

**QUARTERLY REPORT No. 1 of 2025**

**by the**

**TRANSPORT COMPLAINTS UNIT**

**of the**

**TRANSPORT ADVISORY COMMITTEE**

**for the period**

**1 January 2025 – 31 March 2025**

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

This is the first quarterly report for 2025 covering the period from 1 January to 31 March 2025.

### **Yearly and Quarterly Trends**

2.            During the quarter, the Transport Complaints Unit (TCU) received 10 536<sup>2</sup> complaints and suggestions, including 188<sup>3</sup> pure suggestions. About 76% (8 000) of the cases were received through TCU Complaint/Suggestion Webforms and email, 24% (2 528) through telephone, and the remaining cases in the form of fax or letter. All the complaints and suggestions received by TCU in the quarter were referred to the relevant government departments and public transport operators for follow-up action. The number of cases represents a decrease of 18.3%<sup>2</sup> as compared with 12 898<sup>4</sup> cases in the previous quarter and a decrease of 2.8%<sup>2</sup> as compared with 10 841<sup>5</sup> cases in the same quarter in 2024. A breakdown of all the complaints and suggestions received during the quarter is at Annex A.

3.            Among the 188<sup>3</sup> pure suggestions received, 175<sup>3</sup> were about public transport services, of which 151 were related to franchised bus services. There were 10 cases on traffic conditions. A breakdown of all the pure suggestions received during the quarter is shown at Annex A(iii).

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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 10 536 complaints and suggestions, a total of 249 complaints were received from one complainant. The number of complaints not including these cases is 10 287, representing a decrease of 13.1% when compared with 11 841 cases (see footnote 4) in the previous quarter and an increase of 8.6% when compared with 9 473 cases (see footnote 5) in the same quarter in 2024. A breakdown of the complaints not including these cases is at Annex A(i)(b).

<sup>3</sup> Among the 188 pure suggestions, 175 cases were about public transport services. Among those 175 cases, 122 were received from a member of the public.

<sup>4</sup> Among the 12 898 complaints and suggestions, a total of 1 057 complaints were received from three complainants. The number of complaints not including these cases is 11 841.

<sup>5</sup> 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.

4. A graph showing the trends of complaints and suggestions received by TCU in the past ten years (2015-2024) is at Annex B(i). Another graph showing the trends of complaints and suggestions received, by quarter, since the fourth quarter of 2020 is at Annex B(ii).

5. During the quarter, investigations into 11 061 cases (including some outstanding cases from previous quarters) were completed. Of these, 9 612 cases (87%) were found to be substantiated, five cases (less than 1%) unsubstantiated, and the remaining 1 444 cases (13%) 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 2025, the Police reported the latest developments on 496<sup>6</sup> cases previously referred to them. Among these cases, 16<sup>6</sup> 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 9 346<sup>7</sup> cases, representing a decrease of 17.4%<sup>7</sup> as compared with 11 316<sup>8</sup> cases in the previous quarter and a decrease of 2.4%<sup>7</sup> as compared with 9 577<sup>9</sup> cases in the same quarter in 2024. 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> The number of complaints represents a decrease of 14.0% when compared with 10 864 cases (see footnote 8) in the previous quarter and an increase of 7.9% when compared with 8 665 cases (see footnote 9) in the same quarter in 2024.

<sup>8</sup> Among the 11 316 complaints and suggestions, a total of 452 complaints were received from two complainants. The number of complaints not including these cases is 10 864.

<sup>9</sup> 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.

suggestions received during the quarter is at Annex E(i). A graph showing the trends of complaints and suggestions received, by quarter, since the fourth quarter of 2020 is at Annex E(ii).

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

8. A total of 3 847<sup>10</sup> complaints and suggestions on franchised bus services were received during the quarter, representing a decrease of 15.9%<sup>10</sup> as compared with 4 573<sup>11</sup> cases in the previous quarter and a decrease of 10.2%<sup>10</sup> as compared with 4 283<sup>12</sup> cases in the same quarter in 2024.

9. There were 2 191 cases on the services of The Kowloon Motor Bus Company (1933) Limited (KMB), as compared with 2 481<sup>13</sup> cases in the previous quarter and 2 724<sup>14</sup> cases in the same quarter in 2024. Among the 2 191 cases, 189 (or 8.6%) were about the adequacy of service and 1 924 (or 87.8%) were about the standard of service.

10. There were 670 cases on the services of the Citybus Limited (Franchise for the Urban and New Territories bus network) (CTB (U&NT)), as compared with 765 cases in the previous quarter and 588 cases in the same quarter in 2024. Among the 670 cases, 96 (or 14.3%) were about the adequacy of service while 552 (or 82.4%) were about the standard of service.

11. There were 187 cases on the services of the Citybus Limited (Franchise for Airport and North Lantau Bus Network) (CTB (Lantau)), as

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<sup>10</sup> The number of complaints represents a decrease of 7.2% when compared with 4 144 cases (see footnote 11) in the previous quarter and an increase of 11.2% when compared with 3 459 cases (see footnote 12) in the same quarter in 2024.

<sup>11</sup> Among the 4 573 complaints and suggestions, a total of 429 complaints were received from two complainants. The number of complaints not including these cases is 4 144.

<sup>12</sup> 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.

<sup>13</sup> Among the 2 481 complaints and suggestions, a total of 195 complaints were received from one complainant. The number of complaints not including these cases is 2 286.

<sup>14</sup> Among the 2 724 complaints and suggestions, a total of 774 complaints were received from three complainants. The number of complaints not including these cases is 1 950.

compared with 188<sup>15</sup> cases in the previous quarter and 167<sup>16</sup> cases in the same quarter in 2024. Among the 187 cases, 18 (or 9.6%) were about the adequacy of service while 166 (or 88.8%) were about the standard of service.

12. There were 212 cases on the services of the Long Win Bus Company Limited (LWB), as compared with 450<sup>17</sup> cases in the previous quarter and 219<sup>18</sup> cases in the same quarter in 2024. Of the 212 cases, 37 (or 17.5%) were about the adequacy of service and 174 (or 82.1%) were about the standard of service.

13. There were 104 cases on the services of the New Lantau Bus Company (1973) Limited (NLB), as compared with 95 cases in the previous quarter and 88 cases in the same quarter in 2024. Of the 104 cases, 12 (or 11.5%) were about the adequacy of service and 86 (or 82.7%) were about the standard of service.

14. There were 483 cases on the cross-harbour bus services<sup>19</sup>, as compared with 594<sup>20</sup> cases in the previous quarter and 497 cases in the same quarter in 2024. Of the 483 cases, 38 (or 7.9%) were about the adequacy of service and 435 (or 90.1%) 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.

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<sup>15</sup> Among the 188 complaints and suggestions, a total of six complaints were received from one complainant. The number of complaints not including these cases is 182.

<sup>16</sup> Among the 167 complaints and suggestions, a total of five complaints were received from one complainant. The number of complaints not including these cases is 162.

<sup>17</sup> Among the 450 complaints and suggestions, a total of 226 complaints were received from two complainants. The number of complaints not including these cases is 224.

<sup>18</sup> Among the 219 complaints and suggestions, a total of 45 complaints were received from two complainants. The number of complaints not including these cases is 174.

<sup>19</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 and Citybus.

<sup>20</sup> Among the 594 complaints and suggestions, a total of two complaints were received from one complainant. The number of complaints not including these cases is 592.

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

16. There were 108 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 2024 were 144<sup>21</sup> and 207<sup>22</sup> respectively.

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

17. A total of 2 075 complaints and suggestions on public light bus (PLB) services were received in this quarter, representing a decrease of 13.0% as compared with 2 384 cases in the previous quarter and an increase of 5.2% as compared with 1 973 cases in the same quarter in 2024. All of these cases were referred to the Transport Department (TD) or the Police for action.

18. Of the PLB cases received, 94.8% or 1 967 cases were on green minibus (GMB) services, representing a decrease of 12.7% as compared with 2 253 cases in the previous quarter and an increase of 5.5% as compared with 1 864 cases in the same quarter in 2024. Among the 1 967 cases, 146 (or 7.4%) were about the adequacy of service and 1 789 (or 91.0%) were about the standard of service.

19. The remaining 5.2% or 108 cases were on the services provided by red minibuses (RMB), representing a decrease of 17.6% as compared with 131 cases in the previous quarter and a decrease of 0.9% as compared with 109 cases in the same quarter in 2024.

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<sup>21</sup> Among the 144 complaints and suggestions, a total of 23 complaints were received from one complainant. The number of complaints not including these cases is 121.

<sup>22</sup> Among the 207 complaints and suggestions, a total of 88 complaints were received from one complainant. The number of complaints not including these cases is 119.

## ***Taxi Services***

20. A total of 3 023 cases on taxi services were received in this quarter, representing a decrease of 22.5% as compared with the previous quarter and an increase of 7.2% as compared with the same quarter in 2024. A comparison of the complaints and suggestions on taxi services in the past eight quarters is at Annex G.

21. Of the 3 023 cases received, 2 896 (95.8%) were related to taxi driver malpractice, as compared with 3 779 such cases (96.9%) in the previous quarter. Complaints about driver malpractice included improper driving behaviour, failure to take the most direct route, refusing hire, 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 794 such cases (27.4%) were referred to the Police.

22. During the quarter, the Police reported the latest developments on 408 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	12	(6)	3	(2)
(b) Withdrawn by complainants	227	(170)	56	(56)
(c) Evidence considered insufficient by the Police for further processing	169	(130)	41	(42)
	<b><u>408 (306)</u></b>		<b><u>100 (100)</u></b>	

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

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



23. Among the six summonsed cases in the previous quarter, two taxi drivers were convicted of traffic offence by the court<sup>23</sup>. One taxi driver was fined \$560 for picking up/setting down passengers in restricted zone. Another taxi driver was fined \$600 for failing to comply with traffic signals.

### ***Rail Services***

24. A total of 258 complaints and suggestions on rail services were received. The corresponding figures for the previous quarter and the same quarter in 2024 were 289 and 270 respectively. Of the 258 cases, 242 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 35 complaints and suggestions on ferry services in this quarter. The corresponding figures for the previous quarter and the same quarter in 2024 were 27 and 24 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 350<sup>24</sup> complaints recorded in this quarter about traffic congestion/obstruction, as compared with 703<sup>25</sup> cases in the previous quarter and 345<sup>26</sup> cases in the same quarter in 2024. Congestion/obstruction was reported to have occurred throughout the territory, as illustrated below –

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<sup>23</sup> Results of the remaining summonsed cases were not yet available as at end March 2025.

<sup>24</sup> Among the 350 complaints and suggestions, a total of 249 complaints were received from one complainant. The number of complaints not including these cases is 101.

<sup>25</sup> Among the 703 complaints and suggestions, a total of 605 complaints were received from two complainants. The number of complaints not including these cases is 98.

<sup>26</sup> 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.

	<b><u>Number of Complaints</u></b>	
Hong Kong Island	24	(34) <sup>27</sup>
Kowloon	32	(397) <sup>28</sup>
New Territories	294 <sup>29</sup>	(272) <sup>30</sup>
Others (e.g. general issues and tunnel areas)	0	(0)
<b>Total</b>	<b>350<sup>24</sup></b>	<b>(703)<sup>25</sup></b>

(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 (251<sup>31</sup> cases), Yau Tsim Mong (17 cases) and Southern (11 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 87 complaints and suggestions on traffic management and 36 requests for additional traffic signs and aids in this quarter. As a comparison, there were 100 and 82 such cases in the previous quarter, and 56 and 22 in the same quarter in 2024.

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.

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<sup>27</sup> Among the 34 complaints and suggestions, a total of 14 complaints were received from one complainant. The number of complaints not including these cases is 20.

<sup>28</sup> Among the 397 complaints and suggestions, a total of 366 complaints were received from one complainant. The number of complaints not including these cases is 31.

<sup>29</sup> Among the 294 complaints and suggestions, a total of 249 complaints were received from one complainant. The number of complaints not including these cases is 45.

<sup>30</sup> Among the 272 complaints and suggestions, a total of 225 complaints were received from one complainant. The number of complaints not including these cases is 47.

<sup>31</sup> Among the 251 complaints and suggestions, a total of 249 complaints were received from one complainant. The number of complaints not including these cases is two.

## **Road Maintenance**

31. During the quarter, there were 25 complaints about road maintenance, as compared with 30 cases in both the previous quarter and the same quarter in 2024. Among the 25 cases, 14 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 Kwun Tong (five cases) and Eastern (two cases). District which attracted relatively more complaints about traffic signs and aids was Kwun Tong (five cases).

## **Enforcement**

33. There were 632 complaints about traffic regulations enforcement in this quarter, representing an increase of 4.5% when compared with 605 cases in the previous quarter and a decrease of 13.1% when compared with 727<sup>32</sup> cases in the same quarter in 2024. They were mainly requests for action against illegal parking (370 cases), jumping red light/failing to give way to pedestrians/traffic (81 cases), disobeying traffic signs/schemes (77 cases) and prolonged waiting causing obstruction (50 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), Yau Tsim Mong (31 cases), Kwun Tong (30 cases) and Southern (26 cases).

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<sup>32</sup> 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.

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

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

At the quarterly meeting of the TCU Sub-committee on 18 February 2025, Members discussed –

- (a) Complaints and Suggestions about Road Works and Road Maintenance;
- (b) Complaints and Suggestions on Road Safety Matters;
- (c) Overview of Complaints and Suggestions Received in 2024; and
- (d) TCU Quarterly Report No. 4 of 2024.

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

- (a) Overview of Complaints and Suggestions Received in 2024; and
- (b) TCU Quarterly Report No. 4 of 2024.

### **Concerns about road safety in the Eastern District**

3. A member of the public expressed concerns about traffic blacksite at the junction of Kut Shing Street and Lee Chung Street. He urged the relevant government department to review the blacksites in the Eastern District and to carry out improvement measures to enhance road safety.

4. The case was referred to the Transport Department (TD) for consideration. In response, the TD advised that locations would be regarded as traffic blacksites where there were (i) six or more pedestrian injury accidents in the past one year; or (ii) nine or more injury accidents in the past one year; or (iii) two or more fatal traffic accidents in the past five years; or (iv) eight or more pedestrian injury accidents in the past three years.

5. According to the latest available statistic, the junction of Kut Shing Street and Lee Chung Street, and the junction of Hong Cheung Street and Tai Hong Street were blacksites in the Eastern District. For the junction of Kut Shing Street and Lee Chung Street, the TD had already implemented improvement measures to enhance the traffic safety of the junction, including adding railing and “Slow” road marking as well as changing the give way junction to a stop junction. Regarding the junction of Hong Cheung Street and Tai Hong Street, the TD had reviewed the traffic signals, signage and road markings. The TD considered that the pedestrian green time was adequate for crossing Hong Cheung Street; and that “Traffic signals ahead” sign and “Slow” road marking were provided before the traffic signal at the junction to alert motorists. To draw pedestrians’ awareness of the traffic signal and upkeep safety at the crossing, the TD targeted to install auxiliary device which projected red light at the junction by Q2 2025. The TD was liaising with the works departments and reviewing suitable improvement works to improve the sightlines of pedestrians and motorists at the crossing.

6. The TD further advised that they would continue to monitor the traffic condition in the Eastern District and consider adopting appropriate traffic improvement measures when necessary.

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

### **Concerns about inadequate parking spaces for motorcycles in Lam Tin**

8. A member of the public raised concerns about the inadequacy of parking spaces for motorcycles in Lam Tin. He observed the problem of abandoned vehicles with expired vehicle licences occupied on-street parking spaces at Ping Tin Street. He urged for the provision of more parking spaces for motorcycles in Lam Tin area to cater for the demand of residents.

9. The case was referred to the TD for consideration. In response, the TD replied that the roads between housing estates in Lam Tin area were mostly single two-lane carriageways and footpaths at roadside were also generally

narrow, making the provision of additional on-street parking spaces more difficult. Nevertheless, the TD had been proactively identifying suitable locations in Lam Tin area for provision of additional on-street motorcycle parking spaces. For example, in recent years, additional parking spaces had been provided at Hing Tin Street near vehicle access of Lam Tin Estate and at Ping Tin Street near Ping Tin Street Open Space. Currently, the TD proposed to provide additional parking spaces at Pik Wan Road near Tak Shing House for use by the public. As the proposal fell within land area of Tak Tin Estate, the TD had been liaising with the Incorporated Owners of Tak Tin Estate. If the feedback was positive, the TD would cooperate with relevant departments on necessary land lease modifications for implementation of the proposal. Besides, the TD advised that the drivers could use the “HKeMobility” mobile application to obtain parking vacancy information for motorcycles.

10. In addition, the TD further advised that the Government had been highly concerned about the problem of abandoned vehicles. The relevant departments including the TD was proactively organizing joint operations on removing the abandoned vehicles especially those occupied on-street parking spaces. In order to tackle abandoned vehicles at source, legislative amendment had been passed by the Legislative Council, aiming at enhancing the vehicle registration and licensing regime to heighten deterrence against improper abandoning of unwanted vehicles with strengthened control at source. The new legislation was tentatively planned to take effect in December 2025.

11. The TD’s reply was conveyed to the member of the public who made no further comments.

### **Complaint about traffic congestion at the Western Harbour Crossing**

12. A member of the public complained about the traffic congestion at the Western Harbour Crossing (WHC) towards Central and Sheung Wan. He observed that the traffic volume at the WHC had increased significantly after the implementation of time-varying toll (TVT) plan. He also mentioned that traffic congestion was often found at the WHC during rush hours. He requested the TD to implement improvement measures to alleviate the

traffic congestion at the WHC.

13. The case was referred to the TD for consideration. In response, the TD explained that the objectives of TVT at the road harbour crossings (RHCs), namely the Cross Harbour Tunnel (CHT), the Eastern Harbour Crossing (EHC) and the WHC, were to rationalise the cross-harbour traffic and better utilise the capacity of the three RHCs, so as to alleviate cross-harbour traffic congestion. After the implementation of TVT, the traffic flows at the CHT and the EHC have decreased, and the traffic queues and congestion at the portals of the CHT and the EHC have been alleviated. As for the WHC, as the tolls were reduced, the traffic flow has increased; but vehicles heading towards the WHC could generally travel at a speed of about 30 to 50 kilometers per hour.

14. The TD further advised that in view of the increase in traffic flow at the WHC, the Government was constructing an additional vehicle lane at the Hong Kong Island portal of the WHC in the direction of Central and Sheung Wan to increase the capacity of the road section and reduce the need for vehicle weaving, so as to smoothen the traffic flow at the tunnel portal and its surrounding areas.

15. The TD also advised that the Government was now consolidating and analysing the cross-harbour traffic data of 2024, including data on the traffic flow, speed and queues of the three RHCs at different times of the day/quarters/directions, as well as the distribution of traffic flow by vehicle types, so as to conduct a comprehensive analysis of the impact of the TVT on the cross-harbour traffic, and then examine whether the existing toll levels need to be adjusted. The review was expected to be completed by the middle of 2025.

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

**Complaints and Suggestions about Frequency and Regularity of Franchised Bus Services<sup>33</sup>****Background**

Among the traffic matters raised in the complaints received by TCU, frequency and regularity of public transport services have long been one of the major areas of concern. In 2024, 1 384 and 12 758<sup>34</sup> complaints about frequency and regularity of service were received, accounting for about 3% and 25%<sup>34</sup> of the total number of cases (51 046<sup>35</sup>) received by TCU. Among them, the majority were related to franchised bus (FB) services, that is 51% (708) and 76%<sup>36</sup> (9 656<sup>36</sup>) of such complaints. A breakdown of the complaints about FB services during the periods from January to March 2024 and 2025 is at Annex J. This paper focuses on the frequency and regularity of FB services.

**The Complaints**

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

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<sup>33</sup> The numbers of complaints received from individual complainants, who made more than 100 complaints in a quarter, are given in relevant footnotes.

<sup>34</sup> Among the 12 758 complaints and suggestions, a total of 3 879 complaints were received from five complainants. The number of complaints not including these cases is 8 879, representing 20% of the total number of cases (see footnote 35).

<sup>35</sup> Among the 51 046 complaints and suggestions, a total of 5 915 complaints were received from nine complainants. The number of complaints not including these cases is 45 131.

<sup>36</sup> Among the 9 656 complaints and suggestions, a total of 3 611 complaints were received from five complainants. The number of complaints not including these cases is 6 045 (68%), representing an increase of 4.6% when compared with 5 779 cases (see footnote 43) in 2023.



<b><u>Year</u></b>	<b><u>No. of Complaints on Frequency</u></b>	<b><u>Difference</u></b>	<b><u>No. of Complaints on Regularity</u></b>	<b><u>Difference</u></b>
2020	723 <sup>37</sup>	-	3 472 <sup>38</sup>	-
2021	1 271 <sup>39</sup>	+75.8% <sup>39</sup>	4 123 <sup>40</sup>	+18.8% <sup>40</sup>
2022	1 637 <sup>41</sup>	+28.8% <sup>41</sup>	11 158 <sup>42</sup>	+170.6% <sup>42</sup>
2023	939	-42.6%	8 423 <sup>43</sup>	-24.5% <sup>43</sup>
2024	708	-24.6%	9 656 <sup>36</sup>	+14.6% <sup>36</sup>
2025	140	-	1 193	-
(up to 31 Mar 2025)				

A breakdown of the cases by FB operators during the period from January to March 2025 is at Annex K.

3. There were 140 cases on frequency of FB services during the period from January to March 2025, representing 0.41 complaints/suggestions per million passenger journeys. These figures represent increases of 7.7% and 7.9%

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<sup>37</sup> Among the 723 complaints and suggestions, a total of 296 complaints were received from two complainants. The number of complaints not including these cases is 427.

<sup>38</sup> Among the 3 472 complaints and suggestions, a total of 1 204 complaints were received from two complainants. The number of complaints not including these cases is 2 268.

<sup>39</sup> Among the 1 271 complaints and suggestions, a total of 382 complaints were received from one complainant. The number of complaints not including these cases is 889, representing an increase of 108.2% when compared with 427 cases (see footnote 37) in 2020.

<sup>40</sup> Among the 4 123 complaints and suggestions, a total of 888 complaints were received from two complainants. The number of complaints not including these cases is 3 235, representing an increase of 42.6% when compared with 2 268 cases (see footnote 38) in 2020.

<sup>41</sup> Among the 1 637 complaints and suggestions, a total of 283 complaints were received from six complainants. The number of complaints not including these cases is 1 354, representing an increase of 52.3% when compared with 889 cases (see footnote 39) in 2021.

<sup>42</sup> Among the 11 158 complaints and suggestions, a total of 6 833 complaints were received from 13 complainants. The number of complaints not including these cases is 4 325, representing an increase of 33.7% when compared with 3 235 cases (see footnote 40) in 2021.

<sup>43</sup> Among the 8 423 complaints and suggestions, a total of 2 644 complaints were received from five complainants. The number of complaints not including these cases is 5 779, representing an increase of 33.6% when compared with 4 325 cases (see footnote 42) in 2022.

respectively when compared with 130 cases and 0.38 complaints/ suggestions per million passenger journeys in the same quarter in 2024.

4. Complainants opined that insufficient frequency resulted in prolonged waiting time and crowded bus compartments. Some complainants expressed that FB operators should deploy bus models with a larger carrying capacity. Some complainants also considered that the Transport Department (TD) should review whether franchises should be granted to FB operators that could not provide sufficient bus services to meet the passengers' demand.

5. On the regularity of FB services, there were 1 193 cases during the period from January to March 2025, representing 3.48 complaints/ suggestions per million passenger journeys. These figures represent decreases of 42.6% and 42.8% respectively when compared with 2 080<sup>44</sup> cases and 6.08<sup>44</sup> complaints/ suggestions per million passenger journeys in the same quarter in 2024.

6. The complaints revealed that passengers were mostly dissatisfied with the non-adherence of the service schedules as they were unable to estimate the waiting time and hence the total journey time. Complainants found it most unacceptable if service was irregular in the early morning when they were rushing to work or at night time when they were taking the last scheduled trip. They also had greater concerns about irregular services when there was only a limited choice of alternative means of public transport services or the alternative means were less convenient or would incur higher costs.

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

7. There has all along been a rigorous and fair established mechanism for the Government to evaluate and follow up on the service provided by FB operators. As our society had returned to normalcy after the epidemic along with an increasing demand for FB services, the number of complaints regarding the frequency of FB services has increased since 2023. In response to the

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<sup>44</sup> Among the 2 080 complaints and suggestions, 824 complaints were received from three complainants. The number of complaints not including these cases is 1 256, representing 3.67 complaints/suggestions per million passenger journeys.

changes in passengers' travelling patterns and needs after the epidemic and to improve the overall operational efficiency of the bus network, the TD has been continuously reviewing the service levels of FB routes and passenger demand of each district and working with FB operators to make timely adjustment for the improvement and rationalisation of FB services, including adjustment of frequencies or service hours, and bus route rationalisation, etc., through the established mechanism.

8. Regarding the complaints about regularity of FB services, the TD has been closely monitoring the service level and regularity through various means, including holding regular meetings with FB operators, inspecting and reviewing the operating returns from FB operators, conducting on-site surveys and analysing passenger complaints or suggestions, and will follow up on the causes of service irregularity in a serious manner. As a result of the above concerted efforts, there was a significant reduction in the number of complaints about service regularity since the second half of 2024, i.e. from 2 893 cases in Q3 2024 to 1 681 cases in Q4 2024, marking a substantial 42% decrease. This downward trend continued in Q1 2025, with the number of complaints further decreasing to 1 193 cases, representing a 29% decline.

9. To ensure the service adequacy and regularity of FB services, the TD will continue to closely monitor the performance of the FB operators through a multi-pronged approach. This includes carrying out surveys and inspections, scrutinising operating records, and convening meetings with the FB operators to address passengers' concerns.

10. Moving forward, TCU will continue to closely monitor and follow up with the department concerned regarding complaints about the frequency and regularity of FB services.

**Complaints and Suggestions Received by TCU**

<b><u>Nature of Complaint/Suggestion</u></b> <sup>(1)(2)</sup>	<b><u>Same quarter in 2024 (1.1.24-31.3.24)</u></b>			<b><u>Previous quarter (1.10.24-31.12.24)</u></b>			<b><u>Current quarter (1.1.25-31.3.25)</u></b>		
<b>I. Public Transport Services</b>									
(a) Adequacy of service	556	[202]		582	[106]		570	[150]	
(b) Standard of service	8 832	[16]		10 491	[12]		8 504	[15]	
(c) General	189	[9]		243	[5]		272	[10]	
	<b>9 577</b>	<b>[227]</b>	<b>(88%)</b>	<b>11 316</b>	<b>[123]</b>	<b>(88%)</b>	<b>9 346</b>	<b>[175]</b>	<b>(89%)</b>
<b>II. Traffic Conditions</b>									
(a) Traffic congestion/obstruction	345	[4]		703			350	[1]	
(b) Traffic management	56	[14]		100	[10]		87	[6]	
(c) Additional traffic signs and aids	22	[8]		82	[5]		36	[3]	
(d) Parking facilities	24	[2]		15	[1]		16		
	<b>447</b>	<b>[28]</b>	<b>(4%)</b>	<b>900</b>	<b>[16]</b>	<b>(7%)</b>	<b>489</b>	<b>[10]</b>	<b>(5%)</b>
<b>III. Road Maintenance</b>									
(a) Road conditions	17	[1]		21			14		
(b) Traffic signs and aids	10			6			10		
(c) Carriageway markings	3			3			1		
	<b>30</b>	<b>[1]</b>	<b>(&lt;1%)</b>	<b>30</b>		<b>(&lt;1%)</b>	<b>25</b>		<b>(&lt;1%)</b>
<b>IV. Enforcement</b>									
(a) Illegal parking	334	[1]		341			370		
(b) Other enforcement matters	393	[1]		264			262		
	<b>727</b>	<b>[2]</b>	<b>(7%)</b>	<b>605</b>		<b>(5%)</b>	<b>632</b>		<b>(6%)</b>
<b>V. Miscellaneous</b>									
	<b>60</b>	<b>[2]</b>	<b>(&lt;1%)</b>	<b>47</b>	<b>[3]</b>	<b>(&lt;1%)</b>	<b>44</b>	<b>[3]</b>	<b>(&lt;1%)</b>
<b>Total</b>	<b>10 841</b>	<b>[260]</b>	<b>(100%)</b>	<b>12 898</b>	<b>[142]</b>	<b>(100%)</b>	<b>10 536</b>	<b>[188]</b>	<b>(100%)</b>

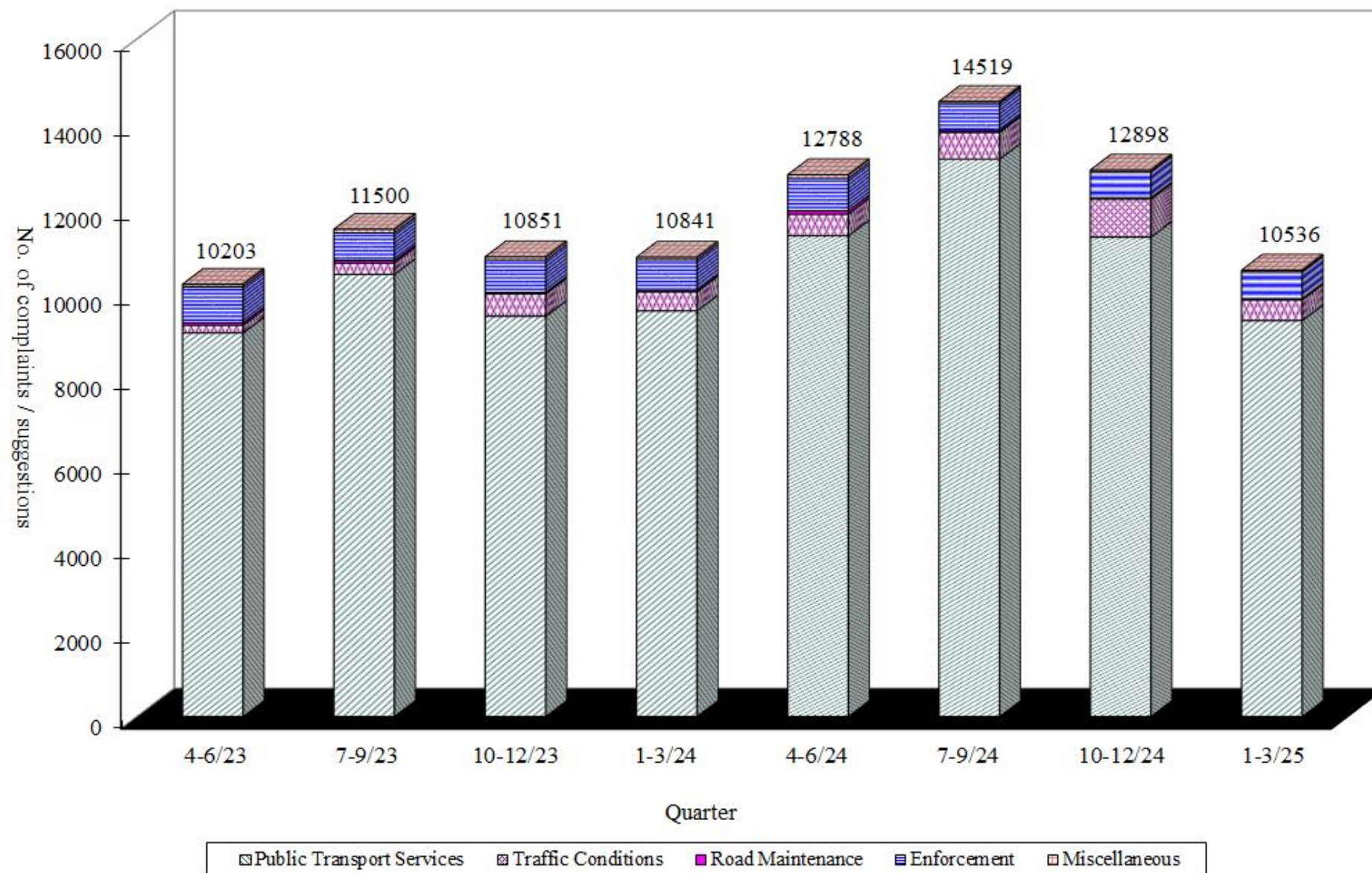
- Notes :** (1) Figures in square brackets are the number of pure suggestions received in the quarter. The figures have been included in the overall number of cases received. Among the 150, 106 and 202 pure suggestions relating to adequacy of service, 99, 76 and 123 about public transport routeing were 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.

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

<b><u>Nature of Complaint/Suggestion<sup>(2)(3)</sup></u></b>	<b><u>Same quarter in 2024 (1.1.24-31.3.24)</u></b>		<b><u>Previous quarter (1.10.24-31.12.24)</u></b>		<b><u>Current quarter (1.1.25-31.3.25)</u></b>	
<b>I. Public Transport Services</b>						
(a) Adequacy of service	556	[202]	582	[106]	570	[150]
(b) Standard of service	7 920	[16]	10 039	[12]	8 504	[15]
(c) General	189	[9]	243	[5]	272	[10]
	<b>8 665</b>	<b>[227]</b> (91%)	<b>10 864</b>	<b>[123]</b> (92%)	<b>9 346</b>	<b>[175]</b> (91%)
<b>II. Traffic Conditions</b>						
(a) Traffic congestion/obstruction	84	[4]	98		101	[1]
(b) Traffic management	56	[14]	100	[10]	87	[6]
(c) Additional traffic signs and aids	22	[8]	82	[5]	36	[3]
(d) Parking facilities	24	[2]	15	[1]	16	
	<b>186</b>	<b>[28]</b> (2%)	<b>295</b>	<b>[16]</b> (2%)	<b>240</b>	<b>[10]</b> (2%)
<b>III. Road Maintenance</b>						
(a) Road conditions	17	[1]	21		14	
(b) Traffic signs and aids	10		6		10	
(c) Carriageway markings	3		3		1	
	<b>30</b>	<b>[1]</b> (<1%)	<b>30</b>	(<1%)	<b>25</b>	(<1%)
<b>IV. Enforcement</b>						
(a) Illegal parking	334	[1]	341		370	
(b) Other enforcement matters	198	[1]	264		262	
	<b>532</b>	<b>[2]</b> (6%)	<b>605</b>	(5%)	<b>632</b>	(6%)
<b>V. Miscellaneous</b>	<b>60</b>	<b>[2]</b> (<1%)	<b>47</b>	<b>[3]</b> (<1%)	<b>44</b>	<b>[3]</b> (<1%)
<b>Total</b>	<b>9 473<sup>(4)</sup></b>	<b>[260]</b> (100%)	<b>11 841<sup>(5)</sup></b>	<b>[142]</b> (100%)	<b>10 287<sup>(6)</sup></b>	<b>[188]</b> (100%)

- Notes :**
- (1) The complaints received from individual complainants, who made more than 100 complaints in a quarter, were excluded. The figures concerned were given in relevant footnotes. Please see Annex A(i)(a) with these complaints included.
  - (2) Figures in square brackets are the number of pure suggestions received in the quarter. The figures have been included in the overall number of cases received. Among the 150, 106 and 202 pure suggestions relating to adequacy of service, 99, 76 and 123 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 1 368 complaints from five complainants were excluded.
  - (5) A total of 1 057 complaints from three complainants were excluded.
  - (6) A total of 249 complaints from one complainant were excluded.

## Complaints and Suggestions Received by TCU



**Pure Suggestions Received by TCU  
(January – March 2025)**

**Nature of Suggestion<sup>(1)</sup>**

(I) Public Transport Services	Vehicular Transport						Rail Transport		Waterborne Transport	Sub-total	
	FB		NFB		PLB		Taxi				
(a) Adequacy of Service											
(1) Frequency/carrying capacity	4	[3]	-		-		-		-	4	[3]
(2) Routeing	116	[95]	1	[1]	7	[2]	-	2	[1]	126	[99]
(3) Hours of operation	12	[9]	-		-		-	1	[1]	13	[10]
(4) Provision of stop	7	[3]	-		-		-		-	7	[3]
	139	[110]	1	[1]	7	[2]	-	3	[2]	150	[115]
(b) Standard of Service											
(1) Regularity of service	-		-		-		-		-	-	
(2) Adherence to routeing	1	[1]	-		-		-		-	1	[1]
(3) Improper driving behaviour	-		-		-		-	1		1	
(4) Conduct & performance of staff	-		-		-		-		-	-	
(5) Overcharging	-		-		-		-		-	-	
(6) Cleanliness	-		-		-		-		-	-	
(7) Conditions of vehicle/vessel	-		-		-		1		-	1	
(8) Passenger services & facility	6	[1]	-		2		1	3		12	[1]
	7	[2]	-		2		2	4		15	[2]
(c) General <sup>(2)</sup>	5	[5]	-		3		2		-	10	[5]
<b>Sub-total of (I) this quarter</b>	<b>151</b>	<b>[117]</b>	<b>1</b>	<b>[1]</b>	<b>12</b>	<b>[2]</b>	<b>4</b>	<b>7</b>	<b>[2]</b>	<b>0</b>	<b>175 [122]</b>
Sub-total of (I) previous quarter	107	[85]	0		8	[1]	6	2		0	123 [86]
Sub-total of (I) same quarter in 2024	205	[131]	3	[1]	12		0	7	[1]	0	227 [133]
<b>(II) Traffic Conditions</b>											
(a) Traffic Congestion/Obstruction											1
(b) Traffic Management											6
(c) Additional Traffic Signs & Aids											3
(d) Parking Facilities											-
<b>Sub-total of (II) this quarter</b>											<b>10</b>
Sub-total of (II) previous quarter											16
Sub-total of (II) same quarter in 2024											28
<b>(III) Road Maintenance</b>											<b>-</b>
<b>(IV) Enforcement</b>											<b>-</b>
<b>(V) Miscellaneous</b>											<b>3</b>
<b>Total this quarter</b>											<b>188 [122]</b>
Total previous quarter											142 [86]
Total same quarter in 2024											260 [133]

**Legend**

FB - Franchised Buses

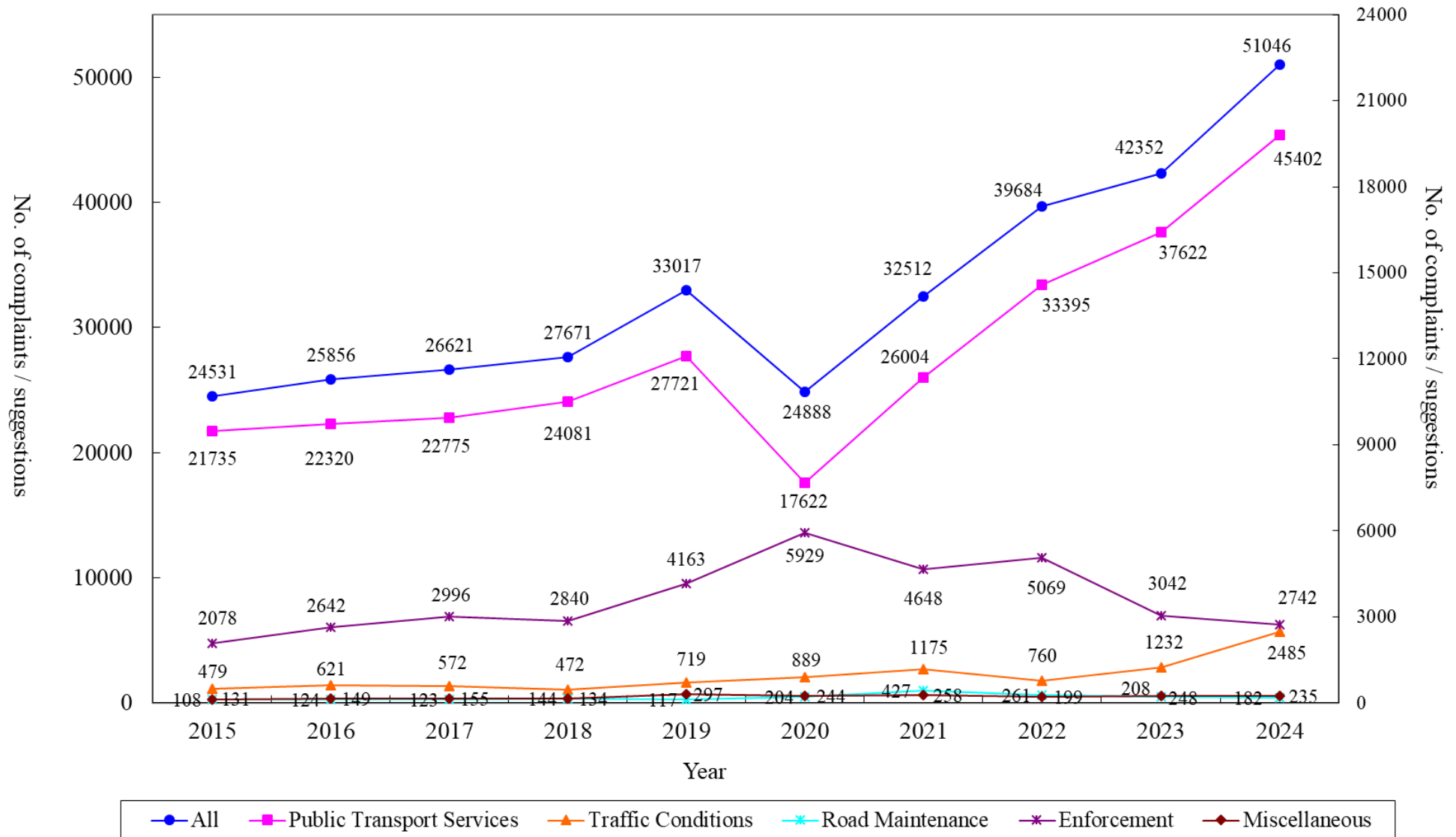
NFB - Non-franchised Buses

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.

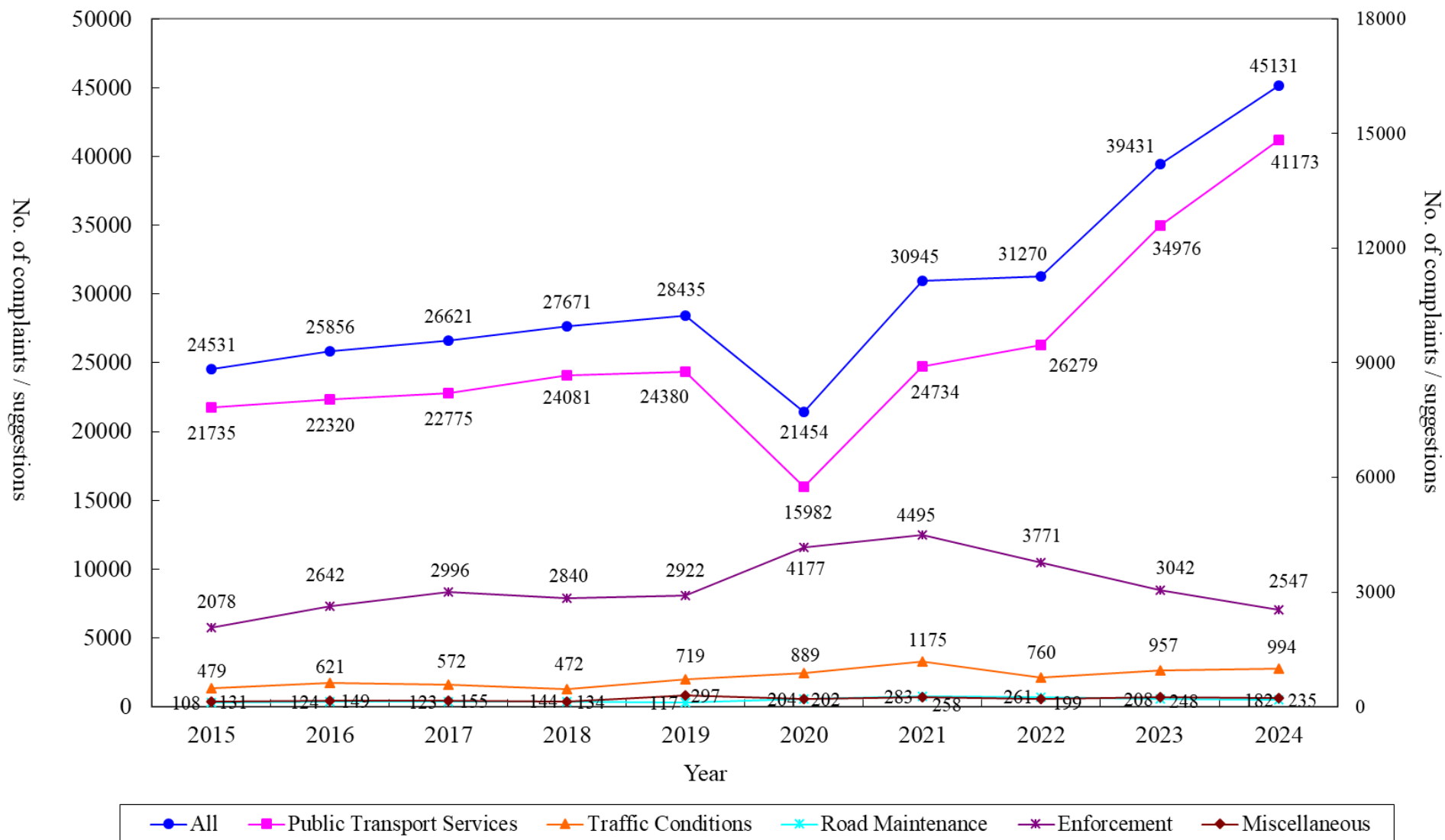
(2) These are mainly related to bus fare and public transport fare concession scheme.

**Trends of Complaints and Suggestions Received by TCU  
(2015 - 2024)**





### Trends of Complaints and Suggestions Received by TCU<sup>(1)</sup> (2015 - 2024)

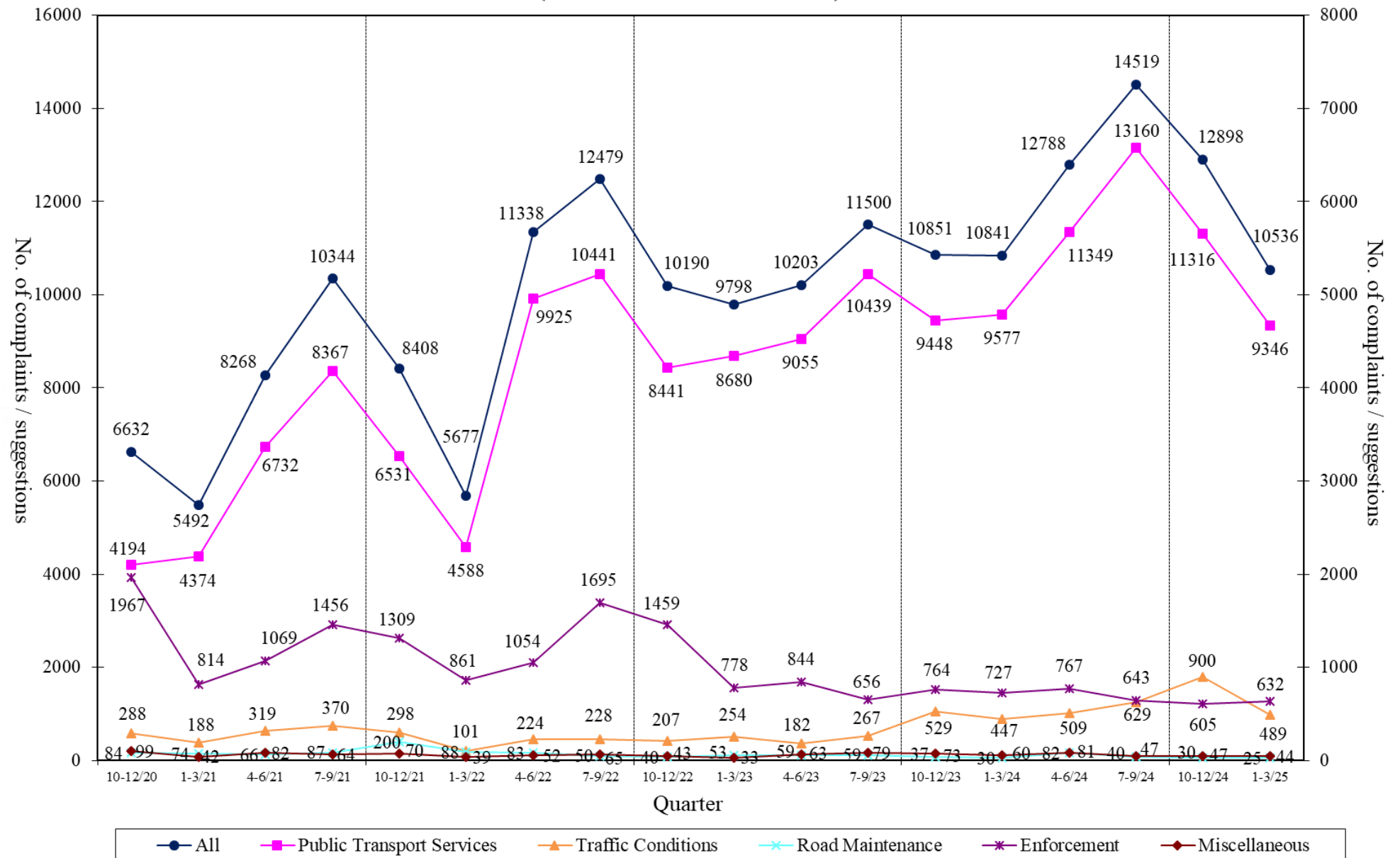


Note :

- (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.

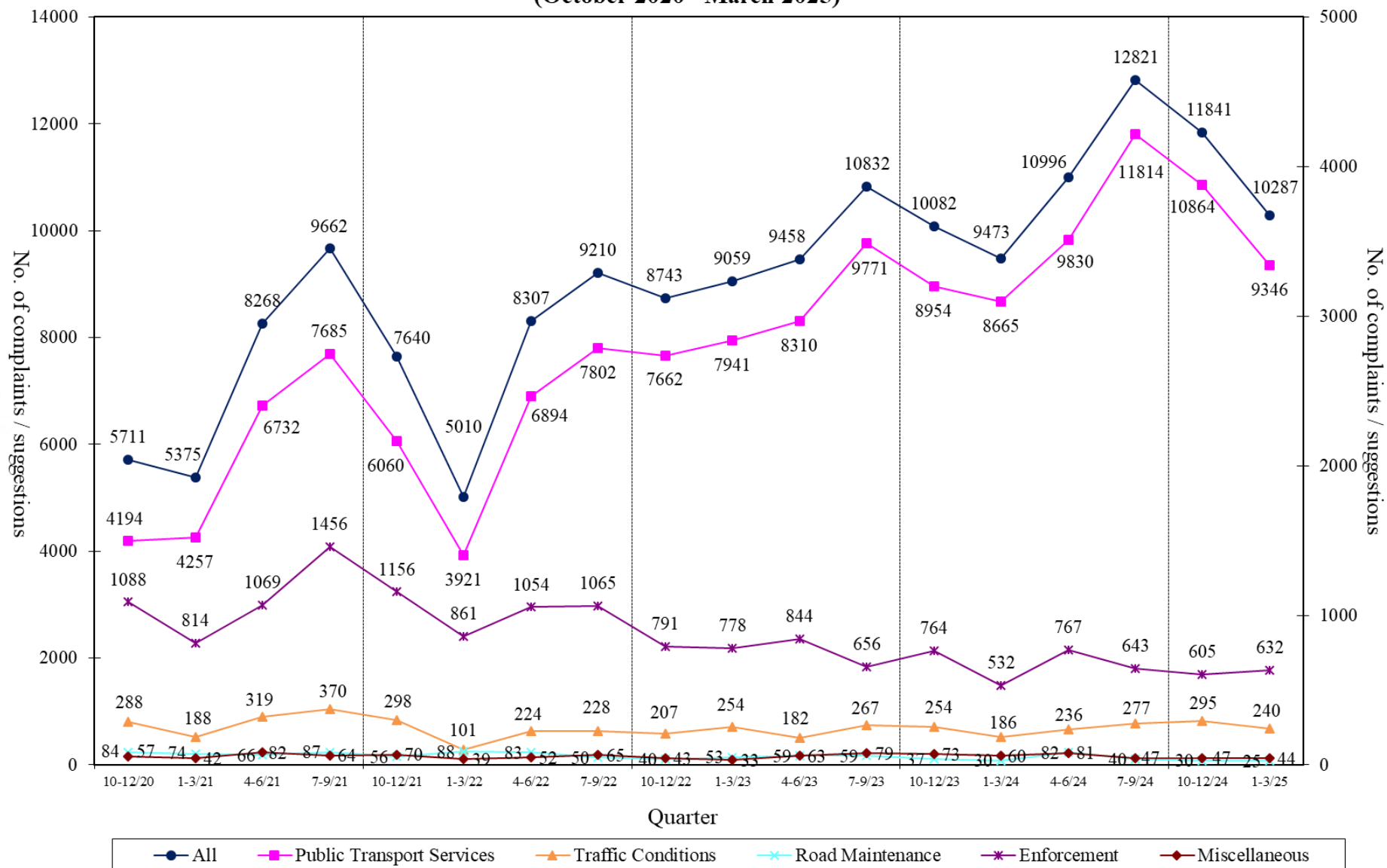
**Trends of Complaints and Suggestions Received by TCU  
(October 2020 - March 2025)**

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



**Trends of Complaints and Suggestions Received by TCU<sup>(1)</sup>**  
**(October 2020 - March 2025)**

**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 2025)**

Outcome of Investigation  Nature of Complaint/ Suggestion	A1	A2	B	C	Total
<b>I. Public Transport Services</b>					
(a) Adequacy of service	-	602	-	-	602
(b) Standard of service	625	7 172	2	1 383	9 182
(c) General	3	226	3	13	245
	<b>628</b>	<b>8 000</b>	<b>5</b>	<b>1 396</b>	<b>10 029</b>
<b>II. Traffic Conditions</b>					
(a) Traffic congestion/obstruction	46	119	-	-	165
(b) Traffic management	5	113	-	-	118
(c) Additional traffic signs/aids	1	86	-	-	87
(d) Parking facilities	-	14	-	-	14
	<b>52</b>	<b>332</b>	<b>-</b>	<b>-</b>	<b>384</b>
<b>III. Road Maintenance</b>					
(a) Road conditions	7	26	-	-	33
(b) Traffic signs and aids	2	9	-	-	11
(c) Carriageway markings	2	1	-	-	3
	<b>11</b>	<b>36</b>	<b>-</b>	<b>-</b>	<b>47</b>
<b>IV. Enforcement</b>					
(a) Illegal parking	247	88	-	1	336
(b) Other enforcement matters	18	159	-	47	224
	<b>265</b>	<b>247</b>	<b>-</b>	<b>48</b>	<b>560</b>
<b>V. Miscellaneous</b>	<b>2</b>	<b>39</b>	<b>-</b>	<b>-</b>	<b>41</b>
<b>Total</b>	<b>958</b> <b>(9%)</b>	<b>8 654</b> <b>(78%)</b>	<b>5</b> <b>(&lt;1%)</b>	<b>1 444</b> <b>(13%)</b>	<b>11 061</b> <b>(100%)</b>
	<b>9 612</b> <b>(87%)</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 2025)**

<div>Outcome of Investigation</div> <div>Mode of Transport</div>	A1	A2	B	C	Total
The Kowloon Motor Bus Company (1933) Limited	193	2 186	-	22	2 401
Citybus Limited (Franchise (U&NT))	-	726	-	-	726
Citybus Limited (Franchise (Lantau))	-	175	-	-	175
New Lantao Bus Company (1973) Limited	-	89	-	-	89
Long Win Bus Company Limited	-	352	-	-	352
Cross-harbour Bus Services	136	562	-	2	700
Non-franchised Bus Services	2	116	2	1	121
Green Minibus	289	1 809	-	11	2 109
Red Minibus	-	91	-	-	91
Taxi	2	1 570	2	1 360	2 934
MTR Corporation Limited (Excluding Light Rail)	4	245	1	-	250
MTR Corporation Limited (Light Rail)	2	36	-	-	38
The Hongkong Tramways Limited	-	17	-	-	17
Sun Ferry Services Company Limited	-	9	-	-	9
The “Star” Ferry Company Limited	-	8	-	-	8
Minor Ferries	-	9	-	-	9
Total	628 (6%)	8 000 (80%)	5 (<1%)	1 396 (14%)	10 029 (100%)
	8 628 (86%)				

**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 2025)**

**I. Public Transport Services**

- Remove railings at a bus stop at Cherry Street near Cherry Street Park to facilitate passengers boarding and alighting.

**II. Traffic Management**

***Hong Kong Island***

- Increase the vehicular green time of the traffic lights for turning left from Connaught Road West eastbound onto Eastern Street (Sun Yat Sen Memorial Park bound) to improve traffic flow.
- Increase the vehicular green time of the traffic lights for turning right from Chater Road westbound onto Jackson Road between 4pm and 5pm from Mondays to Saturdays to improve traffic flow.

***Kowloon***

- Add a “Disabled persons ahead” traffic sign at the junction of On Sau Road and On Kin Road to remind motorists.
- Adjust the linking of the traffic lights at the junction of Portland Street northbound and Argyle Street to improve traffic flow.
- Increase the pedestrian green time of the traffic lights at Argyle Street at its junction with Kadoorie Avenue to facilitate pedestrians crossing the road.
- Remove the right turn pocket at the junction of Yen Chow Street and Tung Chau Street to improve road safety.

### *New Territories*

- Increase the vehicular green time of the traffic lights at Lung Mun Road at its junction with Wu Shan Road to improve traffic flow.
- Coordinated the vehicular green time of the traffic lights at Tai Ho Road at its junction with Hoi Kwai Road; Tai Ho Road near Skyline Plaza; and Tai Ho Road at its junction with Yeung Uk Road and Hoi Shing Road during afternoon peak hours to improve traffic flow.
- Increase the vehicular green time of the traffic lights at Wo Tai Street at its junction with Luen On Street during morning peak hours to improve traffic flow.
- Increase the vehicular green time of the traffic lights at Po Hong Road eastbound (Finery Park) during morning peak hours to improve traffic flow.

**Complaints and Suggestions on Public Transport Services**  
( January – March 2025)

**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			SFS	SF	MF	
	CTB KMB	CTB (U&NT)	CTB (Lantau)	NLB	LWB	XHT					(Non- LR)	MTR (LR)	HT				
(A) Adequacy of Service																	
(1) Frequency/carrying capacity	80	28	5	11	5	11	4	125	-	-	19	2	1	-	2	-	293
(2) Routeing	76	48	11	1	26	23	1	15	-	-	2	1	-	-	-	-	204
(3) Hours of operation	18	17	2	-	2	2	1	4	-	-	1	-	-	-	-	-	47
(4) Provision of stops	15	3	-	-	4	2	-	2	-	-	-	-	-	-	-	-	26
Sub-total	189	96	18	12	37	38	6	146	-	-	22	3	1	-	2	-	570
(B) Standard of Service																	
(1) Regularity of service	725	180	51	19	66	152	27	443	-	-	11	1	1	3	1	2	1682
(2) Adherence to routeing	14	12	4	-	9	12	1	76	-	619	-	-	-	-	-	-	747
(3) Improper driving behavior	433	124	36	19	24	85	21	397	37	684	10	5	4	2	-	-	1881
(4) Conduct & performance of staff (including drivers)	467	172	59	37	59	134	18	668	34	1139	43	2	6	5	2	1	2846
(5) Overcharging	19	7	-	1	2	5	2	92	13	454 *	-	-	-	-	-	-	595
(6) Cleanliness	6	4	2	1	-	4	1	16	1	22	-	-	1	-	-	-	58
(7) Conditions of vehicles/vessels	15	8	-	1	3	5	7	37	1	15	4	1	-	3	1	-	101
(8) Passenger services & facilities	245	45	14	8	11	38	13	60	2	9	120	14	2	5	5	3	594
Sub-total	1924	552	166	86	174	435	90	1789	88	2942	188	23	14	18	9	6	8504
(C) General	78	22	3	6	1	10	12	32	20	81	5	1	1	-	-	-	272
Total this quarter	2191	670	187	104	212	483	108	1967	108	3023	215	27	16	18	11	6	9346
Grand-total	(3847)						(5206)				(258)			(35)			
Total previous quarter	2481	765	188	95	450	594	144	2253	131	3899	221	43	25	11	4	12	11316
Total same quarter in 2024	2724	588	167	88	219	497	207	1864	109	2820	225	35	10	3	6	15	9577

**Legend**

<b>KMB</b>	The Kowloon Motor Bus Company (1933) Limited
<b>CTB (U&amp;NT)</b>	Citybus Limited (Franchise for the Urban and New Territories bus network)
<b>CTB (Lantau)</b>	Citybus Limited (Franchise for Airport and North Lantau bus network)
<b>NLB</b>	New Lantau Bus Company (1973) Limited
<b>LWB</b>	Long Win Bus Company Limited
<b>XHT</b>	Cross-harbour Bus Services
<b>NFBS</b>	Non-franchised Bus Services
<b>GMB</b>	Green Minibus
<b>RMB</b>	Red Minibus
<b>MTR (Non-LR)</b>	MTR Corporation Limited (Excluding Light Rail)
<b>MTR(LR)</b>	MTR Corporation Limited (Light Rail)
<b>HT</b>	The Hong Kong Tramways Limited
<b>SFS</b>	Sun Ferry Services Company Limited
<b>SF</b>	The 'Star' Ferry Company Limited
<b>MF</b>	Minor Ferries

\* Including taximeter irregularities



# Complaints and Suggestions on Public Transport Services

( January – March 2025)

## Annex E(i)(b)

<div>Mode</div> <div>Nature of Complaint/Suggestion</div>	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											
(B) Adequacy of Service																	
(1) Frequency/carrying capacity	80	28	5	11	5	11	4	125	-	-	19	2	1	-	2	-	293
(2) Routeing	76	48	11	1	26	23	1	15	-	-	2	1	-	-	-	-	204
(3) Hours of operation	18	17	2	-	2	2	1	4	-	-	1	-	-	-	-	-	47
(4) Provision of stops	15	3	-	-	4	2	-	2	-	-	-	-	-	-	-	-	26
Sub-total	189	96	18	12	37	38	6	146	-	-	22	3	1	-	2	-	570
(B) Standard of Service																	
(1) Regularity of service	725	180	51	19	66	152	27	443	-	-	11	1	1	3	1	2	1682
(2) Adherence to routing	14	12	4	-	9	12	1	76	-	619	-	-	-	-	-	-	747
(3) Improper driving behavior	433	124	36	19	24	85	21	397	37	684	10	5	4	2	-	-	1881
(4) Conduct & performance of staff (including drivers)	467	172	59	37	59	134	18	668	34	1139	43	2	6	5	2	1	2846
(5) Overcharging	19	7	-	1	2	5	2	92	13	454 *	-	-	-	-	-	-	595
(6) Cleanliness	6	4	2	1	-	4	1	16	1	22	-	-	1	-	-	-	58
(7) Conditions of vehicles/vessels	15	8	-	1	3	5	7	37	1	15	4	1	-	3	1	-	101
(8) Passenger services & facilities	245	45	14	8	11	38	13	60	2	9	120	14	2	5	5	3	594
Sub-total	1924	552	166	86	174	435	90	1789	88	2942	188	23	14	18	9	6	8504
(C) General	78	22	3	6	1	10	12	32	20	81	5	1	1	-	-	-	272
Total this quarter	2191	670	187	104	212	483	108	1967	108	3023	215	27	16	18	11	6	9346
Grand-total	(3847)						(5206)				(258)			(35)			
Total previous quarter	2286 <sup>(1)</sup>	765	182 <sup>(1)</sup>	95	224 <sup>(1)</sup>	592 <sup>(1)</sup>	121 <sup>(1)</sup>	2253	131	3899	221	43	25	11	4	12	10864
Total same quarter in 2024	1950 <sup>(2)</sup>	588	162 <sup>(2)</sup>	88	174 <sup>(2)</sup>	497	119 <sup>(2)</sup>	1864	109	2820	225	35	10	3	6	15	8665

### Legend

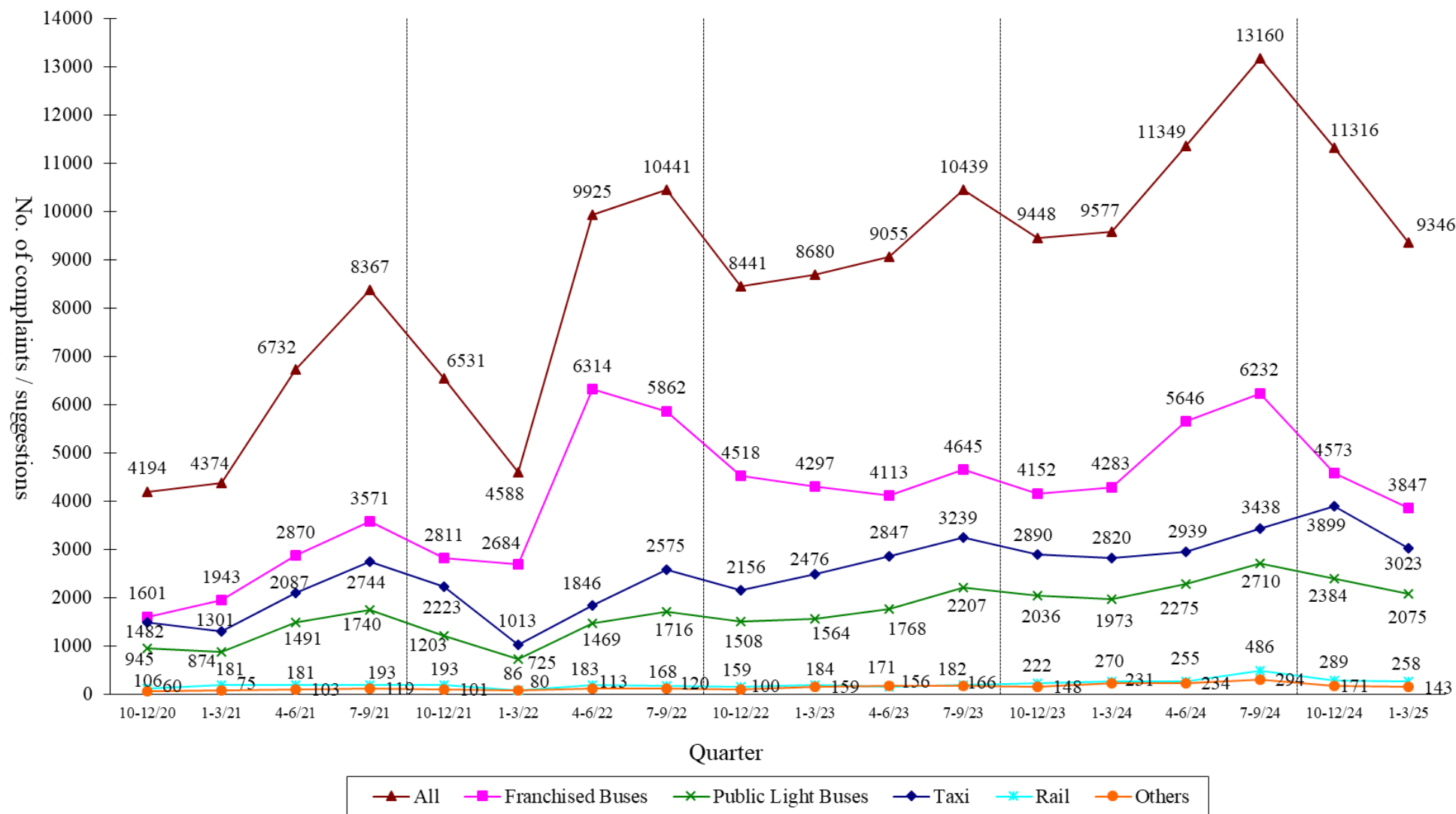
KMB	The Kowloon Motor Bus Company (1933) Limited
CTB (U&NT)	Citybus Limited (Franchise for the Urban and New Territories bus network)
CTB (Lantau)	Citybus Limited (Franchise for Airport and North Lantau bus network)
NLB	New Lantau Bus Company (1973) Limited
LWB	Long Win Bus Company Limited
XHT	Cross-harbour 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 452 complaints (195 about KMB, six about CTB (Lantau), 226 about LWB, two about XHT and 23 about NFBS) received from two complainants during the quarter were excluded. Please see Annex E(i)(a) with these complaints included.

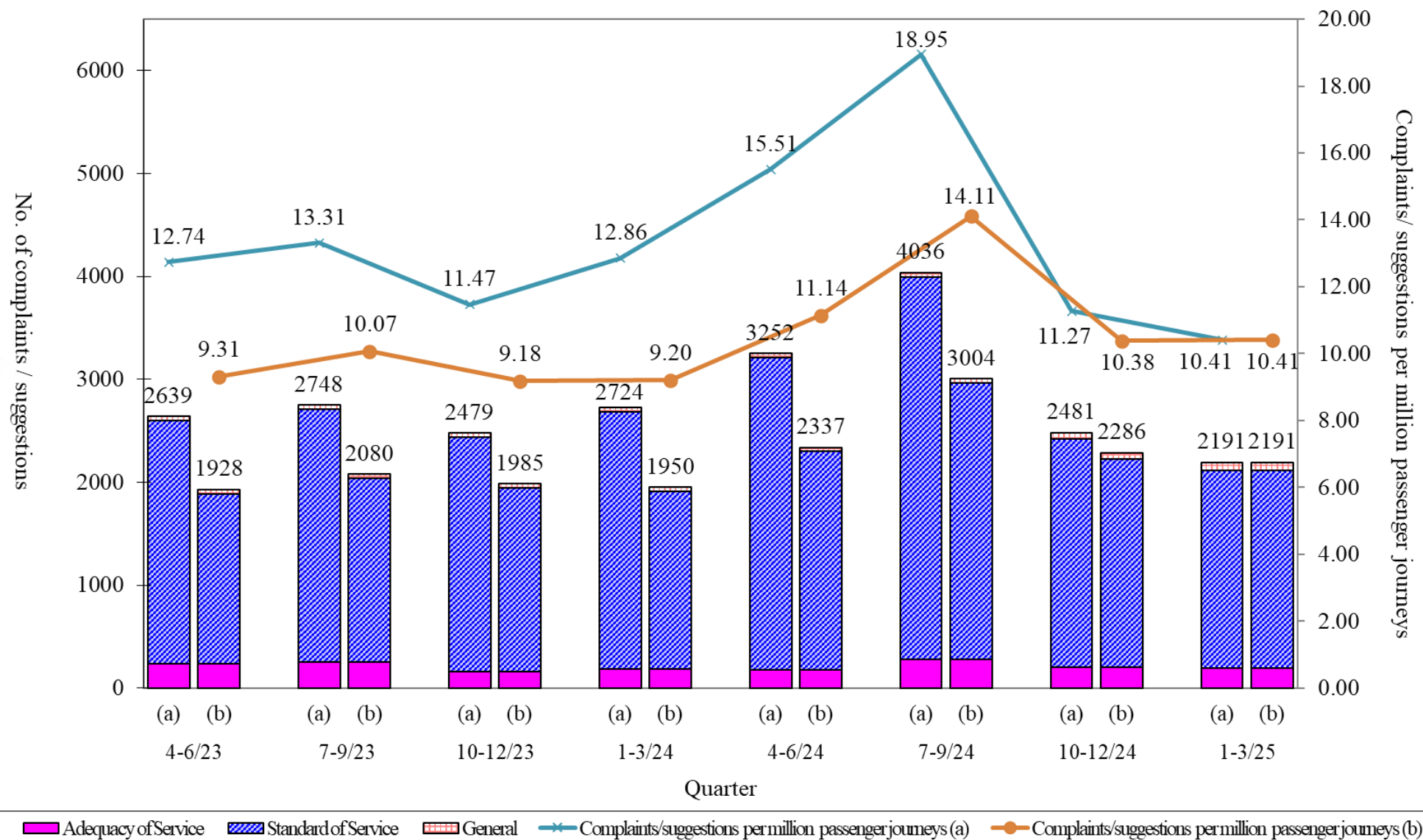
(2) A total of 912 complaints (774 about KMB, 5 about CTB (Lantau), 45 about LWB and 88 about NFBS) received from three complainants during the quarter were excluded. Please see Annex E(i)(a) with these complaints included.

### Trends of Complaints and Suggestions on Public Transport Services (October 2020 - March 2025)



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

**Annex F(i)**

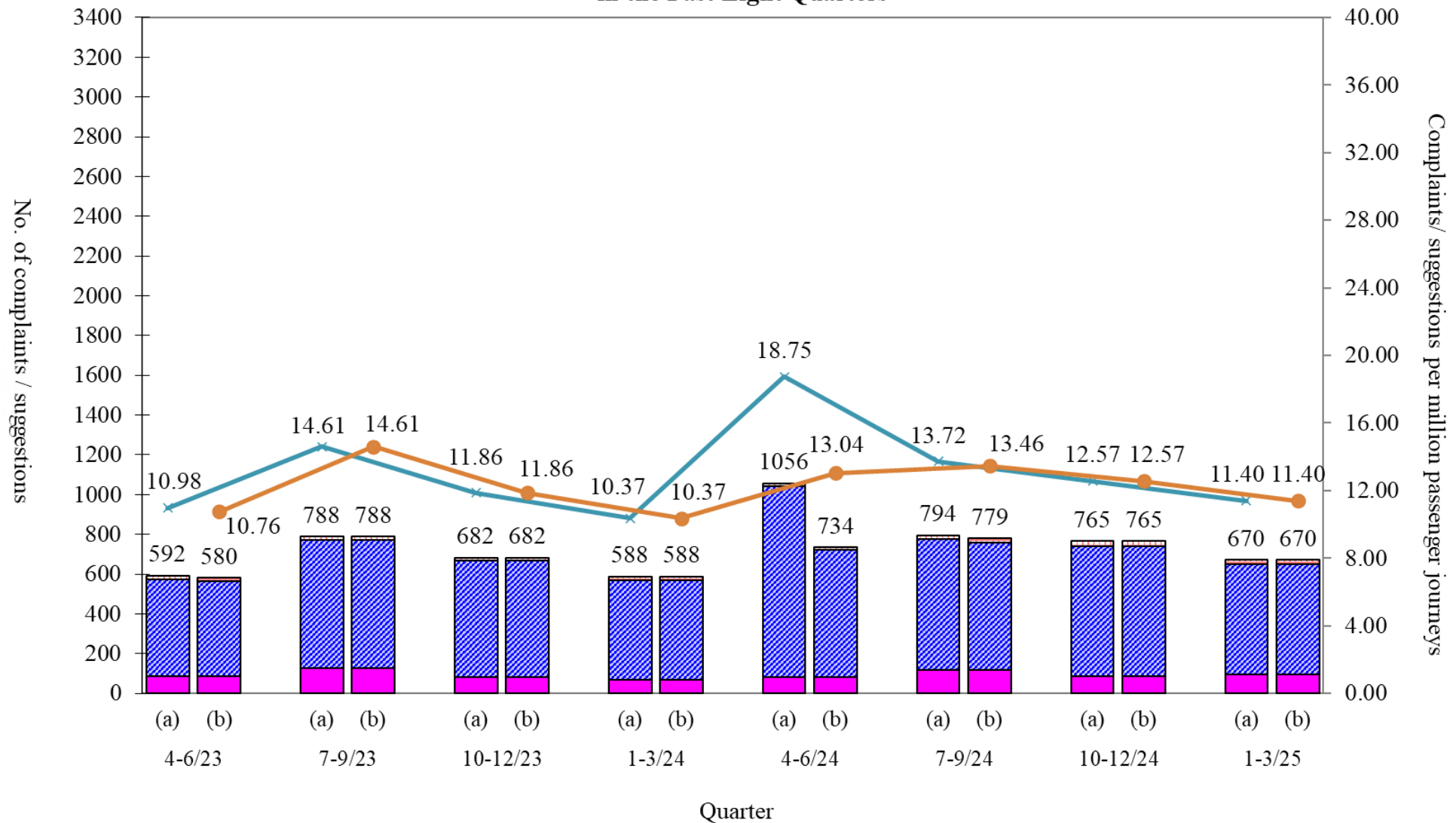


**Notes :** (a) Complaints received from all complainants.

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

**Annex F(ii)**

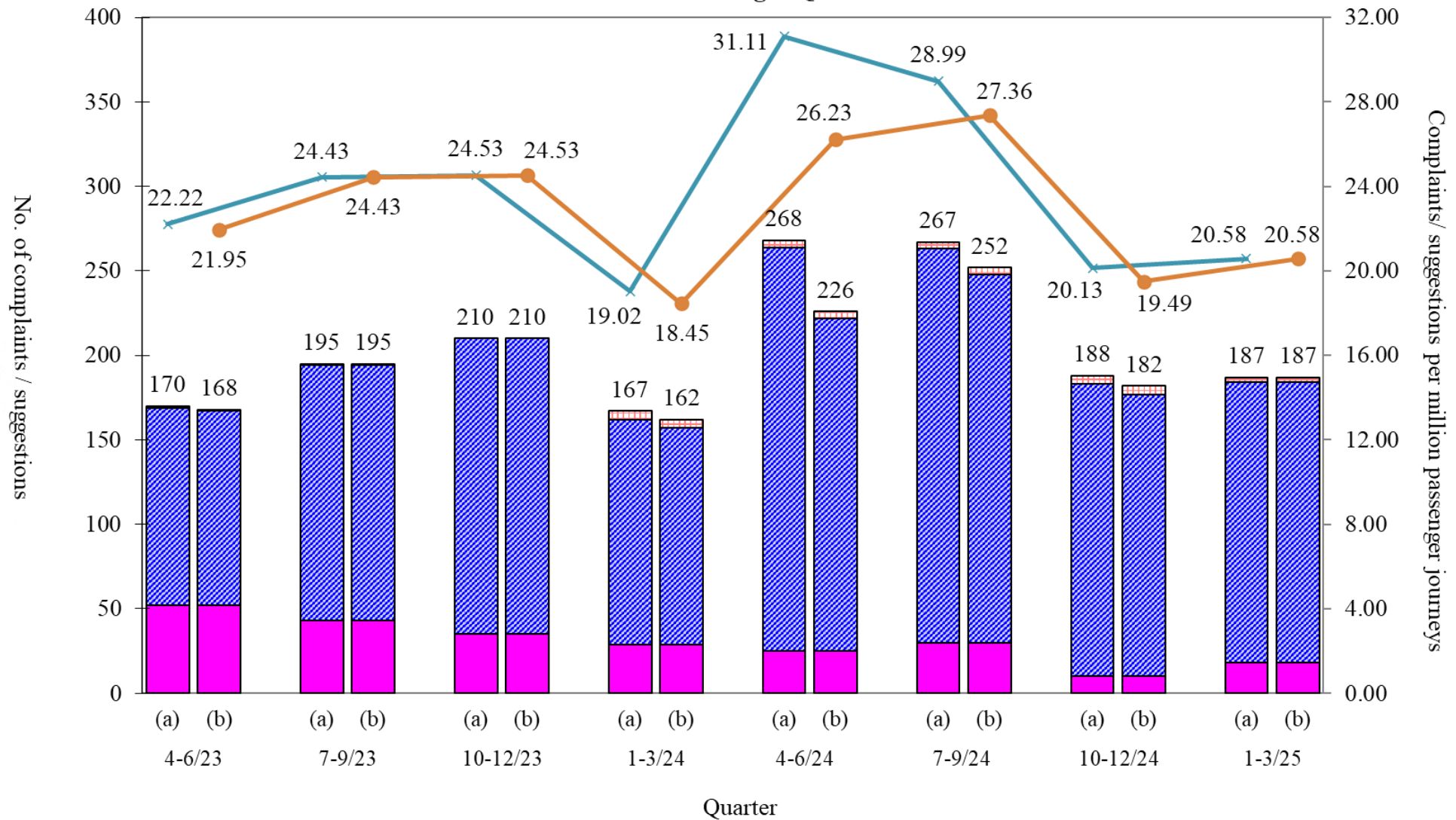


**Notes :** (a) Complaints received from all complainants.

(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)**

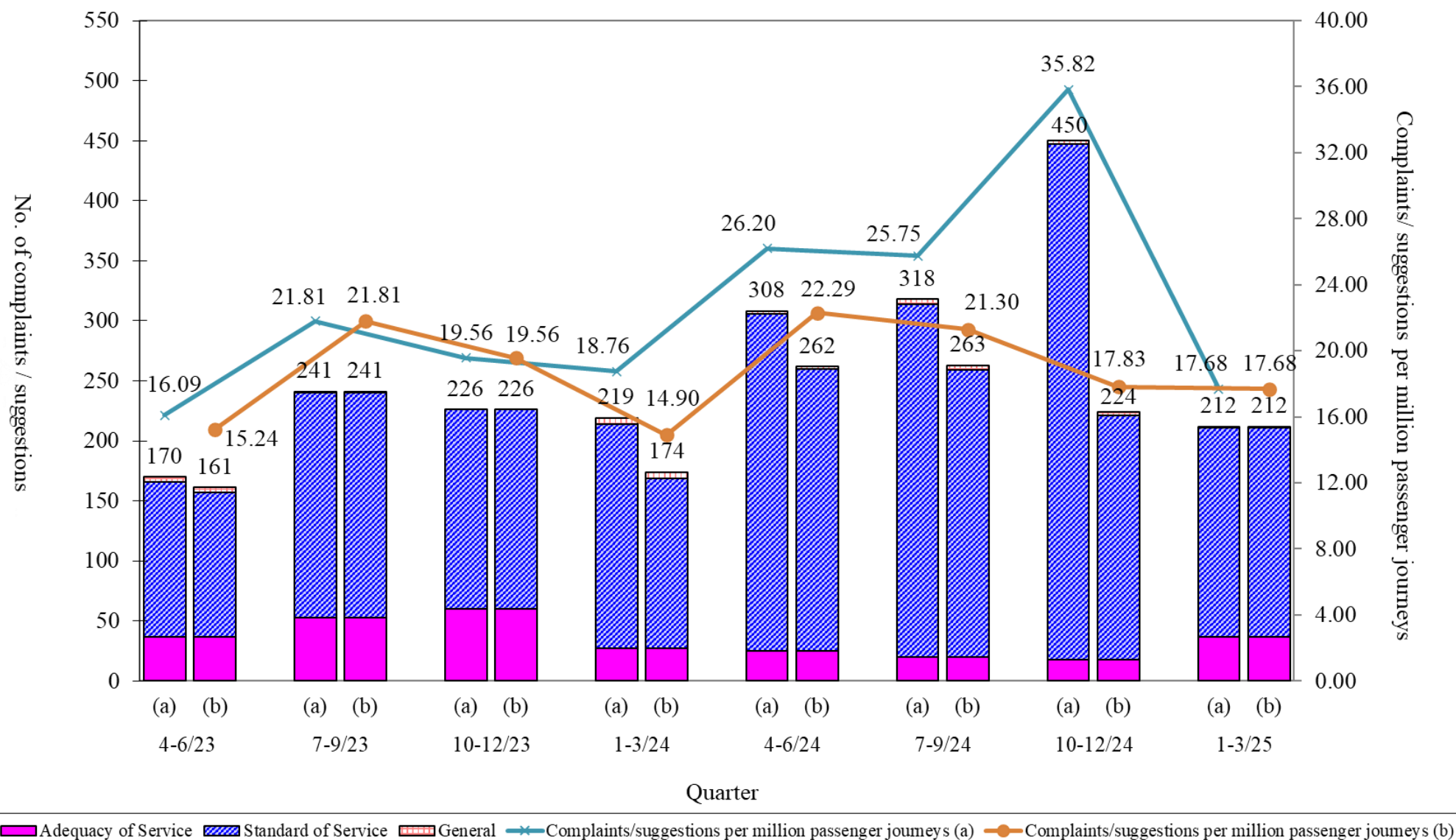


**Notes :** (a) Complaints received from all complainants.

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



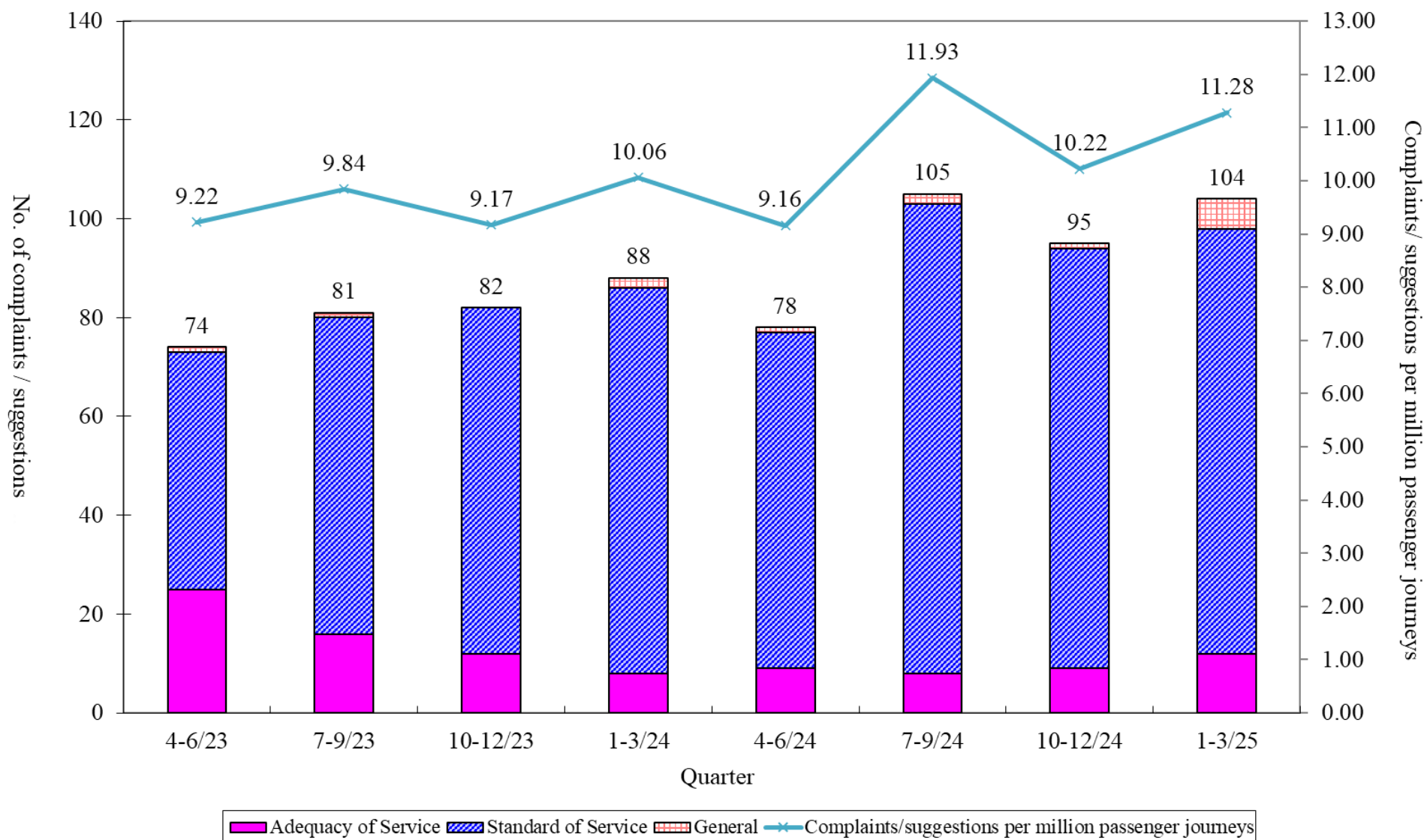
### Complaints and Suggestions on the Services of Long Win Bus Company Limited in the Past Eight Quarters



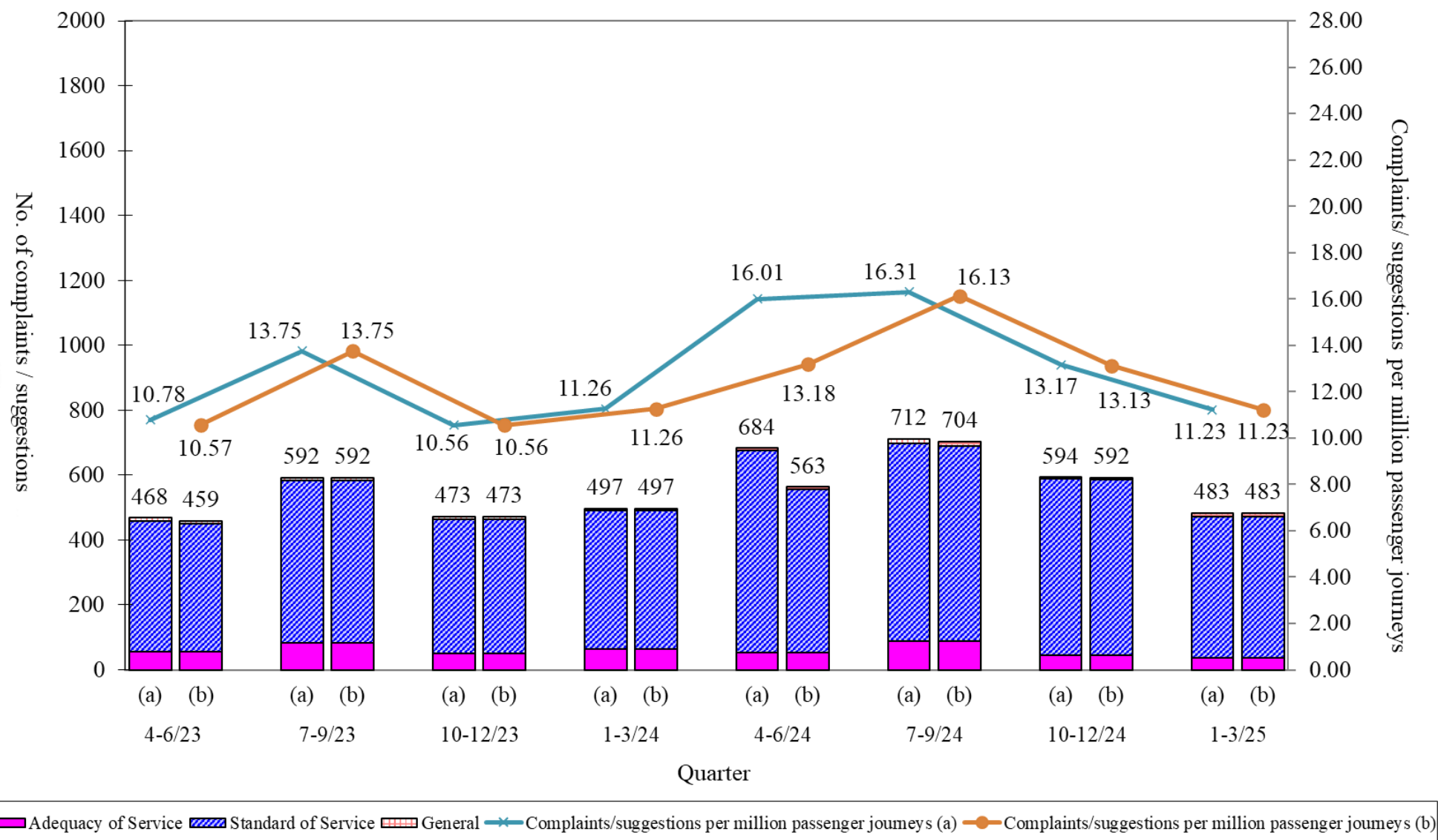
**Notes :** (a) Complaints received from all complainants.

(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.

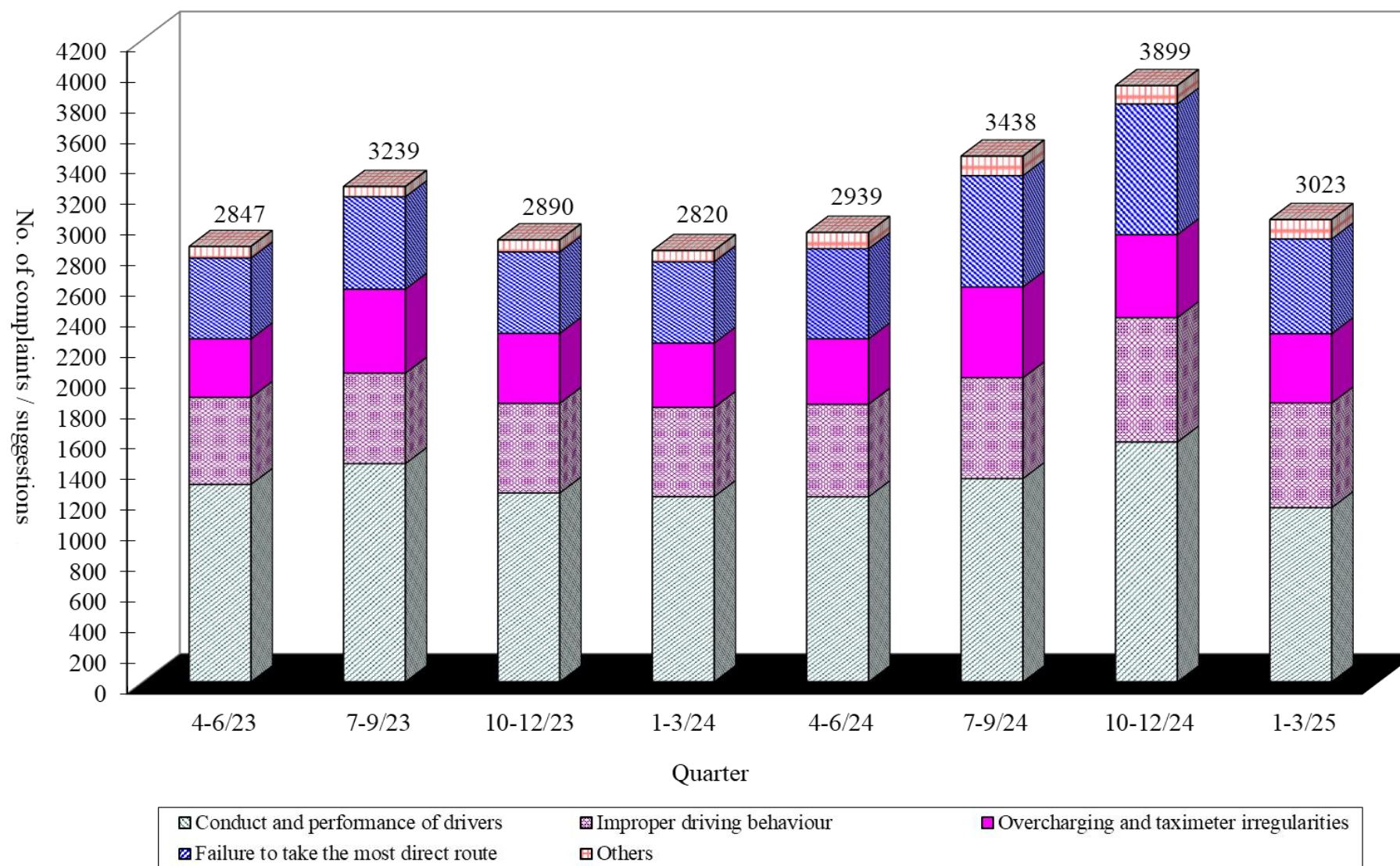


**Breakdown of Complaints and Suggestions on Franchised Bus Services**  
**(January – March 2025)**

<b><u>Bus Company</u></b>	<b><u>Number of complaints/ suggestions</u></b>	<b><u>Number of complaints/ suggestions per million passenger journeys</u></b>
The Kowloon Motor Bus Company (1933) Limited (KMB)	2 191	10.41
Citybus Limited (Franchise for the Urban and New Territories bus network) (CTB(U&NT))	670	11.40
Citybus Limited (Franchise for Airport and North Lantau bus network) (CTB(Lantau))	187	20.58
New Lantau Bus Company (1973) Limited (NLB)	104	11.28
Long Win Bus Company Limited (LWB)	212	17.68
Cross-harbour Bus Services <sup>(1)</sup> (XHT)	483	11.23
<b>Total</b>	<b>3 847</b>	<b>11.23</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 and CTB(U&NT).

# **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 2024 (1.1.24-31.3.24)</u></b>	<b><u>Previous quarter (1.10.24-31.12.24)</u></b>	<b><u>Current quarter (1.1.25-31.3.25)</u></b>
<b>(a) Conduct and performance of drivers</b>			
(i) Behaving other than in a civil & orderly manner	447	623	469
(ii) Refusing hire	665	795	572
(iii) Soliciting passengers	5	7	3
(iv) Refusing to drive to destination	76	116	71
(v) Failure to display driver identity plate	16	23	22
(vi) Failure to display driver identity plate properly	2	4	2
Sub-total	1 211	1 568	1 139
(b) Improper driving behaviour	583	813	684
(c) Overcharging	380	484	402
(d) Taximeter irregularities	41	59	52
(e) Failure to take the most direct route	531	855	619
(f) Others*	74	120	127
<b>Total</b>	<b>2 820</b>	<b>3 899</b>	<b>3 023</b>

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

**Complaints and Suggestions on Traffic and Road Conditions**  
**(January – March 2025)**

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	4	1	8	11	9	3	2	1	17	1	-	4	10	10	4	251	7	7	-	350
(b) Traffic management	2	2	6	2	10	3	2	-	7	4	3	5	8	6	16	4	-	6	1	87
(c) Additional traffic signs and aids	2	-	-	-	10	2	4	-	4	1	2	3	3	2	-	2	1	-	-	36
(d) Parking facilities	1	1	-	1	-	1	1	2	2	-	-	-	2	-	2	-	-	1	2	16
Sub-total	9	4	14	14	29	9	9	3	30	6	5	12	23	18	22	257	8	14	3	489
<u>Road Maintenance</u>																				
(a) Road conditions	2	-	1	-	5	1	-	-	1	1	-	-	1	1	-	-	-	1	-	14
(b) Traffic signs & aids	-	-	-	-	5	1	-	-	1	1	-	-	1	-	-	-	-	-	1	10
(c) Carriageway markings	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-	1
Sub-total	2	-	1	-	10	2	-	-	2	2	-	-	3	1	-	-	-	1	1	25
<u>Enforcement</u>																				
(a) Illegal parking	20	11	22	26	30	11	25	17	31	12	14	53	25	19	12	15	10	12	5	370
(b) Other enforcement matters	17	8	16	15	7	5	14	13	49	5	2	40	30	8	2	9	7	9	6	262
Sub-total	37	19	38	41	37	16	39	30	80	17	16	93	55	27	14	24	17	21	11	632
Total	48	23	53	55	76	27	48	33	112	25	21	105	81	46	36	281	25	36	15	1146

**Complaints and Suggestions on Traffic and Road Conditions<sup>(1)</sup>**  
**(January – March 2025)**

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	4	1	8	11	9	3	2	1	17	1	-	4	10	10	4	2	7	7	-	101
(b) Traffic management	2	2	6	2	10	3	2	-	7	4	3	5	8	6	16	4	-	6	1	87
(c) Additional traffic signs and aids	2	-	-	-	10	2	4	-	4	1	2	3	3	2	-	2	1	-	-	36
(d) Parking facilities	1	1	-	1	-	1	1	2	2	-	-	-	2	-	2	-	-	1	2	16
Sub-total	9	4	14	14	29	9	9	3	30	6	5	12	23	18	22	8	8	14	3	240
<u>Road Maintenance</u>																				
(a) Road conditions	2	-	1	-	5	1	-	-	1	1	-	-	1	1	-	-	-	1	-	14
(b) Traffic signs & aids	-	-	-	-	5	1	-	-	1	1	-	-	1	-	-	-	-	-	1	10
(c) Carriageway markings	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-	1
Sub-total	2	-	1	-	10	2	-	-	2	2	-	-	3	1	-	-	-	1	1	25
<u>Enforcement</u>																				
(a) Illegal parking	20	11	22	26	30	11	25	17	31	12	14	53	25	19	12	15	10	12	5	370
(b) Other enforcement matters	17	8	16	15	7	5	14	13	49	5	2	40	30	8	2	9	7	9	6	262
Sub-total	37	19	38	41	37	16	39	30	80	17	16	93	55	27	14	24	17	21	11	632
Total	48	23	53	55	76	27	48	33	112	25	21	105	81	46	36	32	25	36	15	897

Note : (1) 249 complaints about traffic congestion/obstruction received from one complainant during the quarter were excluded. Please see Annex I(i) with these complaints included.

**Complaints and Suggestions on Franchised Bus Services**

<b><u>Nature of Complaint/Suggestion</u></b>	<b><u>2024</u> <u>Jan - March</u><sup>(2)</sup></b>	<b><u>2025</u> <u>Jan - March</u></b>	<b><u>Difference</u></b>	
<b>(A) Adequacy of Service</b>				
(1) Frequency	130	140	+7.7%	
(2) Routeing	201	185	-8.0%	
(3) Hours of operation	18	41	+127.8%	
(4) Provision of stops	38	24	-36.8%	
<b>Sub-total</b>	<b>387</b>	<b>390</b>	<b>+0.8%</b>	
<b>(B) Standard of Service</b>				
(1) Regularity of service	2 080 [1 256]	1 193	-42.6%	[-5.0%]
(2) Adherence to routeing	27	51	+88.9%	
(3) Improper driving behaviour	656	721	+9.9%	
(4) Conduct and performance of staff (including drivers)	703	928	+32.0%	
(5) Overcharging	29	34	+17.2%	
(6) Cleanliness	7	17	+142.9%	
(7) Conditions of vehicles	42	32	-23.8%	
(8) Passenger services and facilities	276	361	+30.8%	
<b>Sub-total</b>	<b>3 820 [2 996]</b>	<b>3 337</b>	<b>-12.6%</b>	<b>[+11.4%]</b>
<b>(C) General<sup>(1)</sup></b>	<b>76</b>	<b>120</b>	<b>+57.9%</b>	
<b>Total</b>	<b>4 283 [3 459]</b>	<b>3 847</b>	<b>-10.2%</b>	<b>[+11.2%]</b>

**Notes:** (1) These complaints are mainly related to obstruction caused by vehicles providing franchised bus services.

(2) Among these cases, 824 complaints were received from three complainants. The figures not including these cases are in square brackets.

**Complaints on Frequency and Regularity of Franchised Bus Services<sup>(1)</sup>**  
**(January – March 2025)**

<b><u>Operator/Service</u></b>	<b><u>No. of Complaints on Frequency</u></b>	<b><u>No. of Complaints on Regularity</u></b>
The Kowloon Motor Bus Company (1933) Limited (KMB)	80 (0.38)	725 (3.45)
Citybus Limited (Franchise for the Urban and New Territories bus network) (CTB(U&NT))	28 (0.48)	180 (3.06)
Citybus Limited (Franchise for Airport and North Lantau bus network)	5 (0.55)	51 (5.61)
The New Lantau Bus Company (1973) Limited	11 (1.19)	19 (2.06)
Long Win Bus Company Limited	5 (0.42)	66 (5.50)
Cross-harbour Bus Services <sup>(2)</sup>	11 (0.26)	152 (3.53)
<b>Total</b>	<b>140 (0.41)</b>	<b>1 193 (3.48)</b>

- Notes:
- (1) Figures for complaints/suggestions per million passenger journeys are in brackets.
  - (2) 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).

**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.