

QUARTERLY REPORT No. 2 of 2022

by the

TRANSPORT COMPLAINTS UNIT

of the

TRANSPORT ADVISORY COMMITTEE

for the period

1 April 2022 – 30 June 2022

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Chapter 1 Major Areas of Complaints and Suggestions¹

This is the second quarterly report for 2022 covering the period from 1 April to 30 June 2022.

Yearly and Quarterly Trends

2. During the quarter, the Transport Complaints Unit (TCU) received 11 338² complaints and suggestions, including 469³ pure suggestions. About 82% (9 310) of the cases were received through TCU Complaint/Suggestion Webform and email, 17% (1 983) 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 an increase of 99.7%² as compared with 5 677⁴ cases in the previous quarter and an increase of 37.1%² as compared with 8 268 cases in the same quarter in 2021. A breakdown of all the complaints and suggestions received during the quarter is at Annex A.

3. A graph showing the trends of complaints and suggestions received by TCU in the past ten years (2012-2021) is at Annex B(i). Another graph showing the trends of complaints and suggestions received, by quarter, since 2018 is at Annex B(ii).

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 11 338 complaints and suggestions, a total of 3 031 complaints were received from nine complainants. The number of complaints not including these cases is 8 307, representing an increase of 65.8% when compared with 5 010 cases (see footnote 4) in the previous quarter and an increase of 0.5% when compared with 8 268 cases in the same quarter in 2021. A breakdown of the complaints not including these cases is at Annex A(i)(b).

³ Among the 469 pure suggestions, 301 pure suggestions about public transport routeing were received from a member of the public. The number of pure suggestions not including these cases is 168.

⁴ Among the 5 677 complaints and suggestions, a total of 667 complaints were received from three complainants. The number of complaints not including these cases is 5 010.

4. During the quarter, investigations into 6 427 cases (including some outstanding cases from previous quarters) were completed. Of these, 5 652 cases (88%) were found to be substantiated, 14 cases (less than 1%) unsubstantiated, and the remaining 761 cases (11%) 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 April to June 2022, the Police reported the latest developments on 493⁵ cases previously referred to them. Among these cases, 77⁵ drivers were summonsed.

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

Public Transport Services

6. Complaints and suggestions on public transport services accounted for 9 925⁶ cases, representing an increase of 116.3%⁶ as compared with 4 588⁷ cases in the previous quarter and an increase of 47.4%⁶ as compared with 6 732 cases in the same quarter in 2021. 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 2018 is at Annex E(ii).

⁵ The figures include the taxi cases in paragraph 22.

⁶ Among the 9 925 complaints and suggestions, a total of 3 031 complaints were received from nine complainants. The number of complaints not including these cases is 6 894, representing an increase of 75.8% when compared with 3 921 cases (see footnote 7) in the previous quarter and an increase of 2.4% when compared with 6 732 cases in the same quarter in 2021. A breakdown of the complaints not including these cases is at Annex E(i)(b).

⁷ Among the 4 588 complaints and suggestions, a total of 667 complaints were received from three complainants. The number of complaints not including these cases is 3 921.

Franchised Bus Services

7. A total of 6 314⁸ complaints and suggestions on franchised bus services were received during the quarter, representing an increase of 135.2%⁸ as compared with 2 684⁹ cases in the previous quarter and an increase of 120.0%⁸ as compared with 2 870 cases in the same quarter in 2021.

8. There were 3 401¹⁰ cases on the services of The Kowloon Motor Bus Company (1933) Limited (KMB), as compared with 1 519¹¹ cases in the previous quarter and 1 232 cases in the same quarter in 2021. Among the 3 401¹⁰ cases, 416 (or 12.2%) were about the adequacy of service and 2 940¹⁰ (or 86.4%) were about the standard of service.

9. There were 779¹² cases on the services of the Citybus Limited (Franchise for Hong Kong Island and Cross-Harbour Bus Network) (CTB (Franchise 1)), as compared with 222¹³ cases in the previous quarter and 279 cases in the same quarter in 2021. Among the 779¹² cases, 458¹² (or 58.8%) were about the adequacy of service while 315¹² (or 40.4%) were about the standard of service.

10. There were 60 cases on the services of the Citybus Limited (Franchise for Airport and North Lantau Bus Network) (CTB (Franchise 2)), as compared with

⁸ Among the 6 314 complaints and suggestions, a total of 3 031 complaints were received from nine complainants. The number of complaints not including these cases is 3 283, representing an increase of 62.8% when compared with 2 017 cases (see footnote 9) in the previous quarter and an increase of 14.4% when compared with 2 870 cases in the same quarter in 2021.

⁹ Among the 2 684 complaints and suggestions, a total of 667 complaints were received from three complainants. The number of complaints not including these cases is 2 017.

¹⁰ Among the 3 401 complaints and suggestions, a total of 1 798 complaints (about the standard of service) were received from four complainants. The number of complaints not including these cases is 1 603.

¹¹ Among the 1 519 complaints and suggestions, a total of 498 complaints were received from two complainants. The number of complaints not including these cases is 1 021.

¹² Among the 779 complaints and suggestions, 330 complaints (182 were about the adequacy of service and 148 were about the standard of service) were received from one complainant. The number of complaints not including these cases is 449.

¹³ Among the 222 complaints and suggestions, 68 complaints were received from one complainant. The number of complaints not including these cases is 154.

32 cases in the previous quarter and 46 cases in the same quarter in 2021. Among the 60 cases, 22 (or 36.7%) were about the adequacy of service while 38 (or 63.3%) were about the standard of service.

11. There were 1 291¹⁴ cases on the services of the New World First Bus Services Limited (NWFB), as compared with 472¹⁵ cases in the previous quarter and 652 cases in the same quarter in 2021. Of the 1 291¹⁴ cases, 248 (or 19.2%) were about the adequacy of service and 1 039¹⁴ (or 80.5%) were about the standard of service.

12. There were 77 cases on the services of the Long Win Bus Company Limited (LWB), as compared with 45 cases in the previous quarter and 114 cases in the same quarter in 2021. Of the 77 cases, 37 (or 48.1%) were about the adequacy of service and 39 (or 50.6%) were about the standard of service.

13. There were 30 cases on the services of the New Lantao Bus Company (1973) Limited (NLB), as compared with 21 cases in the previous quarter and 27 cases in the same quarter in 2021. Of the 30 cases, nine (or 30.0%) was about the adequacy of service and 18 (or 60.0%) were about the standard of service.

14. There were 676¹⁶ cases on the cross-harbour bus services¹⁷, as compared with 373¹⁸ cases in the previous quarter and 520 cases in the same quarter in 2021. Of the 676¹⁶ cases, 169¹⁶ (or 25.0%) were about the adequacy of service and 492¹⁶ (or 72.8%) were about the standard of service.

15. Comparisons of the complaints/suggestions related to KMB, CTB (Franchise 1), CTB (Franchise 2), NWFB, LWB, NLB and cross-harbour bus

¹⁴ Among the 1 291 complaints and suggestions, a total of 792 complaints (59 were about the adequacy of service and 733 were about the standard of service) were received from five complainants. The number of complaints not including these cases is 499.

¹⁵ Among the 472 complaints and suggestions, 20 complaints were received from one complainant. The number of complaints not including these cases is 452.

¹⁶ Among the 676 complaints and suggestions, 111 complaints (24 were about the adequacy of service and 87 were about the standard of service) were received from one complainant. The number of complaints not including these cases is 565.

¹⁷ Complaints and suggestions on cross-harbour bus services cannot be further broken down by bus company as the services are jointly operated by KMB, Citybus and NWFB.

¹⁸ Among the 373 complaints and suggestions, a total of 81 complaints were received from three complainants. The number of complaints not including these cases is 292.

services in the past eight quarters are at Annex F.

Non-Franchised Bus Services

16. There were 85 complaints and suggestions on non-franchised bus services (e.g. residents' services and feeder bus services operated by the MTR Corporation Limited (MTRCL)). The corresponding figures for the previous quarter and the same quarter in 2021 were 53 and 80 respectively.

Public Light Bus Services

17. A total of 1 469 complaints and suggestions on public light bus (PLB) services were received in this quarter, representing an increase of 102.6% as compared with 725 cases in the previous quarter and a decrease of 1.5% as compared with 1 491 cases in the same quarter in 2021. All of these cases were referred to the Transport Department (TD) or the Police for action.

18. Of the PLB cases received, 93.2% or 1 369 cases were on green minibus (GMB) services, representing an increase of 104.6% as compared with 669 cases in the previous quarter and a decrease of 1.0% as compared with 1 383 cases in the same quarter in 2021. Among the 1 369 cases, 175 (or 12.8%) were about the adequacy of service and 1 175 (or 85.8%) were about the standard of service.

19. The remaining 6.8% or 100 cases were on the services provided by red minibuses (RMB), representing an increase of 78.6% as compared with 56 cases in the previous quarter and a decrease of 7.4% as compared with 108 cases in the same quarter in 2021.

Taxi Services

20. A total of 1 846 cases on taxi services were received in this quarter, representing an increase of 82.2% as compared with the previous quarter and

a decrease of 11.5% as compared with the same quarter in 2021. A comparison of the complaints and suggestions on taxi services in the past eight quarters is at Annex G.

21. Of the 1 846 cases received, 1 758 (95.2%) were related to taxi driver malpractice, as compared with 944 such cases (93.2%) in the previous quarter. Complaints about driver malpractice included drivers behaving other than in a civil and orderly manner, refusing hire, improper driving behaviour, overcharging, taximeter irregularities and failure to take the most direct and practicable route, etc. A detailed breakdown of the nature of complaints and suggestions on taxi services is at Annex H. Reports on taxi driver malpractice were referred to the Police for further investigation if the complainants agreed to be witnesses. During the quarter, a total of 383 such cases (21.8%) were referred to the Police.

22. During the quarter, the Police reported the latest developments on 256 cases previously referred to them. These cases are categorised as follows –

	<u>No. of Cases</u>		<u>Percentage</u>	
(a) Summonsed	24	(26)	9	(10)
(b) Withdrawn by complainants	181	(178)	71	(66)
(c) Evidence considered insufficient by the Police for further processing	51	(65)	20	(24)
	<u>256 (269)</u>		<u>100 (100)</u>	

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

It is noted that 91% of these cases could not be further pursued because of withdrawal by complainants or insufficient evidence.

23. Among the 26 summonsed cases in the previous quarter, 18 taxi drivers were convicted of traffic offences by the court¹⁹. Two taxi drivers were fined \$800 for refusing hire. Two taxi drivers were fined \$450 and \$600 respectively for failing to display taxi driver ID plate. Two taxi drivers were fined \$800 and \$1,000 respectively for refusing to drive to destination. Seven

¹⁹ Results of the remaining summonsed cases were not yet available as at end July 2022.

taxi drivers were fined \$320 to \$600 for improper driving behaviours including crossing continuous double white lines, failing to comply with traffic signals and road markings as well as driving on closed road without permit.

Rail Services

24. A total of 183 complaints and suggestions on rail services were received. The corresponding figures for the previous quarter and the same quarter in 2021 were 80 and 181 respectively. Of the 183 cases, 179 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 28 complaints and suggestions on ferry services in this quarter. The corresponding figures for the previous quarter and the same quarter in 2021 were 33 and 23 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 139 complaints recorded in this quarter about traffic congestion, as compared with 61 cases in the previous quarter and 211 cases in the same quarter in 2021. Congestion was reported to have occurred throughout the territory, as illustrated below –

	<u>Number of Complaints</u>	
Hong Kong Island	15	(16)
Kowloon	50	(27)
New Territories	73	(18)
Others (e.g. general issues and tunnel areas)	1	(-)
Total	139	(61)

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

27. Based on the number of complaints received, districts most affected by traffic congestion were Tuen Mun (31²⁰ cases), Sham Shui Po and Sha Tin (13 cases each). The number of complaints and suggestions on traffic and road conditions broken down by district is at Annex I.

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

29. There were 43 complaints and suggestions on traffic management and 24 requests for additional traffic signs and aids in this quarter. As a comparison, there were 18 and 11 such cases in the previous quarter, and 57 and 23 in the same quarter in 2021.

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

Road Maintenance

31. During the quarter, there were 83 complaints about road maintenance, as compared with 88 cases in the previous quarter and 66 cases in the same quarter in 2021. Among the 83 cases, 18 cases were related to road conditions and 62 cases were related to traffic signs and aids.

32. Districts which attracted relatively more complaints about road conditions were Sai Kung (four cases). Districts which attracted relatively more complaints about traffic signs and aids were Yuen Long (11 cases), Yau Tsim Mong (seven cases), Wan Chai and Sham Shui Po (five cases each).

²⁰ Among 31 cases, 17 were related to congestions caused by insufficient vehicular green time of traffic light and nine cases were related to congestions caused by vehicle obstructions.

Enforcement

33. There were 1 054 complaints about traffic regulations enforcement in this quarter, representing an increase of 22.4% when compared with 861 cases in the previous quarter and a decrease of 1.4% when compared with 1 069 cases in the same quarter in 2021. They were mainly requests for action against illegal parking (731 cases), disobeying traffic signs/schemes (125 cases), cutting lane abruptly/overtaking on solid line (58 cases) and jumping red light/failing to give way to pedestrians/traffic (48 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 (157²¹ cases), Sham Shui Po (71 cases) and Kwun Tong (51 cases).

²¹ Among the 157 complaints and suggestions, 114 complaints relating to the same street were received from anonymous complainants. The number of complaints not including these cases is 43.

Chapter 2 Major Events and Noteworthy Cases

Transport Complaints Unit Sub-committee Meeting

At the quarterly meeting of the TCU Sub-committee on 25 May 2022, Members discussed –

- (a) Complaints and Suggestions about the Use of Mobile Phone or Telecommunications Equipment While Driving;
 - (b) Complaints and Suggestions about Materials on Carriageway/Pavement;
 - (c) Complaints and Suggestions about Frequency and Regularity of Franchised Bus Services; and
 - (d) TCU Quarterly Report No. 1 of 2022.
2. Members agreed that the following should be submitted to the Transport Advisory Committee –
- (a) Complaints and Suggestions about Frequency and Regularity of Franchised Bus Services; and
 - (b) TCU Quarterly Report No. 1 of 2022.

Complaint about sale arrangements for parking tickets of Shau Kei Wan Car Park

3. A member of the public noticed that the monthly parking ticket purchase arrangement of Shau Kei Wan Car Park (SKWCP) had been replaced by quarterly draws. After experiencing a second consecutive quarter of not being allocated a parking space, the complainant questioned the fairness and mechanism of the quarterly draws.

4. The case was referred to the Transport Department (TD) for follow-up action. TD advised that SKWCP is one of TD's government public car parks currently managed and operated by Mack & Company Carpark Management Limited. In response to comments from the Audit Commission and the Office of The Ombudsman on the sale arrangements for monthly parking tickets of TD's car parks, quarterly parking tickets of SKWCP were sold through balloting to successful applicants starting from September 2021. To ensure fairness in the allocation of parking tickets, an electronic ballot system, which was developed by a contractor to the Electrical and Mechanical Services Department and vetted by an independent expert, was used. Additionally, the ballot draw ceremony was open to applicants and the general public who could witness it in person. The whole process of the ballot draw was also video recorded for review by applicants, auditors and other parties (e.g. the Independent Commission Against Corruption) after the ceremony.

5. Concerning the parking demand of SKWCP, TD observed that the number of applications for quarterly private car/van parking tickets of SKWCP had increased from 442 in September 2021 to 520 in March 2022. However, as TD had difficulties in further increasing the number of parking spaces in the car park, the odd of being drawn was reduced when there were more applicants. TD would continue to keep in view the situation, and might impose measures to discourage unserious applicants if necessary.

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

Complaint about the long pedestrian and vehicular red time of a traffic light at the junction of Mody Road and Mody Lane

7. A member of the public expressed his concern that the signal lights for both pedestrians and motorists of traffic lights at the junction of Mody Road and Mody Lane were red starting from 8:50 a.m. on the date of incident. While pedestrians could not cross the road, there was a long queue of vehicles at Mody Lane. The traffic signals resumed to normal at around 9:00 a.m.. He requested the relevant department to follow-up and to prevent the recurrence of similar

incidents.

8. The case was referred to TD for investigation. TD advised that on the date and at the time specified by the complainant, “green wave” was activated at the junction concerned from 8:49 a.m. to 8:51 a.m. The purpose of “green wave” was to facilitate emergency vehicles to reach their destinations in a shorter period of time when passing a series of signalised junctions. The traffic signals along a designated route would be green during the “green wave” and induced longer waiting time to the pedestrians and vehicles from other approaches. The traffic signals resumed to normal after the “green wave”.

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

Suggestion about installation of tactile warning strips at Yeung Uk Road near Wang Lung Street in Tsuen Wan for visually impaired persons

10. A member of the public raised concern about the road safety of the visually impaired persons. He pointed out that the dropped kerbs of the pedestrian crossings and the safety island at Yeung Uk Road near Wang Lung Street in Tsuen Wan were not installed with tactile warning strips. He suggested installation of tactile warning strips at the locations concerned as soon as possible to enhance the safety of visually impaired pedestrians crossing the roads.

11. The case was referred to TD for consideration. Regarding the suggestion of installing tactile warning strips at the locations concerned, TD advised that after public consultation conducted through the Tsuen Wan District Office, the Highways Department completed the installation of tactile warning strips. Hazard warning tiles with raised big dots were placed at the dropped kerbs of the pedestrian crossings and the safety island concerned to facilitate people with visual impairment.

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

Complaints and Suggestions about Public Light Bus Services

Background

Public light buses (PLBs) play a role of complementing mass carriers in the public transport system, to provide supplementary feeder service and to serve areas with relatively lower passenger demand or where the use of high-capacity transport modes is not suitable. PLBs carry approximately 1.48 million passengers every day²². PLBs are regulated under the Road Traffic Ordinance (Cap. 374) and its subsidiary legislation.

2. There are two types of PLBs, namely green minibuses (GMBs) and red minibuses (RMBs). GMBs operate in accordance with a schedule of service and the fare, routeing, vehicle allocation and frequency of services are regulated and monitored by the Transport Department (TD).

3. RMBs are not required to operate on fixed routes or timetable and can set their own fares, and are subject to certain restrictions on their service area under existing policy²³.

4. As at June 2022, there were 4 348 PLBs, including 3 331 GMBs and 1 017 RMBs. There were 356 GMB main routes and 194 supplementary routes in operation.

²² Passengers figure as at 2021.

²³ Taking into account the road congestion problem in Hong Kong and the objective of encouraging the conversion of RMBs into GMBs, the Government has imposed certain restrictions on the operation of RMBs. RMBs can operate in their existing service area but are not allowed access to new towns or new housing developments. Besides, there are also restrictions on RMBs in using expressways.

Complaint and Suggestion Statistics

5. A total of 2 194 complaints and suggestions on PLB services were received during the period from January to June 2022. This represents a decrease of 7.2% when compared with 2 365 cases received in the same period in 2021. An analysis of the complaints and suggestions received is given in the following paragraphs.

GMB Services

6. The trend of complaints and suggestions on GMB services in the past five years is as follows –

<u>Year</u>	<u>No. of Complaints/Suggestions</u>	<u>Difference</u>
2017	5 081	-
2018	5 034	-0.9%
2019	4 752	-5.6%
2020	3 276	-31.1%
2021	4 958	+51.3%
2022 (up to 30 Jun 2022)	2 038	-

7. A total of 2 038 complaints and suggestions on GMB services were received during the period from January to June 2022. This represents a decrease of 7.4% when compared with 2 200 cases received in the same period in 2021. Among the different categories of complaints, conduct and performance of staff (571 cases), regularity of service (561 cases) and improper driving behavior (393 cases) attracted relatively more complaints. Since the launch of real-time arrival information system for GMBs in late 2020, a total of 34 complaints and suggestions were received during the period from January to June 2022 whereas 25 cases were received in 2021. A breakdown of the complaints and suggestions received is at Annex J.

RMB Services

8. The trend of complaints and suggestions on RMB services in the past five years is as follows –

<u>Year</u>	<u>No. of Complaints/Suggestions</u>	<u>Difference</u>
2017	397	-
2018	345	-13.1%
2019	334	-3.2%
2020	285	-14.7%
2021	350	+22.8%
2022 (up to 30 Jun 2022)	156	-

9. A total of 156 complaints and suggestions on RMB services were received during the period from January to June 2022. This represents a decrease of 5.5% when compared with 165 cases received in the same period in 2021. Among the different categories of complaints, improper driving behavior (54 cases) and conduct and performance of staff (35 cases) attracted relatively more complaints. 32 cases were related to the Public Transport Fare Concession Scheme for the Elderly & Eligible Persons with Disabilities (\$2 Scheme) in which the complainants raised that they could not enjoy the \$2 concessionary fare when boarding some RMBs which displayed the logos of the \$2 Scheme. A breakdown of the complaints and suggestions received is at Annex K.

Measures to Enhance PLB Service

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

11. As for the complaints on GMB service adequacy and regularity, TD conducted ad hoc surveys from time to time to verify the service level of individual routes. If any service irregularity was observed, TD would follow up with the operators to rectify the problems to ensure the services would be operated

in accordance with the approved service details (including timetable, routing, etc.). If situation warrants, service enhancements and adjustments would also be considered to meet passenger demand. With the maximum seating capacity of PLBs increased from 16 seats to 19 seats since 7 July 2017, there were about 1 523 19-seater GMBs, representing about 46% of the total number of GMBs (3 331 GMBs) in the territory as at June 2022. The GMB operators are actively replacing more of their 16-seaters with new 19-seaters, aiming to improve the overall service level. The replacement of new PLB vehicles will also improve the vehicle quality of GMB services in Hong Kong. To facilitate trip planning of GMB passengers, TD has released the real-time arrival information of GMBs in phases through the TD's mobile application "HKeMobility" starting from late 2020, with a view to achieving full implementation by the end of 2022.

12. The number of complaints on GMB drivers' driving behaviour as well as conduct and performance of staff showed a decrease. Nevertheless, TD would continue to implement measures to improve the financial position of GMB services through service rationalisation to improve the operating environment as well as streamlining the handling of fare increase application. With a healthier financial position, the GMB operators would be able to offer better remuneration package to attract new entrants while retaining experienced drivers. Besides, TD also required GMB operators to strengthen service supervision and conduct surveys to review the performance of GMB drivers. If drivers' malpractices such as speeding are found, TD would refer the case to the Police for follow up and enforcement actions as appropriate. TD also reminded the GMB operators to urge their drivers to drive safely and to strengthen staff training to improve service quality. For individual GMB routes which repeatedly failed to meet the service requirements, TD would conduct interview with the GMB operators and issue warning letters to them as appropriate.

13. For the RMB cases, majority of the complaints were related to the conduct and performance of staff (including drivers). The flexible operation arrangement of the RMB services, including adjustment of timetable and operating time due to passenger demand, could be a reason as such operation might lead to discontent to the drivers. To this end, TD issued letters to remind the RMB trade associations and vehicle owners to alert the drivers to state clearly the operating details to the passengers as far as possible, and be polite and patient

when dealing with passengers' enquiries. Moreover, TD will continue to convey the importance of proper driver conduct and driving behaviour through regular meetings with the RMB trade and the publication of newsletters. As for cases related to the implementation of the \$2 Scheme in RMB, every approved red minibus participating in the \$2 Scheme should display the logo of the \$2 Scheme. TD will conduct ad-hoc surveys from time to time to ensure proper functioning of the Octopus readers and display of the logos of the \$2 Scheme on approved red minibuses when providing the service under the \$2 Scheme.

14. TD continued to implement various measures in 2021 to promote the provision of safe, quality and customer-oriented PLB services. It is also anticipated that the increasing number of 19-seater in the PLB fleet will continue to improve the PLB service level, particularly during peak hours. To enhance accessibility and service quality of PLBs, TD also implemented the mandatory requirement for all newly registered PLBs to install extra handrails and passenger call bells with indication lights. There are also other on-going measures to enhance safe driving and customer-oriented services, including appeals to the PLB associations and operators to promote safe driving and provision of quality service, the annual safety seminar for PLB drivers and Safe Driving and Health Campaign for professional drivers and the publication of the PLB Newsletter.

15. TCU should continue to closely monitor and follow up with the departments concerned regarding complaints and suggestions on PLB services.

Complaints and Suggestions Received by TCU

<u>Nature of Complaint/Suggestion</u> ⁽¹⁾⁽²⁾	<u>Same quarter in 2021 (1.4.21-30.6.21)</u>		<u>Previous quarter (1.1.22-31.3.22)</u>		<u>Current quarter (1.4.22-30.6.22)</u>	
I. Public Transport Services						
(a) Adequacy of service	606	[228]	884	[272]	1 616	[404]
(b) Standard of service	5 978	[8]	3 572	[11]	8 097	[19]
(c) General	148	[3]	132	[8]	212	[13]
	6 732	[239] (81%)	4 588⁽³⁾	[291] (81%)	9 925⁽³⁾	[436] (87%)
II. Traffic Conditions						
(a) Traffic congestion	211	[6]	61	[2]	139	[1]
(b) Traffic management	57	[14]	18	[7]	43	[11]
(c) Additional traffic signs and aids	23	[2]	11	[3]	24	[11]
(d) Parking facilities	28	[3]	11	[2]	18	[6]
	319	[25] (4%)	101	[14] (2%)	224	[29] (2%)
III. Road Maintenance						
(a) Road conditions	23	[1]	13		18	
(b) Traffic signs and aids	40	[1]	73	[1]	62	[1]
(c) Carriageway markings	3		2	[1]	3	
	66	[2] (1%)	88	[2] (1%)	83	[1] (1%)
IV. Enforcement						
(a) Illegal parking	727	[3]	566	[2]	731	
(b) Other enforcement matters	342	[1]	295	[2]	323	[3]
	1 069	[4] (13%)	861	[4] (15%)	1 054	[3] (9%)
V. Miscellaneous	82	[2] (1%)	39	(1%)	52	(1%)
Total	8 268	[272] (100%)	5 677⁽³⁾	[311] (100%)	11 338⁽³⁾	[469] (100%)

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

(2) Percentage figures in brackets represent the proportion of a category of complaints/ suggestions to the total number of cases received in the quarter.

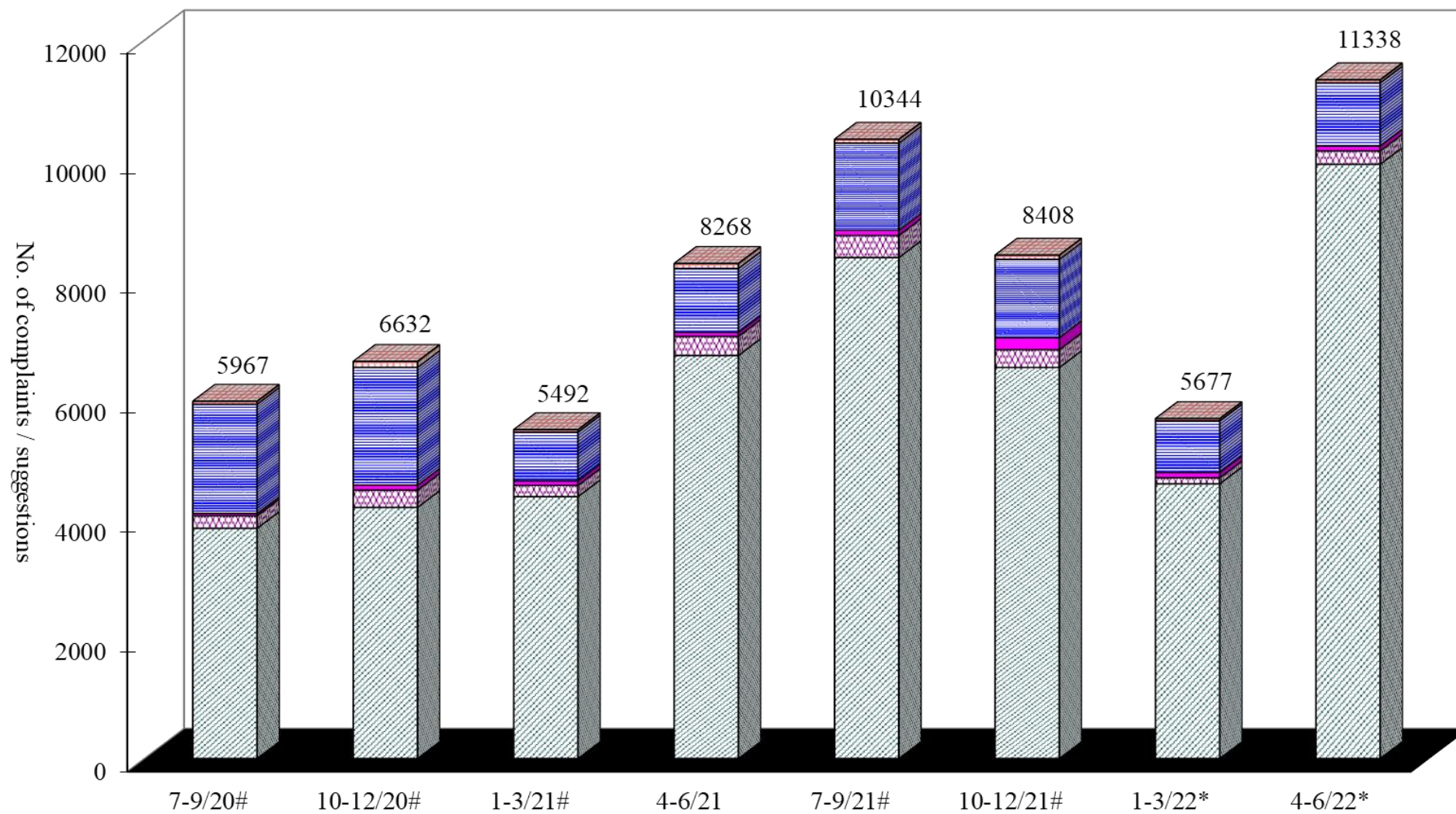
(3) Please refer to paragraphs 2 and 6 of Chapter 1.

Complaints and Suggestions Received by TCU⁽¹⁾

<u>Nature of Complaint/Suggestion⁽²⁾⁽³⁾</u>	<u>Same quarter in 2021 (1.4.21-30.6.21)</u>		<u>Previous quarter (1.1.22-31.3.22)⁽⁴⁾</u>		<u>Current quarter (1.4.22-30.6.22)⁽⁵⁾</u>	
I. Public Transport Services						
(a) Adequacy of service	606	[228]	866	[272]	1 351	[404]
(b) Standard of service	5 978	[8]	2 923	[11]	5 331	[19]
(c) General	148	[3]	132	[8]	212	[13]
	6 732	[239] (81%)	3 921⁽⁴⁾	[291] (78%)	6 894⁽⁵⁾	[436] (83%)
II. Traffic Conditions						
(a) Traffic congestion	211	[6]	61	[2]	139	[1]
(b) Traffic management	57	[14]	18	[7]	43	[11]
(c) Additional traffic signs and aids	23	[2]	11	[3]	24	[11]
(d) Parking facilities	28	[3]	11	[2]	18	[6]
	319	[25] (4%)	101	[14] (2%)	224	[29] (3%)
III. Road Maintenance						
(a) Road conditions	23	[1]	13		18	
(b) Traffic signs and aids	40	[1]	73	[1]	62	[1]
(c) Carriageway markings	3		2	[1]	3	
	66	[2] (1%)	88	[2] (2%)	83	[1] (1%)
IV. Enforcement						
(a) Illegal parking	727	[3]	566	[2]	731	
(b) Other enforcement matters	342	[1]	295	[2]	323	[3]
	1 069	[4] (13%)	861	[4] (17%)	1 054	[3] (12%)
V. Miscellaneous	82	[2] (1%)	39	(1%)	52	(1%)
Total	8 268	[272] (100%)	5 010⁽⁴⁾	[311] (100%)	8 307⁽⁵⁾	[469] (100%)

- Notes :**
- (1) The complaints received from individual complainants, who made more than 100 complaints in a quarter, were excluded. The figures concerned were given in relevant footnotes. Please see Annex A(i)(a) with these complaints included.
 - (2) Figures in square brackets are the number of pure suggestions received in the quarter. The figures have been included in the overall number of cases received.
 - (3) Percentage figures in brackets represent the proportion of a category of complaints/ suggestions to the total number of cases received in the quarter.
 - (4) A total of 667 complaints from three complainants were excluded.
 - (5) A total of 3 031 complaints from nine complainants were excluded.

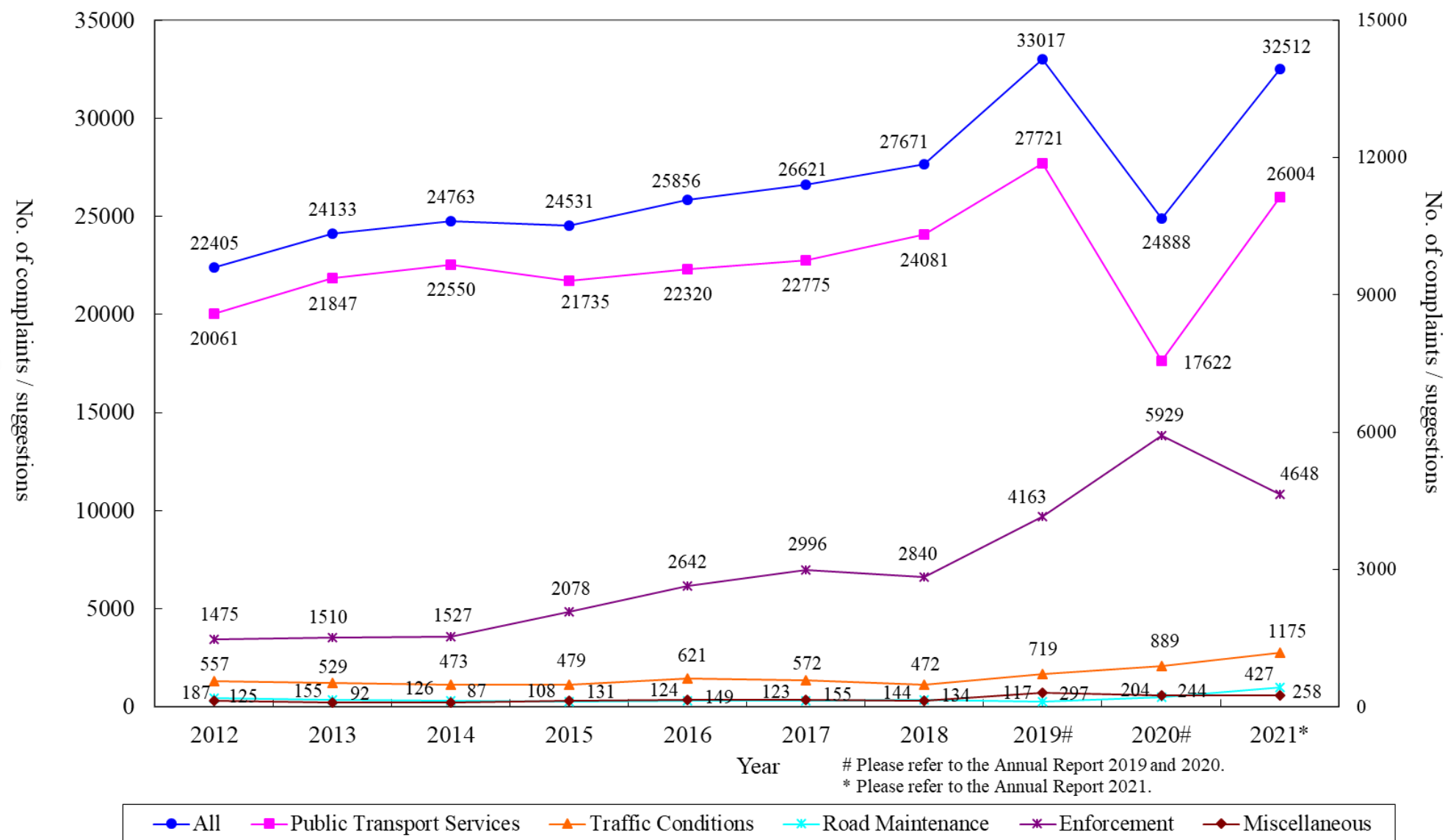
Complaints and Suggestions Received by TCU



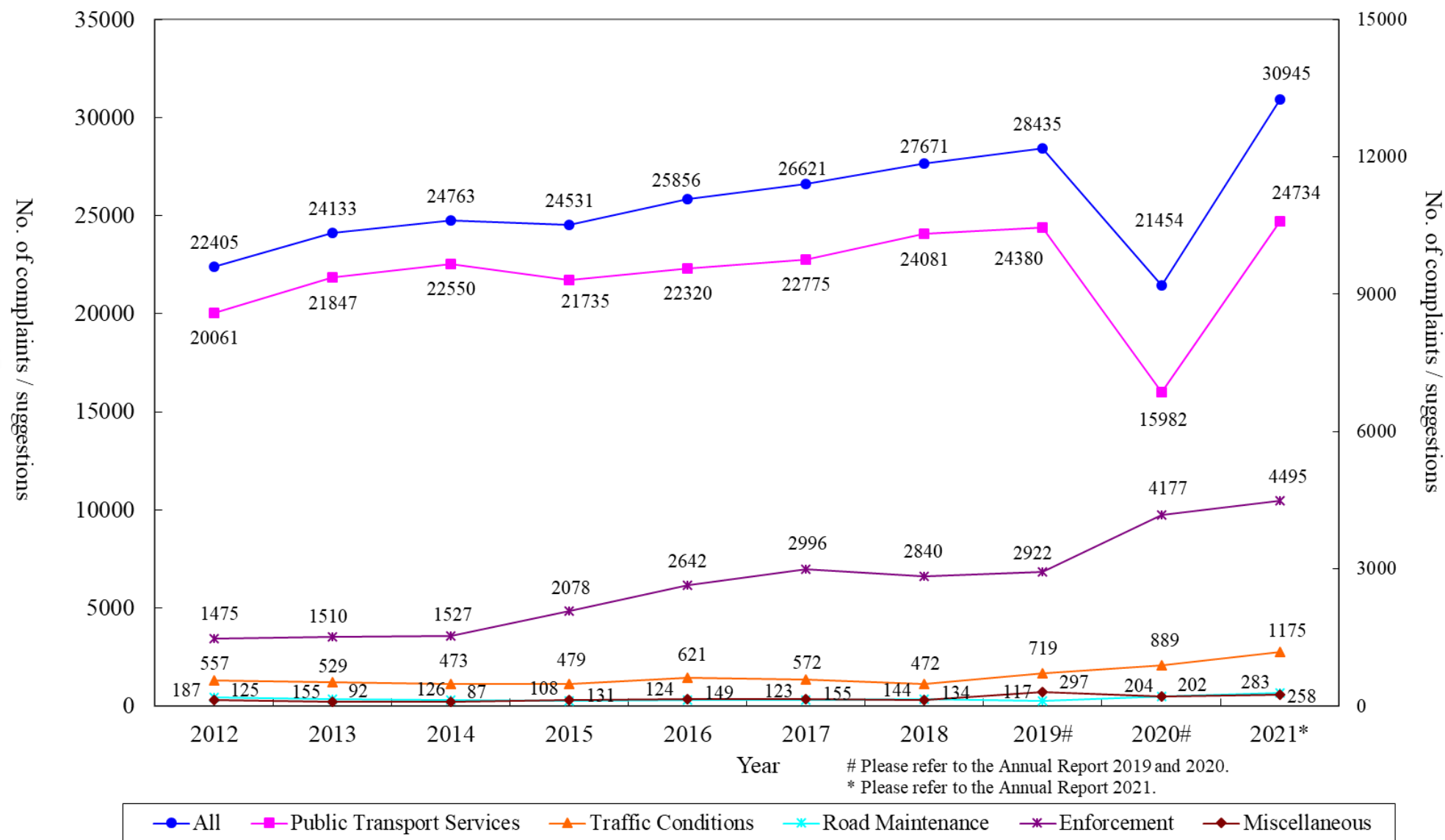
Quarter # Please refer to the Quarterly Report No. 3-4 of 2020 and No.1-4 of 2021.
 * Please refer to paragraph 2 of Chapter 1.

Public Transport Services Traffic Conditions Road Maintenance Enforcement Miscellaneous

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



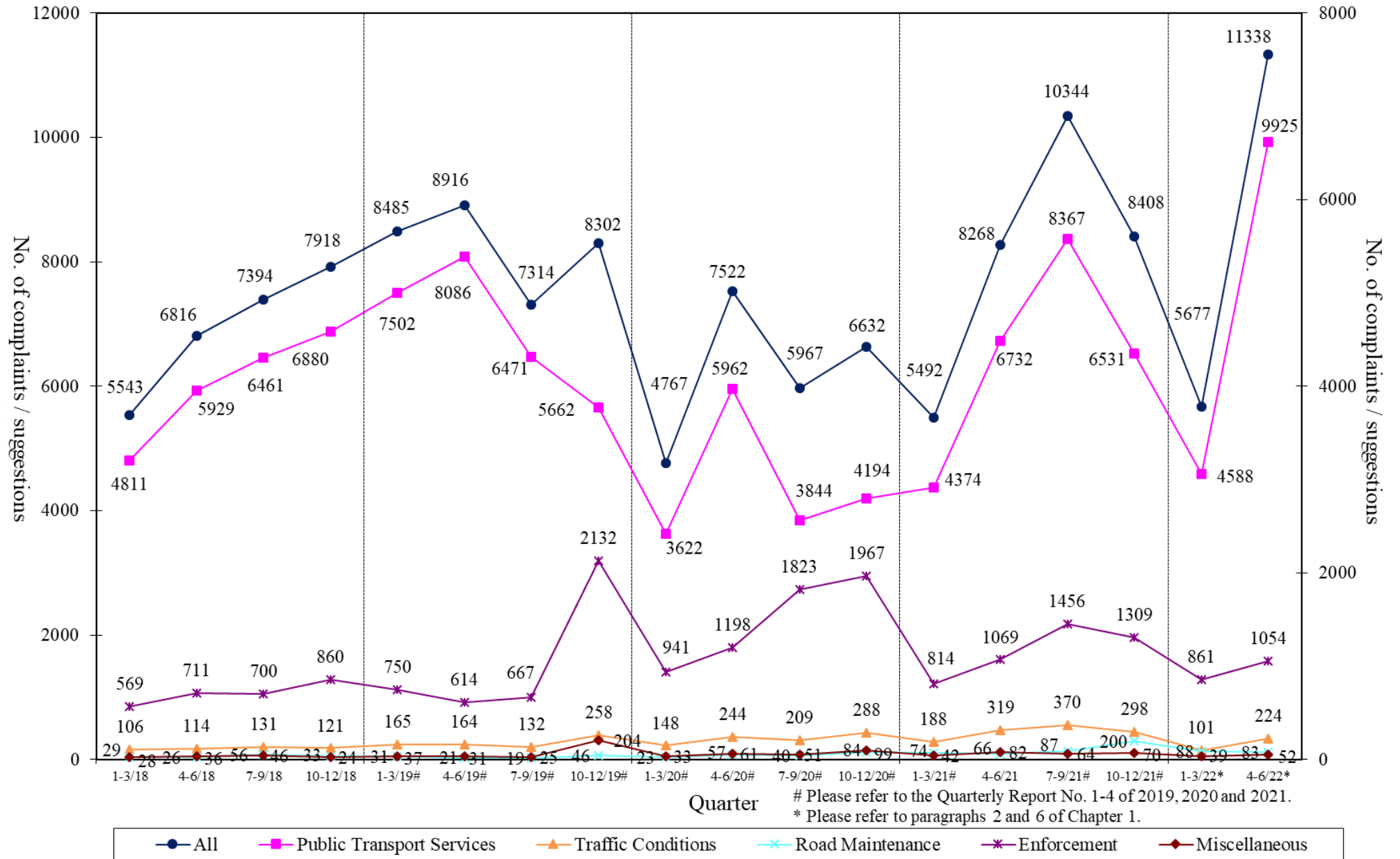
Trends of Complaints and Suggestions Received by TCU⁽¹⁾ (2012 - 2021)



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

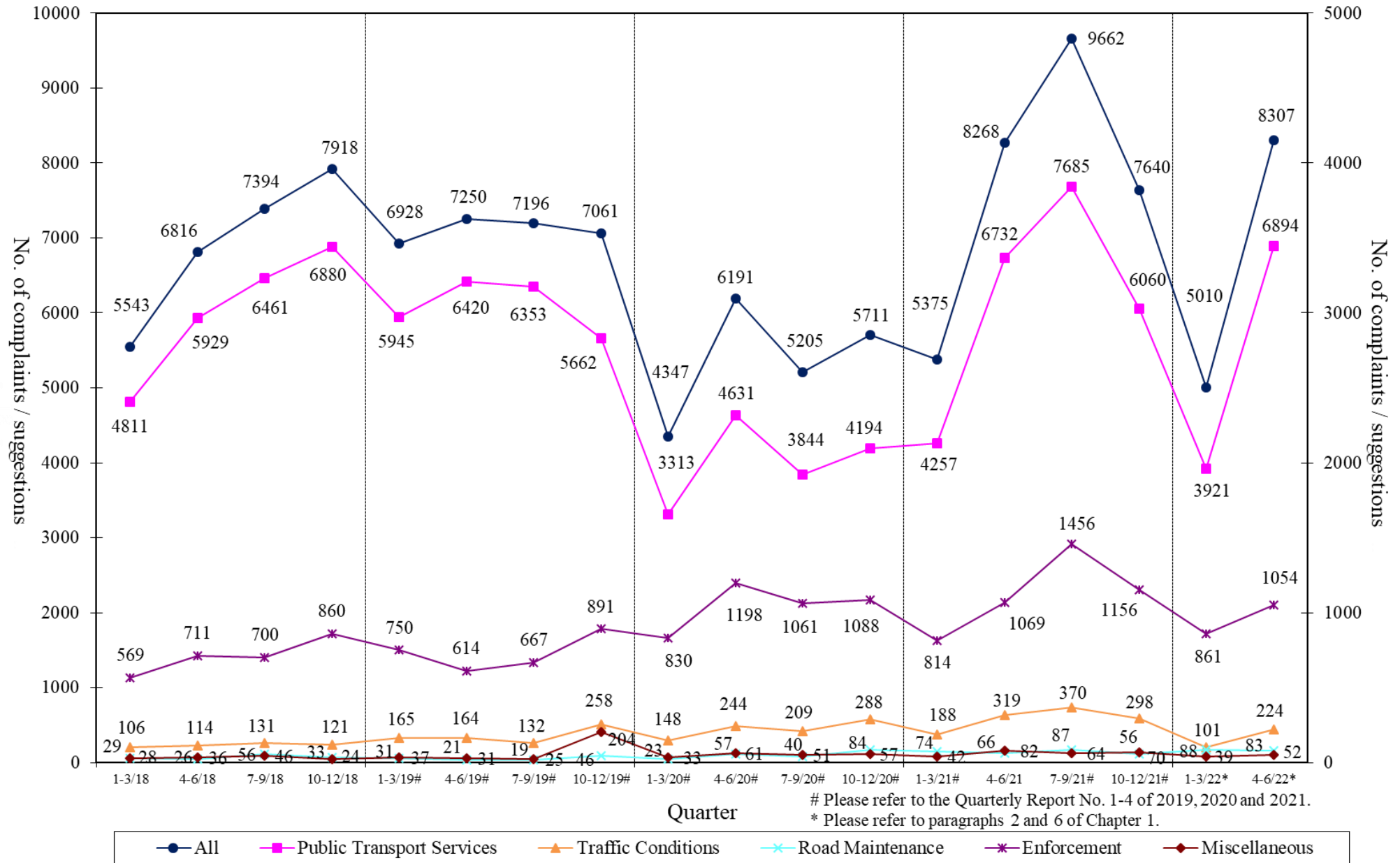
Trends of Complaints and Suggestions Received by TCU (January 2018 - June 2022)

Annex B(ii)(a)



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

Annex B(ii)(b)



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

Summary of Results of Investigations into Complaints and Suggestions
(April – June 2022)

Outcome of Investigation Nature of Complaint/ Suggestion	A1	A2	B	C	Total
I. Public Transport Services					
(a) Adequacy of service	63	1 320	-	-	1 383
(b) Standard of service	427	2 603	10	602	3 642
(c) General	31	138	1	6	176
	521	4 061	11	608	5 201
II. Traffic Conditions					
(a) Traffic congestion	27	79	-	1	107
(b) Traffic management	9	13	-	-	22
(c) Additional traffic signs/aids	4	12	-	-	16
(d) Parking facilities	2	16	-	-	18
	42	120	-	1	163
III. Road Maintenance					
(a) Road conditions	3	11	-	-	14
(b) Traffic signs and aids	34	58	3	-	95
(c) Carriageway markings	1	2	-	-	3
	38	71	3	-	112
IV. Enforcement					
(a) Illegal parking	380	214	-	3	597
(b) Other enforcement matters	12	151	-	149	312
	392	365	-	152	909
V. Miscellaneous	5	37	-	-	42
Total	998 (16%)	4 654 (72%)	14 (1%)	761 (11%)	6 427 (100%)
	5 652 (88%)				

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
(April – June 2022)**

<div>Outcome of Investigation</div> <div>Mode of Transport</div>	A1	A2	B	C	Total
The Kowloon Motor Bus Company (1933) Limited	60	1 368	-	7	1 435
Citybus Limited (Franchise 1)	73	373	-	1	447
Citybus Limited (Franchise 2)	15	34	-	-	49
New World First Bus Services Limited	37	602	-	2	641
New Lantao Bus Company (1973) Limited	-	27	-	-	27
Long Win Bus Company Limited	-	69	-	-	69
Cross-harbour Bus Services	4	402	-	1	407
Non-franchised Bus Services	13	42	-	2	57
Green Minibus	189	636	-	9	834
Red Minibus	55	15	1	4	75
Taxi	9	392	8	580	989
MTR Corporation Limited (Excluding Light Rail)	31	75	-	-	106
MTR Corporation Limited (Light Rail)	13	9	-	-	22
The Hongkong Tramways Limited	6	4	-	1	11
Sun Ferry Services Company Limited	6	6	-	-	12
The “Star” Ferry Company Limited	3	-	-	-	3
Minor Ferries	7	7	2	1	17
Total	521 (10%)	4 061 (78%)	11 (1%)	608 (11%)	5 201 (100%)
	4 582 (88%)				

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
(April – June 2022)

I. Public Transport Services

- Increase the frequency of KMB route no. 252 (Tuen Mun bound) to meet the demand of passengers.

II. Traffic Management

Hong Kong Island

- Increase the vehicular green time of a traffic light at Nam Long Shan Road eastbound near San Wui Commercial Society Chan Pak Sha School in the evenings to improve traffic flow.
- Remove the “No Stopping” restriction in the “Zebra” controlled area at Shau Kei Wan Main Street East near Factory Street to avoid confusing motorists.
- Provide one disabled person’s parking space each at Yip Fat Street and Tong Bin Lane to facilitate access for people with mobility disabilities.

Kowloon

- Cancel push button operation of pedestrian traffic lights at Sin Fat Road at its junction with Cha Kwo Ling Road to facilitate pedestrians crossing the road.
- Extend the effective hours of “No Stopping” restriction at Wang Kwun Road northbound outside Enterprise Square to deter illegal parking.
- Add a signalised pedestrian crossing at Lin Tak Road to meet the demand of pedestrians crossing the road.

New Territories

- Increase the pedestrian green time of a traffic light at Hiram's Highway at its junction with Ho Chung Road during morning rush hours from Mondays to Fridays to meet the demand of pedestrians crossing the road.
- Increase the vehicular green time of traffic lights at Lai Shun Road northbound at its junction with Castle Peak Road - Tsuen Wan during morning rush hours to alleviate traffic congestion.
- Lower the sound level of electronic audible traffic signal at the junction of Pui Shing Road and Ngan O Road to minimise noise nuisance to nearby residents.

Complaints and Suggestions on Public Transport Services

(April – June 2022)

Mode Nature of Complaint/Suggestion	Vehicular Transport											Rail Transport			Waterborne Transport			Total/ Sub-total
	Franchised Buses							NFBS	GMB	RMB	Taxi	MTR (Non-LR)	MTR (LR)	HT	SFS	SF	MF	
	KMB	CTB1	CTB2	FB	NLB	LWB	XHT											
(A) Adequacy of Service																		
(1) Frequency/carrying capacity	176	288	13	206	6	12	92	9	136	-	-	41	8	-	4	-	2	993
(2) Routeing	210	38	7	33	2	24	70	9	35	-	-	5	-	-	-	-	-	433
(3) Hours of operation	16	5	-	7	1	-	2	2	1	-	-	-	-	-	-	-	-	34
(4) Provision of stops	14	127	2	2	-	1	5	2	3	-	-	-	-	-	-	-	-	156
Sub-total	416	458	22	248	9	37	169	22	175	-	-	46	8	-	4	-	2	1616
(B) Standard of Service																		
(1) Regularity of service	2257	188	12	967	2	18	240	13	385	-	-	10	1	2	3	-	5	4103
(2) Adherence to routing	8	-	1	-	1	1	12	2	59	-	334	-	-	-	-	-	-	418
(3) Improper driving behavior	300	21	15	27	3	10	75	14	248	27	436	5	3	-	-	-	1	1185
(4) Conduct & performance of staff (including drivers)	168	32	4	21	6	6	73	12	378	27	834	13	6	2	1	1	2	1586
(5) Overcharging	3	-	-	-	-	-	1	-	22	5	154 *	-	-	-	-	-	-	185
(6) Cleanliness	4	1	2	1	-	-	7	1	17	2	6	1	-	-	-	-	-	42
(7) Conditions of vehicles/vessels	24	8	-	1	2	1	14	5	25	-	9	15	2	-	-	-	2	108
(8) Passenger services & facilities	176	65	4	22	4	3	70	10	41	-	8	57	3	-	1	1	5	470
Sub-total	2940	315	38	1039	18	39	492	57	1175	61	1781	101	15	4	5	2	15	8097
(C) General	45	6	-	4	3	1	15	6	19	39	65	8	1	-	-	-	-	212
Total this quarter	3401	779	60	1291	30	77	676	85	1369	100	1846	155	24	4	9	2	17	9925
Grand-total	(6314)							(3400)				(183)			(28)			
Total previous quarter	1519	222	32	472	21	45	373	53	669	56	1013	56	17	7	16	3	14	4588
Total same quarter in 2021	1232	279	46	652	27	114	520	80	1383	108	2087	143	23	15	9	3	11	6732

Legend

KMB	The Kowloon Motor Bus Company (1933) Limited
CTB1	Citybus Limited (Franchise 1)
CTB2	Citybus Limited (Franchise 2)
FB	New World First Bus Services Limited
NLB	New Lantao Bus Company (1973) Limited
LWB	Long Win Bus Company Limited
XHT	Cross-harbour Bus Services
NFBS	Non-franchised Bus Services
GMB	Green Minibus
RMB	Red Minibus
MTR (Non-LR)	MTR Corporation Limited (Excluding Light Rail)
MTR(LR)	MTR Corporation Limited (Light Rail)
HT	The Hongkong Tramways Limited
SFS	Sun Ferry Services Company Limited
SF	The 'Star' Ferry Company Limited
MF	Minor Ferries

* Including taximeter irregularities

Complaints and Suggestions on Franchised Buses Services⁽¹⁾⁽²⁾
(April– June 2022)

Annex E(i)(b)

Mode Nature of Complaint/Suggestion	Vehicular Transport							Total/ Sub-total
	Franchised Buses							
	KMB ⁽¹⁾⁽²⁾	CTB1 ⁽¹⁾⁽²⁾	CTB2	FB ⁽¹⁾⁽²⁾	NLB	LWB	XHT ⁽¹⁾⁽²⁾	
(A) <u>Adequacy of Service</u>								
(1) Frequency/carrying capacity	176	106	13	147	6	12	68	528
(2) Routeing	210	38	7	33	2	24	70	384
(3) Hours of operation	16	5	-	7	1	-	2	31
(4) Provision of stops	14	127	2	2	-	1	5	151
Sub-total	416	276	22	189	9	37	145	1094
(B) <u>Standard of Service</u>								
(1) Regularity of service	459	40	12	234	2	18	153	918
(2) Adherence to routing	8	-	1	-	1	1	12	23
(3) Improper driving behavior	300	21	15	27	3	10	75	451
(4) Conduct & performance of staff (including drivers)	168	32	4	21	6	6	73	310
(5) Overcharging	3	-	-	-	-	-	1	4
(6) Cleanliness	4	1	2	1	-	-	7	15
(7) Conditions of vehicles	24	8	-	1	2	1	14	50
(8) Passenger services & facilities	176	65	4	22	4	3	70	344
Sub-total	1142	167	38	306	18	39	405	2115
(C) <u>General</u>	45	6	-	4	3	1	15	74
Total this quarter	1603	449	60	499	30	77	565	3283
Grand-total	(3283)							
Total previous quarter	1021	154	32	452	21	45	292	2017
Total same quarter in 2021	1232	279	46	652	27	114	520	2870

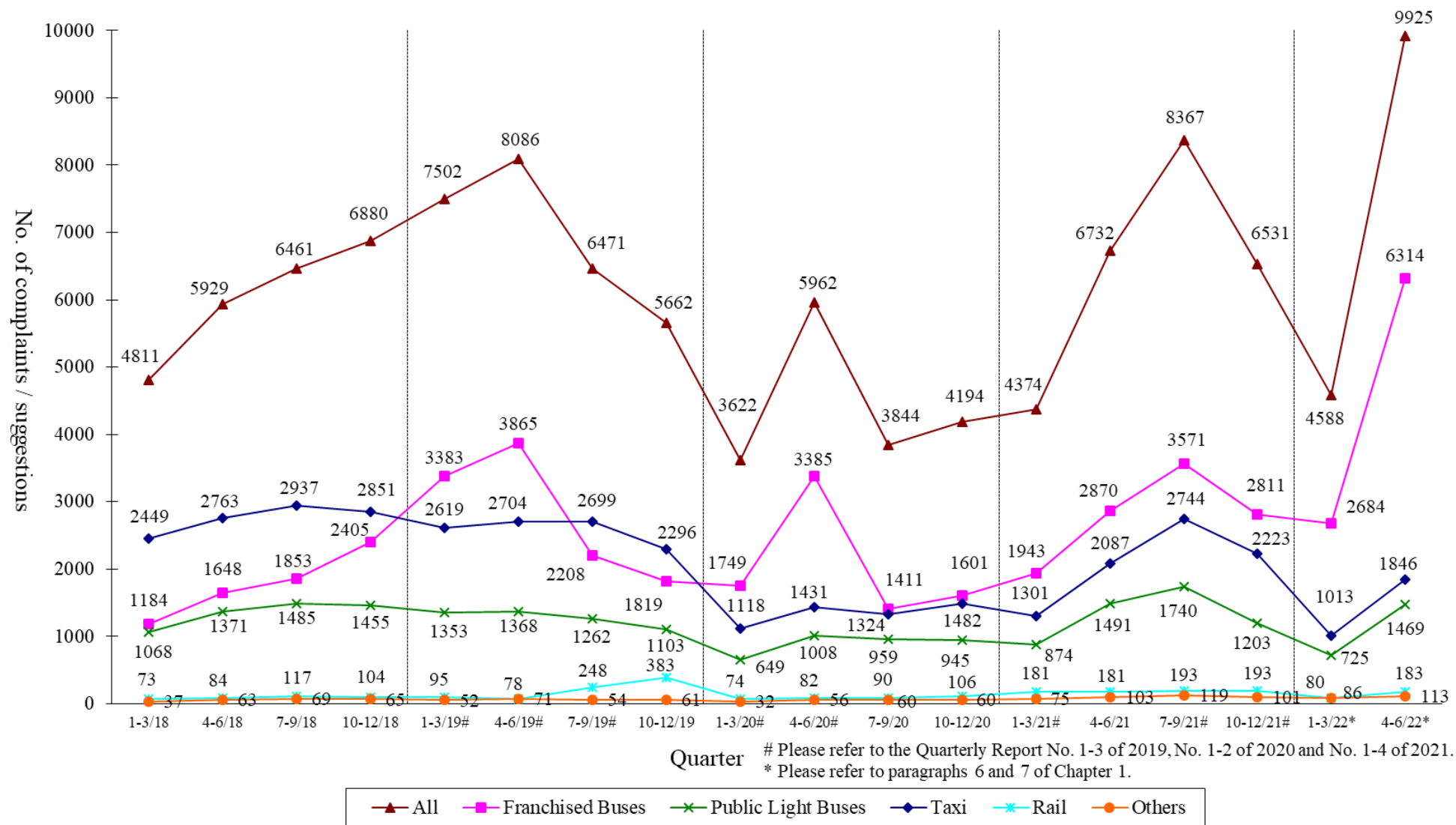
Legend

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

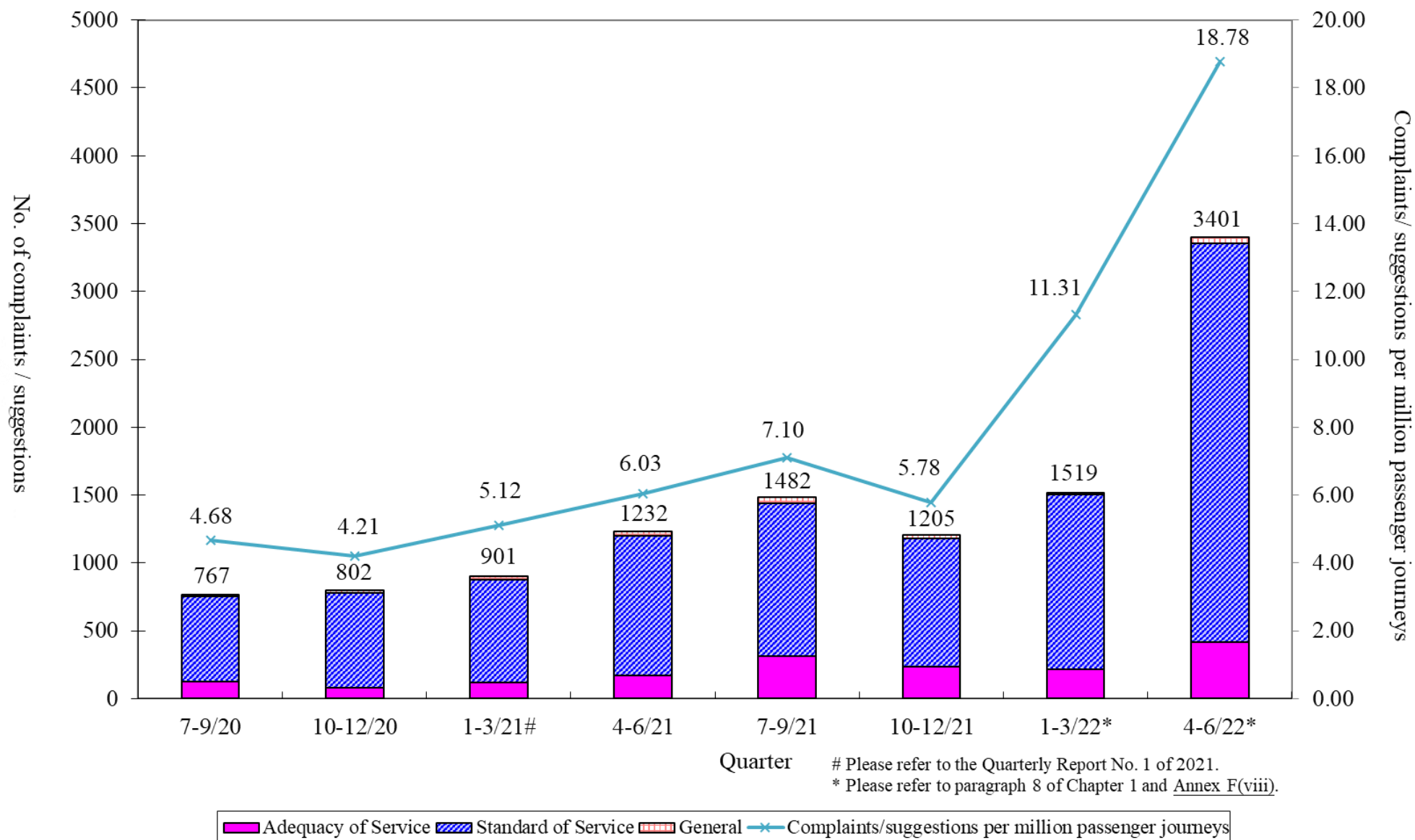
Note : (1) A total of 3 031 complaints (1 798 about KMB, 330 about CTB1, 792 about FB and 111 about XHT) received from nine complainant during the quarter were excluded. Please see [Annex E\(i\)\(a\)](#) with these complaints included.

(2) A total of 667 complaints (498 about KMB, 68 about CTB1, 20 about FB and 81 about XHT) received from three complainant in the previous quarter were excluded. Please see [Annex E\(i\)\(a\)](#) with these complaints included.

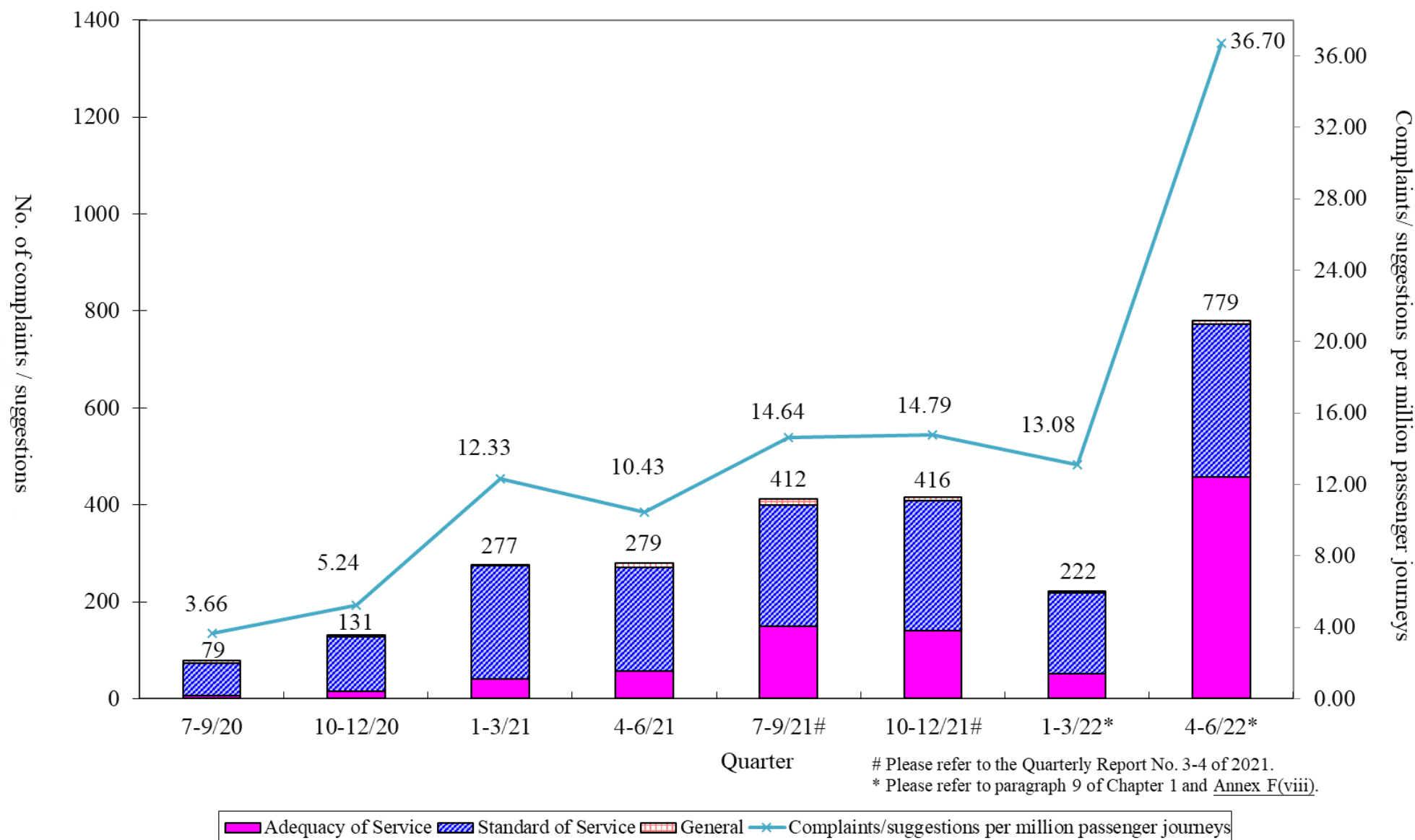
Trends of Complaints and Suggestions on Public Transport Services (January 2018 - June 2022)



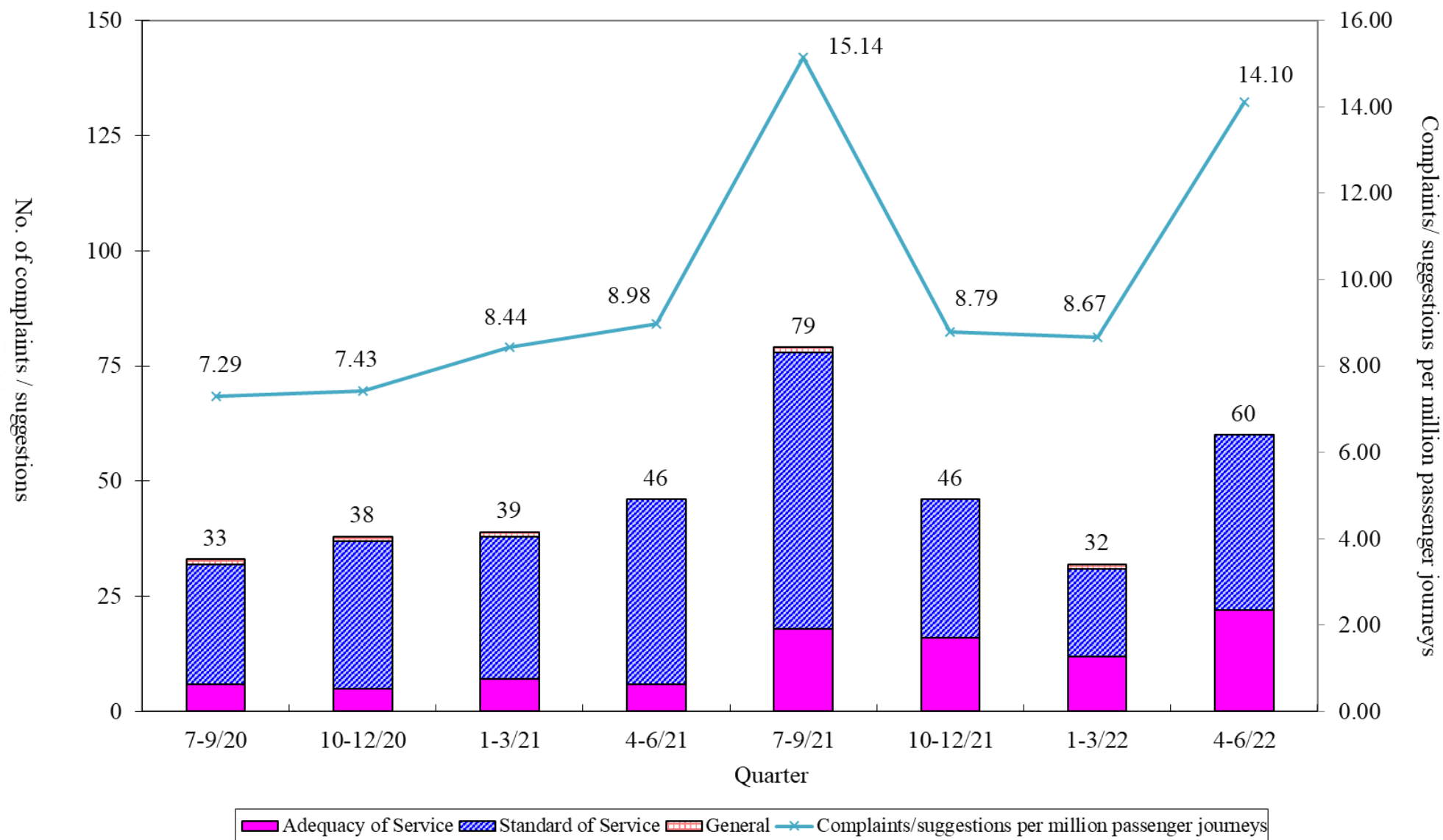
Complaints and Suggestions on the Services of Kowloon Motor Bus Company (1933) Limited in the Past Eight Quarters **Annex F(i)**



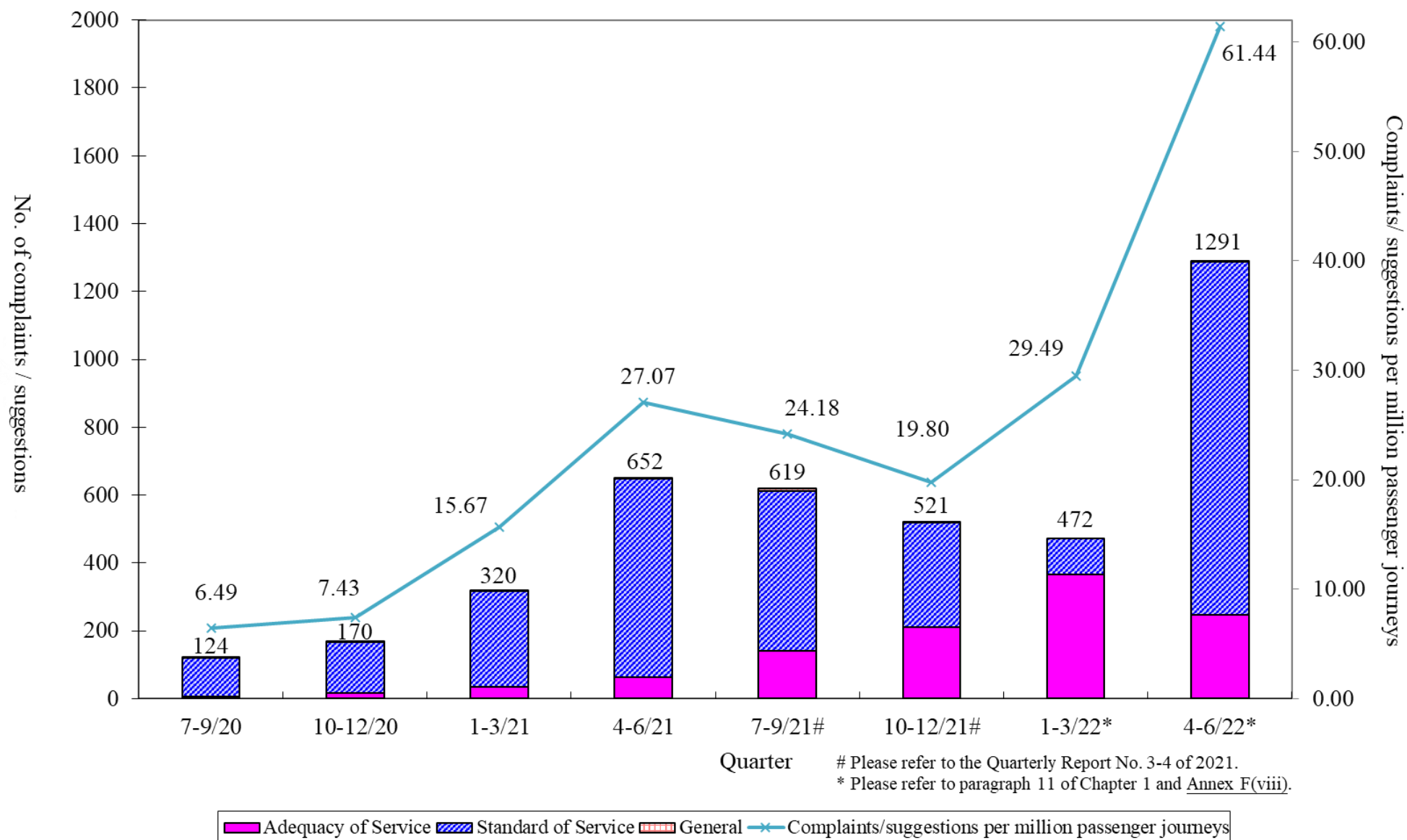
**Complaints and Suggestions on the Services of Citybus Limited (Franchise 1)
in the Past Eight Quarters**



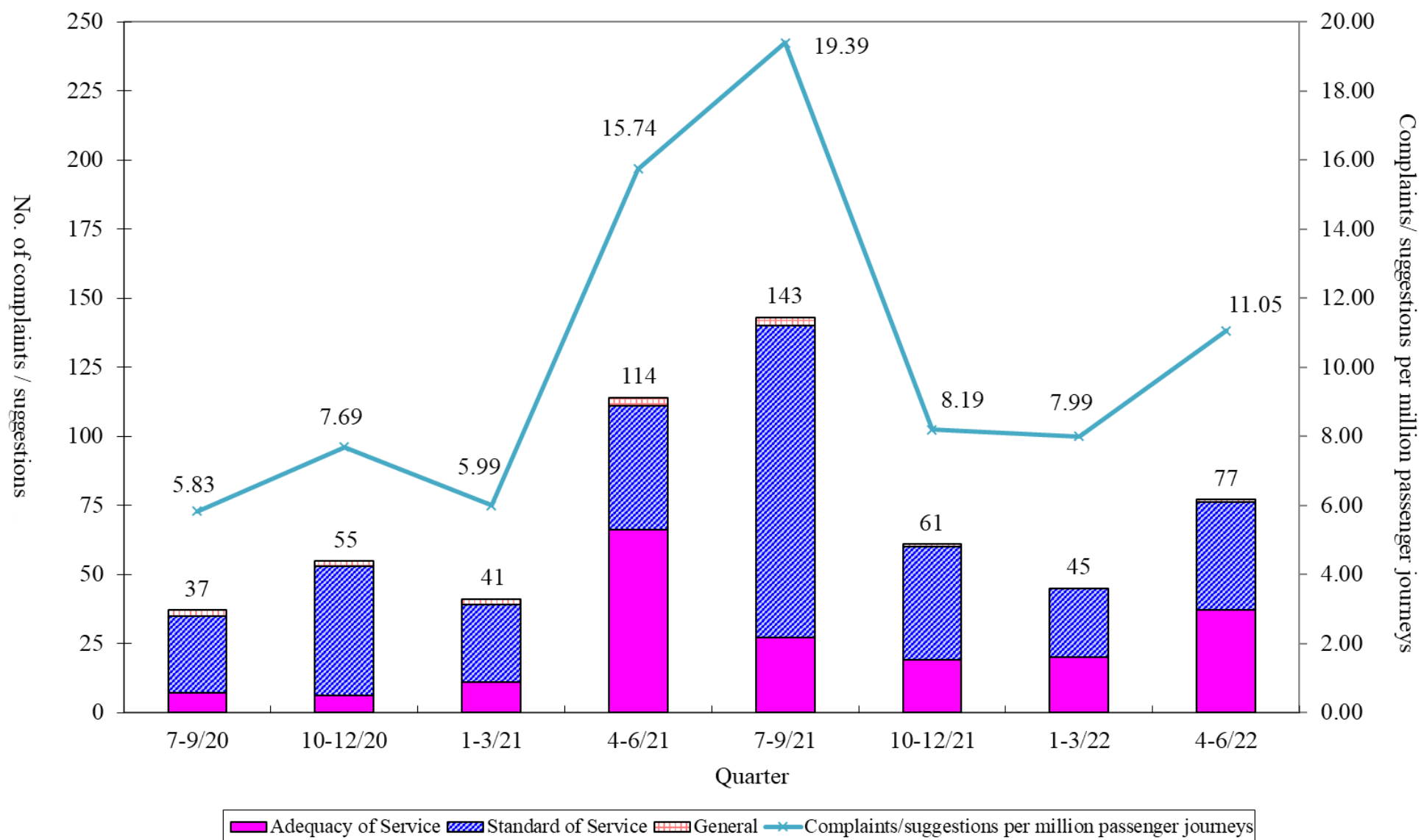
**Complaints and Suggestions on the Services of Citybus Limited (Franchise 2)
in the Past Eight Quarters**



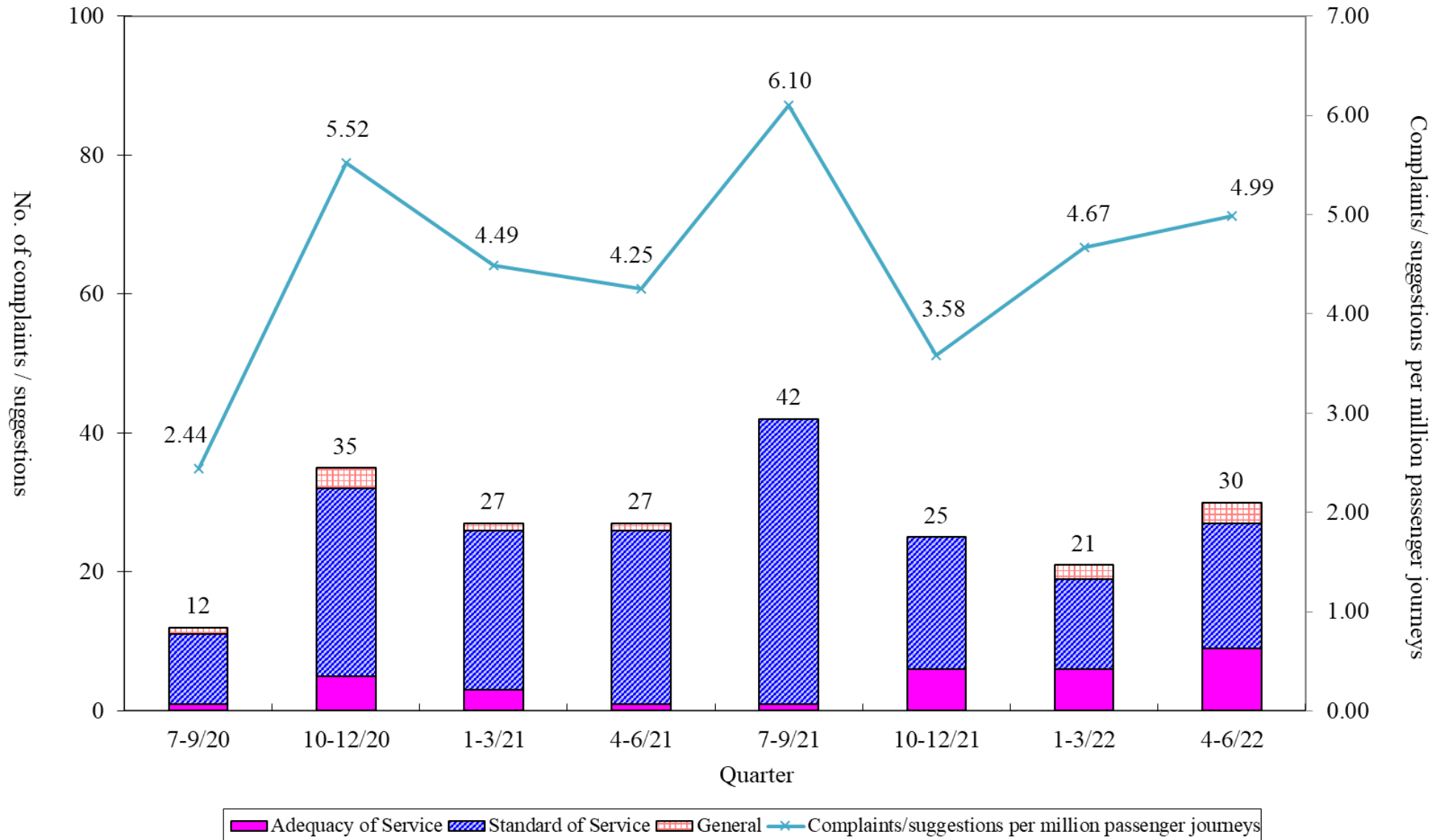
**Complaints and Suggestions on the Services of New World First Bus Services Limited
in the Past Eight Quarters**



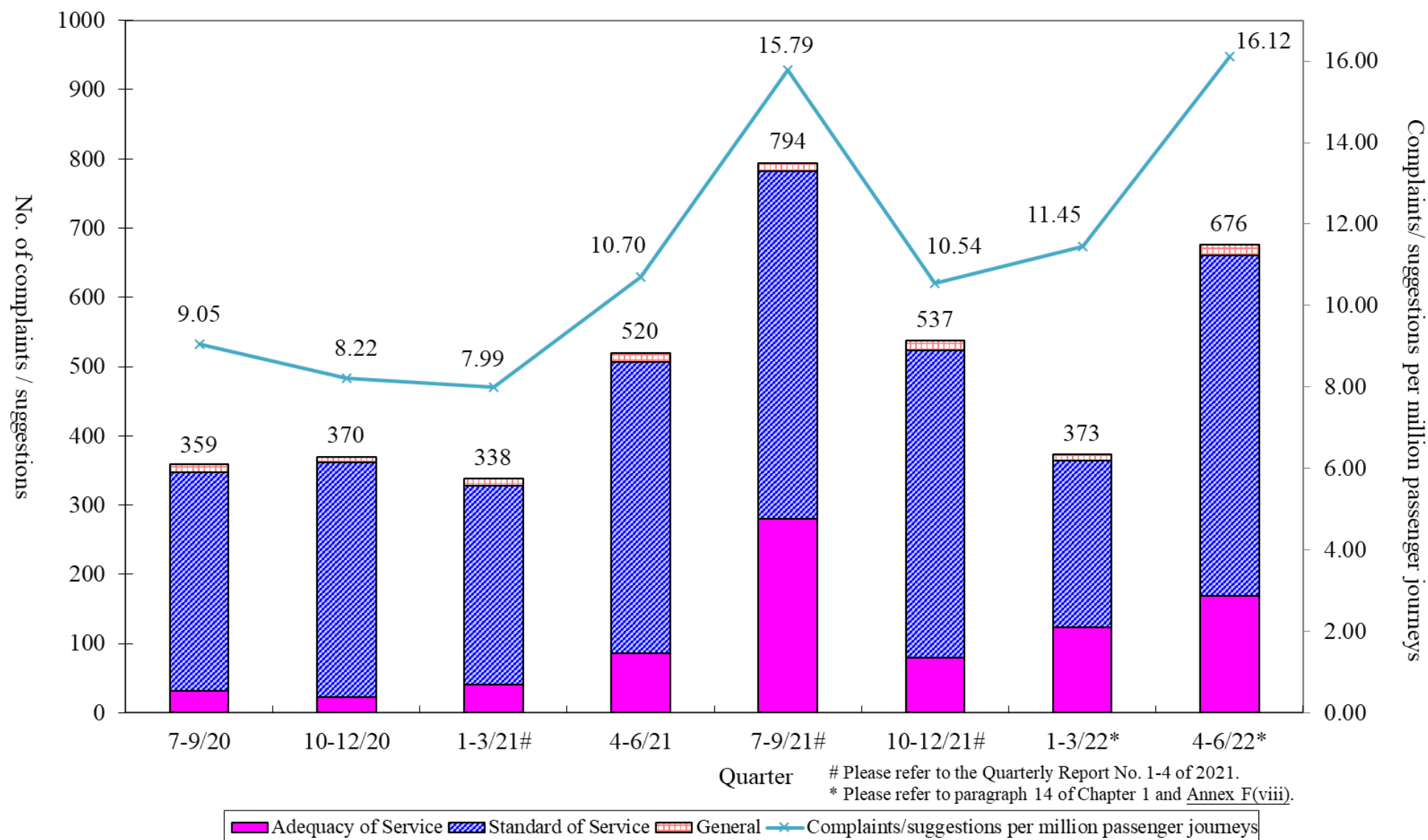
**Complaints and Suggestions on the Services of Long Win Bus Company Limited
in the Past Eight Quarters**



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



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

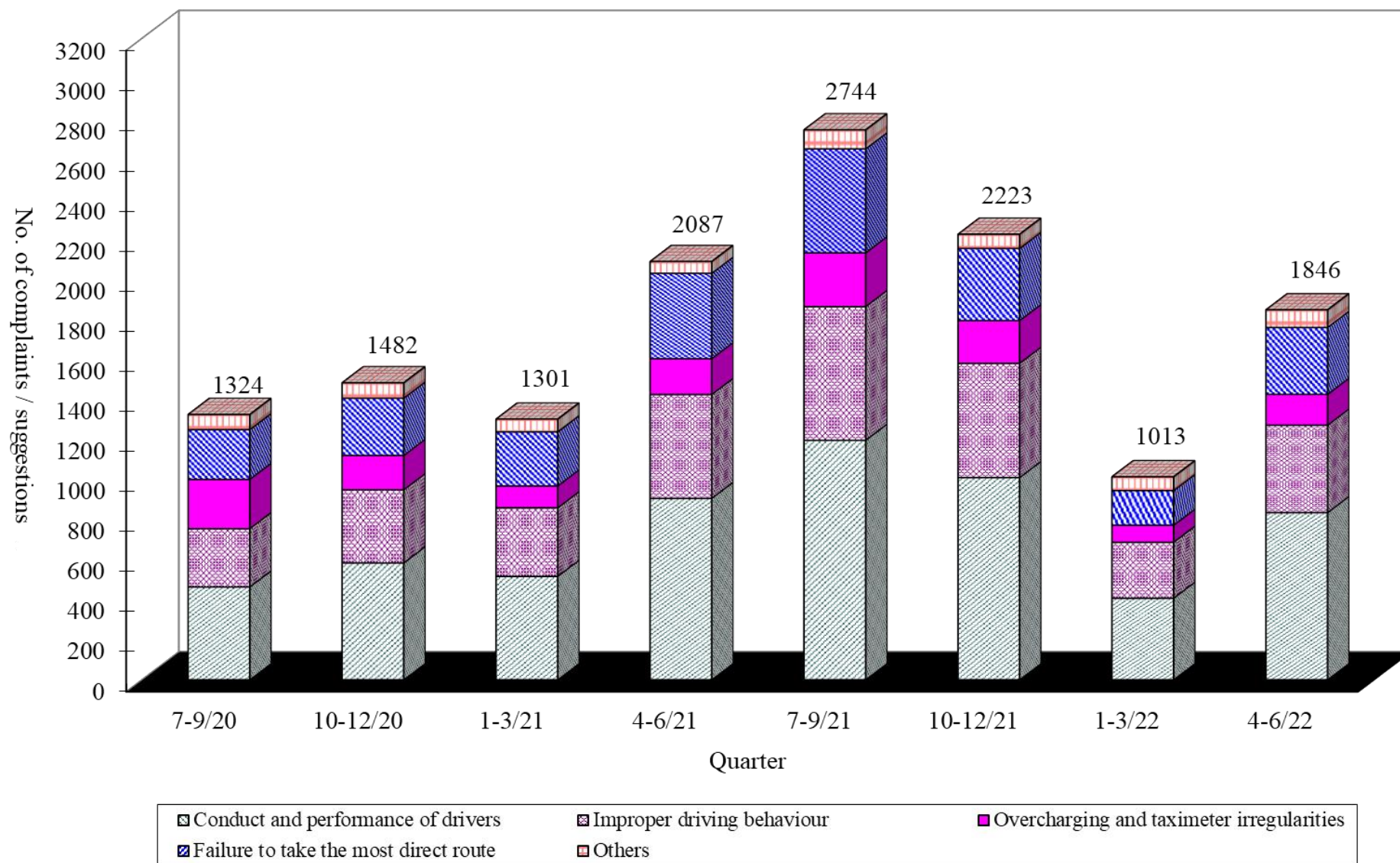


Breakdown of Complaints and Suggestions on Franchised Bus Services
(April – June 2022)

<u>Bus Company</u>	<u>Number of complaints/ suggestions⁽²⁾</u>	<u>Number of complaints/ suggestions per million passenger journeys</u>
The Kowloon Motor Bus Company (1933) Limited (KMB)	3 401 (1 603)	18.78 (8.85)
Citybus Limited (Franchise 1) (CB1)	779 (449)	36.70 (21.15)
Citybus Limited (Franchise 2) (CB2)	60	14.10
New World First Bus Services Limited (NWFB)	1 291 (499)	61.44 (23.75)
New Lantao Bus Company (1973) Limited	30	4.99
Long Win Bus Company Limited	77	11.05
Cross-harbour Bus Services ⁽¹⁾	676 (565)	16.12 (13.48)
Total	6 314 (3 283)	22.35 (11.62)

- Notes :** (1) Complaints and suggestions on cross-harbour bus services cannot be further broken down by bus company as the services are jointly operated by KMB, CB1, and NWFB.
- (2) A total of 3 031 complaints (1 798 about KMB, 330 about CB1, 792 about NWFB and 111 about cross-harbour bus services) were received from nine complainants. The figures not including these cases are in brackets.

Complaints and Suggestions on Taxi Services in the Past Eight Quarters



Breakdown of Complaints and Suggestions on Taxi Services

<u>Nature of Complaint/Suggestion</u>	<u>Same quarter in 2021 (1.4.21-30.6.21)</u>	<u>Previous quarter (1.1.22-31.3.22)</u>	<u>Current quarter (1.4.22-30.6.22)</u>
(a) Conduct and performance of drivers			
(i) Behaving other than in a civil & orderly manner	354	185	308
(ii) Refusing hire	457	187	444
(iii) Soliciting passengers	1	-	1
(iv) Refusing to drive to destination	80	29	67
(v) Failure to display driver identity plate	9	4	11
(vi) Failure to display driver identity plate properly	4	2	3
Sub-total	905	407	834
(b) Improper driving behaviour	518	279	436
(c) Overcharging	128	62	110
(d) Taximeter irregularities	51	23	44
(e) Failure to take the most direct route	426	173	334
(f) Others*	59	69	88
Total	2 087	1 013	1 846

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

Complaints and Suggestions on Traffic and Road Conditions
(April – June 2022)

District Nature of Complaint/Suggestion	Hong Kong Island				Kowloon					New Territories								Others (e.g. general issues and tunnel areas)	Total	
	Eastern	Wan Chai	Central & Western	Southern	Kwun Tong	Wong Tai Sin	Kowloon City	Sham Shui Po	Yau Tsim Mong	North	Tai Po	Sha Tin	Yuen Long	Tuen Mun	Tsuen Wan	Kwai Tsing	Sai Kung			Islands
<u>Traffic Conditions</u>																				
(a) Traffic congestion	7	3	3	2	9	5	12	13	11	3	3	13	10	31	5	2	5	1	1	139
(b) Traffic management	1	3	1	3	6	1	2	2	3	1	2	8	2	-	1	3	2	1	1	43
(c) Additional traffic signs and aids	1	-	-	-	4	-	4	2	1	1	5	2	3	1	-	-	-	-	-	24
(d) Parking facilities	-	-	3	2	2	2	1	-	2	-	1	1	1	-	1	1	1	-	-	18
Sub-total	9	6	7	7	21	8	19	17	17	5	11	24	16	32	7	6	8	2	2	224
<u>Road Maintenance</u>																				
(a) Road conditions	-	2	2	1	2	-	1	-	1	1	-	-	1	2	1	-	4	-	-	18
(b) Traffic signs & aids	3	5	3	-	4	2	4	5	7	3	4	3	11	2	1	1	1	2	1	62
(c) Carriageway markings	-	-	-	-	-	-	-	-	1	-	-	-	1	-	1	-	-	-	-	3
Sub-total	3	7	5	1	6	2	5	5	9	4	4	3	13	4	3	1	5	2	1	83
<u>Enforcement</u>																				
(a) Illegal parking	40	29	29	13	51	23	43	71	37	31	21	157	48	29	21	41	35	7	5	731
(b) Other enforcement matters	8	9	13	5	47	17	17	17	36	4	6	35	27	17	14	13	18	6	14	323
Sub-total	48	38	42	18	98	40	60	88	73	35	27	192	75	46	35	54	53	13	19	1054
Total	60	51	54	26	125	50	84	110	99	44	42	219	104	82	45	61	66	17	22	1361

Complaints and Suggestions on Green Minibus Services

<u>Nature of Complaint/Suggestion</u>	<u>2021 Jan – Jun</u>	<u>2022 Jan – Jun</u>	<u>Difference</u>
(A) Adequacy of Service			
(1) Frequency	148	164	+10.8%
(2) Routeing	18	47	+161.1%
(3) Hours of operation	3	5	+66.7%
(4) Provision of stops	9	10	+11.1%
Sub-total	178	226	+27.0%
(B) Standard of Service			
(1) Regularity of service	544	561	+3.1%
(2) Adherence to routeing	92	90	-2.2%
(3) Improper driving behaviour	486	393	-19.1%
(4) Conduct and performance of staff (including drivers)	677	571	-15.7%
(5) Overcharging	46	42	-8.7%
(6) Cleanliness	33	25	-24.2%
(7) Conditions of vehicles	37	36	-2.7%
(8) Passenger services and facilities	53	59	+11.3%
Sub-total	1 968	1 777	-9.7%
(C) General*	54	35	-35.2%
Total	2 200	2 038	-7.4%

* These are mainly related to obstruction caused by green minibuses (23 cases in Jan – Jun 2022 and 40 cases in the same period in 2021).

Complaints and Suggestions on Green Minibus Services
Breakdown on Cases about Improper Driving Behaviour

<u>Nature of Complaint/Suggestion</u>					<u>2021</u> <u>Jan – Jun</u>	<u>2022</u> <u>Jan – Jun</u>	<u>Difference</u>
(1)	Starting before passengers safely alighted/boarded				75	69	-8.0%
(2)	Driving speedily				72	50	-30.6%
(3)	Picking up/setting down passengers at restricted area/out of line				60	40	-33.3%
(4)	Dashing through traffic light				45	27	-40.0%
(5)	Trapping passengers with door				28	25	-10.7%
(6)	Using mobile phone while driving				28	23	-17.9%
(7)	Picking up/setting down passengers at a distance from bus stop				17	19	+11.8%
(8)	Failing to give way to pedestrians/traffic				17	15	-11.8%
(9)	Braking suddenly				10	13	+30.0%
(10)	Turning on radio too loud				8	13	+62.5%
(11)	Disobeying traffic signs/schemes				14	12	-14.3%
(12)	Changing lanes abruptly/overtaking on solid line				22	11	-50.0%
(13)	Talking while driving				5	11	+120.0%
(14)	Jerky driving				15	10	-33.3%
(15)	Others				70	55	-21.4%
Total					486	393	-19.1%

Complaints and Suggestions on Green Minibus Services
Breakdown on Cases about Conduct and Performance of Staff

<u>Nature of Complaint/Suggestion</u>	2021	2022	<u>Difference</u>
	<u>Jan – Jun</u>	<u>Jan – Jun</u>	
(1) Failing to pick up passengers	342	326	-4.7%
(2) Scolding/insulting/poor attitude towards passengers	138	77	-44.2%
(3) Failing to set down passengers at their designated locations/stops	66	42	-36.4%
(4) Failing to display identity plate	38	26	-31.6%
(5) Prolonged waiting for passengers	12	26	+116.7%
(6) Smoking	9	9	-
(7) Regulator scolding/insulting/showing poor attitude towards passengers	8	8	-
(8) Providing wrong information on route/destination/fare/schedule to passengers	4	5	+25.0%
(9) Failing to provide information on route/destination/fare/schedule to passengers	4	5	+25.0%
(10) Others	56	47	-16.1%
Total	677	571	-15.7%

Complaints and Suggestions on Red Minibus Services

<u>Nature of Complaint/Suggestion</u>	<u>2021 Jan – Jun</u>	<u>2022 Jan – Jun</u>	<u>Difference</u>
(A) Adequacy of Service	-	-	-
(B) Standard of Service			
(1) Regularity of service	-	-	-
(2) Adherence to routing	-	-	-
(3) Improper driving behaviour	80	54	-32.5%
(4) Conduct and performance of staff (including drivers)	51	35	-31.4%
(5) Overcharging	4	6	+50.0%
(6) Cleanliness	10	2	-80.0%
(7) Conditions of vehicles	-	1	-
(8) Passenger services and facilities	1	3	+200.0%
Sub-total	146	101	-30.8%
(C) General*	19	55	+189.5%
Total	165	156	-5.5%

* These are mainly related to obstruction caused by red minibuses (four cases in Jan – Jun 2022 and 11 cases in the same period in 2021) and the Public Transport Fare Concession Scheme for the Elderly & Eligible Persons with Disabilities (\$2 Scheme) launched in late February 2022 (32 cases in Jan – Jun 2022).

Complaints and Suggestions on Red Minibus Services
Breakdown on Cases about Improper Driving Behaviour

<u>Nature of Complaint/Suggestion</u>	2021	2022	<u>Difference</u>
	<u>Jan – Jun</u>	<u>Jan – Jun</u>	
(1) Picking up/setting down passengers at restricted area/out of line	10	9	-10.0%
(2) Disobeying traffic signs/schemes	11	8	-27.3%
(3) Driving speedily	7	5	-28.6%
(4) Talking while driving	2	5	+150.0%
(5) Changing lanes abruptly/overtaking on solid line	3	4	+33.3%
(6) Using mobile phone while driving	6	3	-50.0%
(7) Starting before passengers safely alighted/boarded	4	3	-25.0%
(8) Turning on radio too loud	2	3	+50.0%
(9) Listening to audio programmes/ Watching audio-visual programmes while driving	5	2	-60.0%
(10) Failing to give way to pedestrians/traffic	1	2	+100.0%
(11) Jerky driving	-	2	-
(12) Others	29	8	-72.4%
Total	80	54	-32.5%

Complaints and Suggestions on Red Minibus Services
Breakdown on Cases about Conduct and Performance of Staff

<u>Nature of Complaint/Suggestion</u>	2021	2022	<u>Difference</u>
	<u>Jan – Jun</u>	<u>Jan – Jun</u>	
(1) Failing to pick up passengers	8	10	+25.0%
(2) Scolding/insulting/poor attitude towards passengers	11	7	-36.4%
(3) Failing to set down passengers at their designated locations/stops	8	7	-12.5%
(4) Prolonged waiting for passengers	5	3	-40.0%
(5) Smoking	4	-	-100.0%
(6) Failing to provide information on route/destination/fare/schedule to passenger	1	-	-100.0%
(7) Failing to display identity plate	1	-	-100.0%
(8) Others	13	8	-38.5%
Total	51	35	-31.4%

**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 -

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

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