

**QUARTERLY REPORT No. 2 of 2023**

**by the**

**TRANSPORT COMPLAINTS UNIT**

**of the**

**TRANSPORT ADVISORY COMMITTEE**

**for the period**

**1 April 2023 – 30 June 2023**

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## **CONTENTS**

<b>Chapter</b>	<b>Page</b>
1 Major Areas of Complaints and Suggestions	3-12
2 Major Events and Noteworthy Cases	13-17
3 Feature Article	18-26

## **LIST OF ANNEXES**

<b>Annex</b>		
A	Complaints and Suggestions Received by TCU	27-30
B	Trends of Complaints and Suggestions Received by TCU	31-34
C	Summary of Results of Investigations into Complaints and Suggestions	35-36
D	Public Suggestions Taken on Board by Relevant Government Departments/Public Transport Operators	37-38
E	Complaints and Suggestions on Public Transport Services	39-41
F	Complaints and Suggestions on the Services of Kowloon Motor Bus, Citybus (Franchise 1 & 2), New World First Bus, Long Win Bus, New Lantao Bus and Cross-harbour Bus Services in the Past Eight Quarters	42-49
G	Complaints and Suggestions on Taxi Services in the Past Eight Quarters	50
H	Breakdown of Complaints and Suggestions on Taxi Services	51
I	Complaints and Suggestions on Traffic and Road Conditions	52
J	Complaints and Suggestions on Major Improper Driving Behaviours of Public Transport Drivers (2018 - 2022)	53
K	Breakdown of Complaints and Suggestions about Improper Driving Behaviours of Public Transport Drivers	54-59
L	How to Make Suggestions and Complaints to the Transport Complaints Unit	60

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

This is the second quarterly report for 2023 covering the period from 1 April to 30 June 2023.

### **Yearly and Quarterly Trends**

2.            During the quarter, the Transport Complaints Unit (TCU) received 10 203<sup>2</sup> complaints and suggestions, including 285<sup>3</sup> pure suggestions. About 79% (8 073) of the cases were received through TCU Complaint/Suggestion Webforms and email, 20% (2 066) 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 4.1%<sup>2</sup> as compared with 9 798<sup>4</sup> cases in the previous quarter and a decrease of 10.0%<sup>2</sup> as compared with 11 338<sup>5</sup> cases in the same quarter in 2022. A breakdown of all the complaints and suggestions received during the quarter is at Annex A.

3.            Among the 285<sup>3</sup> pure suggestions received, 249<sup>3</sup> were about public transport services, of which 226 were related to franchised bus services. There were 33 cases on traffic and road conditions (including enforcement matters). A breakdown of all the pure suggestions received during the quarter is shown at

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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 10 203 complaints and suggestions, a total of 745 complaints were received from three complainants. The number of complaints not including these cases is 9 458, representing an increase of 4.4% when compared with 9 059 cases (see footnote 4) in the previous quarter and an increase of 13.9% when compared with 8 307 cases (see footnote 5) in the same quarter in 2022. A breakdown of the complaints not including these cases is at Annex A(i)(b).

<sup>3</sup> Among the 285 pure suggestions, 249 cases were about public transport services. Among those 249 cases, 185 were received from a member of the public.

<sup>4</sup> Among the 9 798 complaints and suggestions, a total of 739 complaints were received from four complainants. The number of complaints not including these cases is 9 059.

<sup>5</sup> 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.

Annex A(iii).

4. A graph showing the trends of complaints and suggestions received by TCU in the past ten years (2013-2022) is at Annex B(i). Another graph showing the trends of complaints and suggestions received, by quarter, since 2019 is at Annex B(ii).

5. During the quarter, investigations into 10 884 cases (including some outstanding cases from previous quarters) were completed. Of these, 9 247 cases (84%) were found to be substantiated, 44 cases (less than 1%) unsubstantiated, and the remaining 1 593 cases (15%) 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 2023, the Police reported the latest developments on 640<sup>6</sup> cases previously referred to them. Among these cases, 89<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 9 055<sup>7</sup> cases, representing an increase of 4.3%<sup>7</sup> as compared with

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<sup>6</sup> The figures include the taxi cases in paragraph 23.

<sup>7</sup> Among the 9 055 complaints and suggestions, a total of 745 complaints were received from three complainants. The number of complaints not including these cases is 8 310, representing an increase of 4.6% when compared with 7 941 cases (see footnote 8) in the previous quarter and an increase of 20.5% when compared with 6 894 cases (see footnote 9) in the same quarter in 2022. A breakdown of the complaints not including these cases is at Annex E(i)(b).

8 680<sup>8</sup> cases in the previous quarter and a decrease of 8.8%<sup>7</sup> as compared with 9 925<sup>9</sup> cases in the same quarter in 2022. A breakdown of the complaints and suggestions received during the quarter is at Annex E(i). A graph showing the trends of complaints and suggestions received, by quarter, since 2019 is at Annex E(ii).

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

8. A total of 4 113<sup>10</sup> complaints and suggestions on franchised bus services were received during the quarter, representing a decrease of 4.3%<sup>10</sup> as compared with 4 297<sup>11</sup> cases in the previous quarter and a decrease of 34.9%<sup>10</sup> as compared with 6 314<sup>12</sup> cases in the same quarter in 2022.

9. There were 2 639<sup>13</sup> cases on the services of The Kowloon Motor Bus Company (1933) Limited (KMB), as compared with 2 598<sup>14</sup> cases in the previous quarter and 3 401<sup>15</sup> cases in the same quarter in 2022. Among the 2 639<sup>13</sup> cases, 238 (or 9.0%) were about the adequacy of service and 2 357 (or 89.3%) were about the standard of service.

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<sup>8</sup> Among the 8 680 complaints and suggestions, a total of 739 complaints were received from four complainants. The number of complaints not including these cases is 7 941.

<sup>9</sup> 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.

<sup>10</sup> Among the 4 113 complaints and suggestions, a total of 743 complaints were received from three complainants. The number of complaints not including these cases is 3 370, representing a decrease of 5.3% when compared with 3 558 cases (see footnote 11) in the previous quarter and an increase of 2.7% when compared with 3 283 cases (see footnote 12) in the same quarter in 2022.

<sup>11</sup> Among the 4 297 complaints and suggestions, a total of 739 complaints were received from four complainants. The number of complaints not including these cases is 3 558.

<sup>12</sup> 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.

<sup>13</sup> Among the 2 639 complaints and suggestions, a total of 711 complaints (about the standard of service) were received from three complainants. The number of complaints not including these cases is 1 928.

<sup>14</sup> Among the 2 598 complaints and suggestions, a total of 634 complaints were received from three complainants. The number of complaints not including these cases is 1 964.

<sup>15</sup> Among the 3 401 complaints and suggestions, a total of 1 798 complaints were received from four complainants. The number of complaints not including these cases is 1 603.

10. There were 309 cases on the services of the Citybus Limited (Franchise for Hong Kong Island and Cross-Harbour Bus Network) (CTB (Franchise 1)), as compared with 698<sup>16</sup> cases in the previous quarter and 779<sup>17</sup> cases in the same quarter in 2022. Among the 309 cases, 58 (or 18.8%) were about the adequacy of service while 239 (or 77.3%) were about the standard of service.

11. There were 170<sup>18</sup> cases on the services of the Citybus Limited (Franchise for Airport and North Lantau Bus Network) (CTB (Franchise 2)), as compared with 135 cases in the previous quarter and 60 cases in the same quarter in 2022. Among the 170<sup>18</sup> cases, 52 (or 30.6%) were about the adequacy of service while 117<sup>18</sup> (or 68.8%) were about the standard of service.

12. There were 283<sup>19</sup> cases on the services of the New World First Bus Services Limited (NWFB), as compared with 229 cases in the previous quarter and 1 291<sup>20</sup> cases in the same quarter in 2022. Of the 283<sup>19</sup> cases, 26 (or 9.2%) were about the adequacy of service and 252<sup>19</sup> (or 89.0%) were about the standard of service.

13. There were 170<sup>21</sup> cases on the services of the Long Win Bus Company Limited (LWB), as compared with 127 cases in the previous quarter and 77 cases in the same quarter in 2022. Of the 170<sup>21</sup> cases, 37 (or 21.8%) were about the adequacy of service and 129<sup>21</sup> (or 75.9%) were about the standard of service.

14. There were 74 cases on the services of the New Lantau Bus Company

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

<sup>17</sup> Among the 779 complaints and suggestions, 330 complaints were received from one complainant. The number of complaints not including these cases is 449.

<sup>18</sup> Among the 170 complaints and suggestions, two complaints (about the standard of service) were received from one complainant. The number of complaints not including these cases is 168.

<sup>19</sup> Among the 283 complaints and suggestions, 12 complaints (about the standard of service) were received from one complainant. The number of complaints not including these cases is 271.

<sup>20</sup> Among the 1 291 complaints and suggestions, a total of 792 complaints were received from five complainants. The number of complaints not including these cases is 499.

<sup>21</sup> Among the 170 complaints and suggestions, nine complaints (about the standard of service) were received from one complainant. The number of complaints not including these cases is 161.

(1973) Limited (NLB), as compared with 66 cases in the previous quarter and 30 cases in the same quarter in 2022. Of the 74 cases, 25 (or 33.8%) were about the adequacy of service and 48 (or 64.9%) were about the standard of service.

15. There were 468<sup>22</sup> cases on the cross-harbour bus services<sup>23</sup>, as compared with 444 cases in the previous quarter and 676<sup>24</sup> cases in the same quarter in 2022. Of the 468<sup>22</sup> cases, 56 (or 12.0%) were about the adequacy of service and 403<sup>22</sup> (or 86.1%) were about the standard of service.

16. Comparisons of the complaints/suggestions related to KMB, CTB (Franchise 1), CTB (Franchise 2), NWFB, LWB, NLB and cross-harbour bus services in the past eight quarters are at Annex F.

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

17. There were 143<sup>25</sup> complaints and suggestions on non-franchised bus services (e.g. residents' services and feeder bus services operated by the MTR Corporation Limited (MTRCL)). The corresponding figures for the previous quarter and the same quarter in 2022 were 137 and 85 respectively.

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

18. A total of 1 768 complaints and suggestions on public light bus (PLB) services were received in this quarter, representing an increase of 13.0% as compared with 1 564 cases in the previous quarter and an increase of 20.4% as compared with 1 469 cases in the same quarter in 2022. All of these cases were referred to the Transport Department (TD) or the Police for action.

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<sup>22</sup> Among the 468 complaints and suggestions, a total of nine complaints (about the standard of service) were received from two complainants. The number of complaints not including these cases is 459.

<sup>23</sup> Complaints and suggestions on cross-harbour bus services cannot be further broken down by bus company as the services are jointly operated by KMB, Citybus and NWFB.

<sup>24</sup> Among the 676 complaints and suggestions, 111 complaints were received from one complainant. The number of complaints not including these cases is 565.

<sup>25</sup> Among the 143 complaints and suggestions, two complaints were received from one complainant. The number of complaints not including these cases is 141.

19. Of the PLB cases received, 95.5% or 1 688 cases were on green minibus (GMB) services, representing an increase of 14.8% as compared with 1 471 cases in the previous quarter and an increase of 23.3% as compared with 1 369 cases in the same quarter in 2022. Among the 1 688 cases, 125 (or 7.4%) were about the adequacy of service and 1 535 (or 90.9%) were about the standard of service.

20. The remaining 4.5% or 80 cases were on the services provided by red minibuses (RMB), representing a decrease of 14.0% as compared with 93 cases in the previous quarter and a decrease of 20.0% as compared with 100 cases in the same quarter in 2022.

### ***Taxi Services***

21. A total of 2 847 cases on taxi services were received in this quarter, representing an increase of 15.0% as compared with the previous quarter and an increase of 54.2% as compared with the same quarter in 2022. A comparison of the complaints and suggestions on taxi services in the past eight quarters is at Annex G.

22. Of the 2 847 cases received, 2 771 (97.3%) were related to taxi driver malpractice, as compared with 2 342 such cases (94.6%) in the previous quarter. Complaints about driver malpractice included drivers refusing hire, improper driving behaviour, failure to take the most direct and practicable route, behaving other than in a civil and orderly manner and overcharging, etc. A detailed breakdown of the nature of complaints and suggestions on taxi services is at Annex H. Reports on taxi driver malpractice were referred to the Police for further investigation if the complainants agreed to be witnesses. During the quarter, a total of 697 such cases (25.2%) were referred to the Police.

23. During the quarter, the Police reported the latest developments on 485 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	33 (21)	7 (6)
(b)	Withdrawn by complainants	272 (209)	56 (60)
(c)	Evidence considered insufficient by the Police for further processing	180 (116)	37 (34)
		<b><u>485 (346)</u></b>	<b><u>100 (100)</u></b>

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

It is noted that 93% of these cases could not be further pursued because of withdrawal by complainants or insufficient evidence.

24. Among the 21 summonsed cases in the previous quarter, 11 taxi drivers were convicted of traffic offences by the court<sup>26</sup>. One taxi driver was fined \$1,000 for failing to display taxi driver identity plate. Two taxi drivers were fined \$450 and \$900 for refusing hire respectively. One taxi driver was fined \$800 for behaving other than in civil and orderly manner. Two taxi drivers were fined \$320 and \$350 for not setting taxi meter to recording position and overcharging respectively. Five taxi drivers were fined \$450 to \$600 for improper driving behaviours including crossing continuous double white lines, failing to comply with traffic signals and road markings as well as failing to give precedence to pedestrians on a zebra crossing.

### ***Rail Services***

25. A total of 156 complaints and suggestions on rail services were received. The corresponding figures for the previous quarter and the same quarter in 2022 were 184 and 183 respectively. Of the 156 cases, 144 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).

<sup>26</sup> Results of the remaining summonsed cases were not yet available as at end July 2023.

## *Ferry Services*

26. There were 28 complaints and suggestions on ferry services in this quarter. The corresponding figures for the previous quarter and the same quarter in 2022 were 22 and 28 respectively. A detailed breakdown of the nature of complaints and suggestions on ferry services is at Annex E(i)(a).

## **Traffic Conditions**

27. There were 81 complaints recorded in this quarter about traffic congestion, as compared with 131 cases in the previous quarter and 139 cases in the same quarter in 2022. Congestion was reported to have occurred throughout the territory, as illustrated below –

	<b><u>Number of Complaints</u></b>	
Hong Kong Island	10	(23)
Kowloon	32	(60)
New Territories	38	(48)
Others (e.g. general issues and tunnel areas)	1	(0)
<b>Total</b>	<b>81</b>	<b>(131)</b>

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

28. Based on the number of complaints received, districts most affected by traffic congestion were Kwun Tong (12 cases), Yau Tsim Mong (11 cases) and Tuen Mun (seven cases). The number of complaints and suggestions on traffic and road conditions broken down by district is at Annex I.

29. 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).

30. There were 56 complaints and suggestions on traffic management and 30 requests for additional traffic signs and aids in this quarter. As a comparison,

there were 52 and 31 such cases in the previous quarter, and 43 and 24 in the same quarter in 2022.

31. 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**

32. During the quarter, there were 59 complaints about road maintenance, as compared with 53 cases in the previous quarter and 83 cases in the same quarter in 2022. Among the 59 cases, 37 cases were related to road conditions and 21 cases were related to traffic signs and aids.

33. Districts which attracted relatively more complaints about road conditions were Yuen Long (16 cases), Sai Kung (five cases) and Wong Tai Sin (three cases). Districts which attracted relatively more complaints about traffic signs and aids were Tuen Mun (four cases), Eastern, Central & Western, Yuen Long and Kwai Tsing (two cases each).

### **Enforcement**

34. There were 844 complaints about traffic regulations enforcement in this quarter, representing an increase of 8.5% when compared with 778 cases in the previous quarter and a decrease of 19.9% when compared with 1 054 cases in the same quarter in 2022. They were mainly requests for action against illegal parking (563 cases), disobeying traffic signs/schemes (105 cases), jaywalking (53 cases), jumping red light/failing to give way to pedestrians/traffic (44 cases) and prolonged waiting causing obstruction (39 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.

35. Districts which attracted relatively more complaints about illegal

parking were Sha Tin (120<sup>27</sup> cases), Kowloon City (101 cases), Sham Shui Po (49 cases) and Yuen Long (47 cases).

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<sup>27</sup> Among the 120 complaints and suggestions, 92 complaints relating to the same street were received from anonymous complainants. The number of complaints not including these cases is 28.

## **Chapter 2**

## **Major Events and Noteworthy Cases**

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

At the quarterly meeting of the TCU Sub-committee on 4 July 2023, Members discussed –

- (a) Complaints and Suggestions about Real-time Bus Arrival Information of Franchised Bus Services and Green Minibus Services;
  - (b) Complaints and Suggestions about Airport Bus Services;
  - (c) Complaints and Suggestions about Cycling and Electric Mobility Device Matters; and
  - (d) TCU Quarterly Report No. 1 of 2023.
2. Members agreed that the following should be submitted to the Transport Advisory Committee –
- (a) Complaints and Suggestions about Cycling and Electric Mobility Device Matters; and
  - (b) TCU Quarterly Report No. 1 of 2023.

### **Complaint about inadequate service of Citybus airport bus route no. A10**

3. A member of the public complained about the inadequate service of Citybus (CTB) route no. A10 which plies between the airport and Ap Lei Chau. He expressed dissatisfaction that CTB route no. A10 was only operated from 5:30 a.m. to 7:30 a.m (airport bound), and from 4:30 p.m. to 6:30 p.m. (Ap Lei Chau bound). He found it inconvenient and unreasonable for not having a whole-day service. He requested TD to enhance the service level of CTB route no. A10 to cater for the demand of passengers in southern district and Kennedy Town.

4. The case was referred to Transport Department (TD) for consideration. TD advised that in view of the latest forecast of air passenger volume and actual patronages, CTB had temporarily adjusted its airport bus services (including CTB route no. A10). To tie in with the gradual increase in the number of passengers, CTB had strengthened the service of bus route no. A10 with effect from 5 June 2023. The service hours of CTB route no. A10 had been extended to cover periods from 5:30 a.m. to 4:30 p.m. (airport bound), and from 1:20 p.m. to 11:20 p.m. (Ap Lei Chau bound).

5. TD would continue to closely monitor the airport passenger demand and review the service level of CTB route no. A10 with the bus company. Further adjustments on the service frequency level of CTB route no. A10 would be made in due course.

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

#### **Concerns about inadequate parking spaces for commercial vehicles in Wong Tai Sin**

7. Members of the public raised concerns about the inadequacy of parking spaces for commercial vehicles in Wong Tai Sin. They suggested allowing commercial vehicles other than coach buses to park at Wong Tai Sin Public Transport Terminus. They also urged the Transport Department (TD) to provide more parking spaces for commercial vehicles in the area.

8. The case was referred to TD for consideration. TD advised that in recent years, the Government had formulated and had been actively pursuing a host of short-term and medium- to long-term measures to increase parking spaces for commercial vehicles, including (a) designating suitable on-street locations as night-time commercial vehicle parking spaces; (b) stipulating the provision of a minimum number of parking spaces for commercial vehicles in the tenancy agreement of suitable short-term tenancy car parks; (c) requiring new housing developments to increase the type and number of parking spaces in accordance with the standards for provision of parking spaces under the updated Hong Kong

Planning Standards and Guidelines (HKPSG); (d) provision of public parking spaces in suitable “Government, Institution or Community” facilities and public open space projects in line with the principle of “single site, multiple uses”; and (e) requiring suitable new developments to open up certain portion of the ancillary parking spaces and loading/unloading bays for night-time public parking of commercial vehicles.

9. Currently, there were on-street parking spaces for goods vehicles at Ng Fong Street, Luk Hop Street, Tsat Po Street, Pat Tat Street, Sheung Hei Street, Sam Chuk Street and King Fuk Street in San Po Kong and Wong Tai Sin. Apart from this, the loading/unloading bays at Sze Mei Street and Ng Fong Street were also designated for night-time public commercial vehicle parking purpose from 8:00 pm to 7:00 am. In addition, TD was currently studying the provision of night-time commercial parking spaces at other suitable road sections in Wong Tai Sin District.

10. Regarding the suggestion of temporarily allowing other vehicles to park in the coach park at the upper deck of Wong Tai Sin Public Transport Terminus, TD acknowledged the suggestion and would continue to monitor the utilisation arrangement of the car park.

11. TD’s reply was conveyed to the members of the public who raised no further comment.

### **Complaint about traffic congestion at Tuen Mun Road**

12. Members of the public complained about traffic congestion at Tuen Mun Road. A member of the public observed that the road section of Tuen Mun Road from Lam Tei to Tuen Mun Town Plaza had been congested during morning rush hours since the opening of Tuen Mun-Chek Lap Kok Tunnel. He suggested converting the existing traffic lane line of the fast lane of Tuen Mun Road, beginning from Hung Kiu, into double white lines to improve traffic flow. Another member of the public complained that heavy goods vehicles heading towards Tuen Mun Road and Wong Chu Road caused severe traffic congestion at Tuen Fat Road. Buses were stuck at Tuen Fat Road for at least ten minutes

before entering Tuen Mun Road. He suggested designating Tuen Fat Road for use by bus only during morning rush hours. The cases were referred to TD for consideration.

13. TD has been closely monitoring the traffic conditions in Tuen Mun (including Tuen Mun Road) so as to formulate corresponding traffic management measures. In this connection, TD has arranged with Highways Department to convert the existing traffic lane line between slow and middle lanes of Tuen Mun Road (Town Centre Section) southbound near Tuen Mun Fa Yuen to double white line and extend it to the road section outside Waldorf Garden, so as to restrict vehicles on middle lane from cutting into the slow lane at the corresponding road sections. The improvement works were completed on 24 June 2023. According to TD's observations, the improvement works not only help rationalize the traffic flow at Tuen Mun Road (Town Centre Section) southbound, but also facilitate vehicles (including buses) at Tuen Fat Road to enter Tuen Mun Road. For medium-term measures, the Government has planned to implement improvement works at Lung Fu Road and Hoi Wing Road to improve the traffic conditions at Tuen Mun Road (Town Centre Section) and Wong Chu Road by enhancing connectivity and forming alternative routes. To cope with long-term traffic demand, the Government is actively taking forward a number of transport infrastructure projects, including Tuen Mun Bypass, Route 11 (section between Yuen Long and North Lantau), Tsing Yi - Lantau Link and the widening of Yuen Long Highway (section between Lam Tei and Tong Yan San Tsuen). Upon completion of these works, the traffic conditions of Tuen Mun and the connection between Northwest New Territories and the urban areas will be improved.

14. TD has also looked into the complainant's suggestion of designating Tuen Fat Road for use by bus only. Having considered the traffic impact caused to the roads and junctions in the vicinity and to the road users, and with the traffic management measures in place as mentioned in para. 13, the suggestion was not recommended at this stage. TD will continue closely monitoring the traffic conditions of Tuen Mun Road and will review the feasibility of further traffic management measures (including the suggestion) at an appropriate juncture.



15. The complainants raised no further comment after receiving the advice from TD.

## **Complaints and Suggestions about Improper Driving Behaviour of Public Transport Drivers**

### **Background**

On average, around 9.7 million passenger journeys were made every day using the public transport (PT) system in Hong Kong, which includes railways, trams, buses, minibuses, taxis and ferries, in 2022. PT services remain a prime issue among the complaints and suggestions received by TCU. In 2022, 33 395<sup>28</sup> complaints and suggestions about PT services were received, accounting for 84%<sup>28</sup> of the total number of cases (39 684<sup>29</sup>). Among these 33 395<sup>28</sup> cases, improper driving behaviour was one of the major areas of concern with 4 555 cases received in 2022.

2. This article focuses on complaints and suggestions about improper driving behaviour of PT drivers as safety is always a crucial consideration in the operation of PT services.

### **Complaint/Suggestion Statistics**

3. The trend of complaints and suggestions about improper driving behaviour of PT drivers in the past five years is as follows –

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<sup>28</sup> Among the 33 395 complaints and suggestions, a total of 7 116 complaints about frequency and regularity of franchised bus services were received from 13 complainants. The number of complaints not including these cases is 26 279, accounting for 84% of the total number of cases (31 270) (see footnote 29).

<sup>29</sup> Among the 39 684 complaints and suggestions, a total of 7 116 complaints about frequency and regularity of franchised bus services and 1 298 complaints about illegal parking were received from 14 complainants. The number of complaints not including these cases is 31 270.

<b><u>Year</u></b>	<b><u>No. of Complaints/Suggestions</u></b>	<b><u>Difference</u></b>
2018	4 270 (1 925)	-
2019	4 625 (2 324)	+8.3%
2020	3 389 (1 584)	-26.7%
2021	5 086 (2 206)	+50.1%
2022	4 555 (1 881)	-10.4%
2023 (up to 30 June 2023)	2 884	-

(Note: No. of cases received in January - June of previous years are in brackets.)

4. A total of 2 884 complaints and suggestions about improper driving behaviour of PT drivers were received during the period from January to June 2023. This represents an increase of 53.3% when compared with 1 881 cases received in the same period in 2022. A breakdown by transport mode is as follows –

<b><u>Transport Mode</u></b>	<b><u>No. of Complaints/Suggestions</u></b>		<b><u>Difference</u></b>
	<b><u>2022 Jan - Jun</u></b>	<b><u>2023 Jan - Jun</u></b>	
Franchised bus	678	1 130	+452 (+66.7%)
Taxi	715	1 110	+395 (+55.2%)
Green minibus	393	513	+120 (+30.5%)
Red minibus	54	65	+11 (+20.4%)
Non-franchised bus	22	30	+8 (+36.4%)
Mass Transit Railway (including Light Rail)	13	25	+12 (+92.3%)

Tram	4	9	+5 (+125.0%)
Ferry	2	2	- (-)
<b>Total</b>	<b>1 881</b>	<b>2 884</b>	<b>+1 003 (+53.3%)</b>

5. Of these 2 884 cases, the complainants were mostly concerned about the following improper acts –

- (a) slow driving;
- (b) driving speedily;
- (c) picking up/setting down passenger in restricted area/out of line;
- (d) using mobile phone while driving;
- (e) starting before passengers safely alighted/boarded;
- (f) changing lanes abruptly/overtaking on solid line;
- (g) failing to give way to pedestrians/traffic; and
- (h) jerky driving.

A graph showing the trends of the number of cases received concerning the above major improper acts in the past five years (2018 – 2022) is at Annex J. Detailed breakdowns by nature of the improper driving behaviours of PT drivers are at Annexes K(i) and (ii). Breakdowns by transport modes receiving more complaints are shown in Annexes K(iii) – (vi).

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

6. All the complaints received about improper driving behaviour of PT drivers were referred to the respective operators, the Transport Department (TD) or the Police for investigation.

7. If the complainants agree to be witnesses, the cases will be referred to the Police for further investigation. During the period from January to June 2023, 416 out of the 2 884 cases about improper driving behaviour were referred to the Police for consideration of prosecution action. So far,

investigation had been completed on 170 of these cases, the results of which are as follows –

	<u>No. of Cases</u>	<u>Percentage</u>
(a) Summonsed	12	7
(b) Withdrawn by complainants	98	58
(c) Evidence considered insufficient by the Police for further processing	60	35
<b>Total</b>	<b>170</b>	<b>100</b>

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

8. All franchised bus operators have all along been adopting measures to improve their bus captains' driving skills, driving attitude and safety awareness with a view to enhancing bus operation safety. In addition to training for new recruits, all franchised bus operators provide training for in-service bus captains from time to time, including refresher courses, new bus route/type training and remedial training. The operators also issue staff notices and hold regular briefings on safe driving and quality service to their in-service bus captains.

9. To assist safe driving, franchised bus operators have installed/adopted in-vehicle devices/technologies to cap the maximum speed of buses and to enable generation of real-time alerts to bus captains on speeding and exception reports on harsh braking. Further, franchised bus operators use the vehicle operating data captured by the black boxes to monitor bus captains' driving behaviour (such as driving speedily) and facilitate performance management and accident investigation. Bus captains found to have improper driving behaviour or involved in serious traffic accidents would be reminded, coached or even disciplined by the operators. They may also be required to attend additional driving training if necessary.

10. The franchised bus operators continue to arrange their plain-clothed staff to conduct covert checks and on-board monitoring to monitor their bus

captains' driving manner, compliance with traffic signals/signs and service manner. The operators will take follow up disciplinary actions and arrange training for the bus captains concerned if required. TD has also requested all franchised bus operators to further strengthen their internal monitoring systems to monitor bus captains' safe driving and service performance while providing a better working environment for bus captains.

11. Apart from the above, TD and the Police continue to jointly organise Road Safety Seminars for bus captains. During the seminars, bus captains will be briefed by the Police on safe driving skills and behaviour with a view to enhancing their awareness of road safety and promoting good driving behaviour among bus captains.

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

12. TD attaches great importance to enhancing public light bus (PLB) safety, and has adopted a multi-pronged approach in this regard. In the past few years, the Government introduced a number of safety-related legislative and licensing requirements, including the mandatory installation of electronic data recording device, speed display device and speed limiter; installation of handle at the top corner (facing the aisle) of the aisle seats inside the vehicle compartment for newly registered PLBs; the mandatory pre-service course for all applicants of the PLB driving licence; as well as the addition of licensing requirement for newly registered PLB on or after 1 September 2023 to install the Seat Belt Fastening Detection and Alert System.

13. Moreover, TD has been maintaining close communication with the PLB trade through regular trade conferences, publication of PLB Newsletters and PLB Road Safety Seminars, etc., with a view to working together in enhancing the safety of PLBs. TD will continue working with the Police to conduct the PLB Road Safety Seminar regularly, with the emphasis on common improper behaviours and malpractices. Specifically pinpointing cases with the highest complaint figures, TD and the Police will remind the participants of the serious consequences of speeding, changing lanes abruptly and dashing through traffic lights by showing accident videos and court cases in the seminars. TD will

continue to encourage the PLB operators to arrange more frontline drivers to attend the PLB Road Safety Seminars.

14. Besides, TD will also carry out regular and ad-hoc surveys for RMB and GMB services. If drivers' malpractices jeopardising road safety are found, TD will remind the concerned operator/vehicle owner to rectify the situation and refer the case to the Police to consider stepping up the enforcement action on concerned routes. TD will examine the safety-related devices on PLBs in the annual inspection and whenever necessary if TD receives complaints related to safety-related devices or found possible malfunction of these devices. For GMB routes with persistent complaints against improper driving behaviour, TD would conduct interviews with the GMB operators and consider issuing warning letters to them as appropriate. TD would also request the GMB operators to submit their action plans for improvement and closely monitor the progress. GMB operators will also be reminded that these malpractices would possibly have bearing on the mid-term review and the duration of the roll-over period of the concerned passenger service licences.

15. With the various measures for enhancing safety of PLBs under the multi-pronged approach implemented, it is noted that the accident rate of PLB has decreased from 2.83 per million vehicle-kilometres in 2013 to 2.25 per million vehicle-kilometre in 2022. As an on-going task, TD will continue to maintain close communication with the PLB trade to promote safe and proper driving with a view to enhancing the overall service quality.

### ***Taxi Services***

16. TD has been working closely with the taxi trade to remind taxi drivers to drive safely and properly, as well as to enhance service quality. TD revamped and established a new Committee on Taxi Service Quality (CTSQ) in January 2018, which serves as a multi-party platform to discuss strategies and measures to drive changes to enhance the service quality of taxis. Since the establishment of CTSQ, TD has implemented a number of measures to improve taxi service quality, including publishing and updating the "Hong Kong Taxi Service Standard" and "Hong Kong Taxi Service Guidelines", which set out the obligations and conduct of taxi drivers; and Taxi Service Tips for Taxi Drivers

which provides useful information to taxi drivers to handle enquiries from taxi passengers. Meanwhile, TD has enhanced its mechanism for handling complaints relating to taxi service, with a view to taking actions against drivers who are the subjects of repeated complaints in more proactive manner. TD also developed an internal database which assists TD in grasping the overall taxi service quality more effectively, analysing whether there is a rising trend of complaints against individual vehicles or vehicles owned by individual companies, as well as taking appropriate follow-up and targeted actions having regard to the circumstances of individual cases. For those taxi owners and drivers who are being repeatedly complained against, TD would provide their particulars to the Police for appropriate follow-up investigation and enforcement actions. TD would also request the Police to step up enforcement actions at the black spots to combat the offences when necessary.

17. On publicity, TD has launched a series of online training courses for in-service taxi drivers, and an enhanced “Taxi Driver Commendation Scheme” to recognise taxi drivers and taxi service management teams with outstanding service quality so as to enhance the professional image of taxi drivers and operators. Furthermore, TD will continue to publish Taxi Newsletters half-yearly to deliver messages of safe and proper driving and service quality to taxi drivers.

18. Furthermore, to enhance taxi drivers’ awareness of safe driving, TD organized the “Safe Driving and Health Seminar” and “Safe Driving Seminar” for taxi drivers. The Police and academic institutions were invited to disseminate messages on safe driving to the taxi trade. TD will continue to arrange seminar for taxi drivers regularly.

19. Lastly, TD recognises the importance of effective monitoring on drivers’ performance and understands that currently some taxi operators have been running taxi services as fleets and providing various channels for passengers to make suggestions and lodge complaints on taxi services so as to monitor drivers’ performance. In addition, some taxi operators have enhanced pre-service training for drivers, and will issue warning or provide training to in-service drivers who have repeatedly been involved in improper driving behaviour or bad service attitude. TD will continue to encourage more members of the taxi



trade to adopt fleet management and leverage on innovation and technology to improve the operational efficiency and quality of management so as to enhance taxi service quality.

### *Others*

20. TD, in its continuous efforts to enhance driving safety and health awareness of commercial vehicle drivers (i.e. including PT drivers), launches the “Safe Driving and Health Campaign” annually which focuses on five major themes, including “Tobacco-free life”, “maintain a balanced diet”, “wear seat belt properly”, “pay attention to health conditions and avoid fatigue driving” and “stay focused, always pay attention to pedestrians” for the Campaign 2022-23. A wide range of publicity programmes and activities, including radio broadcasts, outreach promotion and a dedicated Facebook and Instagram pages with interactive games and prizes, were delivered in the campaign to promote commercial vehicle drivers’ awareness of safe driving and maintaining good health. In addition, through regular meetings with the transport trades, TD calls on commercial vehicle drivers to keep a safe and courteous driving attitude. Relevant road safety messages have also been publicised in publicity leaflets, transport trades’ newsletters, Road Safety Bulletins and variable message signs on strategic roads. These publicity leaflets, newsletters and Road Safety Bulletins are also available on homepages of TD and Road Safety Council.

21. The Police has always paid close attention to the safety of public service vehicles and the related accidents. The Police will continue to take rigorous enforcement action against unsafe and irresponsible driving behaviour under the Selected Traffic Enforcement Priorities and also to review enforcement strategies from time to time with a view to raising public service vehicles drivers’ awareness of driving safety and reducing traffic accidents.

22. The Police has been rolling out different initiatives to enhance the effectiveness of traffic enforcement. In May 2022, the Police launched the Project “PROVE”, an online platform on Wechat for the public to report non-urgent traffic contraventions (except illegal parking) by uploading relevant videos or photographs. Since the launch of this project, responses were very encouraging.

23. Apart from enforcement actions, the Police will engage with TD and the Road Safety Council (RSC) as well as stakeholders in both public and private sectors in launching various publicity and education activities to raise the safety awareness of road users including drivers of public service vehicles. The Police will also engage the community through publicity and other activities with a view to increasing road users' awareness of road safety and changing their irresponsible behaviour and attitudes that may cause accidents or dangers to other road users.

24. TCU will continue to monitor and follow up with TD and the Police regarding complaints about improper driving behaviour of PT drivers.

**Complaints and Suggestions Received by TCU**

<b><u>Nature of Complaint/Suggestion</u></b> <sup>(1)(2)</sup>	<b><u>Same quarter in 2022 (1.4.22-30.6.22)</u></b>		<b><u>Previous quarter (1.1.23-31.3.23)</u></b>		<b><u>Current quarter (1.4.23-30.6.23)</u></b>	
<b>I. Public Transport Services</b>						
(a) Adequacy of service	1 616	[404]	855	[294]	662	[225]
(b) Standard of service	8 097	[19]	7 572	[10]	8 195	[17]
(c) General	212	[13]	253	[8]	198	[7]
	<b>9 925<sup>(3)</sup></b>	<b>[436]</b> (87%)	<b>8 680<sup>(3)</sup></b>	<b>[312]</b> (88%)	<b>9 055<sup>(3)</sup></b>	<b>[249]</b> (88%)
<b>II. Traffic Conditions</b>						
(a) Traffic congestion	139	[1]	131	[3]	81	[3]
(b) Traffic management	43	[11]	52	[14]	56	[16]
(c) Additional traffic signs and aids	24	[11]	31	[13]	30	[11]
(d) Parking facilities	18	[6]	40	[8]	15	[1]
	<b>224</b>	<b>[29]</b> (2%)	<b>254</b>	<b>[38]</b> (2%)	<b>182</b>	<b>[31]</b> (2%)
<b>III. Road Maintenance</b>						
(a) Road conditions	18		23		37	[1]
(b) Traffic signs and aids	62	[1]	22		21	
(c) Carriageway markings	3		8		1	
	<b>83</b>	<b>[1]</b> (1%)	<b>53</b>	(1%)	<b>59</b>	<b>[1]</b> (1%)
<b>IV. Enforcement</b>						
(a) Illegal parking	731		558	[1]	563	[1]
(b) Other enforcement matters	323	[3]	220		281	
	<b>1 054</b>	<b>[3]</b> (9%)	<b>778</b>	<b>[1]</b> (8%)	<b>844</b>	<b>[1]</b> (8%)
<b>V. Miscellaneous</b>	<b>52</b>	(1%)	<b>33</b>	<b>[1]</b> (1%)	<b>63</b>	<b>[3]</b> (1%)
<b>Total</b>	<b>11 338<sup>(3)</sup></b>	<b>[469]</b> (100%)	<b>9 798<sup>(3)</sup></b>	<b>[352]</b> (100%)	<b>10 203<sup>(3)</sup></b>	<b>[285]</b> (100%)

**Notes :** (1) Figures in square brackets are the number of pure suggestions received in the quarter. The figures have been included in the overall number of cases received. Among the 404, 294 and 225 pure suggestions relating to adequacy of service, 301, 219 and 176 about public transport routeing were received from a member of the public.

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

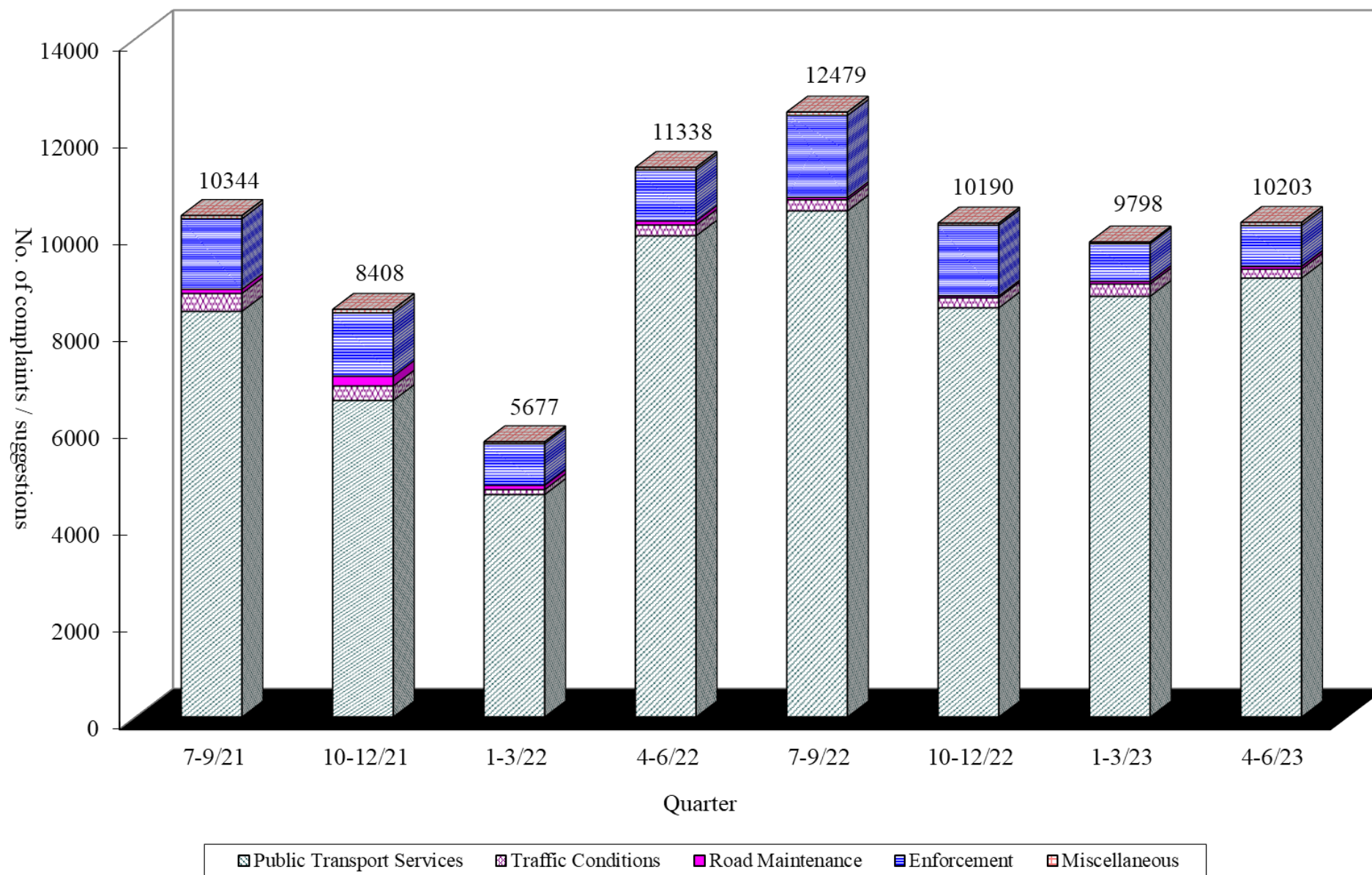
(3) Please refer to paragraphs 2 and 7 of Chapter 1.

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

<b><u>Nature of Complaint/Suggestion</u><sup>(2)(3)</sup></b>	<b><u>Same quarter in 2022 (1.4.22-30.6.22)</u></b>	<b><u>Previous quarter (1.1.23-31.3.23)</u></b>	<b><u>Current quarter (1.4.23-30.6.23)</u></b>
<b>I. Public Transport Services</b>			
(a) Adequacy of service	1 351 [404]	855 [294]	662 [225]
(b) Standard of service	5 331 [19]	6 833 [10]	7 450 [17]
(c) General	212 [13]	253 [8]	198 [7]
	<b>6 894<sup>(4)</sup> [436] (83%)</b>	<b>7 941<sup>(5)</sup> [312] (87%)</b>	<b>8 310<sup>(6)</sup> [249] (87%)</b>
<b>II. Traffic Conditions</b>			
(a) Traffic congestion	139 [1]	131 [3]	81 [3]
(b) Traffic management	43 [11]	52 [14]	56 [16]
(c) Additional traffic signs and aids	24 [11]	31 [13]	30 [11]
(d) Parking facilities	18 [6]	40 [8]	15 [1]
	<b>224 [29] (3%)</b>	<b>254 [38] (3%)</b>	<b>182 [31] (2%)</b>
<b>III. Road Maintenance</b>			
(a) Road conditions	18	23	37 [1]
(b) Traffic signs and aids	62 [1]	22	21
(c) Carriageway markings	3	8	1
	<b>83 [1] (1%)</b>	<b>53 (1%)</b>	<b>59 [1] (1%)</b>
<b>IV. Enforcement</b>			
(a) Illegal parking	731	558 [1]	563 [1]
(b) Other enforcement matters	323 [3]	220	281
	<b>1 054 [3] (12%)</b>	<b>778 [1] (8%)</b>	<b>844 [1] (9%)</b>
<b>V. Miscellaneous</b>	<b>52 (1%)</b>	<b>33 [1] (1%)</b>	<b>63 [3] (1%)</b>
<b>Total</b>	<b>8 307<sup>(4)</sup> [469] (100%)</b>	<b>9 059<sup>(5)</sup> [352] (100%)</b>	<b>9 458<sup>(6)</sup> [285] (100%)</b>

- Notes :**
- (1) The complaints received from individual complainants, who made more than 100 complaints in a quarter, were excluded. The figures concerned were given in relevant footnotes. Please see Annex A(i)(a) with these complaints included.
  - (2) Figures in square brackets are the number of pure suggestions received in the quarter. The figures have been included in the overall number of cases received. Among the 404, 294 and 225 pure suggestions relating to adequacy of service, 301, 219 and 176 about public transport routing were received from a member of the public.
  - (3) Percentage figures in brackets represent the proportion of a category of complaints/suggestions to the total number of cases received in the quarter.
  - (4) A total of 3 031 complaints from nine complainants were excluded.
  - (5) A total of 739 complaints from four complainants were excluded.
  - (6) A total of 745 complaints from three complainants were excluded.

# **Complaints and Suggestions Received by TCU**



**Pure Suggestions Received by TCU  
(April – June 2023)**

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

(I) Public Transport Services	Vehicular Transport			Taxi	Rail Transport	Waterborne Transport	Sub-total
	FB	NFB	PLB				
(a) Adequacy of Service							
(1) Frequency/carrying capacity	8 [1]	-	2	-	1	-	11 [1]
(2) Routeing	184 [171]	2 [2]	3 [3]	-	-	-	189 [176]
(3) Hours of operation	9 [3]	-	-	-	-	-	9 [3]
(4) Provision of stop	11 [2]	1	4	-	-	-	16 [2]
	212 [177]	3 [2]	9 [3]	-	1	-	225 [182]
(b) Standard of Service							
(1) Regularity of service	-	-	1	-	-	-	1
(2) Adherence to routeing	-	-	-	-	-	-	0
(3) Improper driving behaviour	-	-	-	-	-	-	0
(4) Conduct & performance of staff	-	-	-	-	-	-	0
(5) Overcharging	-	-	1	-	-	-	1
(6) Cleanliness	-	-	-	-	-	-	0
(7) Conditions of vehicle/vessel	2	-	-	-	-	-	2
(8) Passenger services & facility	8	1	1	-	3 [1]	-	13 [1]
	10	1	3	-	3 [1]	-	17 [1]
(c) General <sup>(2)</sup>	4 [2]	-	-	2	1	-	7 [2]
<b>Sub-total of (I) this quarter</b>	<b>226 [179]</b>	<b>4 [2]</b>	<b>12 [3]</b>	<b>2</b>	<b>5 [1]</b>	<b>0</b>	<b>249 [185]</b>
Sub-total of (I) previous quarter	292 [233]	0	10 [2]	2	5	3	312 [235]
Sub-total of (I) same quarter in 2022	380 [311]	2 [2]	35 [8]	4	8 [2]	1	436 [326]
<b>(II) Traffic Conditions</b>							
(a) Traffic Congestion							3
(b) Traffic Management							16
(c) Additional Traffic Signs & Aids							11
(d) Parking Facilities							1
<b>Sub-total of (II) this quarter</b>							<b>31</b>
Sub-total of (II) previous quarter							38
Sub-total of (II) same quarter in 2022							29 [1]
<b>(III) Road Maintenance</b>							<b>1</b>
<b>(IV) Enforcement</b>							<b>1</b>
<b>(V) Miscellaneous<sup>(3)</sup></b>							<b>3</b>
<b>Total this quarter</b>							<b>285 [185]</b>
Total previous quarter							352 [235]
Total same quarter in 2022							469 [327]

**Legend**

FB - Franchised Buses

NFB - Non-franchised Buses

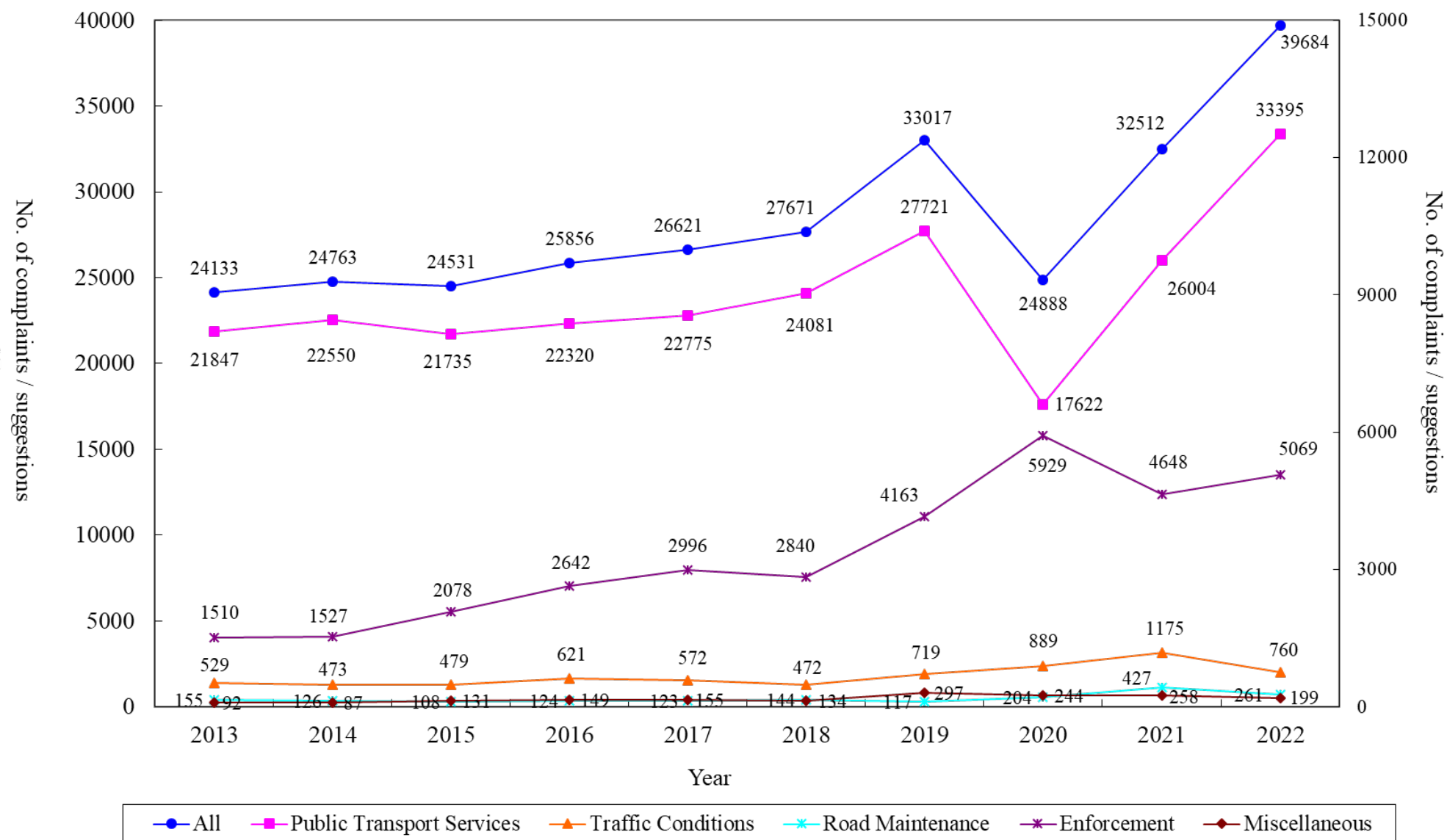
PLB - Public Light Buses

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

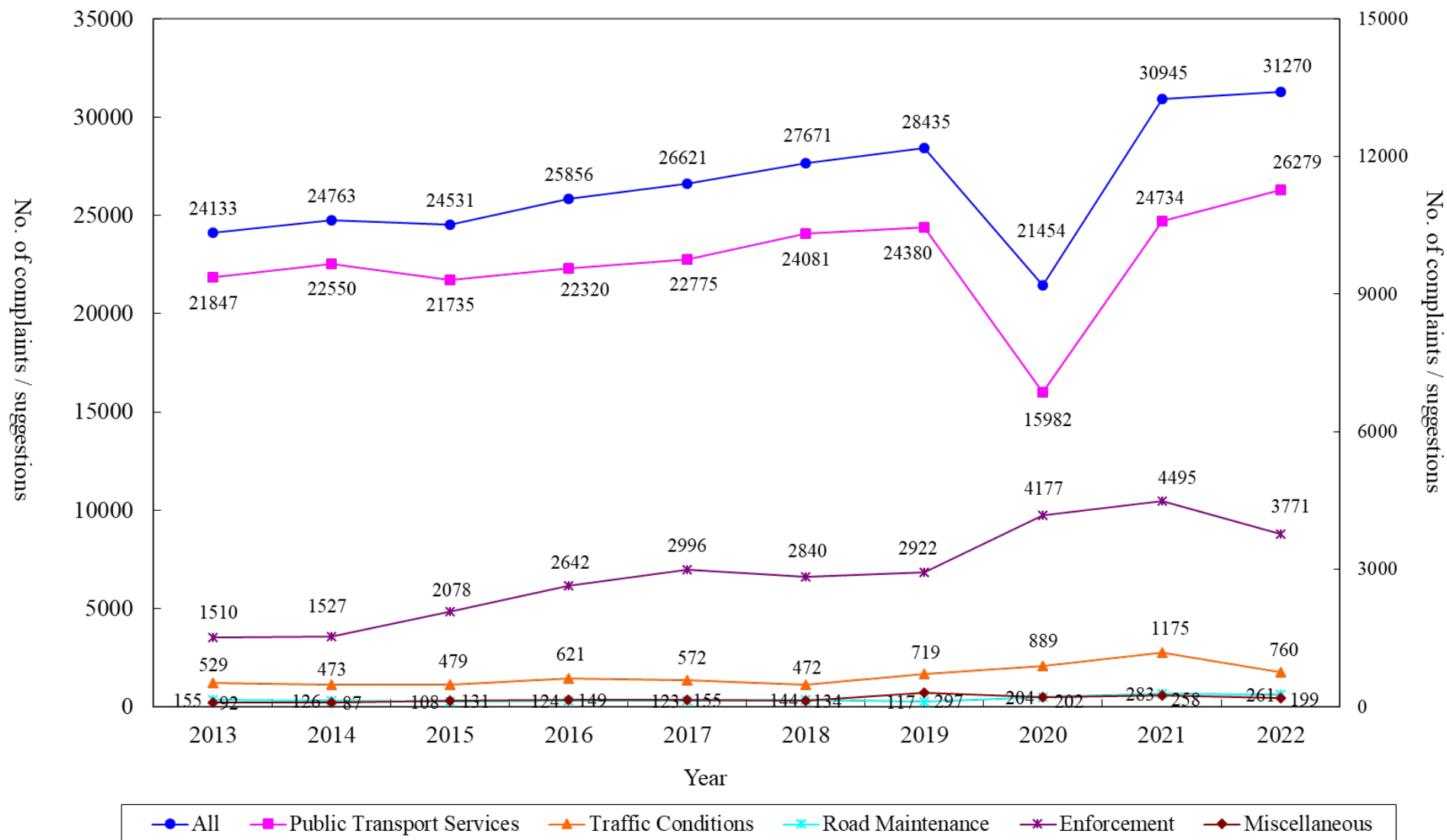
(2) These are mainly related to section fares and taxi stands.

(3) These are mainly related to pavements and cycle tracks

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



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

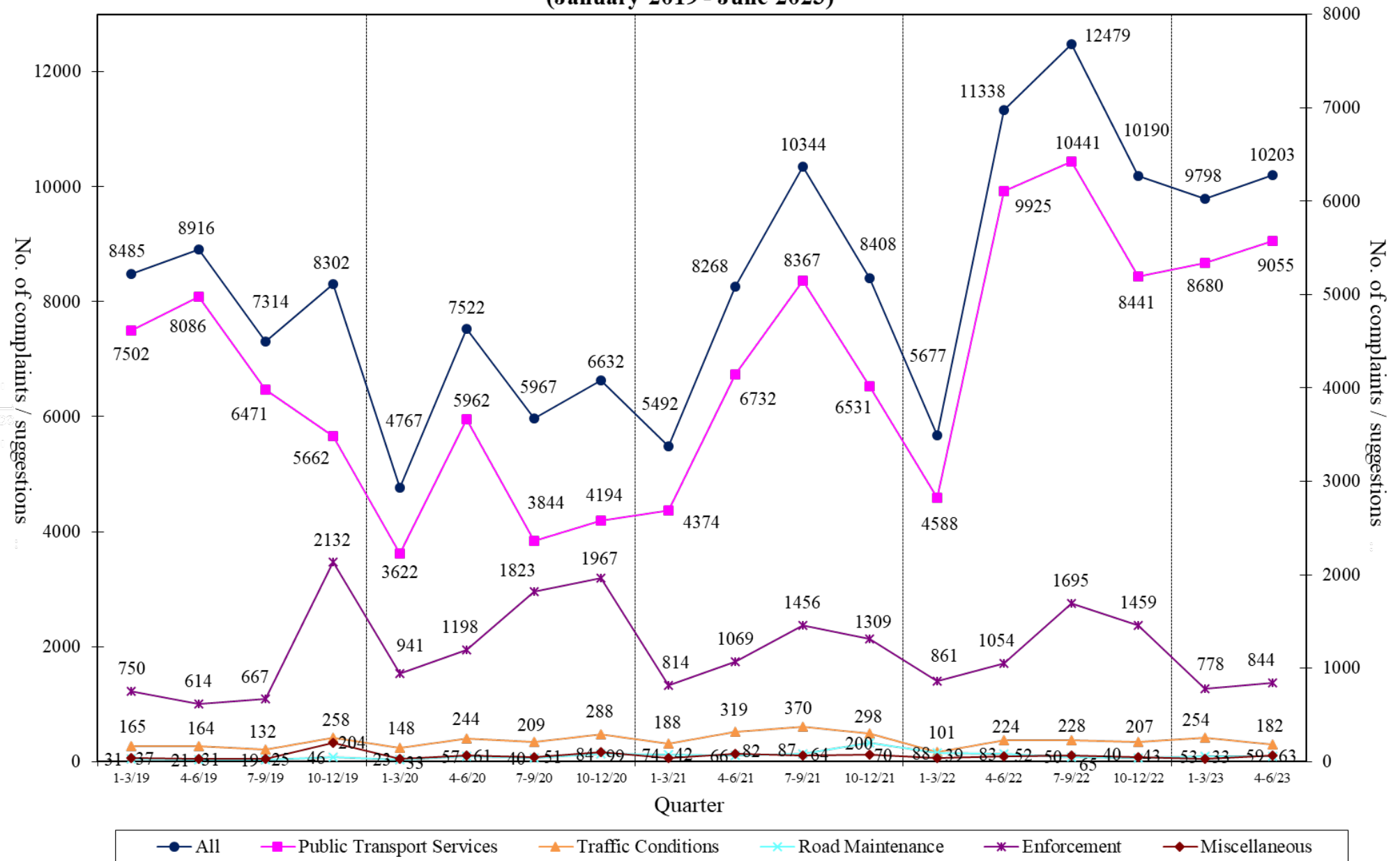


Note : (1) The complaints received from individual complainants, who made more than 100 complaints in a quarter, were excluded. Please see Annex B(i)(a) with these complaints included.



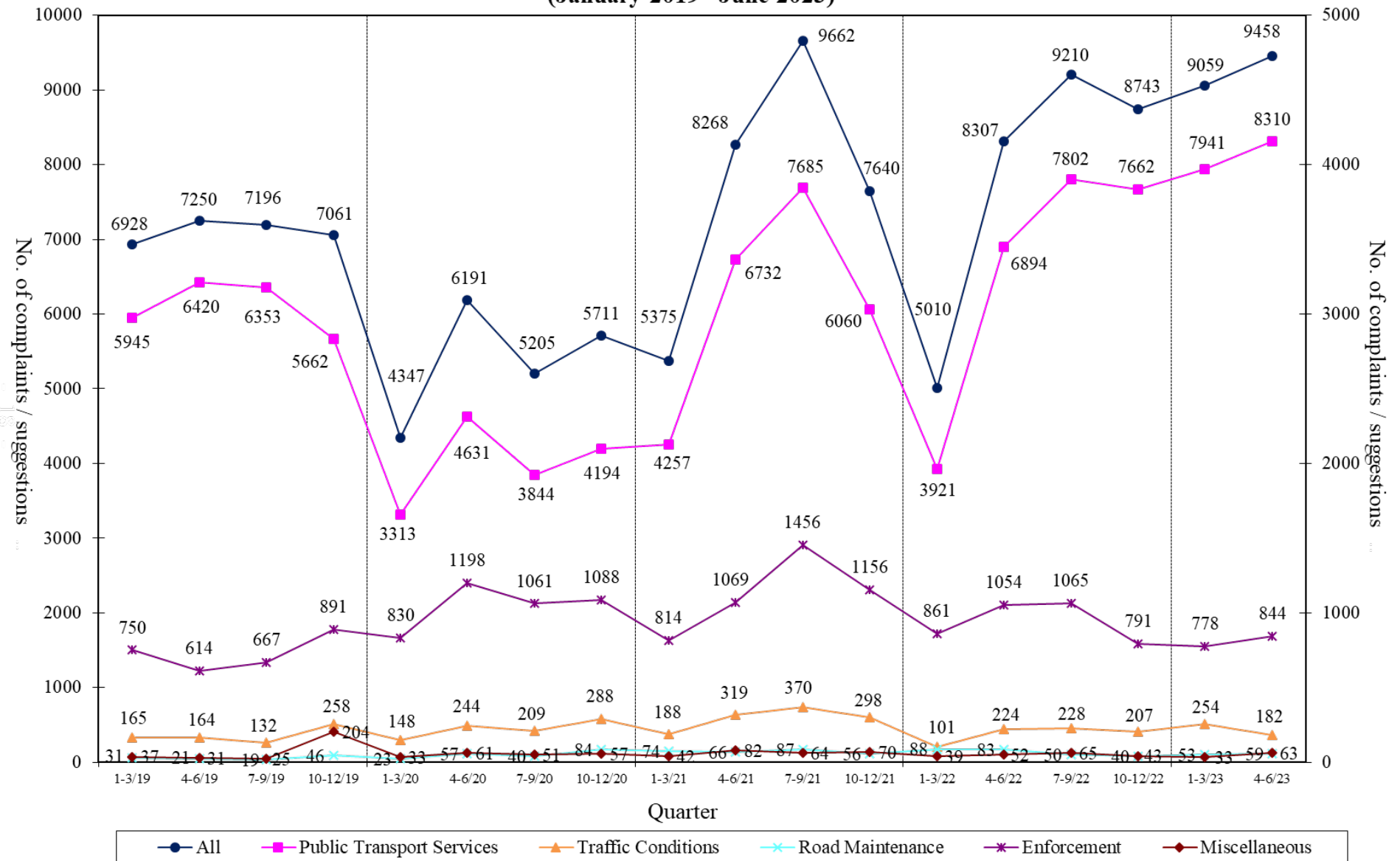
**Trends of Complaints and Suggestions Received by TCU  
(January 2019 - June 2023)**

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



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

**Annex B(ii)(b)**



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

**Summary of Results of Investigations into Complaints and Suggestions**  
**(April – June 2023)**

Outcome of Investigation  Nature of Complaint/ Suggestion	A1	A2	B	C	Total
<b>I. Public Transport Services</b>					
(a) Adequacy of service	21	789	3	1	814
(b) Standard of service	1 316	5 770	33	1 517	8 636
(c) General	38	218	3	4	263
	<b>1 375</b>	<b>6 777</b>	<b>39</b>	<b>1 522</b>	<b>9 713</b>
<b>II. Traffic Conditions</b>					
(a) Traffic congestion	26	86	-	-	112
(b) Traffic management	5	38	1	-	44
(c) Additional traffic signs/aids	-	29	1	-	30
(d) Parking facilities	3	31	1	-	35
	<b>34</b>	<b>184</b>	<b>3</b>	<b>-</b>	<b>221</b>
<b>III. Road Maintenance</b>					
(a) Road conditions	10	19	-	-	29
(b) Traffic signs and aids	8	14	2	-	24
(c) Carriageway markings	-	3	-	-	3
	<b>18</b>	<b>36</b>	<b>2</b>	<b>-</b>	<b>56</b>
<b>IV. Enforcement</b>					
(a) Illegal parking	341	220	-	4	565
(b) Other enforcement matters	13	206	-	67	286
	<b>354</b>	<b>426</b>	<b>-</b>	<b>71</b>	<b>851</b>
<b>V. Miscellaneous</b>	<b>4</b>	<b>39</b>	<b>-</b>	<b>-</b>	<b>43</b>
<b>Total</b>	<b>1 785</b> <b>(16%)</b>	<b>7 462</b> <b>(68%)</b>	<b>44</b> <b>(1%)</b>	<b>1 593</b> <b>(15%)</b>	<b>10 884</b> <b>(100%)</b>
	<b>9 247</b> <b>(84%)</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  
(April – June 2023)**

<div>Outcome of Investigation</div> <div>Mode of Transport</div>	A1	A2	B	C	Total
The Kowloon Motor Bus Company (1933) Limited	102	3 546	3	13	3 664
Citybus Limited (Franchise 1)	95	424	1	2	522
Citybus Limited (Franchise 2)	52	90	4	-	146
New World First Bus Services Limited	85	133	-	2	220
New Lantao Bus Company (1973) Limited	22	52	-	-	74
Long Win Bus Company Limited	42	97	-	-	139
Cross-harbour Bus Services	102	468	-	2	572
Non-franchised Bus Services	39	93	-	-	132
Green Minibus	680	775	-	13	1 468
Red Minibus	91	5	2	3	101
Taxi	4	939	25	1 486	2 454
MTR Corporation Limited (Excluding Light Rail)	41	112	1	-	154
MTR Corporation Limited (Light Rail)	7	18	-	-	25
The Hongkong Tramways Limited	8	5	1	-	14
Sun Ferry Services Company Limited	2	11	1	-	14
The “Star” Ferry Company Limited	-	1	-	-	1
Minor Ferries	3	8	1	1	13
Total	1 375 (14%)	6 777 (70%)	39 (1%)	1 522 (15%)	9 713 (100%)
	8 152 (84%)				

**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 2023)**

**I. Public Transport Services**

- Introduce a new Citybus (CTB) route no. 22D between Kai Tak Station (Muk On Street) and Shing Fung Road to meet the demand of passengers.
- Add a bus stop at To Kwa Wan Road between Kwei Chow Street and Lok Shan Road for CTB route no. A25 (Airport bound) to meet the demand of passengers.
- Add a bus stop at Concorde Road near Kowloon East Regional Police Headquarters for Kowloon Motor Bus routes nos. 5A and 24 (both bounds) and CTB route no. 20A (both bounds) to meet the demand of passengers.

**II. Traffic Management**

***Hong Kong***

- Add “Slow” road markings at Aberdeen Reservoir Road to remind motorists to drive carefully at the downhill section.
- Narrow the carriageway of Tsoi Tak Street near Sing Woo Road to facilitate pedestrians crossing the street.

***Kowloon***

- Erect a non-illuminated retro-reflective traffic bollard on the road divider near 792 Cheung Sha Wan Road to enhance road safety.
- Increase the vehicular green time of a traffic light for turning from Mody Road westbound onto Chatham Road South at night from Mondays to Saturdays to improve traffic flow.

- Increase the pedestrian green time of a traffic light at Fu Ning Street at its junction with Argyle Street to facilitate pedestrians crossing the road.

### *New Territories*

- Increase the pedestrian green time of traffic lights at the junction of Plover Cove Road and Tung Cheong Street to facilitate pedestrians crossing the roads.
- Add a “Bus Lane” road marking at the rightmost lane of Ping Ha Road southbound near Tsui Sing Road to better guide motorists.
- Convert the middle lane of Hoi Hing Road southbound at its junction with Hoi On Road from “Ahead Only” to “Ahead or Turn right” to improve traffic flow.

## Complaints and Suggestions on Public Transport Services

(April – June 2023)

Mode Nature of Complaint/Suggestion	Vehicular Transport											Rail Transport			Waterborne Transport			Total/ Sub-total
	Franchised Buses							NFBS	GMB	RMB	Taxi	MTR (Non-LR)	MTR (LR)	HT	SFS	SF	MF	
	KMB	CTB1	CTB2	NWFB	NLB	LWB	XHT											
(A) Adequacy of Service																		
(1) Frequency/carrying capacity	110	20	26	9	21	18	20	9	114	-	-	20	5	-	-	-	2	374
(2) Routeing	114	28	16	14	4	15	30	3	4	-	-	-	-	-	-	-	-	228
(3) Hours of operation	4	5	7	2	-	-	2	2	2	-	-	-	-	-	-	-	-	24
(4) Provision of stops	10	5	3	1	-	4	4	4	5	-	-	-	-	-	-	-	-	36
Sub-total	238	58	52	26	25	37	56	18	125	-	-	20	5	-	-	-	2	662
(B) Standard of Service																		
(1) Regularity of service	1553	113	51	136	20	52	140	54	602	-	-	10	2	1	3	-	8	2745
(2) Adherence to routing	8	3	-	1	1	-	9	5	57	-	528	2	-	-	-	-	-	614
(3) Improper driving behavior	372	55	26	42	5	31	88	10	257	28	569	6	4	5	-	-	-	1498
(4) Conduct & performance of staff (including drivers)	227	46	29	56	7	24	104	15	465	21	1291	22	3	2	1	-	1	2314
(5) Overcharging	6	-	-	1	2	-	3	1	64	8	383 *	1	-	-	1	-	-	470
(6) Cleanliness	11	1	1	3	1	2	4	-	17	2	6	3	-	1	-	-	-	52
(7) Conditions of vehicles/vessels	17	1	2	3	3	1	7	10	20	2	3	2	-	3	1	-	2	77
(8) Passenger services & facilities	163	20	8	10	9	19	48	20	53	2	7	52	6	-	3	-	5	425
Sub-total	2357	239	117	252	48	129	403	115	1535	63	2787	98	15	12	9	-	16	8195
(C) General	44	12	1	5	1	4	9	10	28	17	60	4	2	-	1	-	-	198
Total this quarter	2639	309	170	283	74	170	468	143	1688	80	2847	122	22	12	10	-	18	9055
Grand-total	(4113)							(4758)				(156)			(28)			
Total previous quarter	2598	698	135	229	66	127	444	137	1471	93	2476	138	33	13	13	1	8	8680
Total same quarter in 2022	3401	779	60	1291	30	77	676	85	1369	100	1846	155	24	4	9	2	17	9925

Legend

KMB	The Kowloon Motor Bus Company (1933) Limited
CTB1	Citybus Limited (Franchise 1)
CTB2	Citybus Limited (Franchise 2)
NWFB	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 Public Transport Services (April – June 2023)

<div><div>Mode</div><div>Nature of Complaint/Suggestion</div></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	CTB1	CTB2	NWFB	NLB	LWB	XHT											
(A) Adequacy of Service																		
(1) Frequency/carrying capacity	110	20	26	9	21	18	20	9	114	-	-	20	5	-	-	-	2	374
(2) Routeing	114	28	16	14	4	15	30	3	4	-	-	-	-	-	-	-	-	228
(3) Hours of operation	4	5	7	2	-	-	2	2	2	-	-	-	-	-	-	-	-	24
(4) Provision of stops	10	5	3	1	-	4	4	4	5	-	-	-	-	-	-	-	-	36
Sub-total	238	58	52	26	25	37	56	18	125	-	-	20	5	-	-	-	2	662
(B) Standard of Service																		
(1) Regularity of service	842	113	49	124	20	43	131	52	602	-	-	10	2	1	3	-	8	2000
(2) Adherence to routeing	8	3	-	1	1	-	9	5	57	-	528	2	-	-	-	-	-	614
(3) Improper driving behavior	372	55	26	42	5	31	88	10	257	28	569	6	4	5	-	-	-	1498
(4) Conduct & performance of staff (including drivers)	227	46	29	56	7	24	104	15	465	21	1291	22	3	2	1	-	1	2314
(5) Overcharging	6	-	-	1	2	-	3	1	64	8	383 *	1	-	-	1	-	-	470
(6) Cleanliness	11	1	1	3	1	2	4	-	17	2	6	3	-	1	-	-	-	52
(7) Conditions of vehicles/vessels	17	1	2	3	3	1	7	10	20	2	3	2	-	3	1	-	2	77
(8) Passenger services & facilities	163	20	8	10	9	19	48	20	53	2	7	52	6	-	3	-	5	425
Sub-total	1646	239	115	240	48	120	394	113	1535	63	2787	98	15	12	9	-	16	7450
(C) General	44	12	1	5	1	4	9	10	28	17	60	4	2	-	1	-	-	198
Total this quarter	1928 <sup>(1)</sup>	309	168 <sup>(1)</sup>	271 <sup>(1)</sup>	74	161 <sup>(1)</sup>	459 <sup>(1)</sup>	141 <sup>(1)</sup>	1688	80	2847	122	22	12	10	-	18	8310
Grand-total	(3370)							(4756)				(156)			(28)			
Total previous quarter	1964 <sup>(2)</sup>	593 <sup>(2)</sup>	135	229	66	127	444	137	1471	93	2476	138	33	13	13	1	8	7941
Total same quarter in 2022	1603 <sup>(3)</sup>	449 <sup>(3)</sup>	60	499 <sup>(3)</sup>	30	77	565 <sup>(3)</sup>	85	1369	100	1846	155	24	4	9	2	17	6894

**Legend**

KMB	The Kowloon Motor Bus Company (1933) Limited
CTB1	Citybus Limited (Franchise 1)
CTB2	Citybus Limited (Franchise 2)
NWFB	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

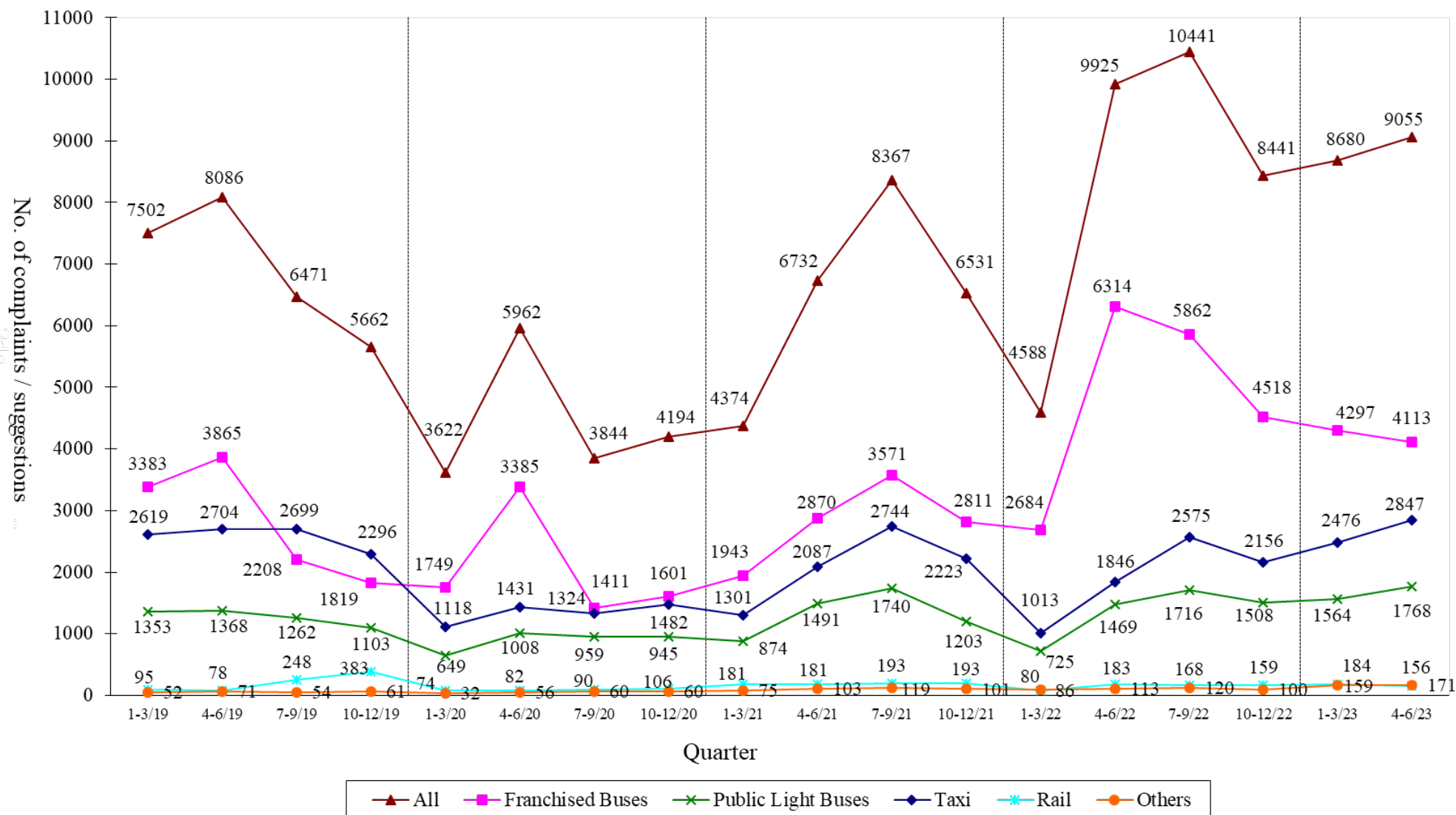
Notes : (1) A total of 745 complaints (711 about KMB, two about CTB2, 12 about NWFB, nine about LWB, nine about XHT and two about NFBS) received from three complainants during the quarter were excluded. Please see [Annex E\(i\)\(a\)](#) with these complaints included.

(2) A total of 739 complaints (634 about KMB and 105 about CTB1) received from four complainants in the previous quarter were excluded. Please see [Annex E\(i\)\(a\)](#) with these complaints included.

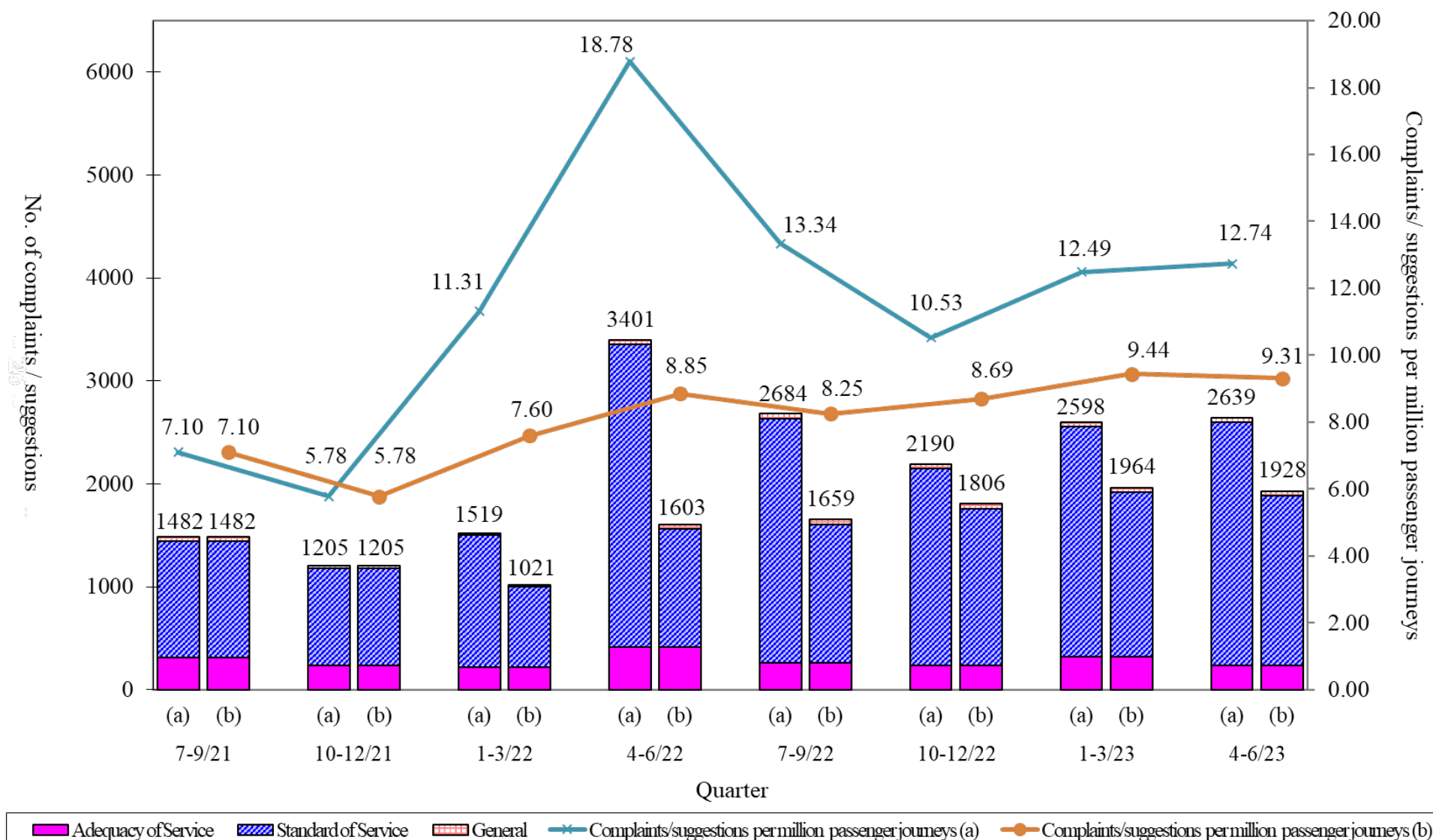
(3) A total of 3 031 complaints (1 798 about KMB, 330 about CTB1, 792 about NWFB and 111 about XHT) received from nine complainants in the same quarter in 2022 were excluded. Please see [Annex E\(i\)\(a\)](#) with these complaints included.



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



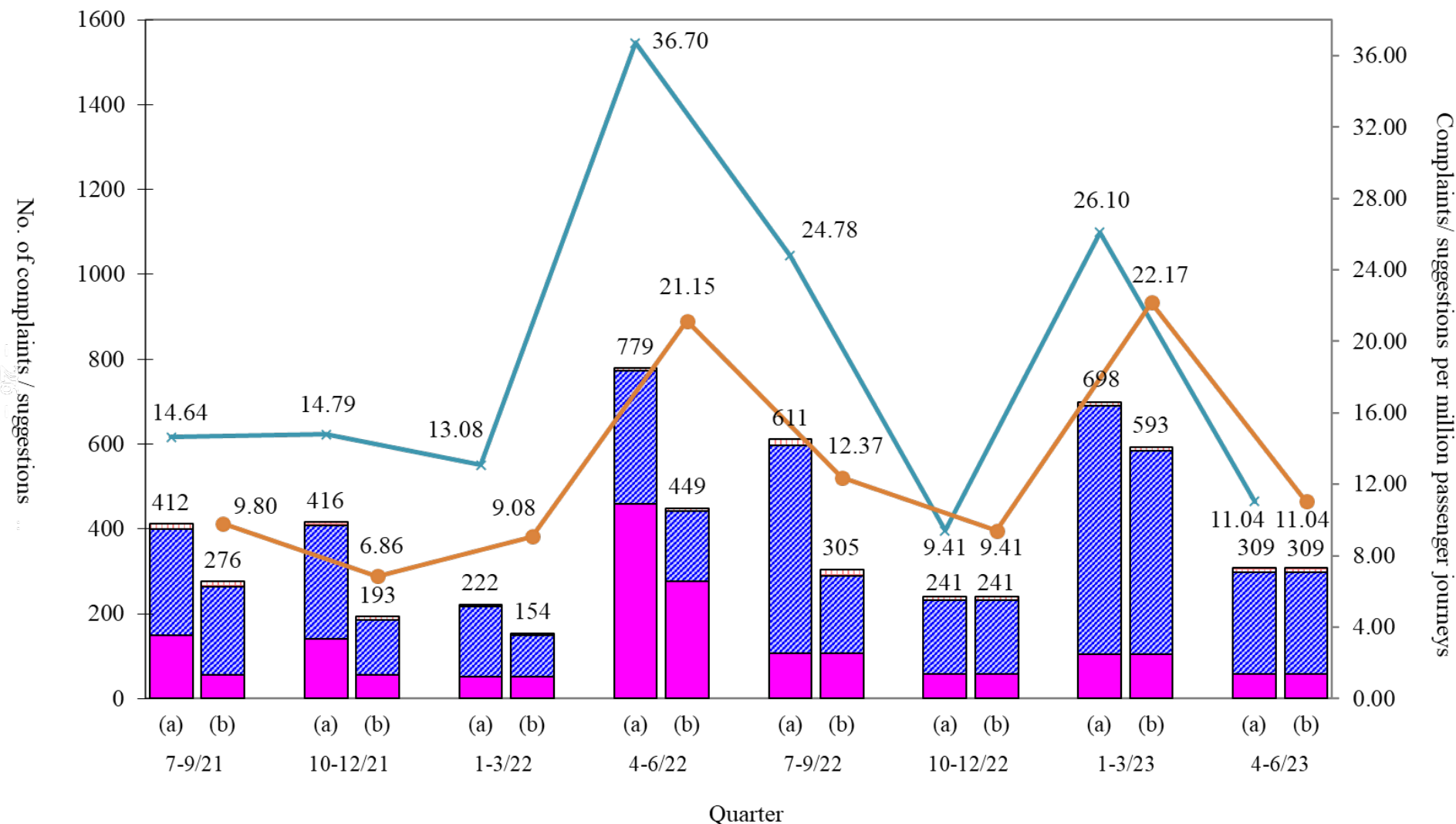
### Complaints and Suggestions on the Services of Kowloon Motor Bus Company (1933) Limited in the Past Eight Quarters



Notes : (a) Complaints received from all complainants.

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

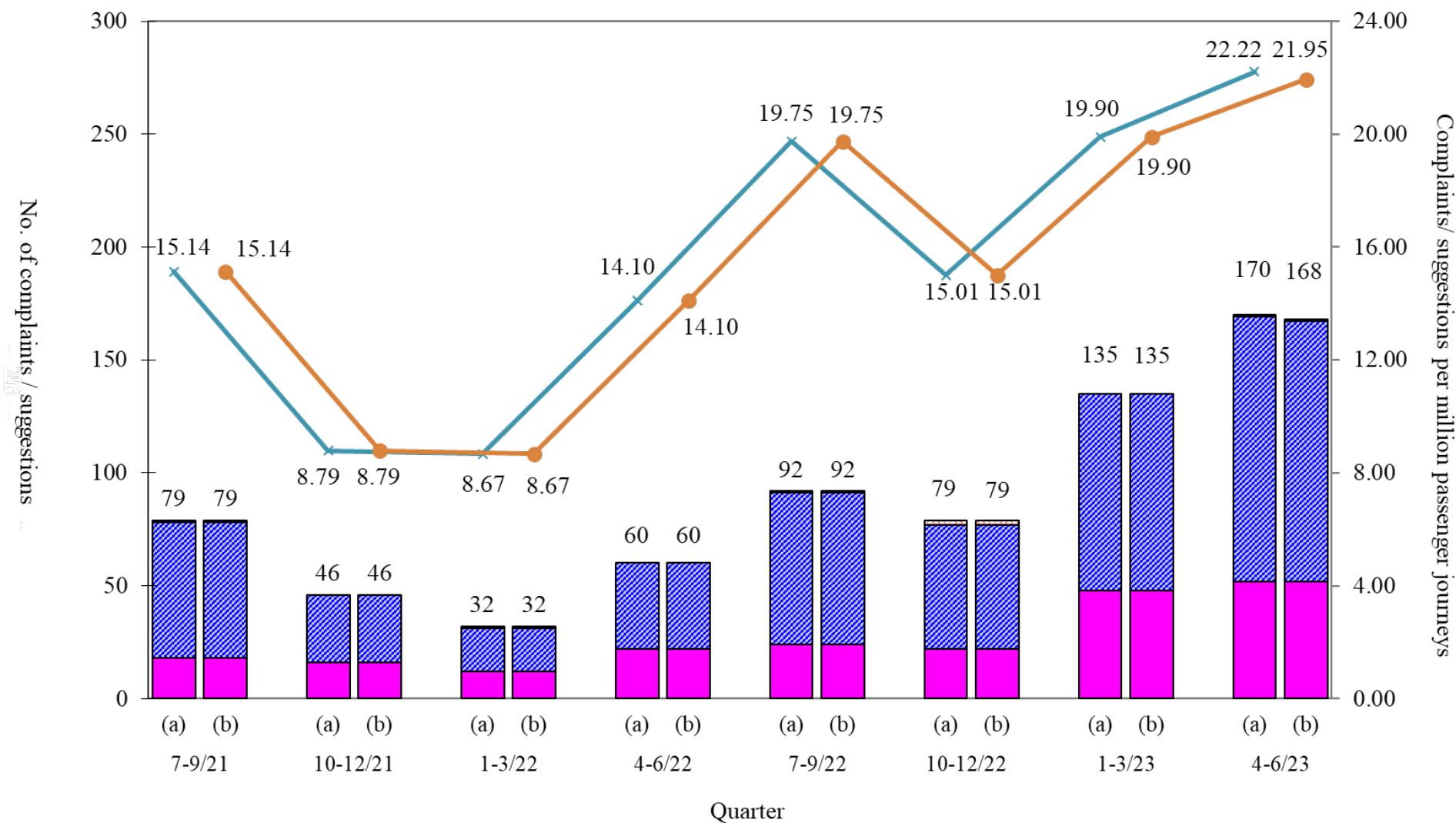
# Complaints and Suggestions on the Services of Citybus Limited (Franchise 1) in the Past Eight Quarters



Notes : (a) Complaints received from all complainants.

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

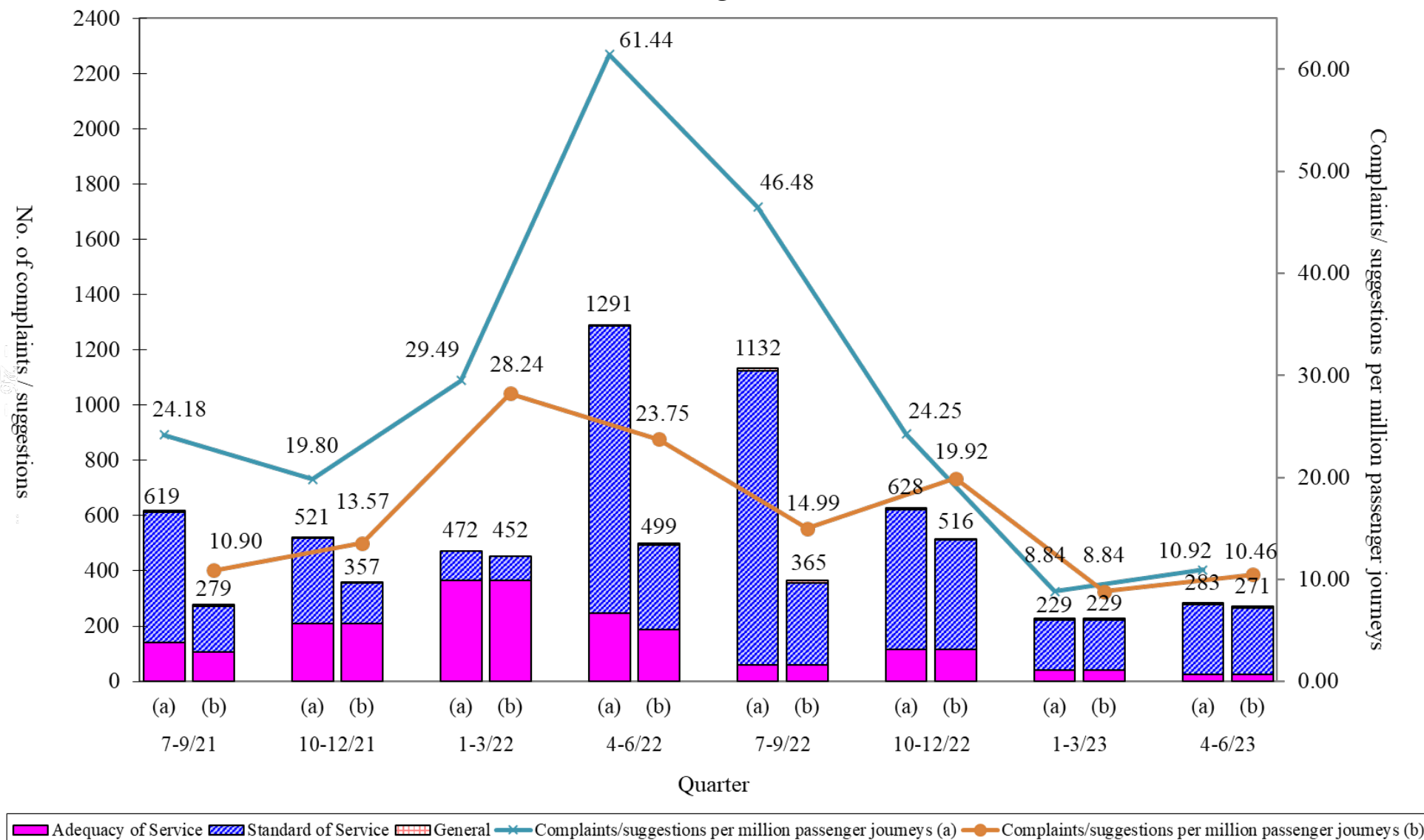
### Complaints and Suggestions on the Services of Citybus Limited (Franchise 2) in the Past Eight Quarters



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.

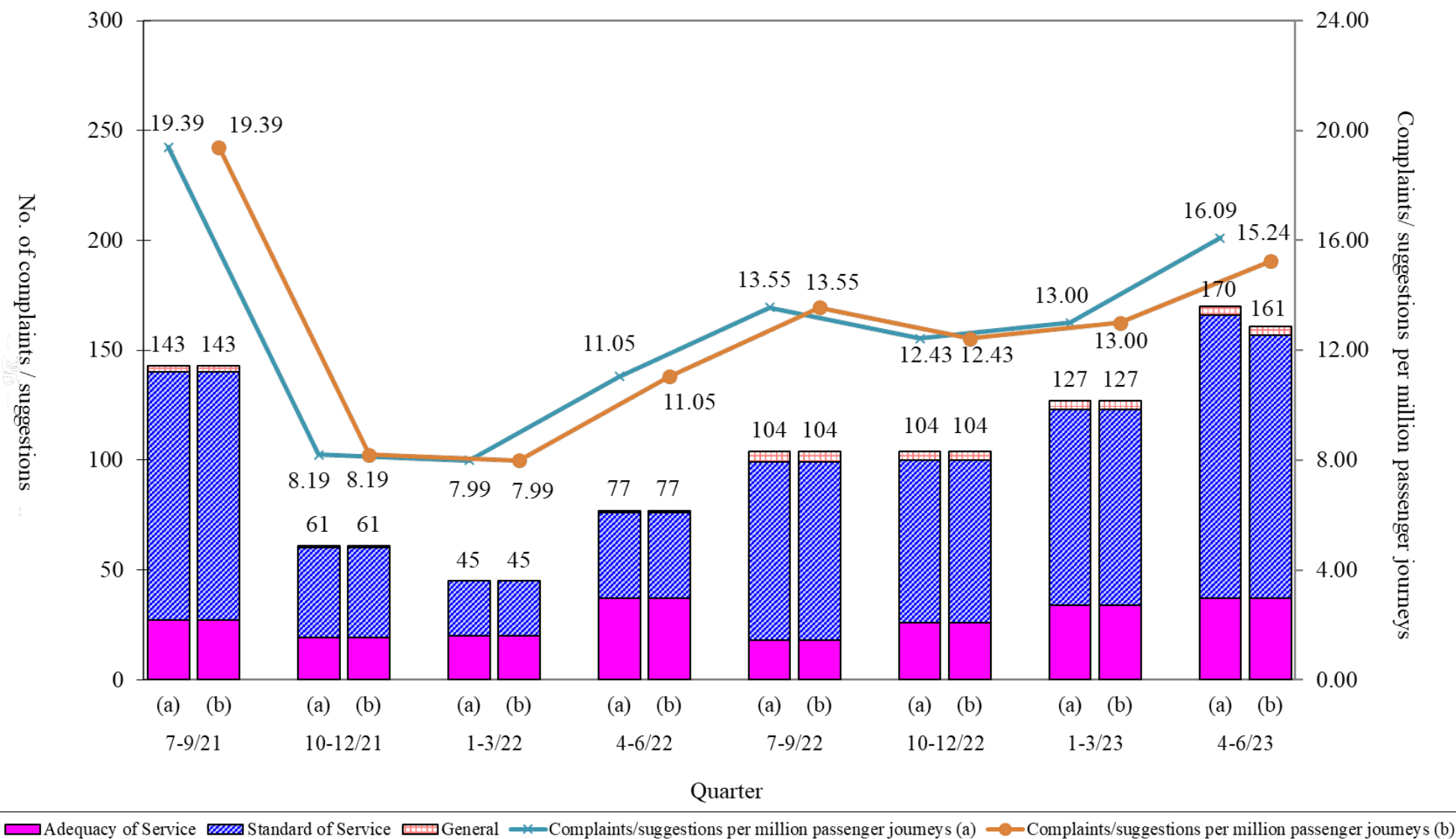
# Complaints and Suggestions on the Services of New World First Bus Services Limited in the Past Eight Quarters



Notes : (a) Complaints received from all complainants.

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

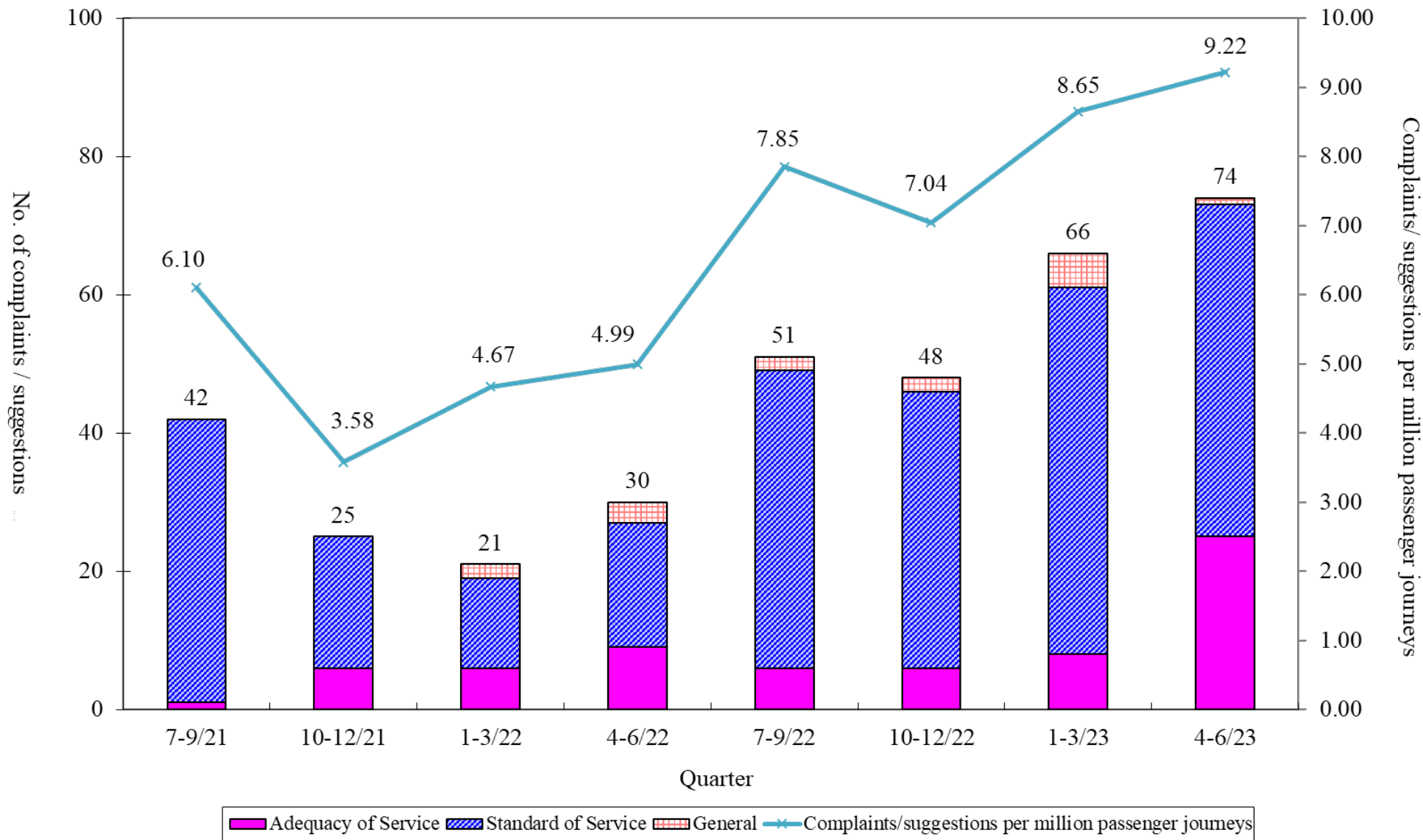
### Complaints and Suggestions on the Services of Long Win Bus Company Limited in the Past Eight Quarters



Notes : (a) Complaints received from all complainants.

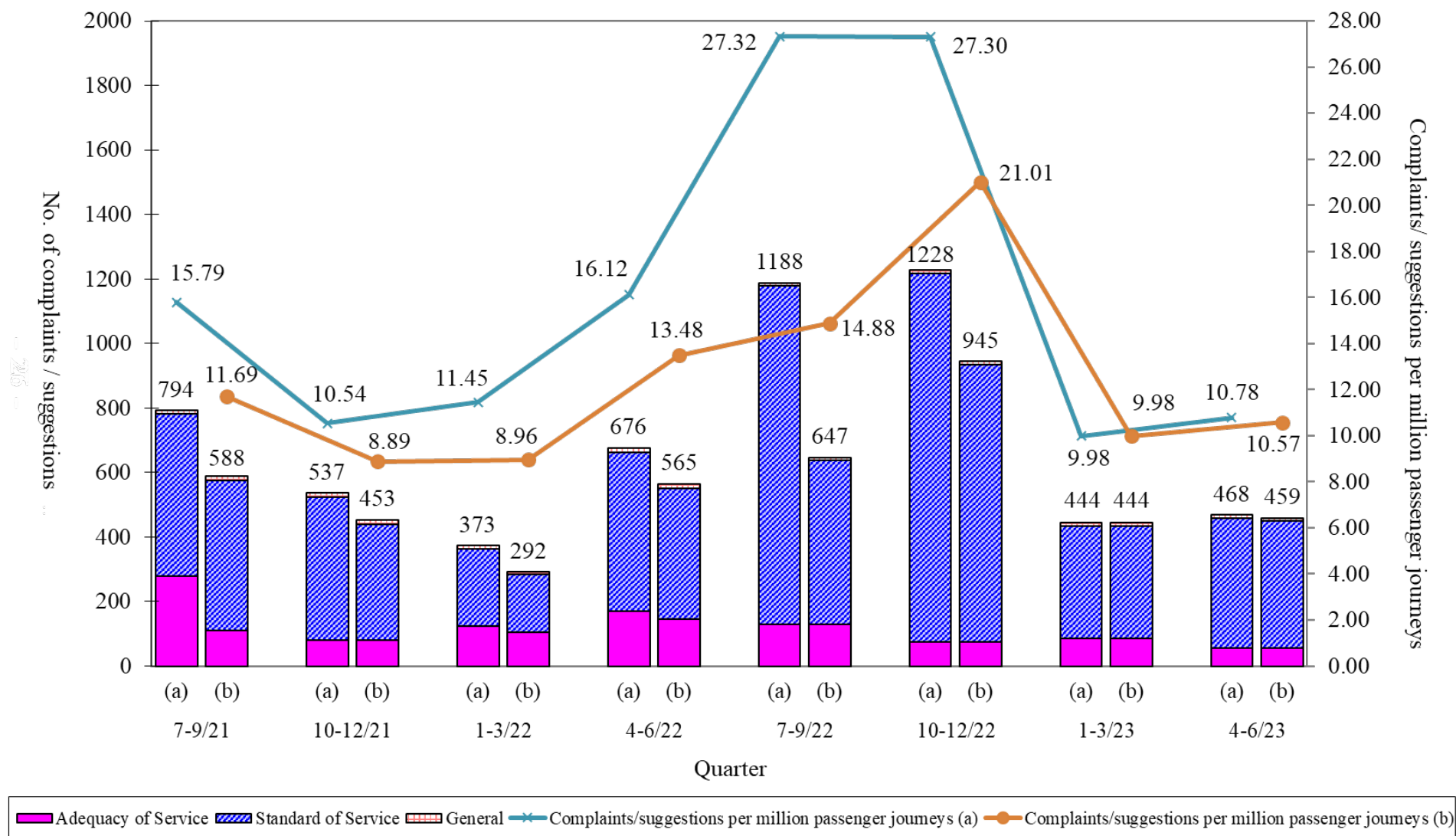
(b) The complaints received from individual complainants, who made more than 100 complaints in a quarter, were excluded.

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.



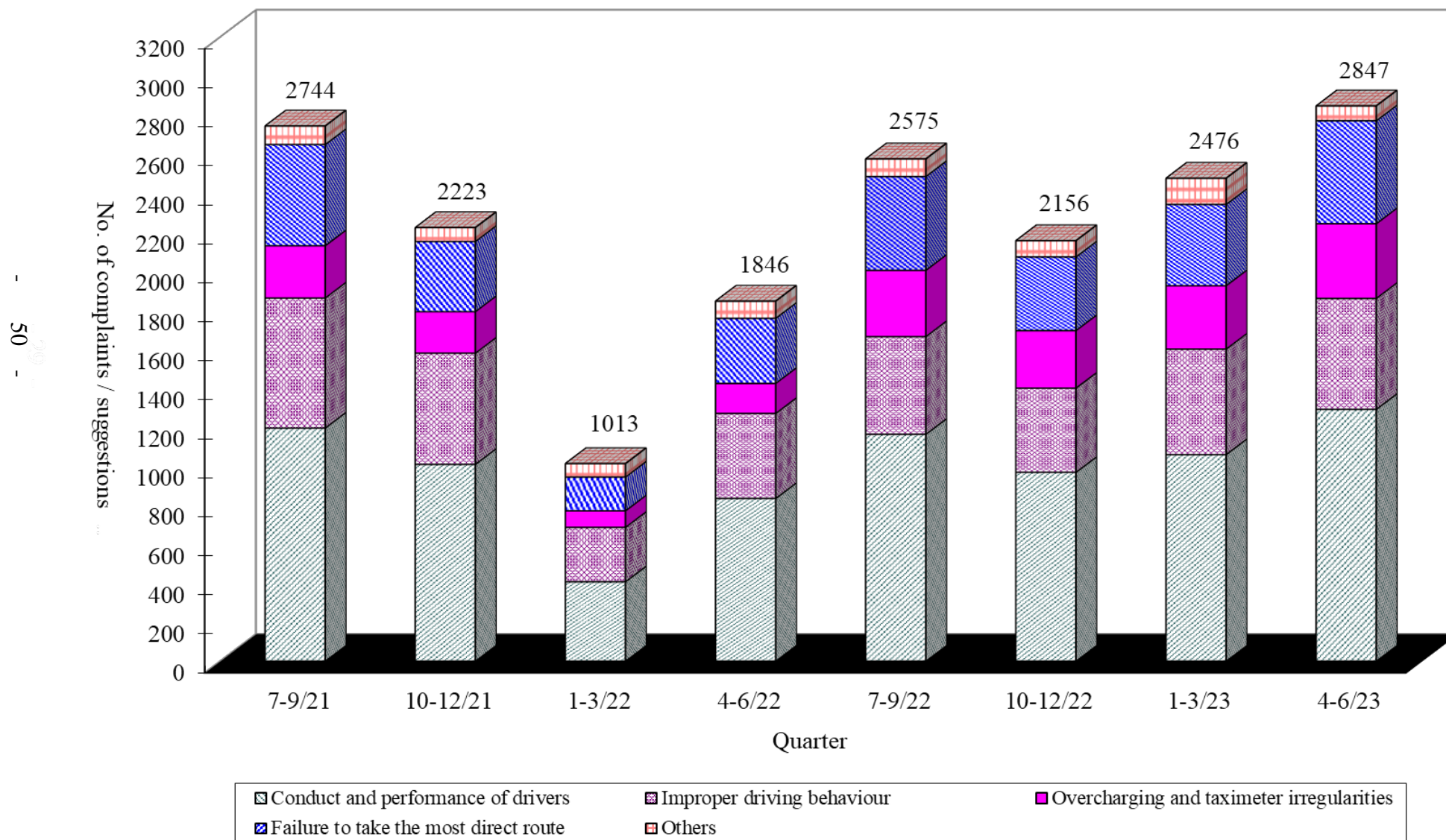
**Breakdown of Complaints and Suggestions on Franchised Bus Services**  
**(April – June 2023)**

<b><u>Bus Company</u></b>	<b><u>Number of complaints/ suggestions<sup>(2)</sup></u></b>	<b><u>Number of complaints/ suggestions per million passenger journeys</u></b>
The Kowloon Motor Bus Company (1933) Limited (KMB)	2 639 (1 928)	12.74 (9.31)
Citybus Limited (Franchise 1) (CTB1)	309	11.04
Citybus Limited (Franchise 2) (CTB2)	170 (168)	22.22 (21.95)
New World First Bus Services Limited (NWFB)	283 (271)	10.92 (10.46)
New Lantao Bus Company (1973) Limited (NLB)	74	9.22
Long Win Bus Company Limited (LWB)	170 (161)	16.09 (15.24)
Cross-harbour Bus Services <sup>(1)</sup> (XHT)	468 (459)	10.78 (10.57)
<b>Total</b>	<b>4 113 (3 370)</b>	<b>12.44 (10.19)</b>

**Notes :** (1) Complaints and suggestions on XHT cannot be further broken down by bus company as the services are jointly operated by KMB, CTB1, and NWFB.

(2) A total of 743 complaints (711 about KMB, two about CTB2, 12 about NWFB, nine about LWB and nine about XHT) were received from three complainants. The figures not including these cases are in brackets.

### Complaints and Suggestions on Taxi Services in the Past Eight Quarters



**Breakdown of Complaints and Suggestions on Taxi Services**

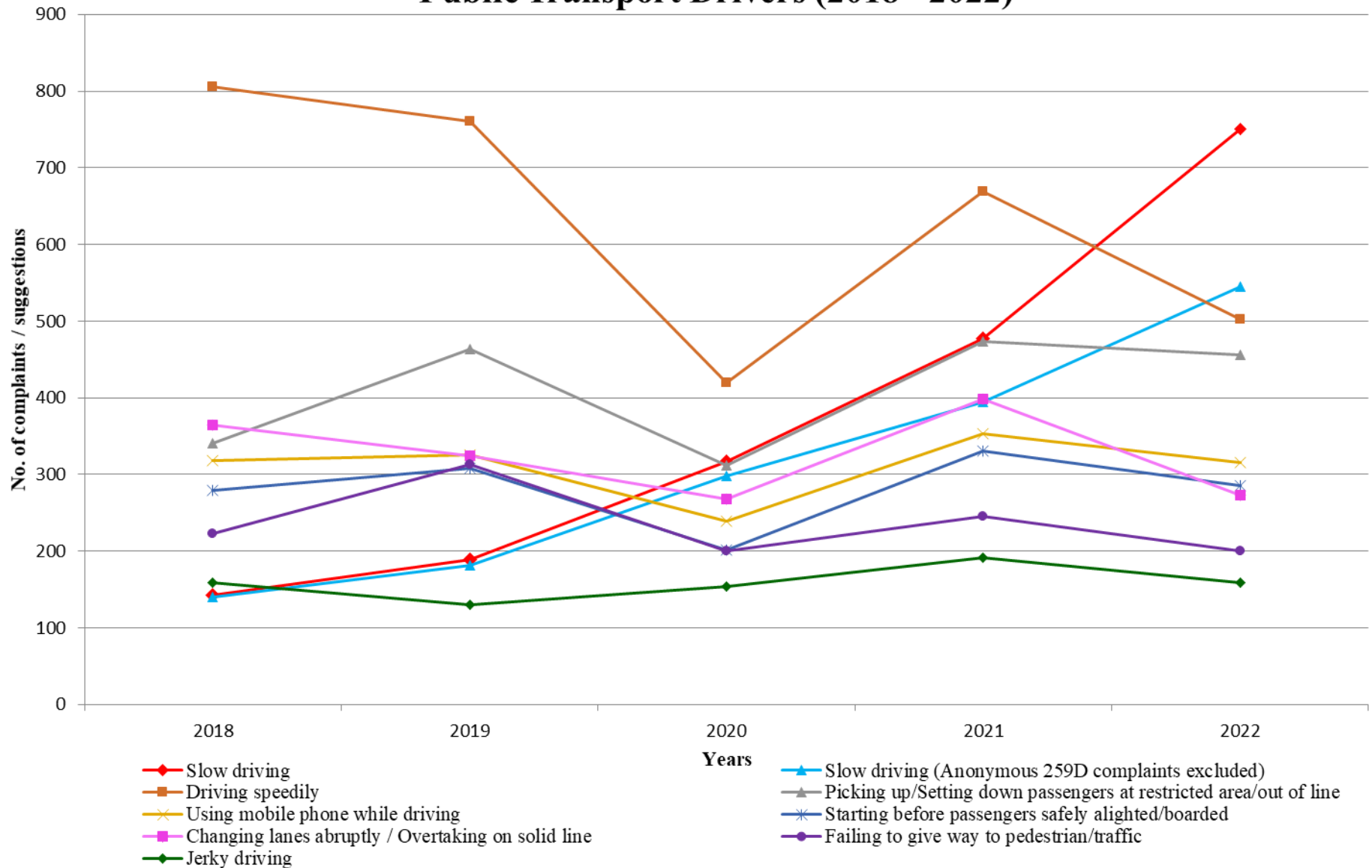
<b><u>Nature of Complaint/Suggestion</u></b>	<b><u>Same quarter in 2022 (1.4.22-30.6.22)</u></b>	<b><u>Previous quarter (1.1.23-31.3.23)</u></b>	<b><u>Current quarter (1.4.23-30.6.23)</u></b>
<b>(a) Conduct and performance of drivers</b>			
(i) Behaving other than in a civil & orderly manner	308	367	433
(ii) Refusing hire	444	621	750
(iii) Soliciting passengers	1	4	1
(iv) Refusing to drive to destination	67	51	91
(v) Failure to display driver identity plate	11	13	15
(vi) Failure to display driver identity plate properly	3	3	1
Sub-total	834	1 059	1 291
(b) Improper driving behaviour	436	541	569
(c) Overcharging	110	275	343
(d) Taximeter irregularities	44	50	40
(e) Failure to take the most direct route	334	417	528
(f) Others*	88	134	76
<b>Total</b>	<b>1 846</b>	<b>2 476</b>	<b>2 847</b>

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

**Complaints and Suggestions on Traffic and Road Conditions**  
**(April – June 2023)**

District  Nature of Complaint/Suggestion	Hong Kong Island				Kowloon					New Territories								Others (e.g. general issues and tunnel areas)	Total	
	Eastern	Wan Chai	Central & Western	Southern	Kwun Tong	Wong Tai Sin	Kowloon City	Sham Shui Po	Yau Tsim Mong	North	Tai Po	Sha Tin	Yuen Long	Tuen Mun	Tsuen Wan	Kwai Tsing	Sai Kung			Islands
<u>Traffic Conditions</u>																				
(a) Traffic congestion	3	2	3	2	12	2	3	4	11	4	2	4	5	7	3	6	1	6	1	81
(b) Traffic management	2	1	2	1	5	-	2	1	3	7	3	2	4	4	5	5	3	1	5	56
(c) Additional traffic signs and aids	3	4	1	1	4	-	3	1	2	-	2	2	-	1	-	3	2	1	-	30
(d) Parking facilities	-	1	-	1	5	2	1	-	1	-	-	1	1	-	1	1	-	-	-	15
Sub-total	8	8	6	5	26	4	9	6	17	11	7	9	10	12	9	15	6	8	6	182
<u>Road Maintenance</u>																				
(a) Road conditions	2	1	-	1	1	3	1	2	2	-	-	-	16	1	1	-	5	-	1	37
(b) Traffic signs & aids	2	-	2	1	1	-	1	1	-	1	1	1	2	4	1	2	1	-	-	21
(c) Carriageway markings	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-	1
Sub-total	4	1	2	2	2	3	2	3	3	1	1	1	18	5	2	2	6	-	1	59
<u>Enforcement</u>																				
(a) Illegal parking	16	14	21	12	35	8	101	49	44	12	10	120	47	23	14	15	12	9	1	563
(b) Other enforcement matters	8	7	16	9	13	5	13	16	56	7	14	12	74	6	3	3	16	1	2	281
Sub-total	24	21	37	21	48	13	114	65	100	19	24	132	121	29	17	18	28	10	3	844
Total	36	30	45	28	76	20	125	74	120	31	32	142	149	46	28	35	40	18	10	1085

## Complaints and Suggestions on Major Improper Driving Behaviours of Public Transport Drivers (2018 - 2022)



**Breakdown of Complaints and Suggestions about  
Improper Driving Behaviour of Public Transport Drivers**

<b><u>Nature of Complaint/Suggestion</u></b>	<b><u>2021</u></b>	<b><u>2022</u></b>	<b><u>Difference</u></b>	
1. Slow driving <sup>(1)</sup>	477	750	+273	(+57.2%)
2. Driving speedily	669	502	-167	(-25.0%)
3. Picking up/Setting down passengers at restricted area/out of line	474	456	-18	(-3.8%)
4. Using mobile phone while driving	353	316	-37	(-10.5%)
5. Starting before passengers safely alighted/boarded	331	285	-46	(-13.9%)
6. Changing lanes abruptly / Overtaking on solid line	398	273	-125	(-31.4%)
7. Dashing through traffic light	360	216	-144	(-40.0%)
8. Braking suddenly	197	201	+4	(+2.0%)
9. Failing to give way to pedestrians/traffic	245	200	-45	(-18.4%)
10. Trapping passengers with door	200	186	-14	(-7.0%)
11. Picking up/setting down passengers at a distance from bus stop	162	159	-3	(-1.9%)
12. Jerky driving	192	159	-33	(-17.2%)
13. Disobeying traffic signs / schemes	248	155	-93	(-37.5%)
14. Talking while driving	49	69	+20	(+40.8%)
15. Overloading	79	62	-17	(-21.5%)
16. Listening to audio programmes / Watching audio-visual programmes while driving	86	59	-27	(-31.4%)
17. Turning on radio too loud	41	51	+10	(+24.4%)
18. Driving too close to another vehicle	65	48	-17	(-26.2%)
19. Opening door while taxi in motion	38	43	+5	(+13.2%)
20. Drowsing while driving	56	40	-16	(-28.6%)
21. Others	366	325	-41	(-11.2%)
<b>Total</b>	<b>5 086</b>	<b>4 555</b>	<b>-531</b>	<b>(-10.4%)</b>

Note : (1) In 2021 and 2022, 90 and 232 complaints about KMB route no. 259D were received respectively. Among these, 83 and 205 complaints were received from anonymous complainants. The figures not including these cases are 394 and 545.

**Breakdown of Complaints and Suggestions about  
Improper Driving Behaviour of Public Transport Drivers**

<b><u>Nature of Complaint/Suggestion</u></b>	<b>2022</b>	<b>2023</b>	<b><u>Difference</u></b>	
	<b><u>Jan - Jun</u></b>	<b><u>Jan - Jun</u></b>		
1. Slow driving <sup>(1)</sup>	290	454	+164	(+56.6%)
2. Driving speedily	204	387	+183	(+89.7%)
3. Picking up/Setting down passengers at restricted area/out of line	177	318	+141	(+79.7%)
4. Using mobile phone while driving	136	199	+63	(+46.3%)
5. Starting before passengers safely alighted/boarded	118	159	+41	(+34.7%)
6. Changing lanes abruptly / Overtaking on solid line	125	127	+2	(+1.6%)
7. Failing to give way to pedestrians/traffic	77	126	+49	(+63.6%)
8. Jerky driving	62	126	+64	(+103.2%)
9. Trapping passengers with door	75	117	+42	(+56.0%)
10. Disobeying traffic signs / schemes	82	115	+33	(+40.2%)
11. Braking suddenly	81	115	+34	(+42.0%)
12. Dashing through traffic light	104	111	+7	(+6.7%)
13. Picking up/setting down passengers at a distance from bus stop	68	93	+25	(+36.8%)
14. Overloading	22	53	+31	(+140.9%)
15. Drowsing while driving	12	49	+37	(+308.3%)
16. Talking while driving	33	42	+9	(+27.3%)
17. Listening to audio programmes / Watching audio-visual programmes while driving	27	41	+14	(+51.9%)
18. Opening door while taxi in motion	15	26	+11	(+73.3%)
19. Driving too close to another vehicle	19	22	+3	(+15.8%)
20. Turning on radio too loud	26	21	-5	(-19.2%)
21. Others	128	183	+55	(+43.0%)
<b>Total</b>	<b>1 881</b>	<b>2 884</b>	<b>+1 003</b>	<b>(+53.3%)</b>

**Note :** (1) During the period from January to June in 2022 and 2023, 77 and 170 complaints about KMB route no. 259D were received respectively. Among these, 60 and 167 complaints were received from anonymous complainants. The figures not including these cases are 230 and 287.

**Breakdown of Complaints and Suggestions about  
Improper Driving Behaviour of Franchised Bus Drivers**

<b><u>Nature of Complaint/Suggestion</u></b>	<b><u>2022 Jan - Jun</u></b>	<b><u>2023 Jan - Jun</u></b>	<b><u>Difference</u></b>	
1. Slow driving <sup>(1)</sup>	271	420	+149	(+55.0%)
2. Picking up/Setting down passengers at restricted area/out of line	64	158	+94	(+146.9%)
3. Picking up/setting down passengers at a distance from bus stop	43	69	+26	(+60.5%)
4. Braking suddenly	28	56	+28	(+100.0%)
5. Driving speedily	31	51	+20	(+64.5%)
6. Trapping passengers with door	22	51	+29	(+131.8%)
7. Dashing through traffic light	25	50	+25	(+100.0%)
8. Changing lanes abruptly / Overtaking on solid line	44	43	-1	(-2.3%)
9. Starting before passengers safely alighted/boarded	20	34	+14	(+70.0%)
10. Failing to give way to pedestrians/traffic	14	30	+16	(+114.3%)
11. Jerky driving	20	29	+9	(+45.0%)
12. Talking while driving	17	26	+9	(+52.9%)
13. Disobeying traffic signs / schemes	29	25	-4	(-13.8%)
14. Overloading	11	23	+12	(+109.1%)
15. Others	39	65	+26	(+66.7%)
<b>Total</b>	<b>678</b>	<b>1 130</b>	<b>+452</b>	<b>(+66.7%)</b>

Note : (1) During the period from January to June in 2022 and 2023, 77 and 170 complaints about KMB route no. 259D were received respectively. Among these, 60 and 167 complaints were received from anonymous complainants. The figures not including these cases are 211 and 253.



**Breakdown of Complaints and Suggestions about  
Improper Driving Behaviour of Green Minibus Drivers**

<b><u>Nature of Complaint/Suggestion</u></b>	<b><u>2022 Jan - Jun</u></b>	<b><u>2023 Jan - Jun</u></b>	<b><u>Difference</u></b>	
1. Driving speedily	50	87	+37	(+74.0%)
2. Starting before passengers safely alighted/boarded	69	79	+10	(+14.5%)
3. Picking up/Setting down passengers at restricted area/out of line	40	71	+31	(+77.5%)
4. Trapping passengers with door	25	27	+2	(+8.0%)
5. Failing to give way to pedestrians/traffic	15	25	+10	(+66.7%)
6. Picking up/setting down passengers at a distance from bus stop	19	23	+4	(+21.1%)
7. Dashing through traffic light	27	19	-8	(-29.6%)
8. Using mobile phone while driving	23	19	-4	(-17.4%)
9. Disobeying traffic signs / schemes	12	18	+6	(+50.0%)
10. Overloading	7	18	+11	(+157.1%)
11. Talking while driving	11	16	+5	(+45.5%)
12. Changing lanes abruptly / Overtaking on solid line	11	15	+4	(+36.4%)
13. Braking suddenly	13	13	-	(-)
14. Turning on radio too loud	13	12	-1	(-7.7%)
15. Jerky driving	10	11	+1	(+10.0%)
16. Others	48	60	+12	(+25.0%)
<b>Total</b>	<b>393</b>	<b>513</b>	<b>+120</b>	<b>(+30.5%)</b>

**Breakdown of Complaints and Suggestions about  
Improper Driving Behaviour of Red Minibus Drivers**

<b><u>Nature of Complaint/Suggestion</u></b>		<b><u>2022 Jan - Jun</u></b>	<b><u>2023 Jan - Jun</u></b>	<b><u>Difference</u></b>	
1.	Picking up/Setting down passengers at restricted area/out of line	9	13	+4	(+44.4%)
2.	Driving speedily	5	12	+7	(+140.0%)
3.	Overloading	1	10	+9	(+900.0%)
4.	Using mobile phone while driving	3	8	+5	(+166.7%)
5.	Disobeying traffic signs / schemes	8	5	-3	(-37.5%)
6.	Changing lanes abruptly / Overtaking on solid line	4	4	-	(-)
7.	Trapping passengers with door	1	3	+2	(+200.0%)
8.	Starting before passengers safely alighted/boarded	3	2	-1	(-33.3%)
9.	Improper/Excessive use of telecom while driving	-	2	+2	(-)
10.	Others	20	6	-14	(-70.0%)
<b>Total</b>		<b>54</b>	<b>65</b>	<b>+11</b>	<b>(+20.4%)</b>

**Breakdown of Complaints and Suggestions about  
Improper Driving Behaviour of Taxi Drivers**

<b><u>Nature of Complaint/Suggestion</u></b>	<b><u>2022 Jan - Jun</u></b>	<b><u>2023 Jan – Jun</u></b>	<b><u>Difference</u></b>
1. Driving speedily	115	233	+118 (+102.6%)
2. Using mobile phone while driving	102	162	+60 (+58.8%)
3. Jerky driving	30	82	+52 (+173.3%)
4. Failing to give way to pedestrians/traffic	42	68	+26 (+61.9%)
5. Changing lanes abruptly / Overtaking on solid line	66	65	-1 (-1.5%)
6. Disobeying traffic signs / schemes	31	64	+33 (+106.5%)
7. Picking up/Setting down passengers at restricted area/out of line	59	62	+3 (+5.1%)
8. Braking suddenly	37	44	+7 (+18.9%)
9. Starting before passengers safely alighted/boarded	23	38	+15 (+65.2%)
10. Drowsing while driving	10	38	+28 (+280.0%)
11. Dashing through traffic light	49	37	-12 (-24.5%)
12. Listening to audio programmes / Watching audio-visual programmes while driving	22	32	+10 (+45.5%)
13. Opening door while taxi in motion	15	26	+11 (+73.3%)
14. Trapping passengers with door	24	24	- (-)
15. Slow driving	10	22	+12 (+120.0%)
16. Others	80	113	+33 (+41.3%)
<b>Total</b>	<b>715</b>	<b>1 110</b>	<b>+395 (+55.2%)</b>

**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.