

**QUARTERLY REPORT No. 2 of 2024**

**by the**

**TRANSPORT COMPLAINTS UNIT**

**of the**

**TRANSPORT ADVISORY COMMITTEE**

**for the period**

**1 April 2024 – 30 June 2024**

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

This is the second quarterly report for 2024 covering the period from 1 April to 30 June 2024.

### **Yearly and Quarterly Trends**

2.            During the quarter, the Transport Complaints Unit (TCU) received 12 788<sup>2</sup> complaints and suggestions, including 211<sup>3</sup> pure suggestions. About 80% (10 221) of the cases were received through TCU Complaint/Suggestion Webforms and email, 20% (2 556) 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 18.0%<sup>2</sup> as compared with 10 841<sup>4</sup> cases in the previous quarter and an increase of 25.3%<sup>2</sup> as compared with 10 203<sup>5</sup> cases in the same quarter in 2023. A breakdown of all the complaints and suggestions received during the quarter is at Annex A.

3.            Among the 211<sup>3</sup> pure suggestions received, 186<sup>3</sup> were about public transport services, of which 180 were related to franchised bus services. There were 24 cases on traffic and road conditions (including enforcement matters). A breakdown of all the pure suggestions received during the quarter is shown

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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 12 788 complaints and suggestions, a total of 1 792 complaints were received from five complainants. The number of complaints not including these cases is 10 996, representing an increase of 16.1% when compared with 9 473 cases (see footnote 4) in the previous quarter and an increase of 16.3% when compared with 9 458 cases (see footnote 5) in the same quarter in 2023. A breakdown of the complaints not including these cases is at Annex A(i)(b).

<sup>3</sup> Among the 211 pure suggestions, 186 cases were about public transport services. Among those 186 cases, 140 were received from a member of the public.

<sup>4</sup> Among the 10 841 complaints and suggestions, a total of 1 368 complaints were received from five complainants. The number of complaints not including these cases is 9 473.

<sup>5</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.

at Annex A(iii).

4. A graph showing the trends of complaints and suggestions received by TCU in the past ten years (2014-2023) is at Annex B(i). Another graph showing the trends of complaints and suggestions received, by quarter, since the first quarter of 2020 is at Annex B(ii).

5. During the quarter, investigations into 9 040 cases (including some outstanding cases from previous quarters) were completed. Of these, 7 697 cases (85%) were found to be substantiated, 4 cases (less than 1%) unsubstantiated, and the remaining 1 339 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 2024, the Police reported the latest developments on 623<sup>6</sup> cases previously referred to them. Among these cases, 10<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 11 349<sup>7</sup> cases, representing an increase of 18.5%<sup>7</sup> as compared with

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

<sup>7</sup> Among the 11 349 complaints and suggestions, a total of 1 519 complaints were received from four complainants. The number of complaints not including these cases is 9 830, representing an increase of 13.4% when compared with 8 665 cases (see footnote 8) in the previous quarter and an increase of 18.3% when compared with 8 310 cases (see footnote 9) in the same quarter in 2023. A breakdown of the complaints not including these cases is at Annex E(i)(b).

9 577<sup>8</sup> cases in the previous quarter and an increase of 25.3%<sup>7</sup> as compared with 9 055<sup>9</sup> cases in the same quarter in 2023. A breakdown of the complaints and suggestions received during the quarter is at Annex E(i). A graph showing the trends of complaints and suggestions received, by quarter, since the first quarter of 2020 is at Annex E(ii).

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

8. A total of 5 646<sup>10</sup> complaints and suggestions on franchised bus services were received during the quarter, representing an increase of 31.8%<sup>10</sup> as compared with 4 283<sup>11</sup> cases in the previous quarter and an increase of 37.3%<sup>10</sup> as compared with 4 113<sup>12</sup> cases in the same quarter in 2023.

9. There were 3 252<sup>13</sup> cases on the services of The Kowloon Motor Bus Company (1933) Limited (KMB), as compared with 2 724<sup>14</sup> cases in the previous quarter and 2 639<sup>15</sup> cases in the same quarter in 2023. Among the 3 252<sup>13</sup> cases, 174 (or 5.4%) were about the adequacy of service and 3 038 (or 93.4%) were about the standard of service.

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<sup>8</sup> Among the 9 577 complaints and suggestions, a total of 912 complaints were received from three complainants. The number of complaints not including these cases is 8 665.

<sup>9</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.

<sup>10</sup> Among the 5 646 complaints and suggestions, a total of 1 446 complaints were received from four complainants. The number of complaints not including these cases is 4 200, representing an increase of 21.4% when compared with 3 459 cases (see footnote 11) in the previous quarter and an increase of 24.6% when compared with 3 370 cases (see footnote 12) in the same quarter in 2023.

<sup>11</sup> Among the 4 283 complaints and suggestions, a total of 824 complaints were received from three complainants. The number of complaints not including these cases is 3 459.

<sup>12</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.

<sup>13</sup> Among the 3 252 complaints and suggestions, a total of 915 complaints (about the standard of service) were received from three complainants. The number of complaints not including these cases is 2 337.

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

<sup>15</sup> Among the 2 639 complaints and suggestions, a total of 711 complaints were received from three complainants. The number of complaints not including these cases is 1 928.

10. There were 1 056<sup>16</sup> cases on the services of the Citybus Limited (Franchise for the Urban and New Territories bus network) (CTB (U&NT))<sup>17</sup>, as compared with 588 cases in the previous quarter and 592<sup>18</sup> cases in the same quarter in 2023. Among the 1 056 cases, 83 (or 7.9%) were about the adequacy of service while 960 (or 90.9%) were about the standard of service.

11. There were 268<sup>19</sup> cases on the services of the Citybus Limited (Franchise for Airport and North Lantau Bus Network) (CTB (Lantau)), as compared with 167<sup>20</sup> cases in the previous quarter and 170<sup>21</sup> cases in the same quarter in 2023. Among the 268 cases, 25 (or 9.3%) were about the adequacy of service while 239 (or 89.2%) were about the standard of service.

12. There were 308<sup>22</sup> cases on the services of the Long Win Bus Company Limited (LWB), as compared with 219<sup>23</sup> cases in the previous quarter and 170<sup>24</sup> cases in the same quarter in 2023. Of the 308 cases, 25 (or 8.1%) were about the adequacy of service and 281 (or 91.2%) were about the standard of service.

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<sup>16</sup> Among the 1 056 complaints and suggestions, a total of 322 complaints (about the standard of service) were received from one complainant. The number of complaints not including these cases is 734.

<sup>17</sup> Citybus Limited (Franchise 1) and New World First Bus Services Limited merged into Citybus Limited (Franchise for the Urban and New Territories bus network) (“CTB(U&NT)”) commencing from 1 July 2023.

<sup>18</sup> Among the 592 complaints and suggestions, a total of 12 complaints were received from one complainant. The number of complaints not including these cases is 580.

<sup>19</sup> Among the 268 complaints and suggestions, a total of 42 complaints (about the standard of service) were received from two complainants. The number of complaints not including these cases is 226.

<sup>20</sup> Among the 167 complaints and suggestions, a total of five complaints were received from one complainant. The number of complaints not including these cases is 162.

<sup>21</sup> Among the 170 complaints and suggestions, a total of two complaints were received from one complainant. The number of complaints not including these cases is 168.

<sup>22</sup> Among the 308 complaints and suggestions, a total of 46 complaints (about the standard of service) were received from one complainant. The number of complaints not including these cases is 262.

<sup>23</sup> Among the 219 complaints and suggestions, a total of 45 complaints were received from two complainants. The number of complaints not including these cases is 174.

<sup>24</sup> Among the 170 complaints and suggestions, a total of nine complaints were received from one complainant. The number of complaints not including these cases is 161.

13. There were 78 cases on the services of the New Lantau Bus Company (1973) Limited (NLB), as compared with 88 cases in the previous quarter and 74 cases in the same quarter in 2023. Of the 78 cases, 9 (or 11.5%) were about the adequacy of service and 68 (or 87.2%) were about the standard of service.

14. There were 684<sup>25</sup> cases on the cross-harbour bus services<sup>26</sup>, as compared with 497 cases in the previous quarter and 468<sup>27</sup> cases in the same quarter in 2023. Of the 684 cases, 53 (or 7.7%) were about the adequacy of service and 624 (or 91.2%) were about the standard of service.

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

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

16. There were 206<sup>28</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 2023 were 207<sup>29</sup> and 143<sup>30</sup> respectively.

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<sup>25</sup> Among the 684 complaints and suggestions, a total of 121 complaints (about the standard of service) were received from one complainant. The number of complaints not including these cases is 563.

<sup>26</sup> Complaints and suggestions on cross-harbour bus services cannot be further broken down by bus company as the services are jointly operated by KMB and Citybus.

<sup>27</sup> Among the 468 complaints and suggestions, a total of nine complaints were received from two complainants. The number of complaints not including these cases is 459.

<sup>28</sup> Among the 206 complaints and suggestions, a total of 73 complaints (about the standard of service) were received from one complainant. The number of complaints not including these cases is 133.

<sup>29</sup> Among the 207 complaints and suggestions, a total of 88 complaints were received from one complainant. The number of complaints not including these cases is 119.

<sup>30</sup> Among the 143 complaints and suggestions, a total of two complaints were received from one complainant. The number of complaints not including these cases is 141.

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

17. A total of 2 275 complaints and suggestions on public light bus (PLB) services were received in this quarter, representing an increase of 15.3% as compared with 1 973 cases in the previous quarter and an increase of 28.7% as compared with 1 768 cases in the same quarter in 2023. All of these cases were referred to the Transport Department (TD) or the Police for action.

18. Of the PLB cases received, 94.8% or 2 157 cases were on green minibus (GMB) services, representing an increase of 15.7% as compared with 1 864 cases in the previous quarter and an increase of 27.8% as compared with 1 688 cases in the same quarter in 2023. Among the 2 157 cases, 144 (or 6.7%) were about the adequacy of service and 1 983 (or 91.9%) were about the standard of service.

19. The remaining 5.2% or 118 cases were on the services provided by red minibuses (RMB), representing an increase of 8.3% as compared with 109 cases in the previous quarter and an increase of 47.5% as compared with 80 cases in the same quarter in 2023.

### ***Taxi Services***

20. A total of 2 939 cases on taxi services were received in this quarter, representing an increase of 4.2% as compared with the previous quarter and an increase of 3.2% as compared with the same quarter in 2023. A comparison of the complaints and suggestions on taxi services in the past eight quarters is at Annex G.

21. Of the 2 939 cases received, 2 832 (96.4%) were related to taxi driver malpractice, as compared with 2 746 such cases (97.4%) in the previous quarter. Complaints about driver malpractice included drivers refusing hire, improper driving behaviour, failure to take the most direct route, behaving other than in a civil and orderly manner and overcharging, etc. A detailed breakdown of the nature of complaints and suggestions on taxi services is at Annex H. Reports on taxi driver malpractice were referred to the Police for further investigation if



the complainants agreed to be witnesses. During the quarter, a total of 737 such cases (26.0%) were referred to the Police.

22. During the quarter, the Police reported the latest developments on 524 cases previously referred to them. These cases are categorised as follows –

	<u>No. of Cases</u>		<u>Percentage</u>	
(a) Summonsed	9	(17)	2	(3)
(b) Withdrawn by complainants	168	(185)	32	(28)
(c) Evidence considered insufficient by the Police for further processing	347	(454)	66	(69)
	<u>524</u>	<u>(656)</u>	<u>100</u>	<u>(100)</u>

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

It is noted that 98% of the cases referred to the Police could not be further pursued because of withdrawal by complainants or insufficient evidence.

23. Among the 17 summonsed cases in the previous quarter, four taxi drivers were convicted of traffic offence by the court<sup>31</sup>. Two taxi drivers were fined \$600 and \$320 for failing to comply with traffic signal and driving taxi without being securely fastened with seat belt respectively. Two drivers were fined \$450 for crossing continuous double white lines or a continuous white line with a broken white line.

### ***Rail Services***

24. A total of 255 complaints and suggestions on rail services were received. The corresponding figures for the previous quarter and the same quarter in 2023 were 270 and 156 respectively. Of the 255 cases, 242 were on the services of MTRCL. A detailed breakdown of the nature of complaints and suggestions on rail services is at Annex E(i)(a).

<sup>31</sup> Results of the remaining summonsed cases were not yet available as at end June 2024.

## *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 2023 were 24 and 28 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 367<sup>32</sup> complaints recorded in this quarter about traffic congestion/obstruction, as compared with 345<sup>33</sup> cases in the previous quarter and 81 cases in the same quarter in 2023. Congestion/obstruction was reported to have occurred throughout the territory, as illustrated below –

	<b><u>Number of Complaints</u></b>	
Hong Kong Island	16	(25)
Kowloon	29	(29)
New Territories	322 <sup>34</sup>	(291) <sup>35</sup>
Others (e.g. general issues and tunnel areas)	0	(0)
<b>Total</b>	<b>367<sup>32</sup></b>	<b>(345)<sup>33</sup></b>

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

27. Based on the number of complaints received, districts most affected by traffic congestion/obstruction were Kwai Tsing (278<sup>36</sup> cases), Yau Tsim Mong and Sha Tin (12 cases each). The number of complaints and suggestions on traffic and road conditions broken down by district is at Annex I.

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<sup>32</sup> Among the 367 complaints and suggestions, a total of 273 complaints were received from one complainant. The number of complaints not including these cases is 94.

<sup>33</sup> Among the 345 complaints and suggestions, a total of 261 complaints were received from one complainant. The number of complaints not including these cases is 84.

<sup>34</sup> Among the 322 complaints and suggestions, a total of 273 complaints were received from one complainant. The number of complaints not including these cases is 49.

<sup>35</sup> Among the 291 complaints and suggestions, a total of 261 complaints were received from one complainant. The number of complaints not including these cases is 30.

<sup>36</sup> Among the 278 complaints and suggestions, a total of 273 complaints were received from one complainant. The number of complaints not including these cases is five.

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

29. There were 81 complaints and suggestions on traffic management and 41 requests for additional traffic signs and aids in this quarter. As a comparison, there were 56 and 22 such cases in the previous quarter, and 56 and 30 in the same quarter in 2023.

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

### **Road Maintenance**

31. During the quarter, there were 82 complaints about road maintenance, as compared with 30 cases in the previous quarter and 59 cases in the same quarter in 2023. Among the 82 cases, 24 cases were related to road conditions and 56 cases were related to traffic signs and aids.

32. Districts which attracted relatively more complaints about road conditions were Kwun Tong, Sha Tin (four cases each) and Eastern (three cases). Districts which attracted relatively more complaints about traffic signs and aids were Tuen Mun (22 cases), Kowloon City (17 cases) and Sham Shui Po (three cases).

## **Enforcement**

33. There were 767 complaints about traffic regulations enforcement in this quarter, representing an increase of 5.5% when compared with 727<sup>37</sup> cases in the previous quarter and a decrease of 9.1% when compared with 844 cases in the same quarter in 2023. They were mainly requests for action against illegal parking (513 cases), disobeying traffic signs/schemes (121 cases), prolonged waiting causing obstruction (48 cases) and jumping red light/failing to give way to pedestrians/traffic (45 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 (99 cases), Kowloon City (53 cases), Yau Tsim Mong (47 cases) and Kwun Tong (43 cases).

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<sup>37</sup> Among the 727 complaints and suggestions, a total of 195 complaints were received from one complainant. The number of complaints not including these cases is 532.

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

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

At the quarterly meeting of the TCU Sub-committee on 22 May 2024, Members discussed –

- (a) Complaints and Suggestions about Public Transport Services from Tourists;
  - (b) Complaints and Suggestions about the Use of Mobile Phone or Telecommunications Equipment While Driving;
  - (c) Complaints and Suggestions about New Transport Infrastructure; and
  - (d) TCU Quarterly Report No. 1 of 2024.
2. Members agreed that the following should be submitted to the Transport Advisory Committee –
- (a) Complaints and Suggestions about New Transport Infrastructure; and
  - (b) TCU Quarterly Report No. 1 of 2024.

### **Complaint about inadequate service of Citybus route no. B3A**

3. A member of the public complained about the inadequate service of Citybus (CTB) route no. B3A, which was the only franchised bus route between Tuen Mun (North West) and Shenzhen Bay Port. With the frequency of CTB route no. B3A for every 45-60 minutes during morning hours, he observed that the passengers waiting at Fu Tai Estate during weekdays and weekends were unable to get on the buses. He suggested the service level of CTB route no. B3A should be enhanced to every 30 minutes during non-peak hours to cater for the demand of passengers.

4. The case was referred to the Transport Department (TD) for follow-up actions. In response, the TD advised that with effect from 20 April 2024, the service level of CTB route no. B3A (Tuen Mun (Shan King) - Shenzhen Port) had been enhanced to every 30 minutes from 8:45 a.m. to 6:45 p.m. on weekdays, every 20-30 minutes from 6:45 a.m. to 6:45 p.m. on Saturdays and every 15-30 minutes from 6:45 a.m. to 6:45 p.m. on Sundays to meet the travel needs of passengers.

5. The TD would continue to closely monitor the passenger demand and follow up with CTB when necessary.

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

### **Concerns about road safety at Argyle Street**

7. A member of the public expressed his concerns about the safety of the pedestrian crossing at 138 Argyle Street. He pointed out that the pedestrian crossing at 138 Argyle Street was a traffic black spot and a number of traffic accidents resulting in death and serious injuries had occurred over the years. He considered that the motorists frequently travelled at a high speed and the view of the pedestrian crossing the road was blocked by the flyover concrete wall. He put forward some suggestions with a view to enhancing the safety at the subject pedestrian crossing.

8. The case was referred to the TD for consideration. Having look into the case, the TD advised that the traffic upstream of the subject cautionary crossing was the straight road section of Argyle Street with speed limit of 50km/h; and adequate sight distances were available for pedestrians to spot the approaching traffic. To further enhance road safety, the TD had taken action to erect "Pedestrians ahead on the carriageway" and "REDUCE SPEED NOW" traffic signs and to paint "SLOW" road markings on the upstream side of the subject cautionary crossing near 138 Argyle Street.

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

**Complaint about traffic lights at Lung Mun Road and Access Road to Lung Mun Oasis in Tuen Mun**

10. A member of the public complained about the long pedestrian waiting time of the traffic lights at the junction of Lung Mun Road and Access Road to Lung Mun Oasis. The complainant also expressed concern about the risk of traffic accidents caused by vehicles speeding along Lung Mun Road. He put forward some suggestions with a view to facilitating pedestrians crossing the roads and enhancing road safety.

11. The case was referred to the TD for follow-up actions. The TD reviewed the traffic conditions and traffic light operations at the junction of Lung Mun Road and Access Road to Lung Mun Oasis. The TD observed that the junction concerned was busy with heavy traffic flow. In general, the junction concerned was smoothly operated and the traffic lights were normally operated providing sufficient time for pedestrians to cross the roads. The TD considered that the setting of traffic lights at the area concerned was appropriate which could balance the needs of different road users.

12. Moreover, the TD advised that the pedestrian crossing at the junction concerned was in a staggered design and the waiting time of pedestrians crossing the road should be within two minutes. In response to the comments raised by the member of the public, the TD suitably extended the flashing green period of the traffic lights at the concerned junction to further facilitate the elderly crossing the road and to reduce the pedestrians' waiting time.

13. Furthermore, the TD referred the issue of vehicles speeding along Lung Mun Road to the Police for stepping up enforcement actions. The TD and the Police would regularly review the situation of accident records and speeding activities at major roads, taking into account factors including road layout and traffic situation, and consider installing speed enforcement cameras at suitable locations when necessary.

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



### Complaints and Suggestions about Public Light Bus Services

#### **Background**

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 1.46 million passengers every day<sup>38</sup>. 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 policy<sup>39</sup>.

4.            As at June 2024, there were 4 090 licensed PLBs, including 3 332 licenced GMBs and 758 licenced RMBs. There were 359 GMB main routes and 199 supplementary routes in operation.

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<sup>38</sup> Passengers figure as at 2023.

<sup>39</sup> 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 Statistics**

5. A total of 4 248 complaints and suggestions on PLB services were received during the period from January to June 2024. This represents an increase of 27.5% when compared with 3 332 cases received in the same period in 2023. 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 –

<b><u>Year</u></b>	<b><u>No. of Complaints/Suggestions</u></b>	<b><u>Difference</u></b>
2019	4 752	-
2020	3 276	-31.1%
2021	4 958	+51.3%
2022	5 075	+2.4%
2023	7 212	+42.1%
2024 (up to 30 Jun 2024)	4 021	-

7. A total of 4 021 complaints and suggestions on GMB services were received during the period from January to June 2024. This represents an increase of 27.3% when compared with 3 159 cases received in the same period in 2023. Among the different categories of complaints, conduct and performance of staff (1 300 cases), regularity of service (1 251 cases) and improper driving behavior (641 cases) attracted relatively more complaints. Districts which attracted relatively more complaints on GMB services were Sha Tin (509 cases), Kwun Tong (397 cases) and Kwai Tsing (329 cases). 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>
2019	334	-
2020	285	-14.7%
2021	350	+22.8%
2022	343	-2.0%
2023	363	+5.8%
2024 (up to 30 Jun 2024)	227	-

9. A total of 227 complaints and suggestions on RMB services were received during the period from January to June 2024. This represents an increase of 31.2% when compared with 173 cases received in the same period in 2023. Among the different categories of complaints, improper driving behavior (86 cases) and conduct and performance of staff (63 cases) attracted relatively more complaints. Districts which attracted relatively more complaints on RMB services were Yau Tsim Mong (47 cases), Kwun Tong (39 cases) and Yuen Long (28 cases). 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 and routeing, 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 1 750 19-seater GMBs, representing about 52% of the total number of registered GMBs in the territory as at June 2024. 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 all GMBs through the TD's mobile application "HKeMobility".

12. The number of complaints on GMB drivers' driving behaviour as well as conduct and performance of staff showed an increase. 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, the majority of the complaints was 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 of the passengers. 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 2024 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. In addition, the licensing requirement for newly registered PLB on or after 1 September 2023 to install the Seat Belt Fastening Detection and Alert System has been implemented with a view to enhancing passengers' awareness of wearing seat belt.

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

**Complaints and Suggestions Received by TCU**

<b><u>Nature of Complaint/Suggestion</u></b> <sup>(1)(2)</sup>	<b><u>Same quarter in 2023 (1.4.23-30.6.23)</u></b>			<b><u>Previous quarter (1.1.24-31.3.24)</u></b>			<b><u>Current quarter (1.4.24-30.6.24)</u></b>		
<b>I. Public Transport Services</b>									
(a) Adequacy of service	662	[225]		556	[202]		531	[172]	
(b) Standard of service	8 195	[17]		8 832	[16]		10 591	[10]	
(c) General	198	[7]		189	[9]		227	[4]	
	<b>9 055<sup>(3)</sup></b>	<b>[249]</b>	<b>(89%)</b>	<b>9 577<sup>(3)</sup></b>	<b>[227]</b>	<b>(88%)</b>	<b>11 349<sup>(3)</sup></b>	<b>[186]</b>	<b>(89%)</b>
<b>II. Traffic Conditions</b>									
(a) Traffic congestion/obstruction	81	[3]		345	[4]		367		
(b) Traffic management	56	[16]		56	[14]		81	[14]	
(c) Additional traffic signs and aids	30	[11]		22	[8]		41	[6]	
(d) Parking facilities	15	[1]		24	[2]		20	[2]	
	<b>182</b>	<b>[31]</b>	<b>(2%)</b>	<b>447</b>	<b>[28]</b>	<b>(4%)</b>	<b>509</b>	<b>[22]</b>	<b>(4%)</b>
<b>III. Road Maintenance</b>									
(a) Road conditions	37	[1]		17	[1]		24		
(b) Traffic signs and aids	21			10			56	[1]	
(c) Carriageway markings	1			3			2		
	<b>59</b>	<b>[1]</b>	<b>(&lt;1%)</b>	<b>30</b>	<b>[1]</b>	<b>(&lt;1%)</b>	<b>82</b>	<b>[1]</b>	<b>(&lt;1%)</b>
<b>IV. Enforcement</b>									
(a) Illegal parking	563	[1]		334	[1]		513	[1]	
(b) Other enforcement matters	281			393	[1]		254		
	<b>844</b>	<b>[1]</b>	<b>(8%)</b>	<b>727</b>	<b>[2]</b>	<b>(7%)</b>	<b>767</b>	<b>[1]</b>	<b>(6%)</b>
<b>V. Miscellaneous</b>									
	<b>63</b>	<b>[3]</b>	<b>(&lt;1%)</b>	<b>60</b>	<b>[2]</b>	<b>(&lt;1%)</b>	<b>81</b>	<b>[1]</b>	<b>(&lt;1%)</b>
<b>Total</b>	<b>10 203<sup>(3)</sup></b>	<b>[285]</b>	<b>(100%)</b>	<b>10 841<sup>(3)</sup></b>	<b>[260]</b>	<b>(100%)</b>	<b>12 788<sup>(3)</sup></b>	<b>[211]</b>	<b>(100%)</b>

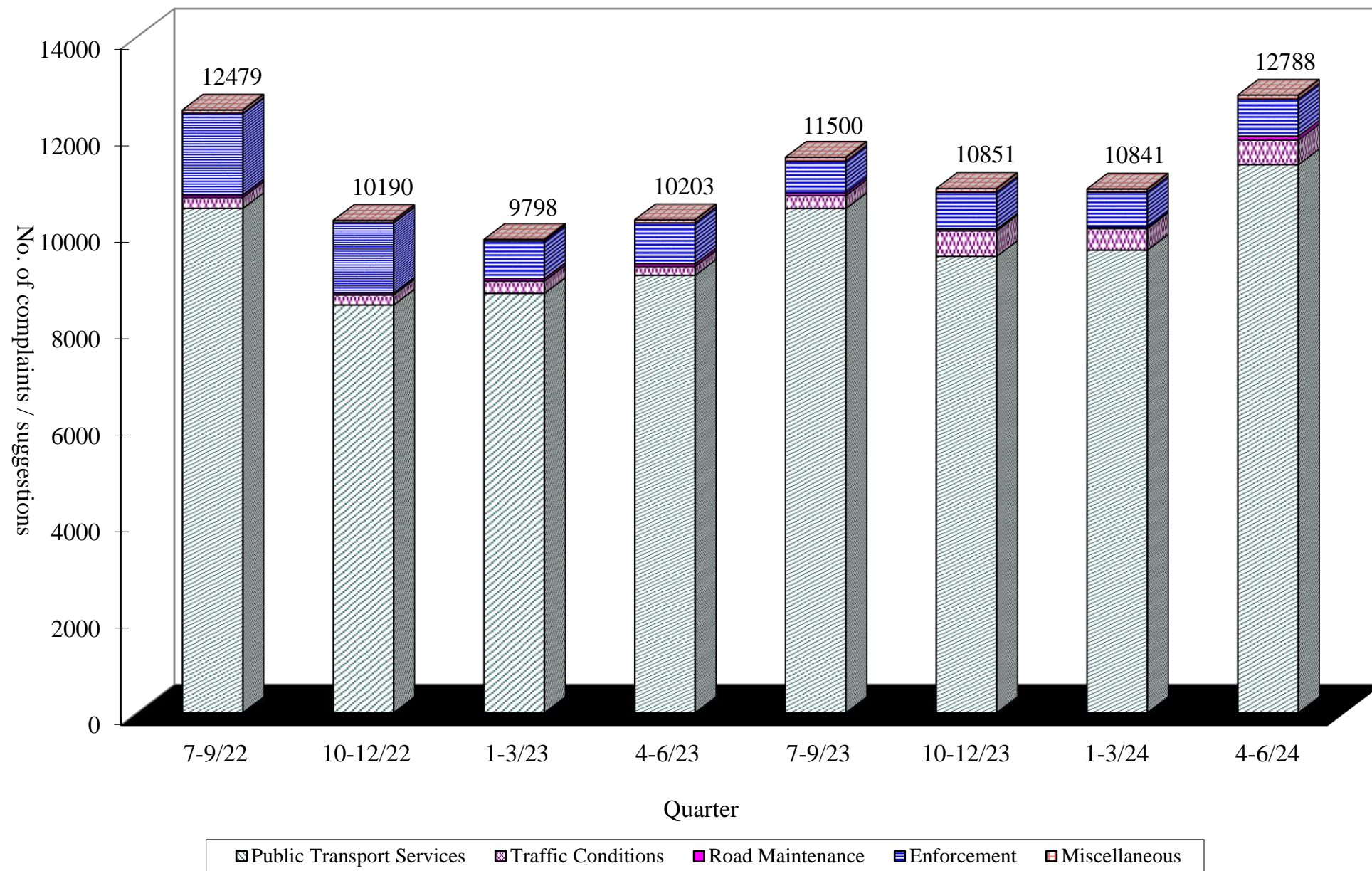
- Notes :**
- (1) Figures in square brackets are the number of pure suggestions received in the quarter. The figures have been included in the overall number of cases received. Among the 225, 202 and 172 pure suggestions relating to adequacy of service, 176, 123 and 131 about public transport routeing 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<sup>(2)(3)</sup></u></b>	<b><u>Same quarter in 2023 (1.4.23-30.6.23)</u></b>	<b><u>Previous quarter (1.1.24-31.3.24)</u></b>	<b><u>Current quarter (1.4.24-30.6.24)</u></b>
<b>I. Public Transport Services</b>			
(a) Adequacy of service	662 [225]	556 [202]	531 [172]
(b) Standard of service	7 450 [17]	7 920 [16]	9 072 [10]
(c) General	198 [7]	189 [9]	227 [4]
	<b>8 310 [249] (88%)</b>	<b>8 665 [227] (91%)</b>	<b>9 830 [186] (89%)</b>
<b>II. Traffic Conditions</b>			
(a) Traffic congestion/obstruction	81 [3]	84 [4]	94
(b) Traffic management	56 [16]	56 [14]	81 [14]
(c) Additional traffic signs and aids	30 [11]	22 [8]	41 [6]
(d) Parking facilities	15 [1]	24 [2]	20 [2]
	<b>182 [31] (2%)</b>	<b>186 [28] (2%)</b>	<b>236 [22] (2%)</b>
<b>III. Road Maintenance</b>			
(a) Road conditions	37 [1]	17 [1]	24
(b) Traffic signs and aids	21	10	56 [1]
(c) Carriageway markings	1	3	2
	<b>59 [1] (&lt;1%)</b>	<b>30 [1] (&lt;1%)</b>	<b>82 [1] (&lt;1%)</b>
<b>IV. Enforcement</b>			
(a) Illegal parking	563 [1]	334 [1]	513 [1]
(b) Other enforcement matters	281	198 [1]	254
	<b>844 [1] (9%)</b>	<b>532 [2] (6%)</b>	<b>767 [1] (7%)</b>
<b>V. Miscellaneous</b>	<b>63 [3] (&lt;1%)</b>	<b>60 [2] (&lt;1%)</b>	<b>81 [1] (&lt;1%)</b>
<b>Total</b>	<b>9 458<sup>(4)</sup> [285] (100%)</b>	<b>9 473<sup>(5)</sup> [260] (100%)</b>	<b>10 996<sup>(6)</sup> [211] (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 225, 202 and 172 pure suggestions relating to adequacy of service, 176, 123 and 131 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 745 complaints from three complainants were excluded.
  - (5) A total of 1 368 complaints from five complainants were excluded.
  - (6) A total of 1 792 complaints from five complainants were excluded.

## Complaints and Suggestions Received by TCU





**Pure Suggestions Received by TCU  
(April – June 2024)**

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

(I) Public Transport Services	Vehicular Transport				Rail Transport		Waterborne Transport	Sub-total	
	FB		NFB	PLB	Taxi				
(a) Adequacy of Service									
(1) Frequency/carrying capacity	10	[4]	-	-	-	-	-	10	[4]
(2) Routeing	147	[130]	-	1	[1]	-	-	148	[131]
(3) Hours of operation	3	[2]	-	-	-	-	-	3	[2]
(4) Provision of stop	11	[2]	-	-	-	-	-	11	[2]
	171	[138]	-	1	[1]	-	-	172	[139]
(b) Standard of Service									
(1) Regularity of service	-		-	-	-	-	-	-	
(2) Adherence to routeing	-		-	-	-	-	-	-	
(3) Improper driving behaviour	-		-	-	-	-	-	-	
(4) Conduct & performance of staff	-		-	-	-	-	-	-	
(5) Overcharging	-		-	-	-	-	-	-	
(6) Cleanliness	-		-	-	-	-	-	-	
(7) Conditions of vehicle/vessel	-		-	-	-	-	-	-	
(8) Passenger services & facility	5		-	2	1	2	-	10	
	5		-	2	1	2	-	10	
(c) General <sup>(2)</sup>	4	[1]	-	-	-	-	-	4	[1]
<b>Sub-total of (I) this quarter</b>	<b>180</b>	<b>[139]</b>	<b>0</b>	<b>3</b>	<b>[1]</b>	<b>1</b>	<b>2</b>	<b>0</b>	<b>186 [140]</b>
Sub-total of (I) previous quarter	205	[131]	3	[1]	12	0	7	[1]	0 227 [133]
Sub-total of (I) same quarter in 2023	226	[179]	4	[2]	12	[3]	2	5	[1] 0 249 [185]
<b>(II) Traffic Conditions</b>									
(a) Traffic Congestion/Obstruction									-
(b) Traffic Management									14
(c) Additional Traffic Signs & Aids									6
(d) Parking Facilities									2
<b>Sub-total of (II) this quarter</b>									<b>22</b>
Sub-total of (II) previous quarter									28
Sub-total of (II) same quarter in 2023									31
<b>(III) Road Maintenance</b>									<b>1</b>
<b>(IV) Enforcement</b>									<b>1</b>
<b>(V) Miscellaneous</b>									<b>1</b>
<b>Total this quarter</b>									<b>211 [140]</b>
Total previous quarter									260 [133]
Total same quarter in 2023									285 [185]

**Legend**

FB - Franchised Buses

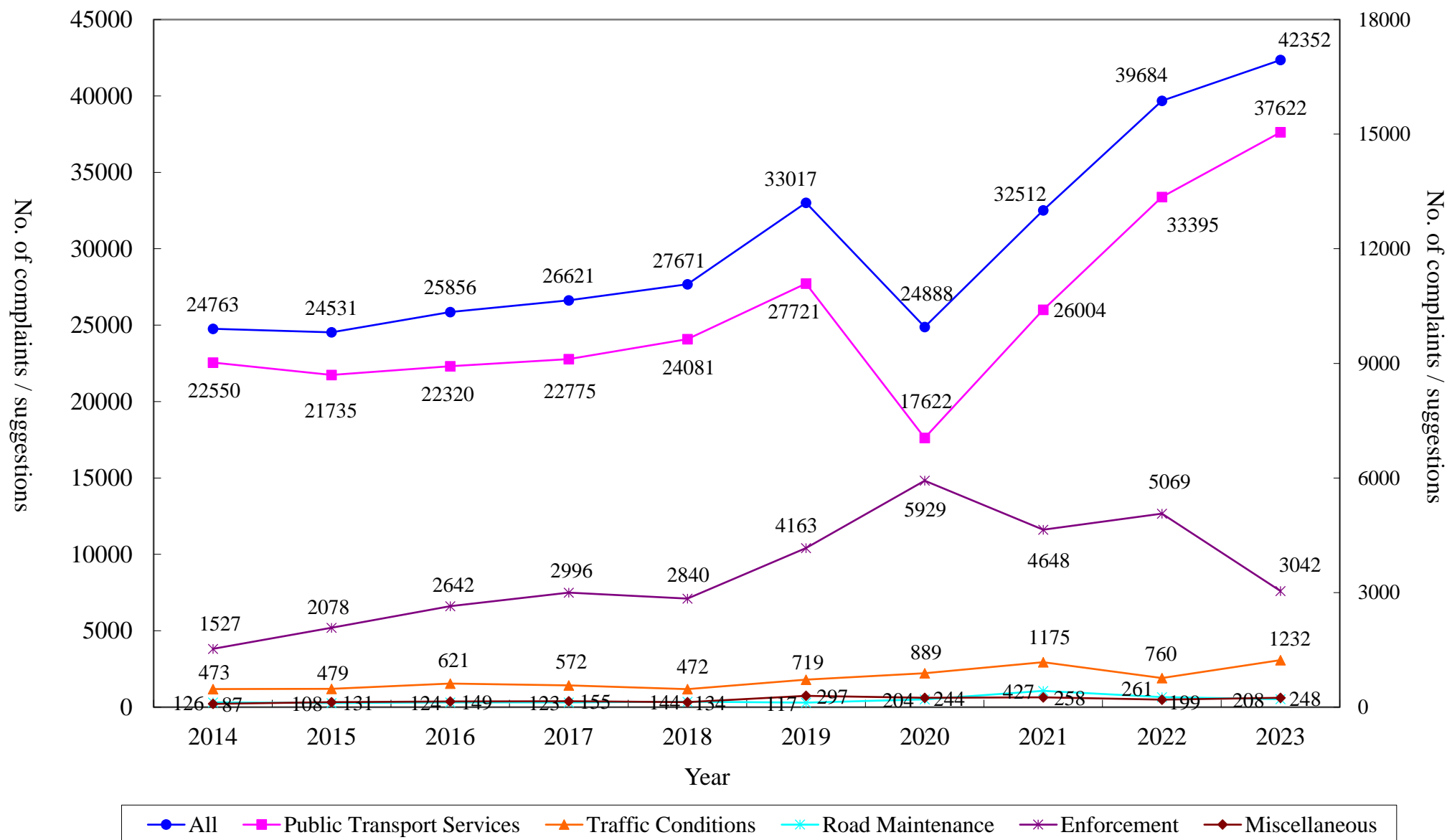
NFB - Non-franchised Buses

PLB - Public Light Buses

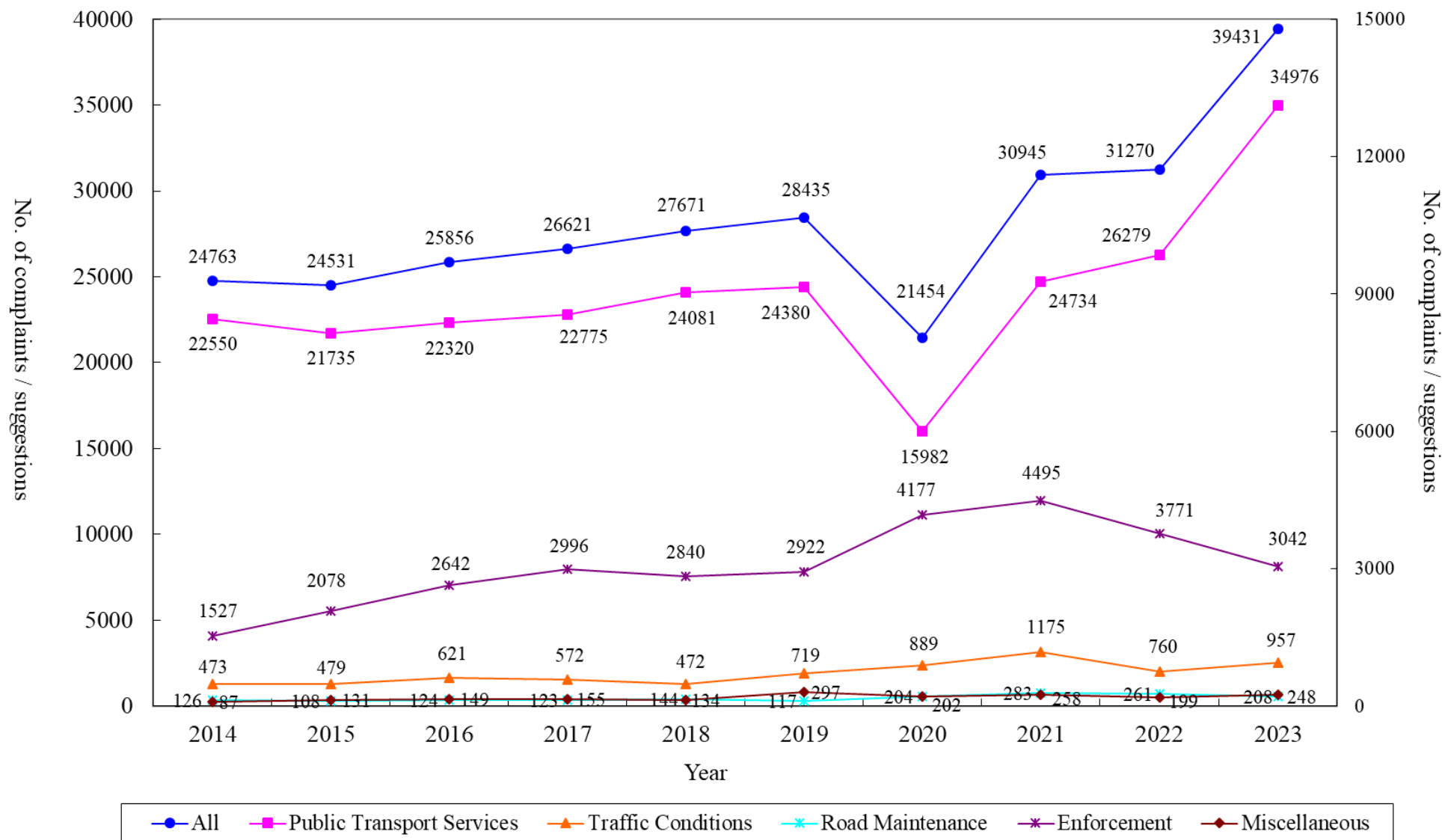
**Notes :** (1) Figures in square brackets are the number of pure suggestions received from a member of the public in the quarter. The figures have been included in the overall number of pure suggestions received.

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

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



### Trends of Complaints and Suggestions Received by TCU<sup>(1)</sup> (2014 - 2023)



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

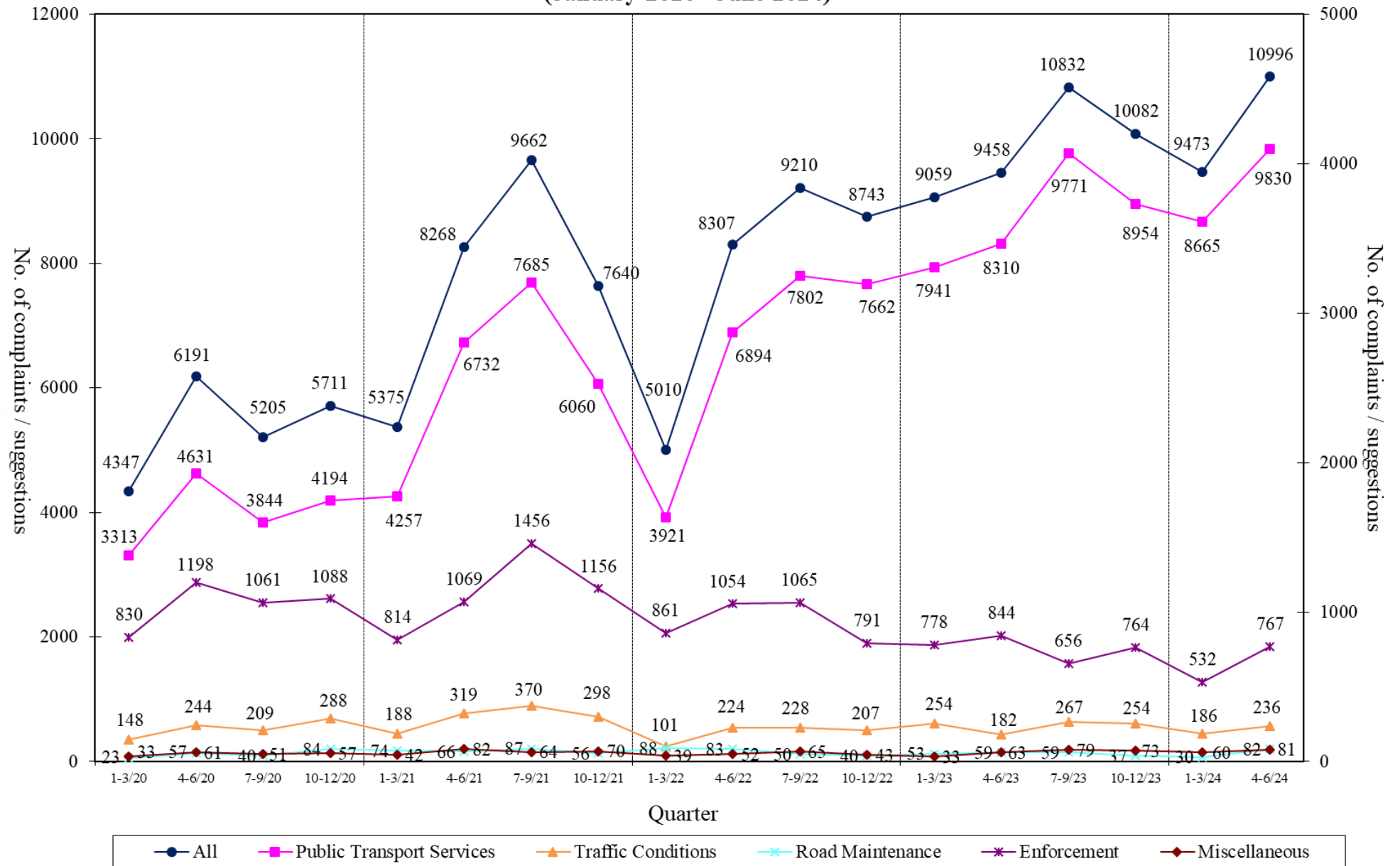
**Trends of Complaints and Suggestions Received by TCU  
(January 2020 - June 2024)**

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



**Trends of Complaints and Suggestions Received by TCU<sup>(1)</sup>**  
**(January 2020 - June 2024)**

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



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

**Summary of Results of Investigations into Complaints and Suggestions**  
**(April – June 2024)**

Outcome of Investigation  Nature of Complaint/ Suggestion	A1	A2	B	C	Total
<b>I. Public Transport Services</b>					
(a) Adequacy of service	5	585	-	-	590
(b) Standard of service	382	5 484	4	1 295	7 165
(c) General	2	187	-	4	193
	<b>389</b>	<b>6 256</b>	<b>4</b>	<b>1 299</b>	<b>7 948</b>
<b>II. Traffic Conditions</b>					
(a) Traffic congestion/obstruction	4	193	-	1	198
(b) Traffic management	9	44	-	-	53
(c) Additional traffic signs/aids	5	16	-	-	21
(d) Parking facilities	1	27	-	-	28
	<b>19</b>	<b>280</b>	<b>-</b>	<b>1</b>	<b>300</b>
<b>III. Road Maintenance</b>					
(a) Road conditions	4	14	-	-	18
(b) Traffic signs and aids	4	5	-	-	9
(c) Carriageway markings	1	1	-	-	2
	<b>9</b>	<b>20</b>	<b>-</b>	<b>-</b>	<b>29</b>
<b>IV. Enforcement</b>					
(a) Illegal parking	258	132	-	-	390
(b) Other enforcement matters	3	260	-	39	302
	<b>261</b>	<b>392</b>	<b>-</b>	<b>39</b>	<b>692</b>
<b>V. Miscellaneous</b>	<b>5</b>	<b>66</b>	<b>-</b>	<b>-</b>	<b>71</b>
<b>Total</b>	<b>683</b> <b>(8%)</b>	<b>7 014</b> <b>(78%)</b>	<b>4</b> <b>(&lt;1%)</b>	<b>1 339</b> <b>(15%)</b>	<b>9 040</b> <b>(100%)</b>
	<b>7 697</b> <b>(85%)</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 2024)**

<div>Outcome of Investigation</div> <div>Mode of Transport</div>	A1	A2	B	C	Total
The Kowloon Motor Bus Company (1933) Limited	127	1 786	-	26	1 939
Citybus Limited (Franchise (U&NT))	5	558	-	8	571
Citybus Limited (Franchise (Lantau))	2	184	-	1	187
New Lantao Bus Company (1973) Limited	-	74	-	-	74
Long Win Bus Company Limited	-	239	-	-	239
Cross-harbour Bus Services	-	484	-	5	489
Non-franchised Bus Services	3	234	1	-	238
Green Minibus	244	1 457	-	9	1 710
Red Minibus	1	83	-	4	88
Taxi	1	847	-	1 245	2 093
MTR Corporation Limited (Excluding Light Rail)	6	236	2	-	244
MTR Corporation Limited (Light Rail)	-	41	1	-	42
The Hongkong Tramways Limited	-	8	-	1	9
Sun Ferry Services Company Limited	-	2	-	-	2
The “Star” Ferry Company Limited	-	6	-	-	6
Minor Ferries	-	17	-	-	17
Total	389 (5%)	6 256 (79%)	4 (<1%)	1 299 (16%)	7 948 (100%)
	6 645 (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 2024)**

**Traffic Management**

***Hong Kong***

- Modify the “Look Right” marking at Lau Li Street near Hing Fat Street to facilitate pedestrians crossing the road.

***Kowloon***

- Increase the pedestrian green time of traffic lights at Waterloo Road at its junction with Pitt Street to facilitate pedestrians crossing the road.
- Add “Look Right”, “Look Left” and hatched road markings and double yellow lines at Ying Fung Lane near Chuk Yuen United Village to improve road safety.
- Increase the vehicular green time of traffic lights at Cornwall Street eastbound at its junction with Nam Cheong Street during morning rush hours from Mondays to Fridays to alleviate traffic congestion.
- Increase the vehicular green time of a set of traffic lights for turning from Lai Yip Street southbound onto Hoi Bun Road during morning rush hours from Mondays to Saturdays to alleviate traffic congestion.
- Impose 24- hour “No Stopping” restriction zone at Chun Wah Road near Choi Ha Road to deter illegal parking and improve road safety.



### *New Territories*

- Increase the vehicular green time of a set of traffic lights at Hing Kwai Street southbound to alleviate traffic congestion.
- Increase the vehicular green time of a set of traffic lights at Yi Tung Road southbound during morning rush hours to improve traffic flow.
- Increase the vehicular green time of a set of traffic lights for turning right from Castle Peak Road – Castle Peak Bay northbound and Hoi Wing Road eastbound to improve traffic flow.
- Increase the vehicular green time of a set of traffic lights for turning from Castle Peak Road – Lam Tei southbound onto Fuk Hang Tsuen Road to alleviate traffic congestion.
- Increase the vehicular green time of a set of traffic lights for turning from Castle Peak Road – Hung Shui Kiu southbound onto Shun Tat Street to alleviate traffic congestion.

**Complaints and Suggestions on Public Transport Services**  
**(April – June 2024)**

**Annex E(i)(a)**

Mode Nature of Complaint/Suggestion	Vehicular Transport										Rail Transport			Waterborne Transport			Total / Sub- total
	Franchised Buses						NFBS	GMB	RMB	Taxi	MTR (Non-LR) MTR (LR) HT			SFS SF MF			
	CTB KMB (U&NT)	CTB (Lantau)	NLB	LWB	XHT												
(A) Adequacy of Service																	
(1) Frequency/carrying capacity	69	40	13	8	13	16	3	129	-	-	7	2	1	1	1	1	304
(2) Routeing	91	35	11	-	12	32	1	5	-	-	-	-	-	-	-	-	187
(3) Hours of operation	3	3	1	1	-	3	-	1	-	-	-	-	-	-	-	-	12
(4) Provision of stops	11	5	-	-	-	2	1	9	-	-	-	-	-	-	-	-	28
Sub-total	174	83	25	9	25	53	5	144	-	-	7	2	1	1	1	1	531
(B) Standard of Service																	
(1) Regularity of service	1823	574	111	23	177	294	98	642	-	-	8	5	4	2	2	3	3766
(2) Adherence to routeing	13	9	8	1	7	10	4	78	-	589	-	-	-	-	-	-	719
(3) Improper driving behavior	436	97	32	14	40	110	25	333	34	605	13	5	1	-	1	-	1746
(4) Conduct & performance of staff (including drivers)	463	206	75	22	36	145	34	708	36	1210	75	4	3	4	-	3	3024
(5) Overcharging	10	6	1	1	3	-	1	79	12	428 *	-	-	-	-	-	-	541
(6) Cleanliness	9	6	1	1	1	4	3	34	2	8	1	-	1	-	-	-	71
(7) Conditions of vehicles/vessels	26	6	1	2	-	4	7	30	-	11	11	2	-	-	-	-	100
(8) Passenger services & facilities	258	56	10	4	17	57	15	79	3	10	94	9	3	3	-	6	624
Sub-total	3038	960	239	68	281	624	187	1983	87	2861	202	25	12	9	3	12	10591
(C) General	40	13	4	1	2	7	14	30	31	78	5	1	-	-	-	1	227
Total this quarter	3252	1056	268	78	308	684	206	2157	118	2939	214	28	13	10	4	14	11349
Grand-total	(5646)						(5420)				(255)			(28)			
Total previous quarter	2724	588	167	88	219	497	207	1864	109	2820	225	35	10	3	6	15	9577
Total same quarter in 2023	2639	592	170	74	170	468	143	1688	80	2847	122	22	12	10	-	18	9055

**Legend**

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

\* Including taximeter irregularities

# Complaints and Suggestions on Public Transport Services

(April – June 2024)

## Annex E(i)(b)

Mode  Nature of Complaint/Suggestion	Vehicular Transport										Rail Transport			Waterborne Transport			Total / Sub-total
	Franchised Buses						NFBS	GMB	RMB	Taxi	MTR (Non-LR)	MTR (LR)	HT	SFS	SF	MF	
	KMB	CTB (U&NT)	CTB (Lantau)	NLB	LWB	XHT											
(B) Adequacy of Service																	
(1) Frequency/carrying capacity	69	40	13	8	13	16	3	129	-	-	7	2	1	1	1	1	304
(2) Routeing	91	35	11	-	12	32	1	5	-	-	-	-	-	-	-	-	187
(3) Hours of operation	3	3	1	1	-	3	-	1	-	-	-	-	-	-	-	-	12
(4) Provision of stops	11	5	-	-	-	2	1	9	-	-	-	-	-	-	-	-	28
Sub-total	174	83	25	9	25	53	5	144	-	-	7	2	1	1	1	1	531
(B) Standard of Service																	
(1) Regularity of service	908	252	69	23	131	173	25	642	-	-	8	5	4	2	2	3	2247
(2) Adherence to routing	13	9	8	1	7	10	4	78	-	589	-	-	-	-	-	-	719
(3) Improper driving behavior	436	97	32	14	40	110	25	333	34	605	13	5	1	-	1	-	1746
(4) Conduct & performance of staff (including drivers)	463	206	75	22	36	145	34	708	36	1210	75	4	3	4	-	3	3024
(5) Overcharging	10	6	1	1	3	-	1	79	12	428 *	-	-	-	-	-	-	541
(6) Cleanliness	9	6	1	1	1	4	3	34	2	8	1	-	1	-	-	-	71
(7) Conditions of vehicles/vessels	26	6	1	2	-	4	7	30	-	11	11	2	-	-	-	-	100
(8) Passenger services & facilities	258	56	10	4	17	57	15	79	3	10	94	9	3	3	-	6	624
Sub-total	2123	638	197	68	235	503	114	1983	87	2861	202	25	12	9	3	12	9072
(C) General	40	13	4	1	2	7	14	30	31	78	5	1	-	-	-	1	227
Total this quarter	2337 <sup>(1)</sup>	734 <sup>(1)</sup>	226 <sup>(1)</sup>	78	262 <sup>(1)</sup>	563 <sup>(1)</sup>	133 <sup>(1)</sup>	2157	118	2939	214	28	13	10	4	14	9830
Grand-total	(4200)						(5347)				(255)			(28)			
Total previous quarter	1950 <sup>(2)</sup>	588	162 <sup>(2)</sup>	88	174 <sup>(2)</sup>	497	119 <sup>(2)</sup>	1864	109	2820	225	35	10	3	6	15	8665
Total same quarter in 2023	1928 <sup>(3)</sup>	580 <sup>(3)</sup>	168 <sup>(3)</sup>	74	161 <sup>(3)</sup>	459 <sup>(3)</sup>	141 <sup>(3)</sup>	1688	80	2847	122	22	12	10	-	18	8310

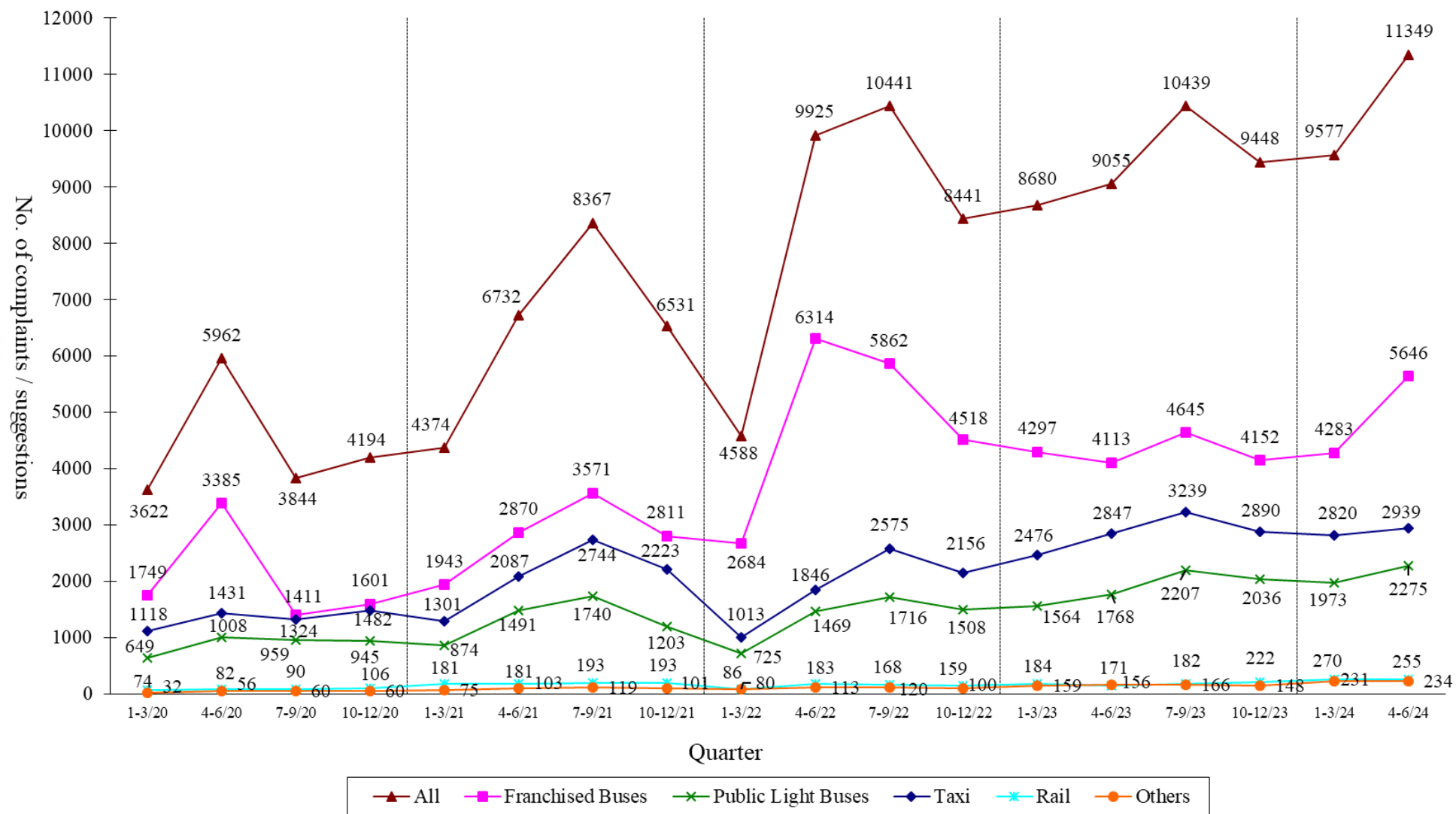
### Legend

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

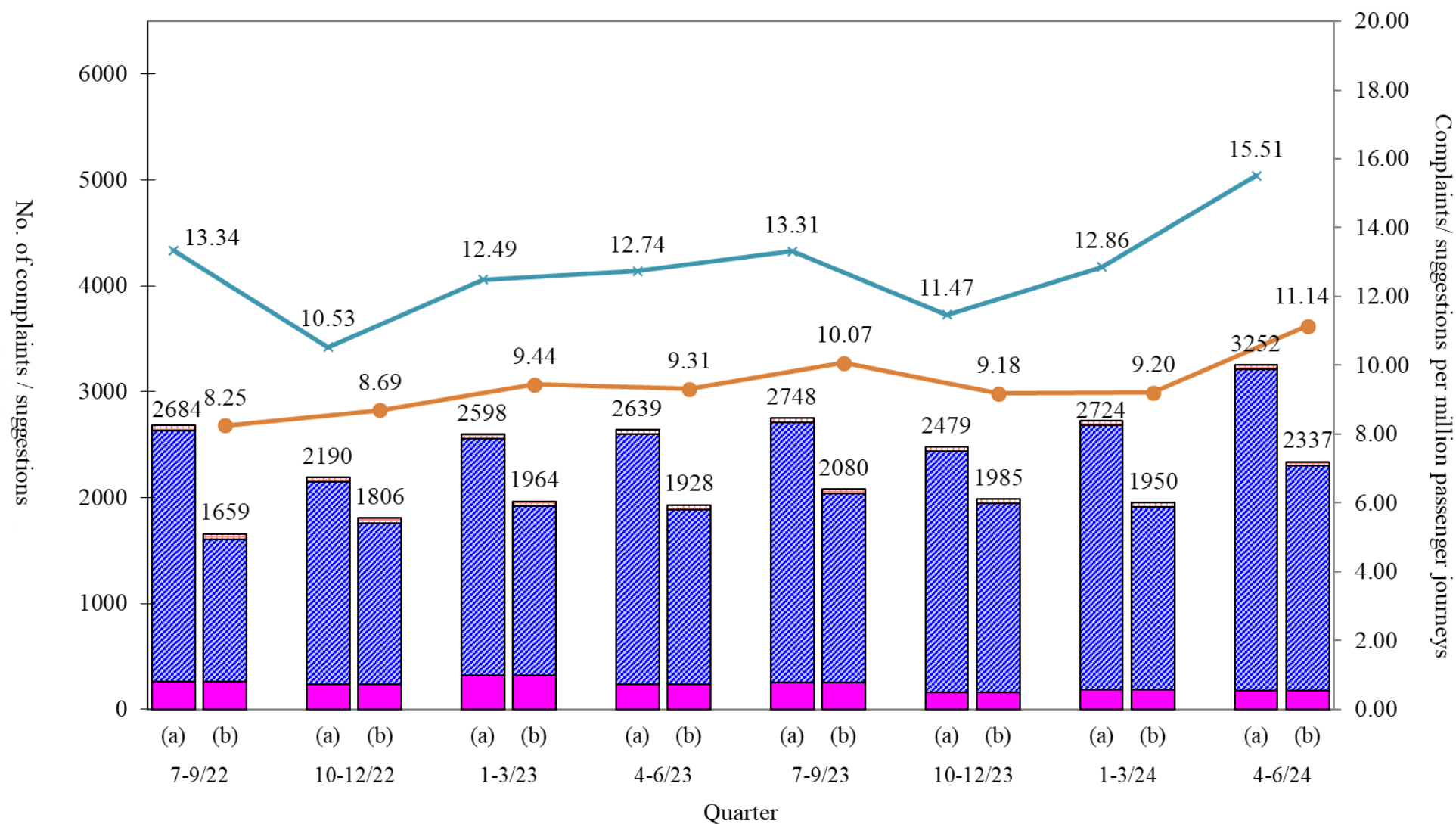
\* Including taximeter irregularities

- Notes : (1) A total of 1 519 complaints (915 about KMB, 322 about CTB (U&NT), 42 about CTB (Lantau), 46 about LWB, 121 about XHT and 73 about NFBS) received from four complainants during the quarter were excluded. Please see [Annex E\(i\)\(a\)](#) with these complaints included.
- (2) A total of 912 complaints (774 about KMB, five about CTB (Lantau), 45 about LWB and 88 about NFBS) received from three complainants during the quarter were excluded. Please see [Annex E\(i\)\(a\)](#) with these complaints included.
- (3) A total of 745 complaints (711 about KMB, 12 about New World First Bus, two about CTB (Lantau), 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.

### Trends of Complaints and Suggestions on Public Transport Services (January 2020 - June 2024)



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

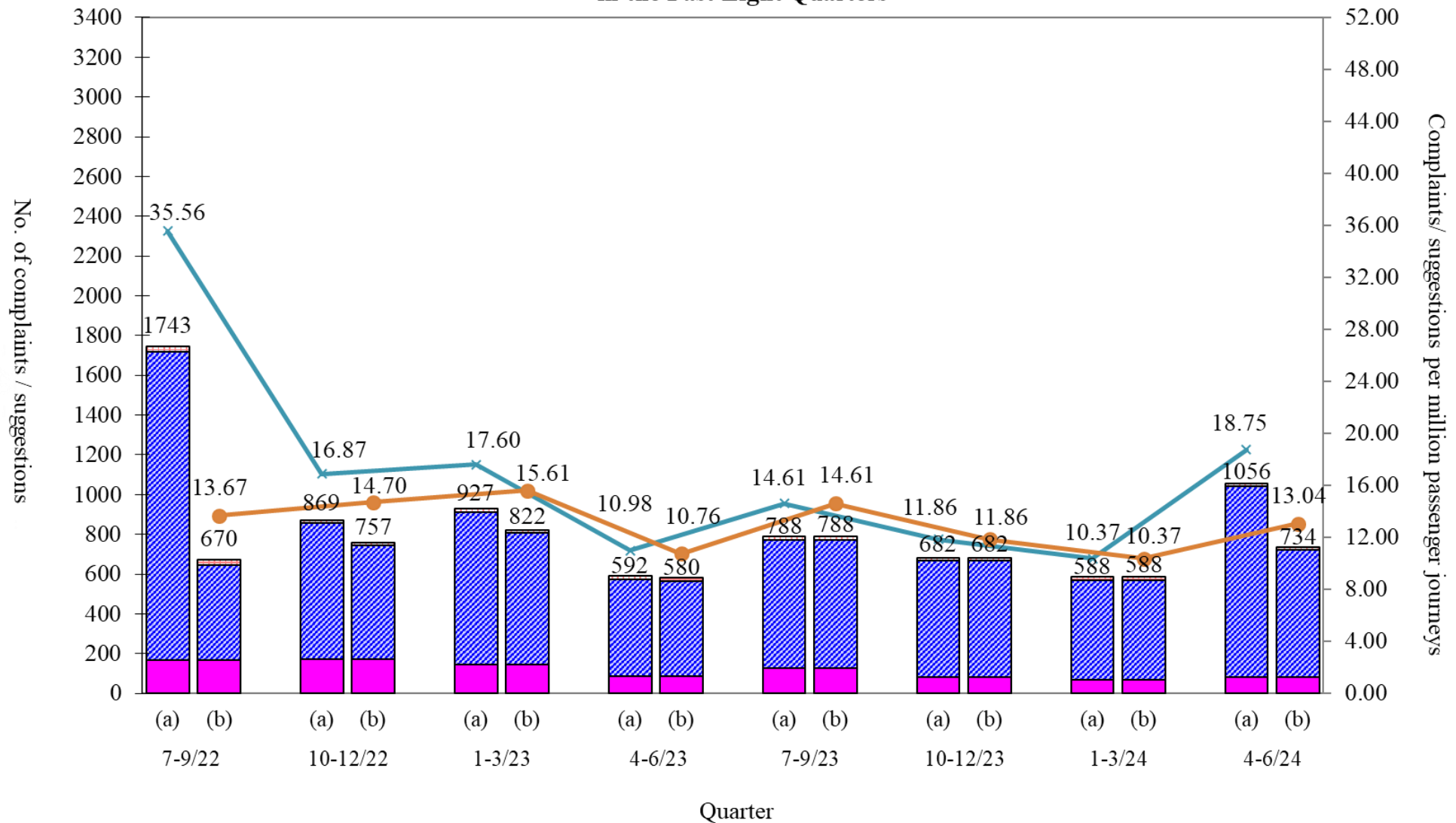


Notes : (a) Complaints received from all complainants.

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

**Complaints and Suggestions on the Services of Citybus Limited**  
**(Franchise for the Urban and New Territories bus network)**  
**in the Past Eight Quarters**

**Annex F(ii)**

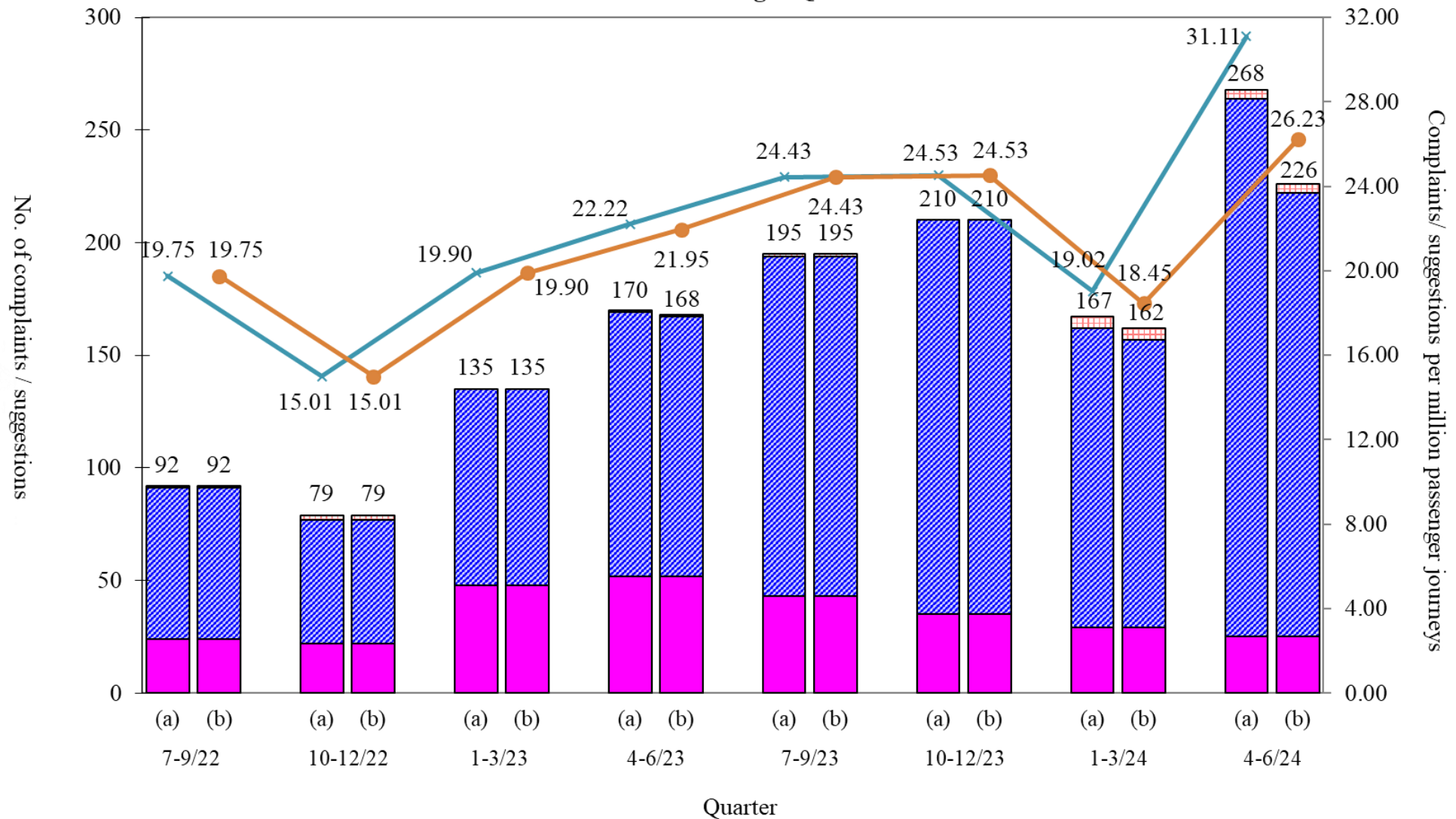


**Notes :** (a) Complaints received from all complainants.

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

**Complaints and Suggestions on the Services of Citybus Limited  
(Franchise for Airport and North Lantau bus network)  
in the Past Eight Quarters**

**Annex F(iii)**

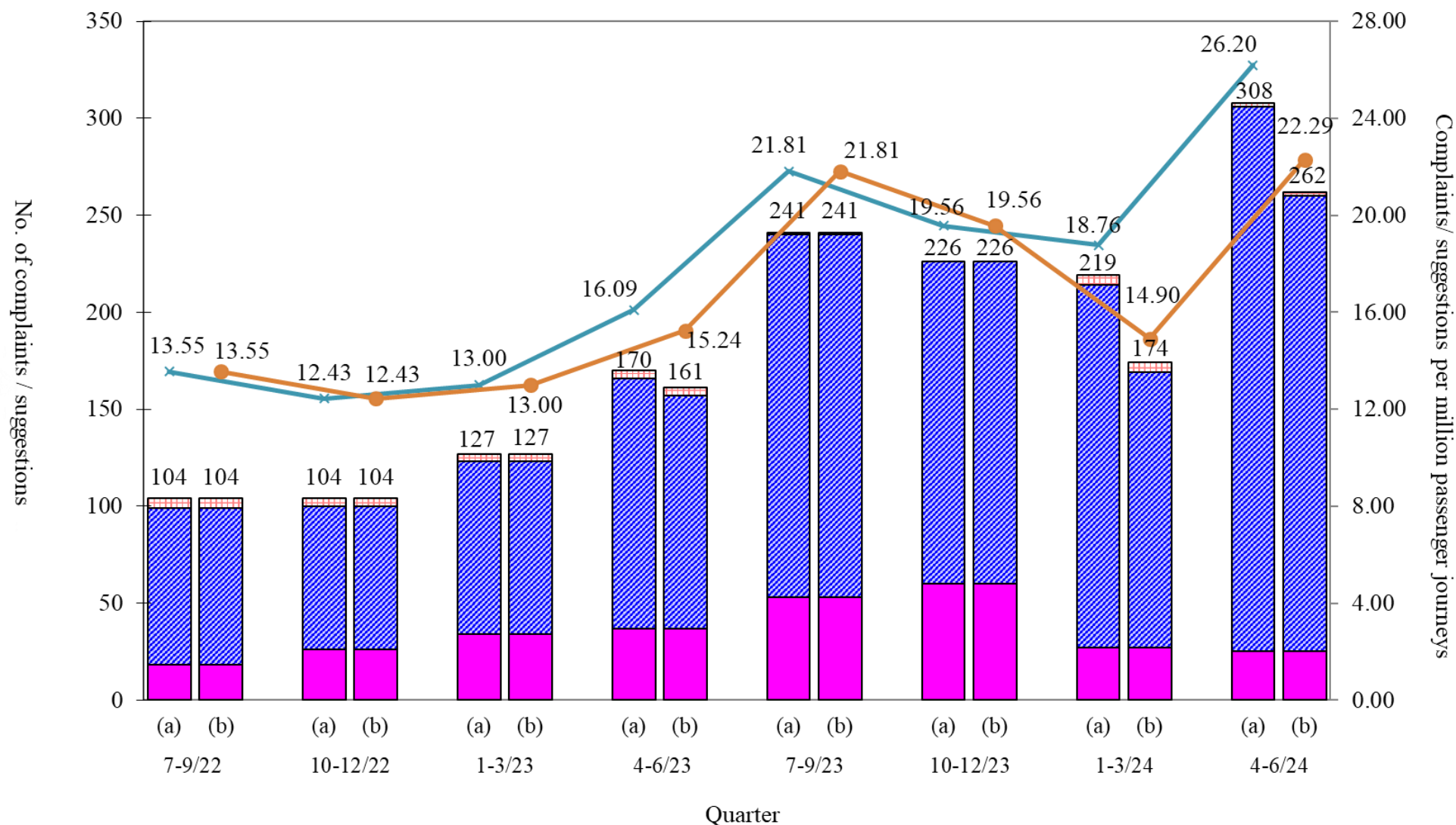


**Notes :** (a) Complaints received from all complainants.

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



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

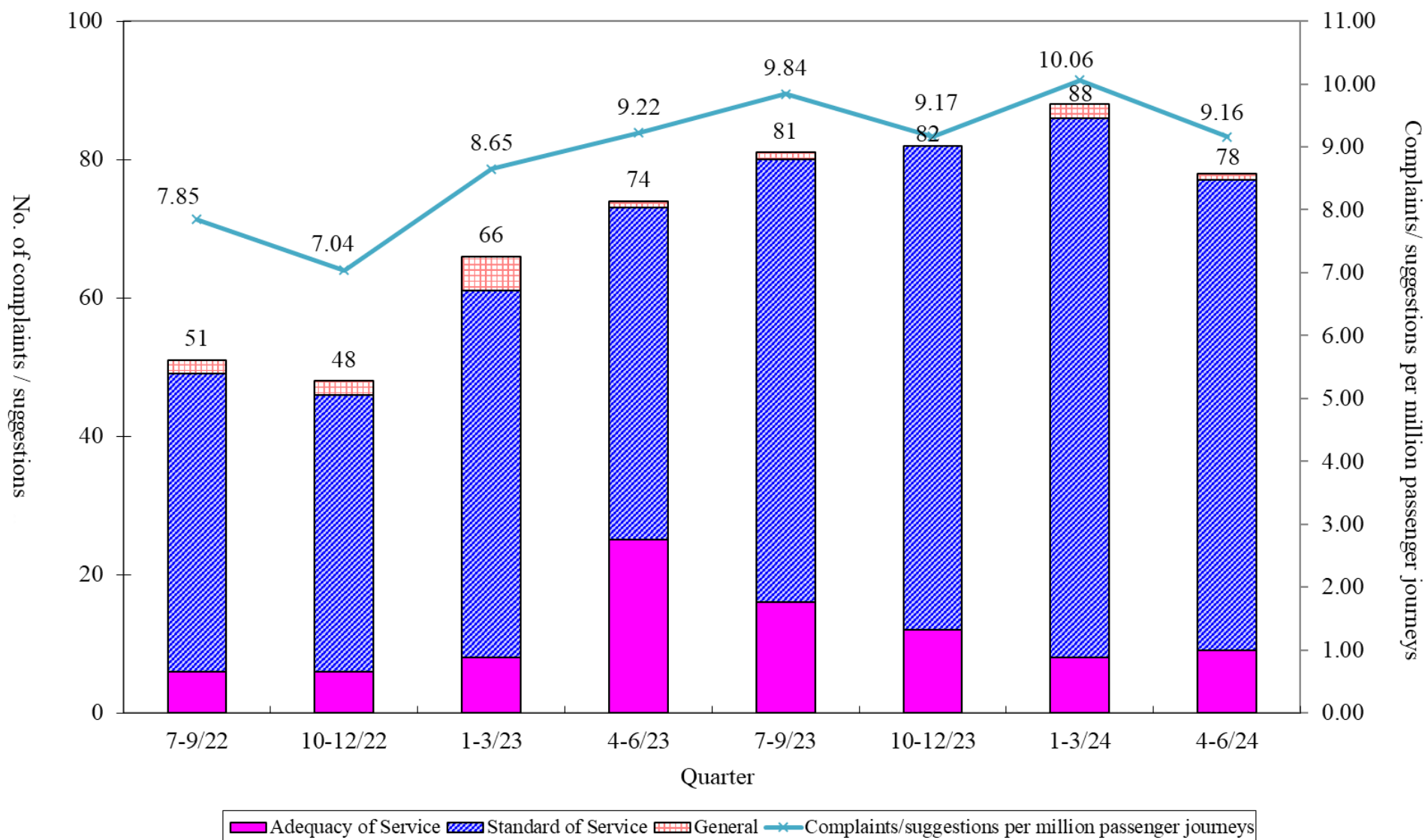


**Notes :** (a) Complaints received from all complainants.

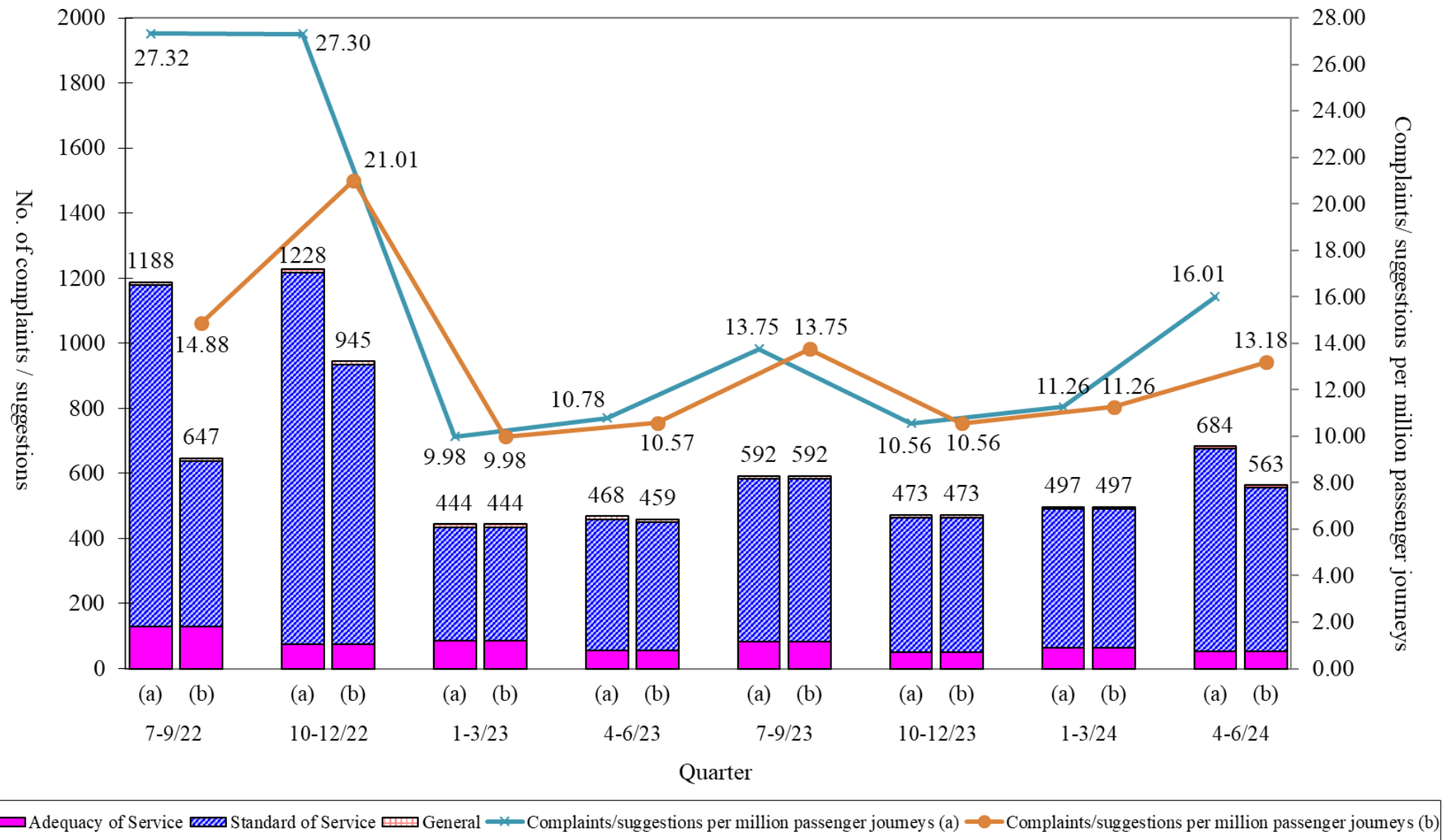
(b) The complaints received from individual complainants, who made more than 100 complaints in a quarter, were excluded.



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



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



Notes : (a) Complaints received from all complainants.

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

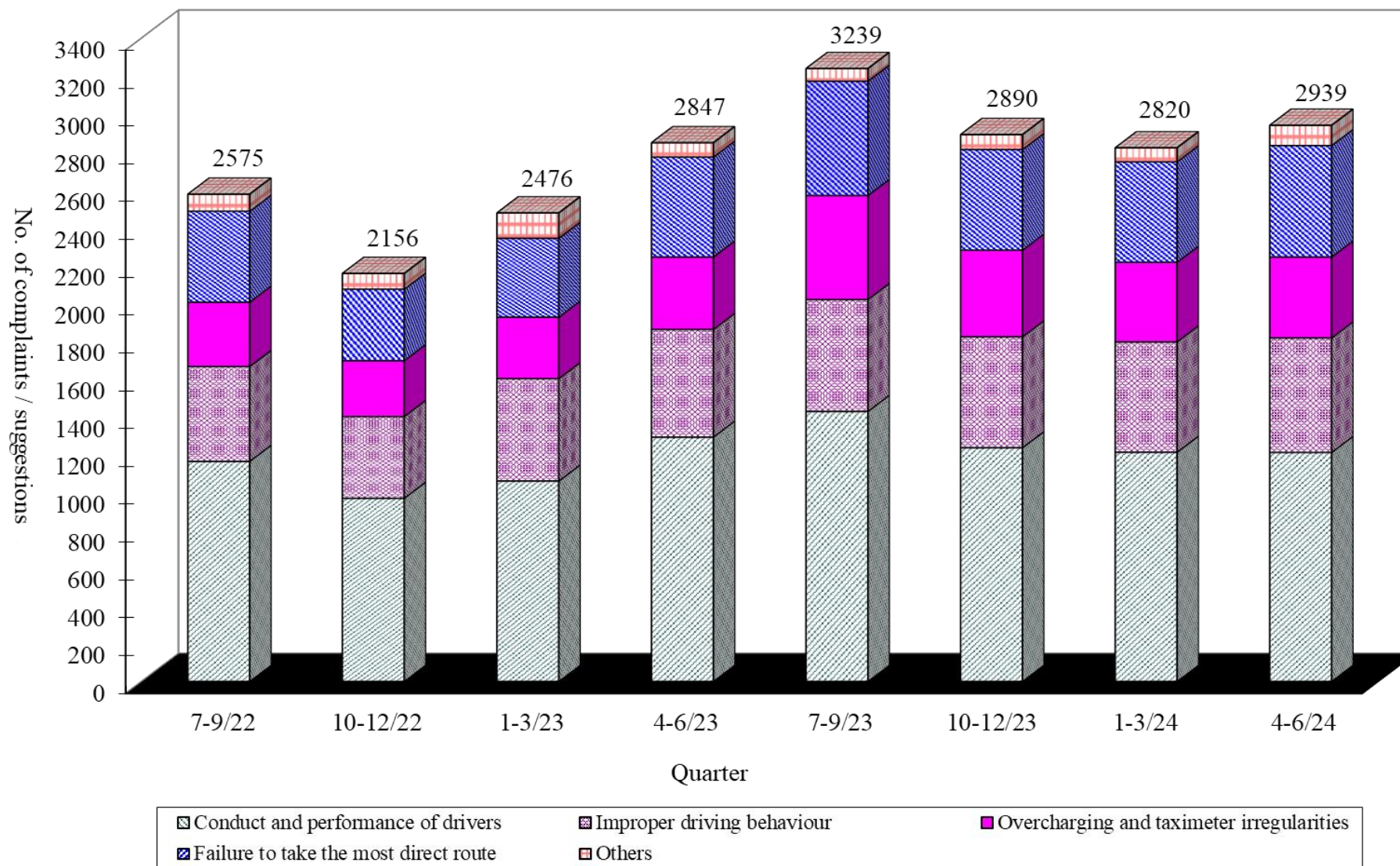
**Breakdown of Complaints and Suggestions on Franchised Bus Services**  
**(April – June 2024)**

<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)	3 252 (2 337)	15.51 (11.14)
Citybus Limited (Franchise for the Urban and New Territories bus network) (CTB(U&NT))	1 056 (734)	18.75 (13.04)
Citybus Limited (Franchise for Airport and North Lantau bus network) (CTB(Lantau))	268 (226)	31.11 (26.23)
New Lantao Bus Company (1973) Limited (NLB)	78	9.16
Long Win Bus Company Limited (LWB)	308 (262)	26.20 (22.29)
Cross-harbour Bus Services <sup>(1)</sup> (XHT)	684 (563)	16.01 (13.18)
<b>Total</b>	<b>5 646 (4 200)</b>	<b>16.72 (12.44)</b>

Notes : (1) Complaints and suggestions on cross-harbour bus services cannot be further broken down by bus company as the services are jointly operated by KMB and CTB(U&NT).

(2) A total of 1 446 complaints were received from four complainants. The figures not including these cases are in brackets.

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



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

<b><u>Nature of Complaint/Suggestion</u></b>	<b><u>Same quarter in 2023 (1.4.23-30.6.23)</u></b>	<b><u>Previous quarter (1.1.24-31.3.24)</u></b>	<b><u>Current quarter (1.4.24-30.6.24)</u></b>
<b>(a) Conduct and performance of drivers</b>			
(i) Behaving other than in a civil & orderly manner	433	447	457
(ii) Refusing hire	750	665	636
(iii) Soliciting passengers	1	5	8
(iv) Refusing to drive to destination	91	76	88
(v) Failure to display driver identity plate	15	16	16
(vi) Failure to display driver identity plate properly	1	2	5
Sub-total	1 291	1 211	1 210
(b) Improper driving behaviour	569	583	605
(c) Overcharging	343	380	384
(d) Taximeter irregularities	40	41	44
(e) Failure to take the most direct route	528	531	589
(f) Others*	76	74	107
<b>Total</b>	<b>2 847</b>	<b>2 820</b>	<b>2 939</b>

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

**Complaints and Suggestions on Traffic and Road Conditions**  
**(April – June 2024)**

District  Nature of Complaint/Suggestion	Hong Kong Island				Kowloon					New Territories									Others (e.g. general issues and tunnel areas)	Total
	Eastern	Wan Chai	Central & Western	Southern	Kwun Tong	Wong Tai Sin	Kowloon City	Sham Shui Po	Yau Tsim Mong	North	Tai Po	Sha Tin	Yuen Long	Tuen Mun	Tsuen Wan	Kwai Tsing	Sai Kung	Islands		
<b><u>Traffic Conditions</u></b>																				
(a) Traffic congestion/obstruction	4	3	3	6	8	2	3	4	12	5	3	12	7	7	3	278	5	2	-	367
(b) Traffic management	6	4	4	3	11	3	3	5	3	2	3	4	7	10	2	3	4	4	-	81
(c) Additional traffic signs and aids	1	5	1	2	9	-	5	-	2	4	1	5	-	2	1	2	-	1	-	41
(d) Parking facilities	-	1	-	1	-	3	1	2	1	-	1	1	2	-	1	2	2	1	1	20
Sub-total	11	13	8	12	28	8	12	11	18	11	8	22	16	19	7	285	11	8	1	509
<b><u>Road Maintenance</u></b>																				
(a) Road conditions	3	2	-	2	4	-	1	1	-	1	-	4	2	1	2	1	-	-	-	24
(b) Traffic signs & aids	1	1	1	-	1	1	17	3	2	1	1	1	2	22	1	-	-	-	1	56
(c) Carriageway markings	-	-	-	-	1	-	-	-	1	-	-	-	-	-	-	-	-	-	-	2
Sub-total	4	3	1	2	6	1	18	4	3	2	1	5	4	23	3	1	-	-	1	82
<b><u>Enforcement</u></b>																				
(a) Illegal parking	25	21	18	10	43	18	53	34	47	16	22	99	42	28	11	14	7	4	1	513
(b) Other enforcement matters	7	7	7	4	27	11	17	14	32	6	9	12	52	8	7	6	16	7	5	254
Sub-total	32	28	25	14	70	29	70	48	79	22	31	111	94	36	18	20	23	11	6	767
<b>Total</b>	<b>47</b>	<b>44</b>	<b>34</b>	<b>28</b>	<b>104</b>	<b>38</b>	<b>100</b>	<b>63</b>	<b>100</b>	<b>35</b>	<b>40</b>	<b>138</b>	<b>114</b>	<b>78</b>	<b>28</b>	<b>306</b>	<b>34</b>	<b>19</b>	<b>8</b>	<b>1358</b>

**Complaints and Suggestions on Traffic and Road Conditions<sup>(1)</sup>**  
**(April – June 2024)**

District  Nature of Complaint/Suggestion	Hong Kong Island				Kowloon					New Territories									Others (e.g. general issues and tunnel areas)	Total
	Eastern	Wan Chai	Central & Western	Southern	Kwun Tong	Wong Tai Sin	Kowloon City	Sham Shui Po	Yau Tsim Mong	North	Tai Po	Sha Tin	Yuen Long	Tuen Mun	Tsuen Wan	Kwai Tsing	Sai Kung	Islands		
<b><u>Traffic Conditions</u></b>																				
(a) Traffic congestion/obstruction	4	3	3	6	8	2	3	4	12	5	3	12	7	7	3	5	5	2	-	94
(b) Traffic management	6	4	4	3	11	3	3	5	3	2	3	4	7	10	2	3	4	4	-	81
(c) Additional traffic signs and aids	1	5	1	2	9	-	5	-	2	4	1	5	-	2	1	2	-	1	-	41
(d) Parking facilities	-	1	-	1	-	3	1	2	1	-	1	1	2	-	1	2	2	1	1	20
Sub-total	11	13	8	12	28	8	12	11	18	11	8	22	16	19	7	12	11	8	1	236
<b><u>Road Maintenance</u></b>																				
(a) Road conditions	3	2	-	2	4	-	1	1	-	1	-	4	2	1	2	1	-	-	-	24
(b) Traffic signs & aids	1	1	1	-	1	1	17	3	2	1	1	1	2	22	1	-	-	-	1	56
(c) Carriageway markings	-	-	-	-	1	-	-	-	1	-	-	-	-	-	-	-	-	-	-	2
Sub-total	4	3	1	2	6	1	18	4	3	2	1	5	4	23	3	1	-	-	1	82
<b><u>Enforcement</u></b>																				
(a) Illegal parking	25	21	18	10	43	18	53	34	47	16	22	99	42	28	11	14	7	4	1	513
(b) Other enforcement matters	7	7	7	4	27	11	17	14	32	6	9	12	52	8	7	6	16	7	5	254
Sub-total	32	28	25	14	70	29	70	48	79	22	31	111	94	36	18	20	23	11	6	767
Total	47	44	34	28	104	38	100	63	100	35	40	138	114	78	28	33	34	19	8	1085

Note : (1) 273 complaints about traffic congestion/obstruction received from one complainant during the quarter were excluded. Please see Annex I(i) with these complaints included.

**Complaints and Suggestions on Green Minibus Services**

<b><u>Nature of Complaint/Suggestion</u></b>		<b><u>2023</u></b> <b><u>Jan – Jun</u></b>	<b><u>2024</u></b> <b><u>Jan – Jun</u></b>	<b><u>Difference</u></b>
<b>(A) Adequacy of Service</b>				
(1)	Frequency	246	244	-0.8%
(2)	Routeing	12	12	-
(3)	Hours of operation	7	4	-42.9%
(4)	Provision of stops	8	17	+112.5%
<b>Sub-total</b>		<b>273</b>	<b>277</b>	<b>+1.5%</b>
<b>(B) Standard of Service</b>				
(1)	Regularity of service	1 076	1 251	+16.3%
(2)	Adherence to routeing	114	137	+20.2%
(3)	Improper driving behaviour	513	641	+25.0%
(4)	Conduct and performance of staff (including drivers)	858	1 300	+51.5%
(5)	Overcharging	103	130	+26.2%
(6)	Cleanliness	27	56	+107.4%
(7)	Conditions of vehicles	47	57	+21.3%
(8)	Passenger services and facilities	93	123	+32.3%
<b>Sub-total</b>		<b>2 831</b>	<b>3 695</b>	<b>+30.5%</b>
<b>(C) General*</b>		<b>55</b>	<b>49</b>	<b>-10.9%</b>
<b>Total</b>		<b>3 159</b>	<b>4 021</b>	<b>+27.3%</b>

\* These are mainly related to obstruction caused by green minibuses (31 cases in Jan – Jun 2024 and 36 cases in the same period in 2023).



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

<b><u>Nature of Complaint/Suggestion</u></b>					<b>2023</b> <b><u>Jan – Jun</u></b>	<b>2024</b> <b><u>Jan – Jun</u></b>	<b><u>Difference</u></b>
(1)	Starting before passengers safely alighted/boarded				79	101	+27.8%
(2)	Driving speedily				87	94	+8.0%
(3)	Picking up/setting down passengers at restricted area/out of line				71	67	-5.6%
(4)	Trapping passengers with door				27	57	+111.1%
(5)	Picking up/setting down passengers at a distance from bus stop				23	42	+82.6%
(6)	Dashing through traffic light				19	32	+68.4%
(7)	Using mobile phone while driving				19	31	+63.2%
(8)	Failing to give way to pedestrians/traffic				25	28	+12.0%
(9)	Overloading				18	28	+55.6%
(10)	Braking suddenly				13	18	+38.5%
(11)	Listening to audio programmes / Watching audio-visual programmes while driving				5	17	+240.0%
(12)	Jerky driving				11	16	+45.5%
(13)	Changing lanes abruptly/overtaking on solid line				15	13	-13.3%
(14)	Slow driving				9	13	+44.4%
(15)	Disobeying traffic signs/schemes				18	12	-33.3%
(16)	Others				74	72	-2.7%
<b>Total</b>					<b>513</b>	<b>641</b>	<b>+25.0%</b>

**Annex J(c)**

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

<b><u>Nature of Complaint/Suggestion</u></b>	<b>2023</b>	<b>2024</b>	<b><u>Difference</u></b>
	<b><u>Jan – Jun</u></b>	<b><u>Jan – Jun</u></b>	
(1) Failing to pick up passengers	507	816	+60.9%
(2) Scolding/insulting/poor attitude towards passengers	162	224	+38.3%
(3) Failing to set down passengers at their designated locations/stops	71	94	+32.4%
(4) Failing to display identity plate	27	36	+33.3%
(5) Regulator scolding/insulting/showing poor attitude towards passengers	5	17	+240.0%
(6) Prolonged waiting for passengers	23	15	-34.8%
(7) Providing wrong information on route/destination/fare/schedule to passengers	1	14	+1300.0%
(8) Regulator failing to control passengers/vehicles	7	11	+57.1%
(9) Failing to provide information on route/destination/fare/schedule to passengers	4	9	+125.0%
(10) Others	51	64	+25.5%
<b>Total</b>	<b>858</b>	<b>1 300</b>	<b>+51.5%</b>

**Complaints and Suggestions on Green Minibus Services**  
**Breakdown on Cases by Districts**

<b><u>Districts</u></b>	<b><u>2023</u></b> <b><u>Jan – Jun</u></b>	<b><u>2024</u></b> <b><u>Jan – Jun</u></b>	<b><u>Difference</u></b>
(1) Sha Tin	341	509	+49.3%
(2) Kwun Tong	339	397	+17.1%
(3) Kwai Tsing	262	329	+25.6%
(4) Wong Tai Sin	172	304	+76.7%
(5) Southern	172	275	+59.9%
(6) Sai Kung	217	266	+22.6%
(7) North	204	237	+16.2%
(8) Tai Po	205	213	+3.9%
(9) Yuen Long	186	213	+14.5%
(10) Tsuen Wan	151	209	+38.4%
(11) Kowloon City	129	182	+41.1%
(12) Yau Tsim Mong	162	170	+4.9%
(13) Tuen Mun	193	167	-13.5%
(14) Eastern	98	153	+56.1%
(15) Central and Western	116	145	+25.0%
(16) Sham Shui Po	73	83	+13.7%
(17) Wan Chai	67	80	+19.4%
(18) Islands	2	1	-50.0%
(19) General	70	88	+25.7%
<b>Total</b>	<b>3 159</b>	<b>4 021</b>	<b>+27.3%</b>

**Complaints and Suggestions on Red Minibus Services**

<b><u>Nature of Complaint/Suggestion</u></b>	<b><u>2023 Jan – Jun</u></b>	<b><u>2024 Jan – Jun</u></b>	<b><u>Difference</u></b>
<b>(A) Standard of Service</b>			
(1) Improper driving behaviour	65	86	+32.3%
(2) Conduct and performance of staff (including drivers)	43	63	+46.5%
(3) Overcharging	16	17	+6.3%
(4) Cleanliness	2	4	+100.0%
(5) Conditions of vehicles	3	2	-33.3%
(6) Passenger services and facilities	4	3	-25.0%
<b>Sub-total</b>	<b>133</b>	<b>175</b>	<b>+31.6%</b>
<b>(B) General*</b>	<b>40</b>	<b>52</b>	<b>+30.0%</b>
<b>Total</b>	<b>173</b>	<b>227</b>	<b>+31.2%</b>

\* These are mainly related to inadequate red minibus services (24 cases in Jan – Jun 2024 and 17 cases in the same period in 2023).

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

<b><u>Nature of Complaint/Suggestion</u></b>		<b>2023</b>	<b>2024</b>	
		<b><u>Jan – Jun</u></b>	<b><u>Jan – Jun</u></b>	<b><u>Difference</u></b>
(1)	Driving speedily	12	24	+100.0%
(2)	Picking up/setting down passengers at restricted area/out of line	13	10	-23.1%
(3)	Using mobile phone while driving	8	9	+12.5%
(4)	Overloading	10	6	-40.0%
(5)	Changing lanes abruptly/overtaking on solid line	4	5	+25.0%
(6)	Trapping passengers with door	3	5	+66.7%
(7)	Failing to give way to pedestrians/traffic	1	5	+400.0%
(8)	Dashing through traffic light	1	4	+300.0%
(9)	Disobeying traffic signs/schemes	5	2	-60.0%
(10)	Improper/Excessive use of telecom while driving	2	2	-
(11)	Starting before passengers safely alighted/boarded	2	2	-
(12)	Listening to audio programmes/ Watching audio-visual programmes while driving	1	2	+100.0%
(13)	Braking suddenly	-	2	-
(14)	Others	3	8	+166.7%
<b>Total</b>		<b>65</b>	<b>86</b>	<b>+32.3%</b>

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

<b><u>Nature of Complaint/Suggestion</u></b>	<b>2023</b>	<b>2024</b>	<b><u>Difference</u></b>
	<b><u>Jan – Jun</u></b>	<b><u>Jan – Jun</u></b>	
(1) Scolding/insulting/poor attitude towards passengers	17	19	+11.8%
(2) Failing to pick up passengers	9	15	+66.7%
(3) Failing to set down passengers at their designated locations/stops	6	14	+133.3%
(4) Smoking	3	3	-
(5) Failing to display identity plate	2	3	+50.0%
(6) Prolonged waiting for passengers	2	1	-50.0%
(7) Failing to provide information on route/destination/fare/schedule to passenger	-	1	-
(8) Failing to display identity plate properly	-	1	-
(9) Providing wrong information on route/destination/fare/schedule to passenger	2	-	-100.0%
(10) Others	2	6	+200.0%
<b>Total</b>	<b>43</b>	<b>63</b>	<b>+46.5%</b>

**Complaints and Suggestions on Red Minibus Services**  
**Breakdown on Cases by Districts**

<b><u>Districts</u></b>	<b><u>2023 Jan – Jun</u></b>	<b><u>2024 Jan – Jun</u></b>	<b><u>Difference</u></b>
(1) Yau Tsim Mong	27	47	+74.1%
(2) Kwun Tong	33	39	+18.2%
(3) Yuen Long	18	28	+55.6%
(4) Wong Tai Sin	14	17	+21.4%
(5) Kowloon City	19	16	-15.8%
(6) Tsuen Wan	12	15	+25.0%
(7) Sham Shui Po	15	13	-13.3%
(8) Kwai Tsing	6	10	+66.7%
(9) Southern	4	9	+125.0%
(10) North	5	7	+40.0%
(11) Eastern	2	7	+250.0%
(12) Tuen Mun	-	7	-
(13) Sai Kung	6	4	-33.3%
(14) Tai Po	3	4	+33.3%
(15) Central and Western	2	3	+50.0%
(16) Wan Chai	5	-	-100.0%
(17) General	2	1	-50.0%
<b>Total</b>	<b>173</b>	<b>227</b>	<b>+31.2%</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.