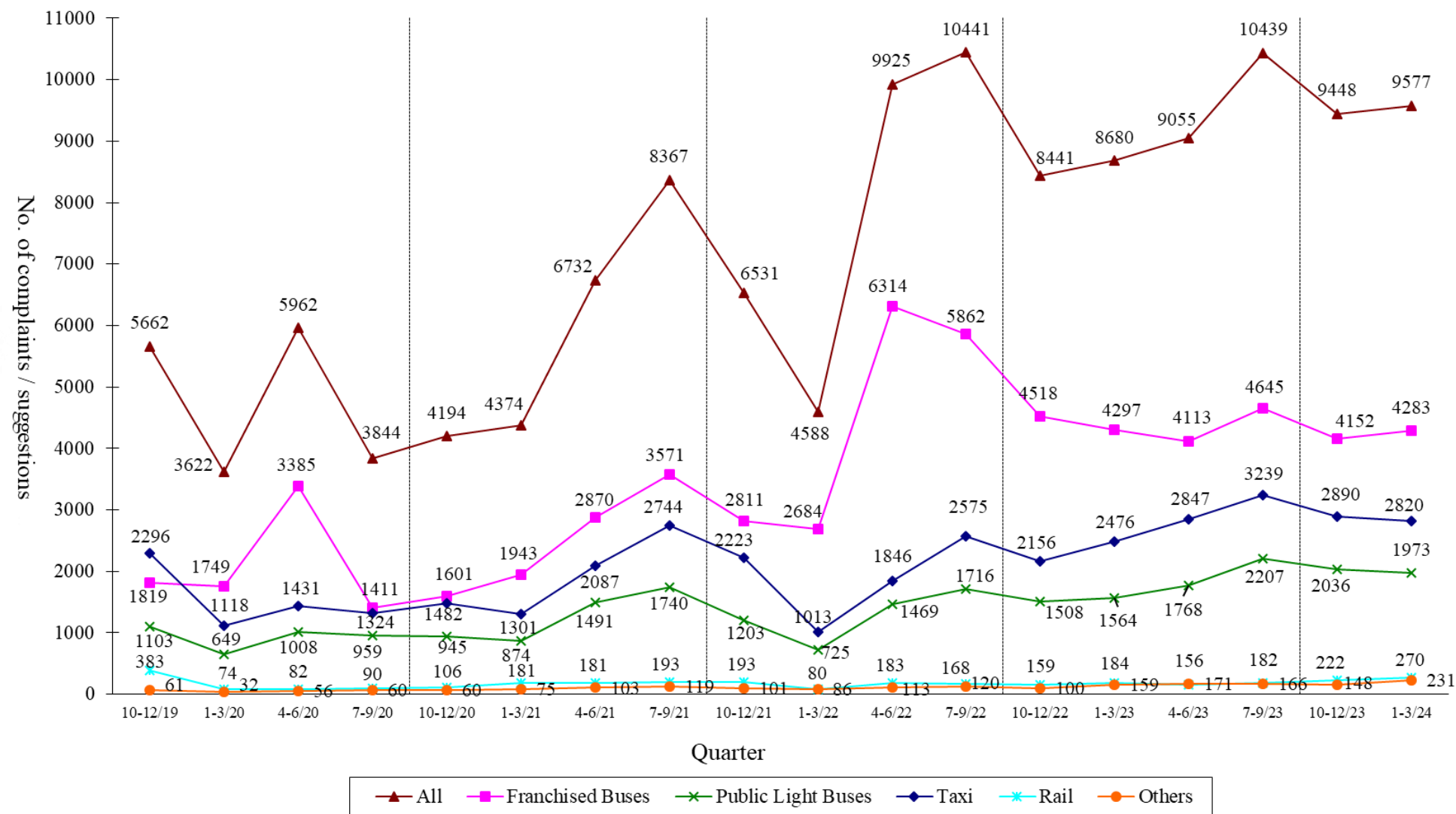
* Including taximeter irregularities

Notes : (1) A total of 912 complaints (774 about KMB, 5 about CTB (Lantau), 45 about LWB and 88 about feeder bus services) received from three complainants during the quarter were excluded. Please see Annex E(i)(a) with these complaints included.

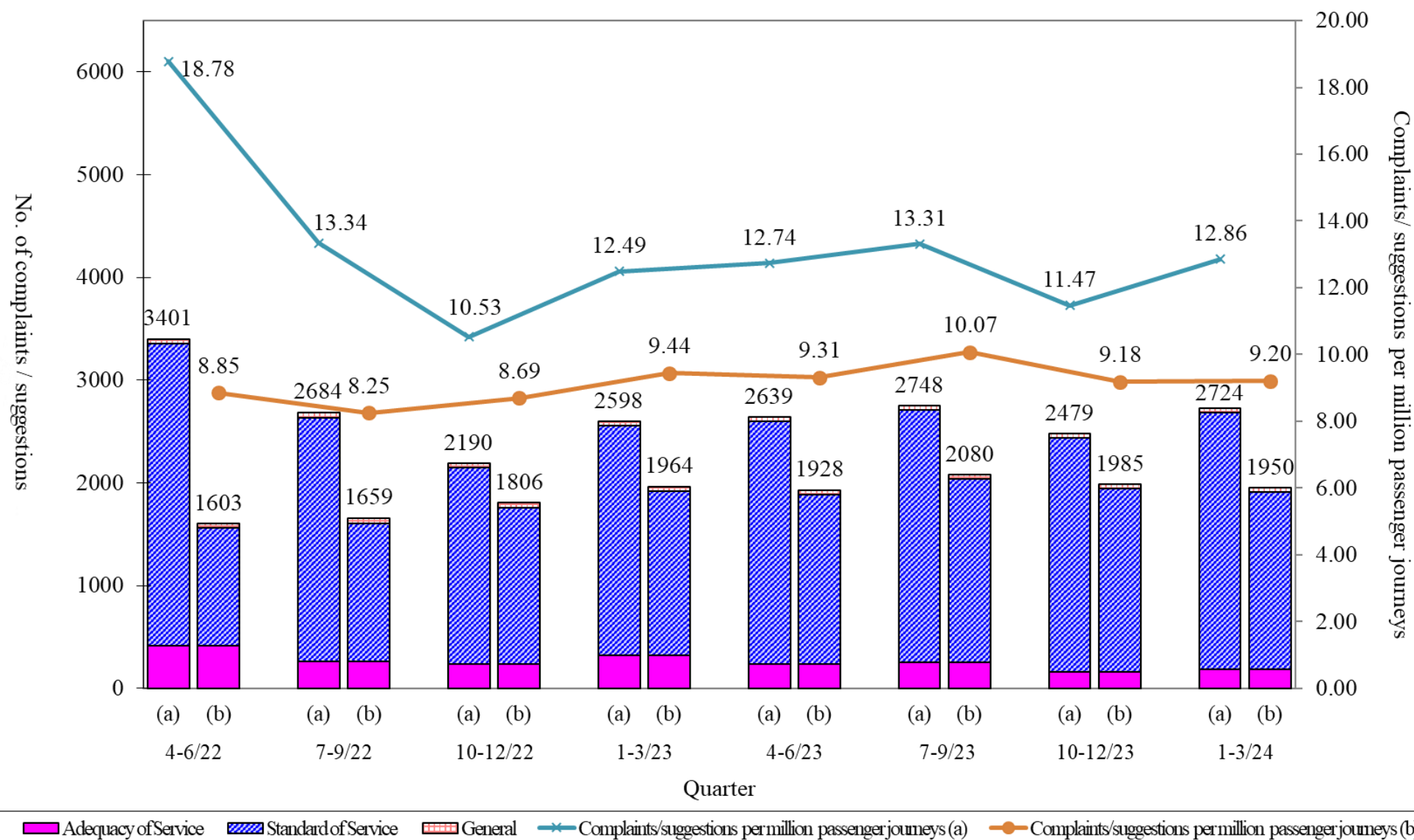
(2) A total of 494 complaints about KMB received from two complainants during the quarter were excluded. Please see Annex E(i)(a) with these complaints included.

(3) A total of 739 complaints (634 about KMB and 105 about CTB (U&NT)) received from four complainants during the quarter were excluded. Please see Annex E(i)(a) with these complaints included.

**Trends of Complaints and Suggestions on Public Transport Services
(October 2019 - March 2024)**



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

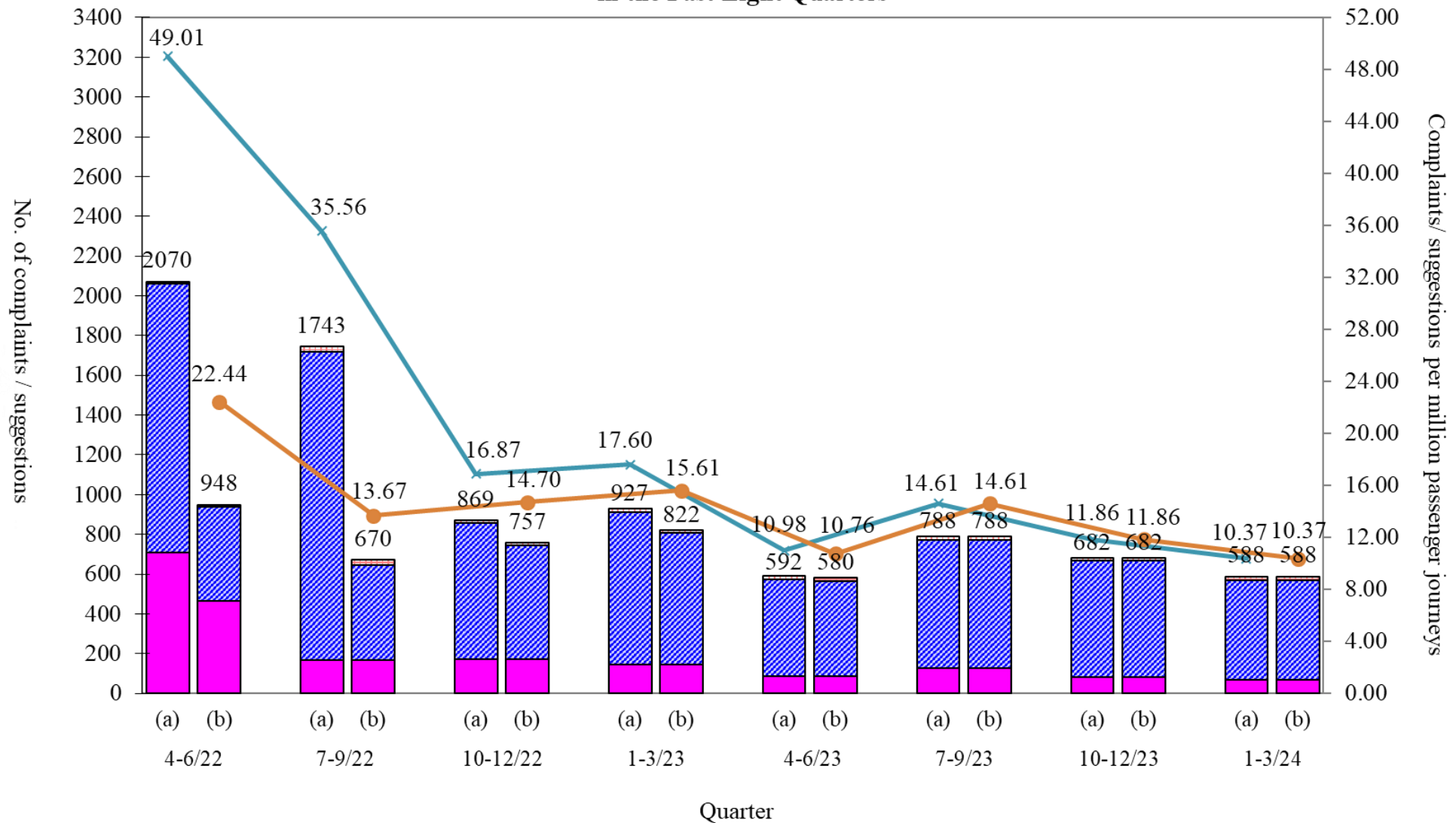


Notes : (a) Complaints received from all complainants.

(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 Citybus Limited
(Franchise for the Urban and New Territories bus network)
in the Past Eight Quarters**

Annex F(ii)

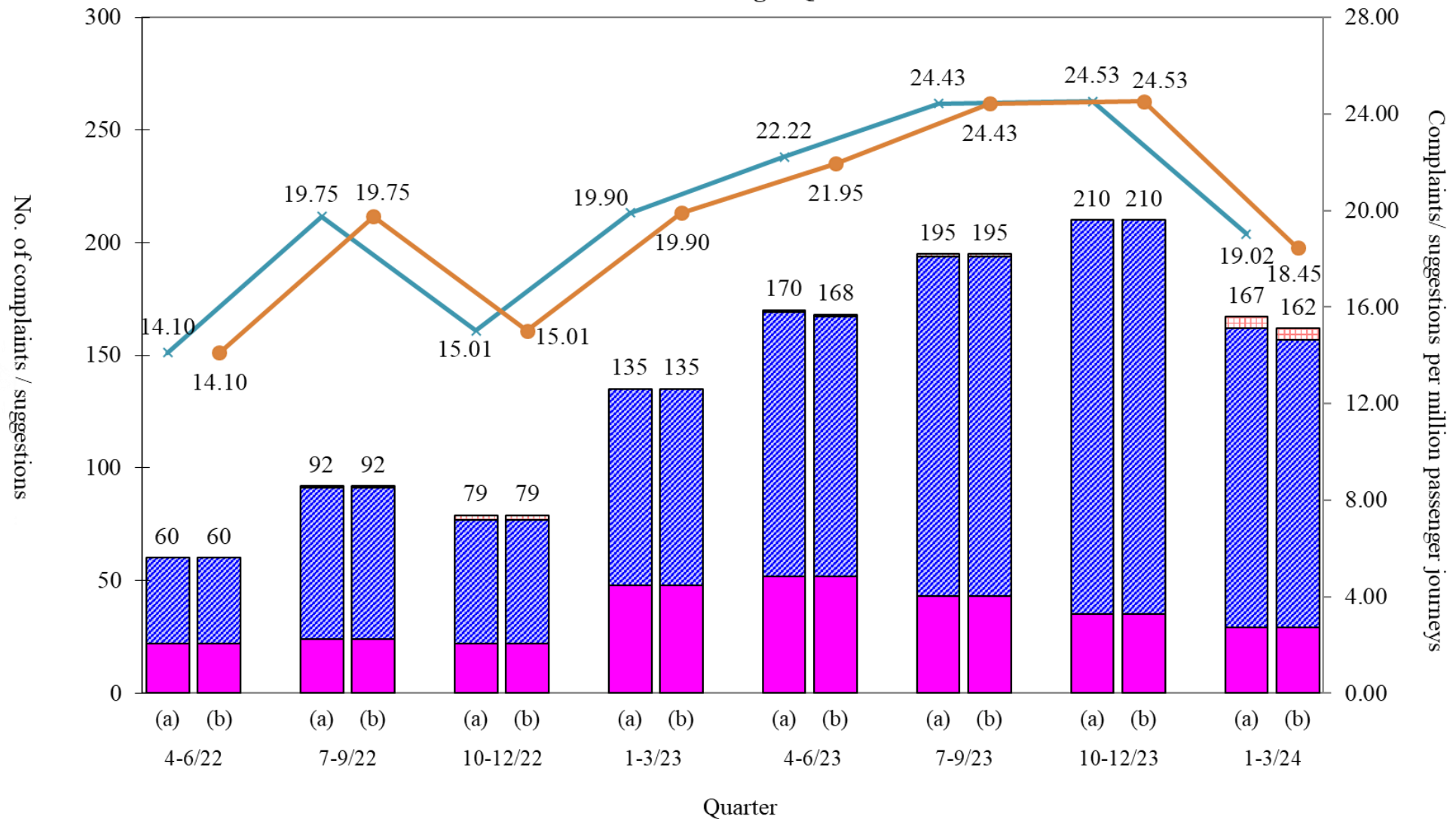


Notes : (a) Complaints received from all complainants.

(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 for Airport and North Lantau bus network)
in the Past Eight Quarters**

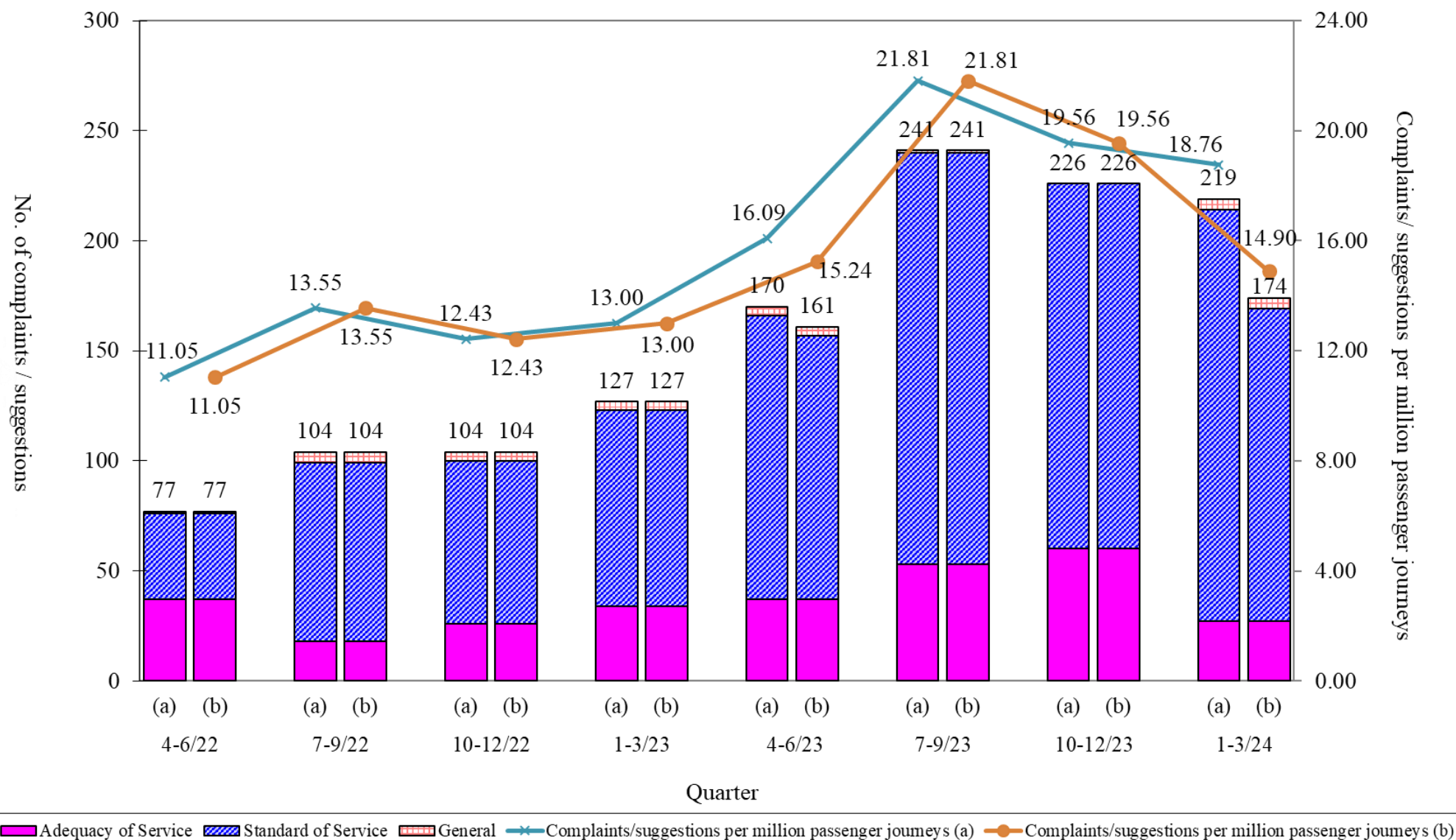
Annex F(iii)



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.

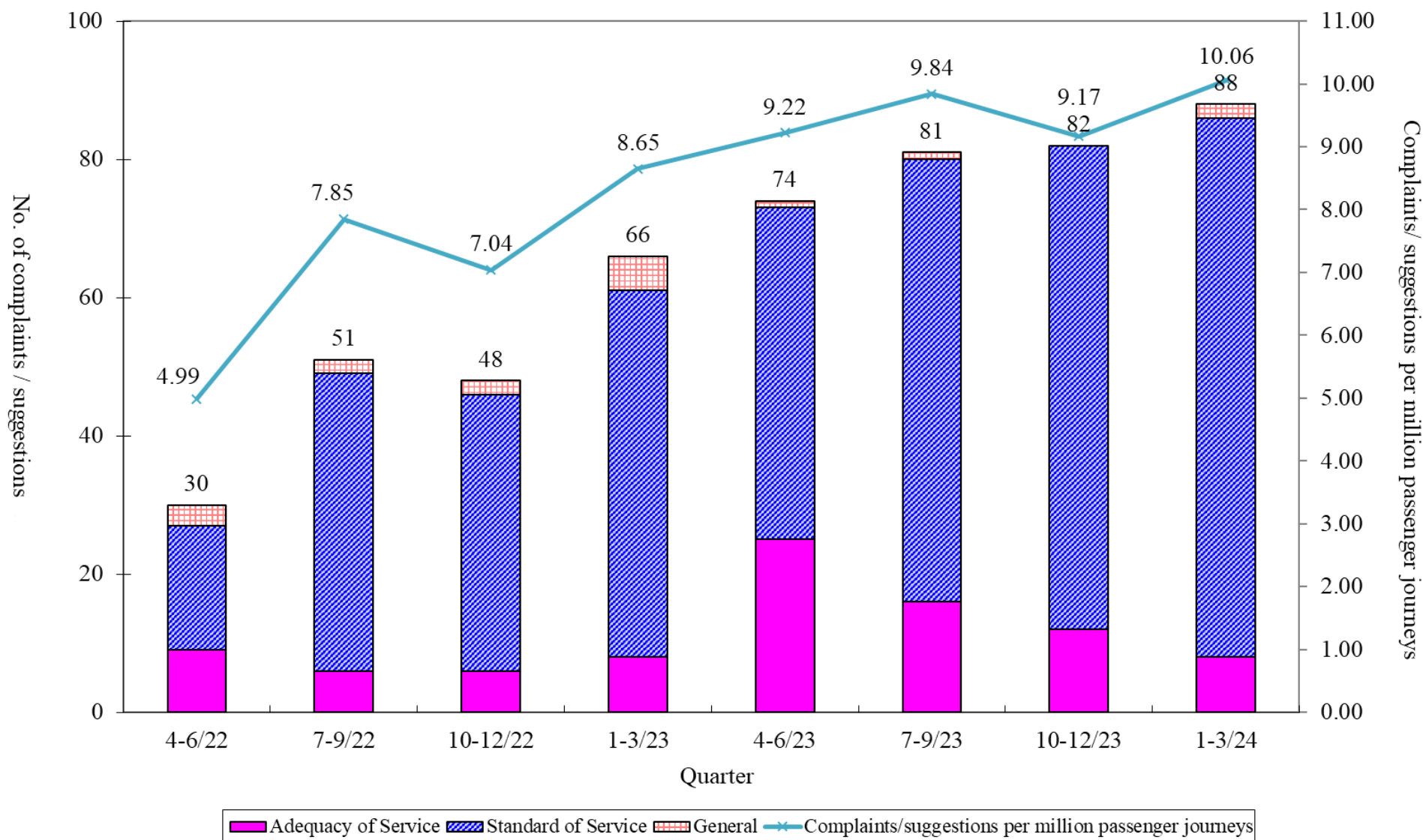
Complaints and Suggestions on the Services of Long Win Bus Company Limited in the Past Eight Quarters



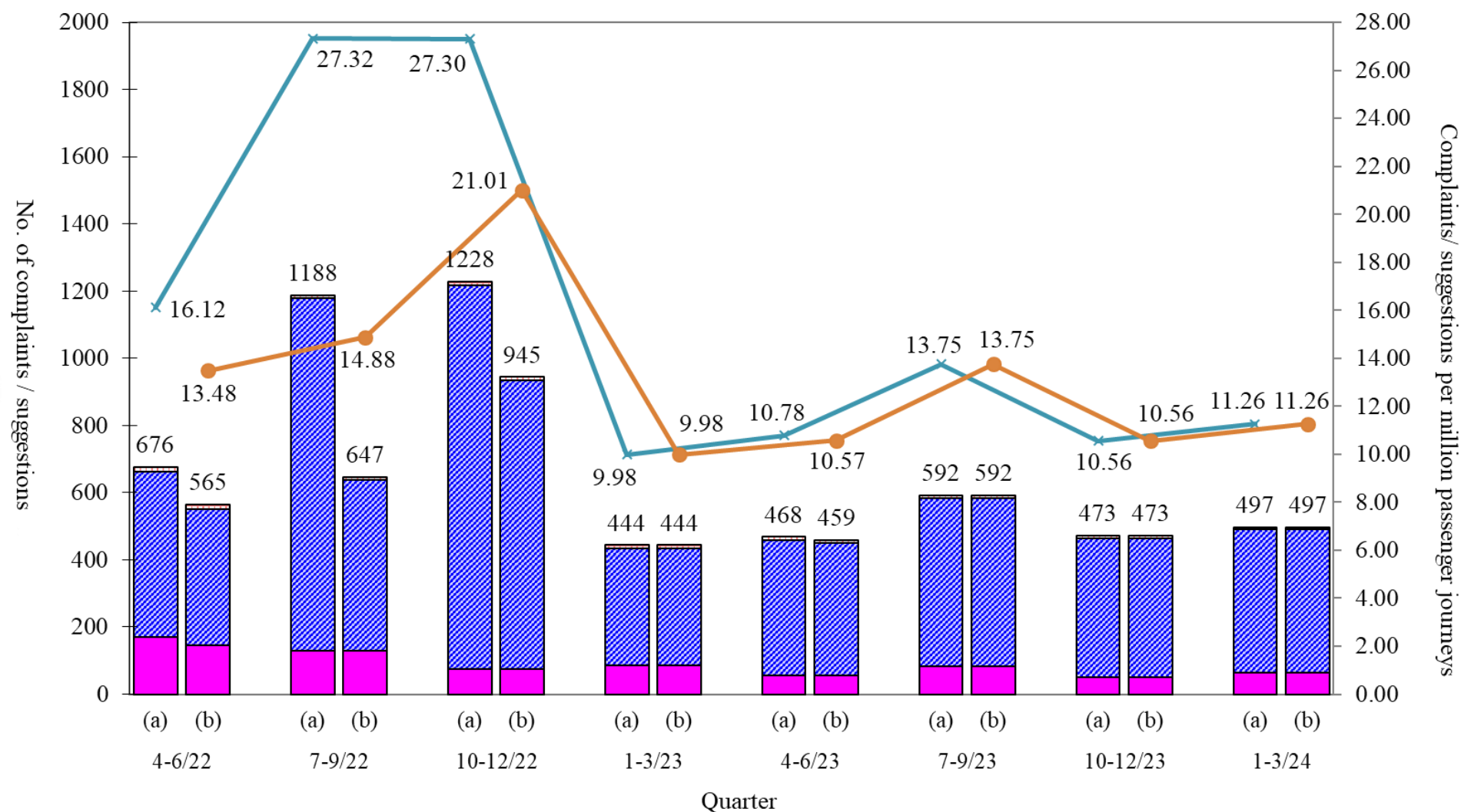
Notes : (a) Complaints received from all complainants.

(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 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.

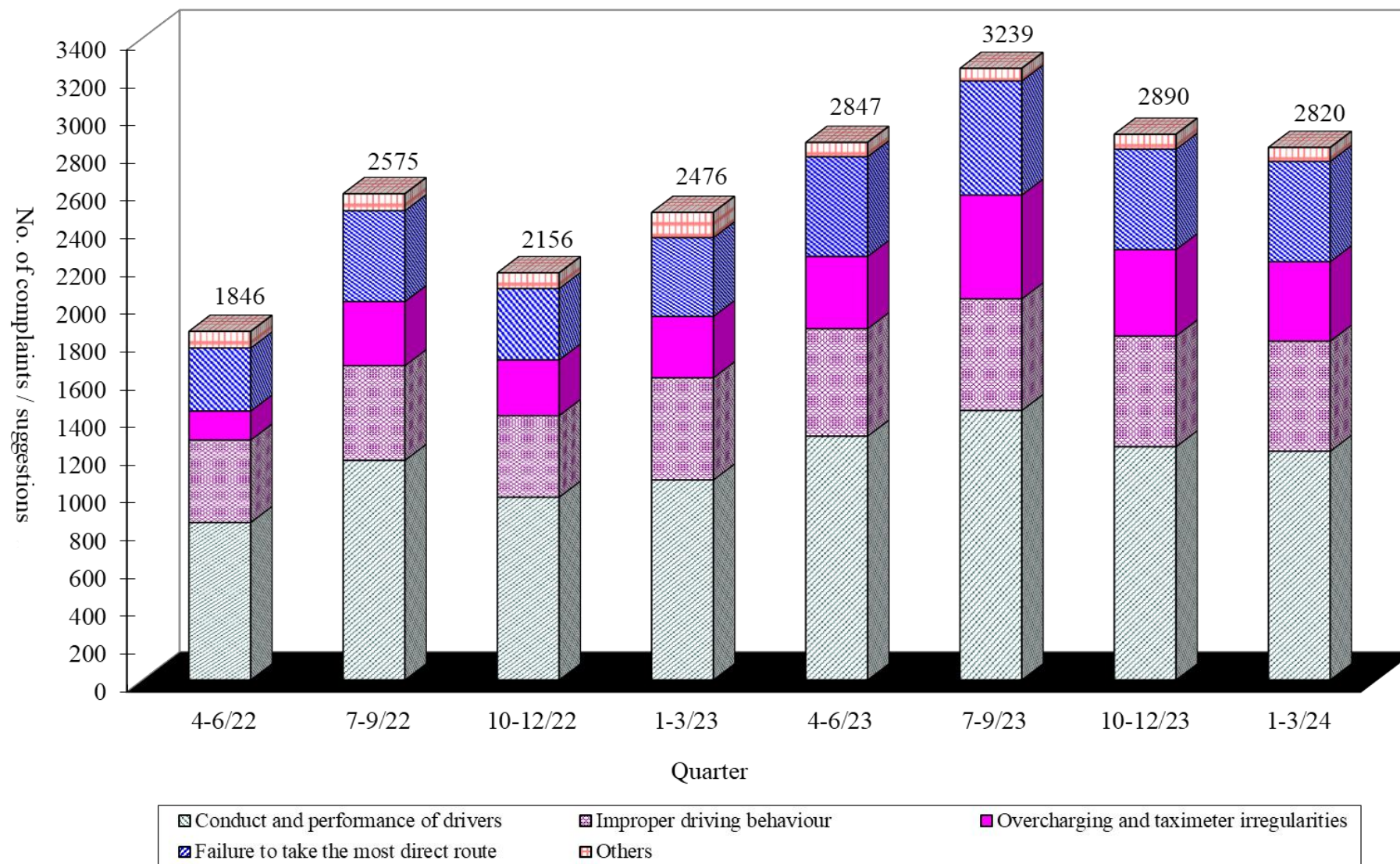
Breakdown of Complaints and Suggestions on Franchised Bus Services
(January – March 2024)

<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)	2 724 (1 950)	12.86 (9.20)
Citybus Limited (Franchise for the Urban and New Territories bus network) (CTB(U&NT))	588	10.37
Citybus Limited (Franchise for Airport and North Lantau bus network) (CTB(Lantau))	167 (162)	19.02 (18.45)
New Lantau Bus Company (1973) Limited (NLB)	88	10.06
Long Win Bus Company Limited (LWB)	219 (174)	18.76 (14.90)
Cross-harbour Bus Services ⁽¹⁾ (XHT)	497	11.26
Total	4 283 (3 459)	12.53 (10.12)

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 and CTB(U&NT).

(2) A total of 824 complaints 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 2023 (1.1.23-31.3.23)</u>	<u>Previous quarter (1.10.23-31.12.23)</u>	<u>Current quarter (1.1.24-31.3.24)</u>
(a) Conduct and performance of drivers			
(i) Behaving other than in a civil & orderly manner	367	400	447
(ii) Refusing hire	621	734	665
(iii) Soliciting passengers	4	8	5
(iv) Refusing to drive to destination	51	77	76
(v) Failure to display driver identity plate	13	15	16
(vi) Failure to display driver identity plate properly	3	1	2
Sub-total	1 059	1 235	1 211
(b) Improper driving behaviour	541	586	583
(c) Overcharging	275	413	380
(d) Taximeter irregularities	50	45	41
(e) Failure to take the most direct route	417	532	531
(f) Others*	134	79	74
Total	2 476	2 890	2 820

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

Complaints and Suggestions on Traffic and Road Conditions
(January – March 2024)

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/obstruction	2	5	10	8	5	3	9	3	9	2	-	1	3	13	1	261	5	5	-	345
(b) Traffic management	1	5	5	4	3	4	2	5	3	2	5	1	5	3	2	2	1	2	1	56
(c) Additional traffic signs and aids	1	-	-	-	8	1	1	-	-	-	-	1	1	3	1	2	2	-	1	22
(d) Parking facilities	1	1	-	-	1	1	3	13	3	1	-	-	-	-	-	-	-	-	-	24
Sub-total	5	11	15	12	17	9	15	21	15	5	5	3	9	19	4	265	8	7	2	447
<u>Road Maintenance</u>																				
(a) Road conditions	1	1	-	1	3	-	-	-	-	-	-	-	4	3	1	1	1	1	-	17
(b) Traffic signs & aids	1	1	1	-	-	-	2	-	1	-	-	-	2	-	1	-	-	-	1	10
(c) Carriageway markings	-	-	-	-	-	-	-	-	1	-	-	-	1	-	-	-	1	-	-	3
Sub-total	2	2	1	1	3	-	2	-	2	-	-	-	7	3	2	1	2	1	1	30
<u>Enforcement</u>																				
(a) Illegal parking	16	11	21	9	33	5	22	33	25	12	13	53	34	17	6	11	8	4	1	334
(b) Other enforcement matters	10	12	11	4	15	6	14	11	12	7	10	13	220	11	6	7	18	5	1	393
Sub-total	26	23	32	13	48	11	36	44	37	19	23	66	254	28	12	18	26	9	2	727
Total	33	36	48	26	68	20	53	65	54	24	28	69	270	50	18	284	36	17	5	1204

Complaints and Suggestions on Traffic and Road Conditions⁽¹⁾
(January – March 2024)

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/obstruction	2	5	10	8	5	3	9	3	9	2	-	1	3	13	1	-	5	5	-	84
(b) Traffic management	1	5	5	4	3	4	2	5	3	2	5	1	5	3	2	2	1	2	1	56
(c) Additional traffic signs and aids	1	-	-	-	8	1	1	-	-	-	-	1	1	3	1	2	2	-	1	22
(d) Parking facilities	1	1	-	-	1	1	3	13	3	1	-	-	-	-	-	-	-	-	-	24
Sub-total	5	11	15	12	17	9	15	21	15	5	5	3	9	19	4	4	8	7	2	186
<u>Road Maintenance</u>																				
(a) Road conditions	1	1	-	1	3	-	-	-	-	-	-	-	4	3	1	1	1	1	-	17
(b) Traffic signs & aids	1	1	1	-	-	-	2	-	1	-	-	-	2	-	1	-	-	-	1	10
(c) Carriageway markings	-	-	-	-	-	-	-	-	1	-	-	-	1	-	-	-	1	-	-	3
Sub-total	2	2	1	1	3	-	2	-	2	-	-	-	7	3	2	1	2	1	1	30
<u>Enforcement</u>																				
(a) Illegal parking	16	11	21	9	33	5	22	33	25	12	13	53	34	17	6	11	8	4	1	334
(b) Other enforcement matters	10	12	11	4	15	6	14	11	12	5	10	13	27	11	6	7	18	5	1	198
Sub-total	26	23	32	13	48	11	36	44	37	17	23	66	61	28	12	18	26	9	2	532
Total	33	36	48	26	68	20	53	65	54	22	28	69	77	50	18	23	36	17	5	748

Note : (1) 261 complaints about traffic congestion/obstruction and 195 complaints about other enforcement matters received from two complainants during the quarter were excluded. Please see Annex I(i) with these complaints included.

Complaints and Suggestions¹ about New Transport Infrastructure Projects

Project	Before Commissioning	After Commissioning	Total
TM-CLKL ²	2020: 1 <div>1</div>	2021: 76 2022: 31 2023: 36 Q1 2024: 4 <div>147</div>	148 ³
SCL ⁴	2020: 21 2021: 9 2022: 3 <div>33</div>	2021: 28 2022: 76 2023: 56 Q1 2024: 14 <div>174</div>	207
TLH ⁵	2020: 0 2021: 8 2022: 32 <div>40</div>	2022: 14 2023: 54 Q1 2024: 7 <div>75</div>	115 ⁶

¹ Complaints and suggestions directly related to the infrastructure projects. Other complaints and suggestions of general nature (e.g. failing to adhere to routeing, cheating and refusing hire/choosing passengers of taxi cases) are not included.

² Commissioned on 27 December 2020.

³ Among the 148 complaints and suggestions, a total of 51 pure suggestions were received from one member of the public.

⁴ The entire Tuen Ma Line was commissioned on 27 June 2021 and the East Rail Line Cross-harbour Extension was commissioned on 15 May 2022.

⁵ Commissioned on 11 December 2022.

⁶ Among 115 complaints and suggestions, a total of 78 pure suggestions were received from one member of the public.

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 the Executive Secretary of the 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.