

**QUARTERLY REPORT No. 3 of 2022**

**by the**

**TRANSPORT COMPLAINTS UNIT**

**of the**

**TRANSPORT ADVISORY COMMITTEE**

**for the period**

**1 July 2022 – 30 September 2022**

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

This is the third quarterly report for 2022 covering the period from 1 July to 30 September 2022.

### **Yearly and Quarterly Trends**

2.            During the quarter, the Transport Complaints Unit (TCU) received 12 479<sup>2</sup> complaints and suggestions, including 353<sup>3</sup> pure suggestions. About 82% (10 221) of the cases were received through TCU Complaint/Suggestion Webform and email, 17% (2 224) 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 10.1%<sup>2</sup> as compared with 11 338<sup>4</sup> cases in the previous quarter and an increase of 20.6%<sup>2</sup> as compared with 10 344<sup>5</sup> cases in the same quarter in 2021. A breakdown of all the complaints and suggestions received during the quarter is at Annex A.

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

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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 12 479 complaints and suggestions, a total of 3 269 complaints were received from 12 complainants. The number of complaints not including these cases is 9 210, representing an increase of 10.9% when compared with 8 307 cases (see footnote 4) in the previous quarter and a decrease of 4.7% when compared with 9 662 cases (see footnote 5) in the same quarter in 2021. A breakdown of the complaints not including these cases is at Annex A(i)(b).

<sup>3</sup> Among the 353 pure suggestions, 232 pure suggestions about public transport routeing were received from a member of the public. The number of pure suggestions not including these cases is 121.

<sup>4</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.

<sup>5</sup> Among the 10 344 complaints and suggestions, 682 complaints were received from one complainant. The number of complaints not including these cases is 9 662.

is at Annex B(ii).

4. During the quarter, investigations into 9 360 cases (including some outstanding cases from previous quarters) were completed. Of these, 7 960 cases (85%) were found to be substantiated, 26 cases (less than 1%) unsubstantiated, and the remaining 1 374 cases (14%) 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 July to September 2022, the Police reported the latest developments on 489<sup>6</sup> cases previously referred to them. Among these cases, 87<sup>6</sup> drivers were summonsed.

5. During the same period, relevant government departments and public transport operators took on board 12 suggestions made by members of the public who gave proposals to enhance public transport services and improve traffic conditions. A summary of the cases is at Annex D. The Chairman of the TCU Sub-committee has issued appreciation letters to the proponents of these suggestions who provided their contact details.

### **Public Transport Services**

6. Complaints and suggestions on public transport services accounted for 10 441<sup>7</sup> cases, representing an increase of 5.2%<sup>7</sup> as compared with 9 925<sup>8</sup> cases in the previous quarter and an increase of 24.8%<sup>7</sup> as compared with 8 367<sup>9</sup> cases in the same quarter in 2021. A breakdown of the complaints and

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

<sup>7</sup> Among the 10 441 complaints and suggestions, a total of 2 639 complaints were received from 11 complainants. The number of complaints not including these cases is 7 802, representing an increase of 13.2% when compared with 6 894 cases (see footnote 8) in the previous quarter and an increase of 1.5% when compared with 7 685 cases (see footnote 9) in the same quarter in 2021. A breakdown of the complaints not including these cases is at Annex E(i)(b).

<sup>8</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>9</sup> Among the 8 367 complaints and suggestions, 682 complaints were received from one complainant. The number of complaints not including these cases is 7 685.

suggestions received during the quarter is at Annex E(i). A graph showing the trends of complaints and suggestions received, by quarter, since 2018 is at Annex E(ii).

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

7. A total of 5 862<sup>10</sup> complaints and suggestions on franchised bus services were received during the quarter, representing a decrease of 7.2%<sup>10</sup> as compared with 6 314<sup>11</sup> cases in the previous quarter and an increase of 64.2%<sup>10</sup> as compared with 3 571<sup>12</sup> cases in the same quarter in 2021.

8. There were 2 684<sup>13</sup> cases on the services of The Kowloon Motor Bus Company (1933) Limited (KMB), as compared with 3 401<sup>14</sup> cases in the previous quarter and 1 482 cases in the same quarter in 2021. Among the 2 684<sup>13</sup> cases, 260 (or 9.7%) were about the adequacy of service and 2 372<sup>13</sup> (or 88.4%) were about the standard of service.

9. There were 611<sup>15</sup> cases on the services of the Citybus Limited (Franchise for Hong Kong Island and Cross-Harbour Bus Network) (CTB (Franchise 1)), as compared with 779<sup>16</sup> cases in the previous quarter and

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<sup>10</sup> Among the 5 862 complaints and suggestions, a total of 2 639 complaints were received from 11 complainants. The number of complaints not including these cases is 3 223, representing a decrease of 1.8% when compared with 3 283 cases (see footnote 11) in the previous quarter and an increase of 11.6% when compared with 2 889 cases (see footnote 12) in the same quarter in 2021.

<sup>11</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>12</sup> Among the 3 571 complaints and suggestions, 682 complaints were received from one complainant. The number of complaints not including these cases is 2 889.

<sup>13</sup> Among the 2 684 complaints and suggestions, a total of 1 025 complaints (about the standard of service) were received from four complainants. The number of complaints not including these cases is 1 659.

<sup>14</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.

<sup>15</sup> Among the 611 complaints and suggestions, a total of 306 complaints (about the standard of service) were received from two complainants. The number of complaints not including these cases is 305.

<sup>16</sup> Among the 779 complaints and suggestions, 330 complaints were received from one complainant. The number of complaints not including these cases is 449.

412<sup>17</sup> cases in the same quarter in 2021. Among the 611<sup>15</sup> cases, 107 (or 17.5%) were about the adequacy of service while 489<sup>15</sup> (or 80.0%) were about the standard of service.

10. There were 92 cases on the services of the Citybus Limited (Franchise for Airport and North Lantau Bus Network) (CTB (Franchise 2)), as compared with 60 cases in the previous quarter and 79 cases in the same quarter in 2021. Among the 92 cases, 24 (or 26.1%) were about the adequacy of service while 67 (or 72.8%) were about the standard of service.

11. There were 1 132<sup>18</sup> cases on the services of the New World First Bus Services Limited (NWFB), as compared with 1 291<sup>19</sup> cases in the previous quarter and 619<sup>20</sup> cases in the same quarter in 2021. Of the 1 132<sup>18</sup> cases, 59 (or 5.2%) were about the adequacy of service and 1 065<sup>18</sup> (or 94.1%) were about the standard of service.

12. There were 104 cases on the services of the Long Win Bus Company Limited (LWB), as compared with 77 cases in the previous quarter and 143 cases in the same quarter in 2021. Of the 104 cases, 18 (or 17.3%) were about the adequacy of service and 81 (or 77.9%) were about the standard of service.

13. There were 51 cases on the services of the New Lantau Bus Company (1973) Limited (NLB), as compared with 30 cases in the previous quarter and 42 cases in the same quarter in 2021. Of the 51 cases, six (or 11.8%) was about the adequacy of service and 43 (or 84.3%) were about the standard of service.

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<sup>17</sup> Among the 412 complaints and suggestions, 136 complaints were received from one complainant. The number of complaints not including these cases is 276.

<sup>18</sup> Among the 1 132 complaints and suggestions, a total of 767 complaints (about the standard of service) were received from seven complainants. The number of complaints not including these cases is 365.

<sup>19</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>20</sup> Among the 619 complaints and suggestions, 340 complaints were received from one complainant. The number of complaints not including these cases is 279.

14. There were 1 188<sup>21</sup> cases on the cross-harbour bus services<sup>22</sup>, as compared with 676<sup>23</sup> cases in the previous quarter and 794<sup>24</sup> cases in the same quarter in 2021. Of the 1 188<sup>21</sup> cases, 128 (or 10.8%) were about the adequacy of service and 1 050<sup>21</sup> (or 88.4%) were about the standard of service.

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

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

16. There were 89 complaints and suggestions on non-franchised bus services (e.g. residents' services and feeder bus services operated by the MTR Corporation Limited (MTRCL)). The corresponding figures for the previous quarter and the same quarter in 2021 were 85 and 87 respectively.

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

17. A total of 1 716 complaints and suggestions on public light bus (PLB) services were received in this quarter, representing an increase of 16.8% as compared with 1 469 cases in the previous quarter and a decrease of 1.4% as compared with 1 740 cases in the same quarter in 2021. All of these cases were referred to the Transport Department (TD) or the Police for action.

18. Of the PLB cases received, 94.1% or 1 615 cases were on green minibus (GMB) services, representing an increase of 18.0% as compared with 1 369 cases in the previous quarter and a decrease of 1.5% as compared with

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<sup>21</sup> Among the 1 188 complaints and suggestions, a total of 541 complaints (about the standard of service) were received from eight complainants. The number of complaints not including these cases is 647.

<sup>22</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>23</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>24</sup> Among the 794 complaints and suggestions, 206 complaints were received from one complainant. The number of complaints not including these cases is 588.

1 639 cases in the same quarter in 2021. Among the 1 615 cases, 185 (or 11.5%) were about the adequacy of service and 1 417 (or 87.7%) were about the standard of service.

19. The remaining 5.9% or 101 cases were on the services provided by red minibuses (RMB), representing an increase of 1.0% as compared with 100 cases in the previous quarter. The corresponding figure for the same quarter in 2021 was 101.

### ***Taxi Services***

20. A total of 2 575 cases on taxi services were received in this quarter, representing an increase of 39.5% as compared with the previous quarter and a decrease of 6.2% as compared with the same quarter in 2021. A comparison of the complaints and suggestions on taxi services in the past eight quarters is at Annex G.

21. Of the 2 575 cases received, 2 485 (96.5%) were related to taxi driver malpractice, as compared with 1 758 such cases (95.2%) in the previous quarter. Complaints about driver malpractice included drivers behaving other than in a civil and orderly manner, refusing hire, improper driving behaviour, overcharging, taximeter irregularities and failure to take the most direct and practicable route, etc. A detailed breakdown of the nature of complaints and suggestions on taxi services is at Annex H. Reports on taxi driver malpractice were referred to the Police for further investigation if the complainants agreed to be witnesses. During the quarter, a total of 547 such cases (22.0%) were referred to the Police.

22. During the quarter, the Police reported the latest developments on 311 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	24 (24)	8 (9)
(b)	Withdrawn by complainants	225 (181)	72 (71)
(c)	Evidence considered insufficient by the Police for further processing	62 (51)	20 (20)
		<b><u>311 (256)</u></b>	<b><u>100 (100)</u></b>

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

It is noted that 92% of these cases could not be further pursued because of withdrawal by complainants or insufficient evidence.

23. Among the 24 summonsed cases in the previous quarter, 16 taxi drivers were convicted of traffic offences by the court<sup>25</sup>. Two taxi drivers were fined \$400 and \$450 respectively for not driving to destination by more direct practicable route. Two taxi drivers were fined \$450 and \$600 respectively for refusing to drive to destination. One taxi driver was fined \$800 for refusing hire. Eight taxi drivers were fined \$450 to \$900 for improper driving behaviours including crossing continuous double white lines, failing to comply with traffic signals and road markings, careless driving as well as picking up/setting down passengers in restricted zone.

### ***Rail Services***

24. A total of 168 complaints and suggestions on rail services were received. The corresponding figures for the previous quarter and the same quarter in 2021 were 183 and 193 respectively. Of the 168 cases, 149 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>25</sup> Results of the remaining summonsed cases were not yet available as at end October 2022.

## ***Ferry Services***

25. There were 31 complaints and suggestions on ferry services in this quarter. The corresponding figures for the previous quarter and the same quarter in 2021 were 28 and 32 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 128 complaints recorded in this quarter about traffic congestion, as compared with 139 cases in the previous quarter and 263 cases in the same quarter in 2021. Congestion was reported to have occurred throughout the territory, as illustrated below –

	<b><u>Number of Complaints</u></b>	
Hong Kong Island	12	(15)
Kowloon	60	(50)
New Territories	55	(73)
Others (e.g. general issues and tunnel areas)	1	(1)
<b>Total</b>	<b>128</b>	<b>(139)</b>

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

27. Based on the number of complaints received, districts most affected by traffic congestion were Sham Shui Po and Yau Tsim Mong (15 cases each) and Kowloon City (13 cases). The number of complaints and suggestions on traffic and road conditions broken down by district is at Annex I.

28. Complaints about traffic congestion 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 45 complaints and suggestions on traffic management and 21 requests for additional traffic signs and aids in this quarter. As a comparison, there were 43 and 24 such cases in the previous quarter, and 60 and 23 in the

same quarter in 2021.

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

### **Road Maintenance**

31. During the quarter, there were 50 complaints about road maintenance, as compared with 83 cases in the previous quarter and 87 cases in the same quarter in 2021. Among the 50 cases, 36 cases were related to road conditions and 14 cases were related to traffic signs and aids.

32. Districts which attracted relatively more complaints about road conditions were Kwun Tong (seven cases) and Yuen Long (six cases). Districts which attracted relatively more complaints about traffic signs and aids were Tuen Mun (three cases), Central & Western, Yuen Long and Sai Kung (two cases each).

### **Enforcement**

33. There were 1 695<sup>26</sup> complaints about traffic regulations enforcement in this quarter, representing an increase of 60.8%<sup>26</sup> when compared with 1 054 cases in the previous quarter and an increase of 16.4%<sup>26</sup> when compared with 1 456 cases in the same quarter in 2021. They were mainly requests for action against illegal parking (1 383<sup>27</sup> cases), disobeying traffic signs/schemes (99 cases), cutting lane abruptly/overtaking on solid line (65 cases) and prolonged waiting causing obstruction (54 cases). All these cases were referred to the

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<sup>26</sup> Among the 1 695 complaints and suggestions, 630 complaints were received from one complainant. The number of complaints not including these cases is 1 065, representing an increase of 1.0% when compared with 1 054 cases in the previous quarter and a decrease of 26.9% when compared with 1 456 cases in the same quarter in 2021. A breakdown of the complaints not including these cases is at [Annex I\(ii\)](#).

<sup>27</sup> Among the 1 383 complaints and suggestions, 630 complaints were received from one complainant. The number of complaints not including these cases is 753.

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 Kowloon City (597<sup>28</sup> cases), Sha Tin (100<sup>29</sup> cases) and Sham Shui Po (74<sup>30</sup> cases).

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<sup>28</sup> Among the 597 complaints and suggestions, 556 complaints were received from one complainant. The number of complaints not including these cases is 41.

<sup>29</sup> Among the 100 complaints and suggestions, 58 complaints relating to the same street were received from anonymous complainants. The number of complaints not including these cases is 42.

<sup>30</sup> Among the 74 complaints and suggestions, six complaints were received from one complainant. The number of complaints not including these cases is 68.

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

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

At the quarterly meeting of the TCU Sub-committee on 31 August 2022, Members discussed –

- (a) Complaints and Suggestions about Cross-harbour Bus Services;
- (b) Complaints and Suggestions on Electric Mobility Device Matters;
- (c) Complaints and Suggestions about Public Light Bus Services; and
- (d) TCU Quarterly Report No. 2 of 2022.

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

- (a) Complaints and Suggestions about Public Light Bus Services; and
- (b) TCU Quarterly Report No. 2 of 2022.

### **Concerns about vehicle speeding along Shek O Road**

3. A member of the public raised concerns about traffic accidents and fatalities occurred along Shek O Road over the years, and complained about vehicles speeding along the road every weekend. The complainant urged the relevant departments to step up enforcement action against vehicle speeding and suggested adding road humps to improve road safety.

4. The case was referred to the Transport Department (TD) for investigation and the Police for necessary enforcement action. TD advised that the Government attached great importance to road safety and would install a number of speed enforcement cameras in Hong Kong for the Police to combat speeding offences. TD and the Police would regularly review the situation of

speeding activities and accident records at major roads, take into account factors including road layout and traffic situation, and consider installing speed enforcement cameras at suitable locations in Hong Kong when necessary. Apart from using speed enforcement cameras for regular traffic enforcement, the Police also deployed mobile instruments for ad hoc speeding enforcement operations to arouse motorists' awareness of road safety. TD had conveyed the complainant's observation to the Police for stepping up enforcement action against speeding activities at the location concerned.

5. In response to the member of the public's suggestion of adding road humps on Shek O Road, TD advised that road humps were only suitable on private roads for reducing vehicle speed to below 20 km/h. For vehicles travelling at a higher speed along public roads, road humps would likely cause discomfort and even injury to passengers, and damage to vehicles. Given the potential safety hazards, TD considered installing road humps on public roads like Shek O Road inappropriate.

6. TD advised that there were traffic signs and road markings installed along Shek O Road to alert road users to traffic conditions nearby and remind motorists to drive safely. After reviewing the existing traffic arrangement along Shek O Road, TD added "Slow" road markings and appropriate traffic signs, namely "Bend to Left Ahead", "Pedestrians on or Crossing Road Ahead", "Slow, Bus Stop Ahead" and "Reduce Speed Now", along the road to further enhance motorists' awareness. TD would continue to monitor traffic conditions at Shek O Road.

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

**Suggestion of replacing public parking spaces with metered parking spaces to deter illegal occupation of public parking spaces in Tsuen Wan**

8. A member of the public expressed concerns over the illegal occupation of public parking spaces at Hoi Pa Village Northeast Terrace in Tsuen Wan and suggested replacing the existing public parking spaces with metered

parking spaces.

9. The case was referred to TD for consideration. TD advised that TD had been keeping a close watch on the use of public parking spaces at Hoi Pa Village Northeast Terrace in Tsuen Wan. According to TD's site inspection, TD had not found any cases of unauthorised occupation of the parking spaces. The current utilisation of the non-metered parking spaces was generally normal. However, vehicles were observed to be parked illegally at non-parking places along Ma Sim Pai Road. TD had referred the case to the Police for follow-up. TD had again requested the Police for stepping up enforcement action.

10. In addition, in response to the member of the public's suggestion of replacing of public parking spaces with metered parking spaces, TD had been gradually replacing existing non-metered parking spaces in the district by metered parking spaces. For example, installation of parking meters at parking places outside Sai Lau Kok Tsuen, about 80 metres from the Hoi Pa Village Northeast Terrace, was completed and put into service on 28 June 2022. The current arrangement had generally balanced the overall demand for parking spaces in the district. TD would continue to closely monitor the use of parking spaces in the district and keep in view the effectiveness of metered parking spaces to deter illegal occupation of public parking spaces in the district.

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

### **Complaint about provision of taxi fare discounts**

12. A member of the public complained that some taxi passengers would request taxi fare discounts and some taxi-hailing applications (apps) would offer fare discounts to attract passengers. He enquired why no law enforcement actions were taken against these apps. He considered that it was unfair to those taxi drivers who charged taxi fares according to the taxi-meters. He also asked whether there was any complaint mechanism to tackle the issue.

13. TD was invited to follow up the case. TD advised that under the

Road Traffic (Public Service Vehicles) Regulations (Cap. 374D), no taxi driver or person acting or purporting to act on behalf of a taxi driver shall in any manner attract any person in order to induce such person to make use of the vehicle. Whether prosecution on grounds of “soliciting” can be initiated would depend on whether there is sufficient evidence. Relevant cases would be referred to the Police for further investigation. The Police would decide how a case should be handled having regard to the particular facts of each case, and would submit the cases to the Court, if necessary.

14. TD would continue to closely monitor the situation and work with the Police to combat illegal soliciting activities. Given that enforcement action was within the ambit of the Police, direct reports may be made to the Police for any suspicious illegal soliciting activities. Meanwhile, TD would remind taxi drivers to abide by the law through different channels, such as dissemination of messages in the regular publication “Taxi Newsletter” and regular meetings with the taxi industry. Moreover, TD would continue to remind taxi passengers of the legal requirement to pay fares according to the taxi-meters.

15. The complainant raised no further comment after receiving the reply from TD.



## Complaints about Enforcement Matters<sup>31</sup>

### Background

Enforcement of traffic regulations is one of the major areas which attract regular complaints. The majority of these complaints are related to illegal parking and motorists/pedestrians failing to comply with traffic regulations.

### Illegal Parking

#### *Complaints Statistics*

2. The trend of complaints about illegal parking in the past five years is as follows –

<u>Year</u>	<u>No. of Complaints</u>	<u>Difference</u>
2017	2 043	-
2018	1 719	-15.9%
2019	3 182 <sup>32</sup>	+85.1% <sup>32</sup>
2020	4 704 <sup>33</sup>	+47.8% <sup>33</sup>

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<sup>31</sup> The numbers of complaints received from individual complainants, who made more than 100 complaints during a quarter, are given in relevant footnotes.

<sup>32</sup> Among the 3 182 complaints, 1 241 complaints were received from one complainant. The number of complaints not including these cases is 1 941, representing an increase of 12.9% when compared with 1 719 cases in 2018.

<sup>33</sup> Among the 4 704 complaints, 1 528 complaints were received from one complainant. The number of complaints not including these cases is 3 176, representing an increase of 63.6% when compared with 1 941 cases (see footnote 32) in 2019.

2021	3 290 <sup>34</sup>	-30.1% <sup>34</sup>
2022 (up to 30 Sep 2022)	2 680 <sup>35</sup>	-

3. A total of 2 680<sup>35</sup> complaints about illegal parking were received during the period from January to September 2022. This represents an increase of 15.5%<sup>35</sup> as compared with 2 320 cases received in the same period in 2021. A breakdown by district is at Annex J. Districts which attracted relatively more complaints during the period from January to September 2022 are –

<u>District</u>	<u>No. of Complaints</u>		<u>Difference</u>
	<u>2021</u> <u>Jan – Sep</u>	<u>2022</u> <u>Jan – Sep</u>	
Kowloon City	164	666 <sup>36</sup>	+306.1% <sup>36</sup>
Sha Tin	309 <sup>37</sup>	373 <sup>37</sup>	+20.7%
Sham Shui Po	266	202 <sup>38</sup>	-24.1% <sup>38</sup>
Yuen Long	158	166	+5.1%
Kwun Tong	164	147	-10.4%

4. Among the 2 680<sup>35</sup> cases, there were 326 and 282 complaints about illegal parking at bus/minibus stops and pavements respectively. 86 complaints

<sup>34</sup> Among the 3 290 complaints, 153 complaints were received from one complainant. The number of complaints not including these cases is 3 137, representing a decrease of 1.2% when compared with 3 176 cases (see footnote 33) in 2020.

<sup>35</sup> Among the 2 680 complaints, 630 complaints were received from one complainant. The number of complaints not including these cases is 2 050, representing a decrease of 11.6% when compared with 2 320 cases in the same period in 2021.

<sup>36</sup> Among the 666 complaints, 556 complaints were received from one complainant. The number of complaints not including these cases is 110, representing a decrease of 32.9% when compared with 164 cases in the same period in 2021.

<sup>37</sup> Among the 373 and 309 complaints, 254 and 151 complaints relating to the same street were received from anonymous complainants respectively. The number of complaints not including these cases is 119 and 158.

<sup>38</sup> Among the 202 complaints, six complaints were received from one complainant. The number of complaints not including these cases is 196, representing a decrease of 26.3% when compared with 266 cases in the same period in 2021.

were about illegal occupation of on-street parking spaces designated for the disabled.

5. All the cases about illegal parking were referred to the Police for taking enforcement action. Some cases were also referred to TD for consideration on whether suitable traffic management measures (e.g. provision of metered parking spaces or installation of bollards) should be introduced to improve the situation. Among the 2 680<sup>35</sup> cases received, there were 1 750 cases with investigation completed. Actions had been/would be taken for 1 746 cases to address public concerns (e.g. taking enforcement action or implementing traffic management measures). Four cases were not pursuable due to insufficient information or the subject location fell within a private area.

## **Other Enforcement Matters**

### ***Complaints Statistics***

6. The trend of complaints about other enforcement matters in the past five years is as follows –

<b><u>Year</u></b>	<b><u>No. of Complaints</u></b>	<b><u>Difference</u></b>
2017	953	-
2018	1 121	+17.6%
2019	981	-12.5%
2020	1 225 <sup>39</sup>	+24.9% <sup>39</sup>
2021	1 358	+10.9%
2022 (up to 30 Sep 2022)	930	-

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<sup>39</sup> Among the 1 225 complaints, 224 complaints about engine idling were received from one complainant. The number of complaints not including these cases is 1 001, representing an increase of 2.0% when compared with 981 cases in 2019.

7. A total of 930 complaints about other enforcement matters were received during the period from January to September 2022. This represents a decrease of 8.7% as compared with 1 019 cases received in the same period in 2021. A breakdown by district is at Annex K(i). Districts which attracted relatively more complaints during the period from January to September 2022 are –

<u>District</u>	<u>No. of Complaints</u>		<u>Difference</u>
	<u>2021</u> <u>Jan – Sep</u>	<u>2022</u> <u>Jan – Sep</u>	
Yau Tsim Mong	93	127	+36.6%
Kwun Tong	78	92	+17.9%
Yuen Long	92	89	-3.3%
Sha Tin	66	78	+18.2%

A breakdown by nature is at Annex K(ii). In respect of these districts, disobeying traffic signs/schemes (e.g. illegal left/right/U turn) attracted most complaints, followed by cutting lane abruptly/overtaking on solid line and jumping red light/failing to give way to pedestrians/traffic.

8. Among the 930 cases received, 520 complainants agreed to be witnesses to facilitate the Police's investigation on their complaints involving possible traffic offences. The remaining cases were referred to TD and/or the Police for implementing appropriate traffic management measures and taking general enforcement action respectively. Out of the 520 cases, the Police reported the latest developments on 271 cases. These cases are categorised as follows –

	<u>No. of Cases</u>	<u>Percentage</u>
(a) Summoned	109	40
(b) Withdrawn by complainants	143	53
(c) Evidence considered insufficient by the Police for further processing	19	7
	<hr/> <b>271</b> <hr/>	<hr/> <b>100</b> <hr/>

It is noted that 60% of these cases could not be further pursued because of withdrawal by complainants or insufficient evidence.

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

9. The primary aims of traffic enforcement are to enhance road safety through prevention of traffic accidents and to maintain smooth traffic flow. The Police are the statutory authority for taking enforcement action against illegal parking and motorists/pedestrians failing to comply with traffic regulations. All the cases about enforcement matters were referred to the Police for investigation. Verbal warnings, fixed penalty tickets and summonses were issued to pedestrians/motorists who had committed traffic offences. The Police have launched traffic campaigns/operations targeting different road users throughout the year having regard to the prevailing trend of traffic accidents and traffic offences. The time required for investigations of traffic offences cannot be generalized as each case varies in nature and complexity. The investigation unit will examine each case and take action on a case-by-case basis having considered all the pertaining circumstances. The Police strive to complete the investigation and prosecution process expeditiously and professionally.

10. On the other hand, some cases about enforcement matters were also referred to TD for consideration on whether suitable traffic management measures should be introduced to improve the situation, e.g. imposing no-stopping restriction at locations where traffic circulation is a concern, flexibly providing on-street parking spaces, and designating roadside spaces for night time parking of Goods Vehicles and/or coaches, etc. TD will continue to co-ordinate,

monitor and review the implementation of all parking-related improvement measures.

11. TCU should continue to closely monitor and follow up with the departments concerned regarding complaints about enforcement matters.

**Complaints and Suggestions Received by TCU**

<b><u>Nature of Complaint/Suggestion</u></b> <sup>(1)(2)</sup>	<b><u>Same quarter in 2021 (1.7.21-30.9.21)</u></b>		<b><u>Previous quarter (1.4.22-30.6.22)</u></b>		<b><u>Current quarter (1.7.22-30.9.22)</u></b>	
<b>I. Public Transport Services</b>						
(a) Adequacy of service	1 146	[319]	1 616	[404]	846	[304]
(b) Standard of service	7 018	[15]	8 097	[19]	9 394	[11]
(c) General	203	[3]	212	[13]	201	[11]
	<b>8 367<sup>(3)</sup></b>	<b>[337] (81%)</b>	<b>9 925<sup>(3)</sup></b>	<b>[436] (87%)</b>	<b>10 441<sup>(3)</sup></b>	<b>[326] (83%)</b>
<b>II. Traffic Conditions</b>						
(a) Traffic congestion	263	[4]	139	[1]	128	[4]
(b) Traffic management	60	[13]	43	[11]	45	[9]
(c) Additional traffic signs and aids	23	[9]	24	[11]	21	[9]
(d) Parking facilities	24	[2]	18	[6]	34	[3]
	<b>370</b>	<b>[28] (3%)</b>	<b>224</b>	<b>[29] (2%)</b>	<b>228</b>	<b>[25] (2%)</b>
<b>III. Road Maintenance</b>						
(a) Road conditions	27		18		36	
(b) Traffic signs and aids	58	[1]	62	[1]	14	
(c) Carriageway markings	2		3		-	
	<b>87</b>	<b>[1] (1%)</b>	<b>83</b>	<b>[1] (1%)</b>	<b>50</b>	<b>(1%)</b>
<b>IV. Enforcement</b>						
(a) Illegal parking	1 010	[1]	731		1 383	
(b) Other enforcement matters	446	[4]	323	[3]	312	[2]
	<b>1 456</b>	<b>[5] (14%)</b>	<b>1 054</b>	<b>[3] (9%)</b>	<b>1 695<sup>(3)</sup></b>	<b>[2] (13%)</b>
<b>V. Miscellaneous</b>	<b>64</b>	<b>[1] (1%)</b>	<b>52</b>	<b>(1%)</b>	<b>65</b>	<b>(1%)</b>
<b>Total</b>	<b>10 344<sup>(3)</sup></b>	<b>[372] (100%)</b>	<b>11 338<sup>(3)</sup></b>	<b>[469] (100%)</b>	<b>12 479<sup>(3)</sup></b>	<b>[353] (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.
  - (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, 6 and 33 of Chapter 1.

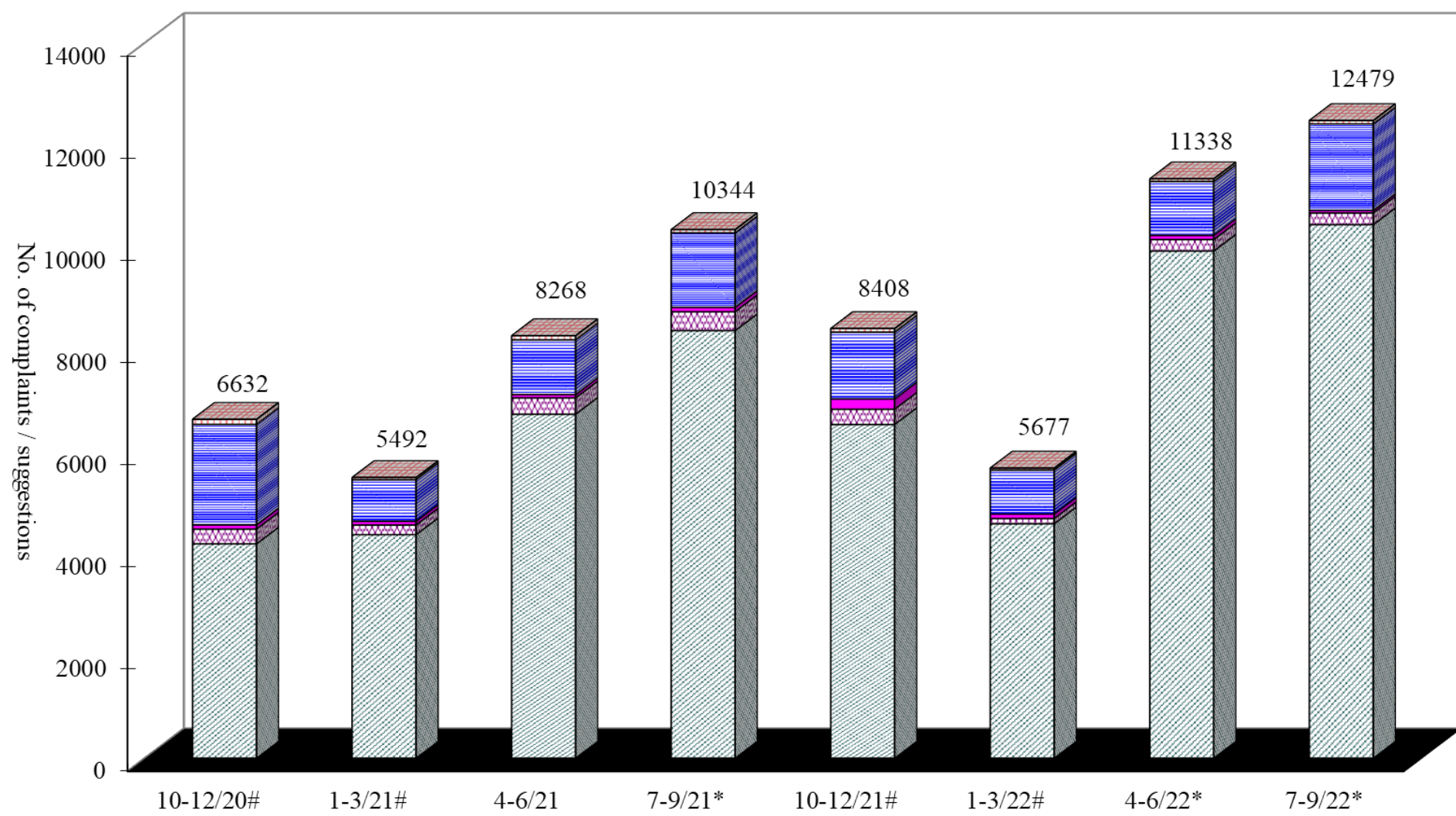
**Complaints and Suggestions Received by TCU<sup>(1)</sup>**

<b><u>Nature of Complaint/Suggestion<sup>(2)(3)</sup></u></b>	<b><u>Same quarter in 2021 (1.7.21-30.9.21)<sup>(4)</sup></u></b>		<b><u>Previous quarter (1.4.22-30.6.22)<sup>(5)</sup></u></b>		<b><u>Current quarter (1.7.22-30.9.22)<sup>(6)</sup></u></b>	
<b>I. Public Transport Services</b>						
(a) Adequacy of service	848	[319]	1 351	[404]	846	[304]
(b) Standard of service	6 634	[15]	5 331	[19]	6 755	[11]
(c) General	203	[3]	212	[13]	201	[11]
	<b>7 685<sup>(4)</sup></b>	<b>[337]</b> (79%)	<b>6 894<sup>(5)</sup></b>	<b>[436]</b> (83%)	<b>7 802<sup>(7)</sup></b>	<b>[326]</b> (85%)
<b>II. Traffic Conditions</b>						
(a) Traffic congestion	263	[4]	139	[1]	128	[4]
(b) Traffic management	60	[13]	43	[11]	45	[9]
(c) Additional traffic signs and aids	23	[9]	24	[11]	21	[9]
(d) Parking facilities	24	[2]	18	[6]	34	[3]
	<b>370</b>	<b>[28]</b> (4%)	<b>224</b>	<b>[29]</b> (3%)	<b>228</b>	<b>[25]</b> (2%)
<b>III. Road Maintenance</b>						
(a) Road conditions	27		18		36	
(b) Traffic signs and aids	58	[1]	62	[1]	14	
(c) Carriageway markings	2		3		-	
	<b>87</b>	<b>[1]</b> (1%)	<b>83</b>	<b>[1]</b> (1%)	<b>50</b>	<b>(1%)</b>
<b>IV. Enforcement</b>						
(a) Illegal parking	1 010	[1]	731		753	
(b) Other enforcement matters	446	[4]	323	[3]	312	[2]
	<b>1 456</b>	<b>[5]</b> (15%)	<b>1 054</b>	<b>[3]</b> (12%)	<b>1 065<sup>(8)</sup></b>	<b>[2]</b> (11%)
<b>V. Miscellaneous</b>	<b>64</b>	<b>[1]</b> (1%)	<b>52</b>	<b>(1%)</b>	<b>65</b>	<b>(1%)</b>
<b>Total</b>	<b>9 662<sup>(4)</sup></b>	<b>[372]</b> (100%)	<b>8 307<sup>(5)</sup></b>	<b>[469]</b> (100%)	<b>9 210<sup>(6)</sup></b>	<b>[353]</b> (100%)

- Notes :**
- (1) The complaints received from individual complainants, who made more than 100 complaints in a quarter, were excluded. The figures concerned were given in relevant footnotes. Please see Annex A(i)(a) with these complaints included.
  - (2) Figures in square brackets are the number of pure suggestions received in the quarter. The figures have been included in the overall number of cases received.
  - (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) 682 complaints from one complainant were excluded.
  - (5) A total of 3 031 complaints from nine complainants were excluded.
  - (6) A total of 3 269 complaints from 12 complainants were excluded.
  - (7) A total of 2 639 complaints from 11 complainants were excluded.
  - (8) 630 complaints from one complainant were excluded.



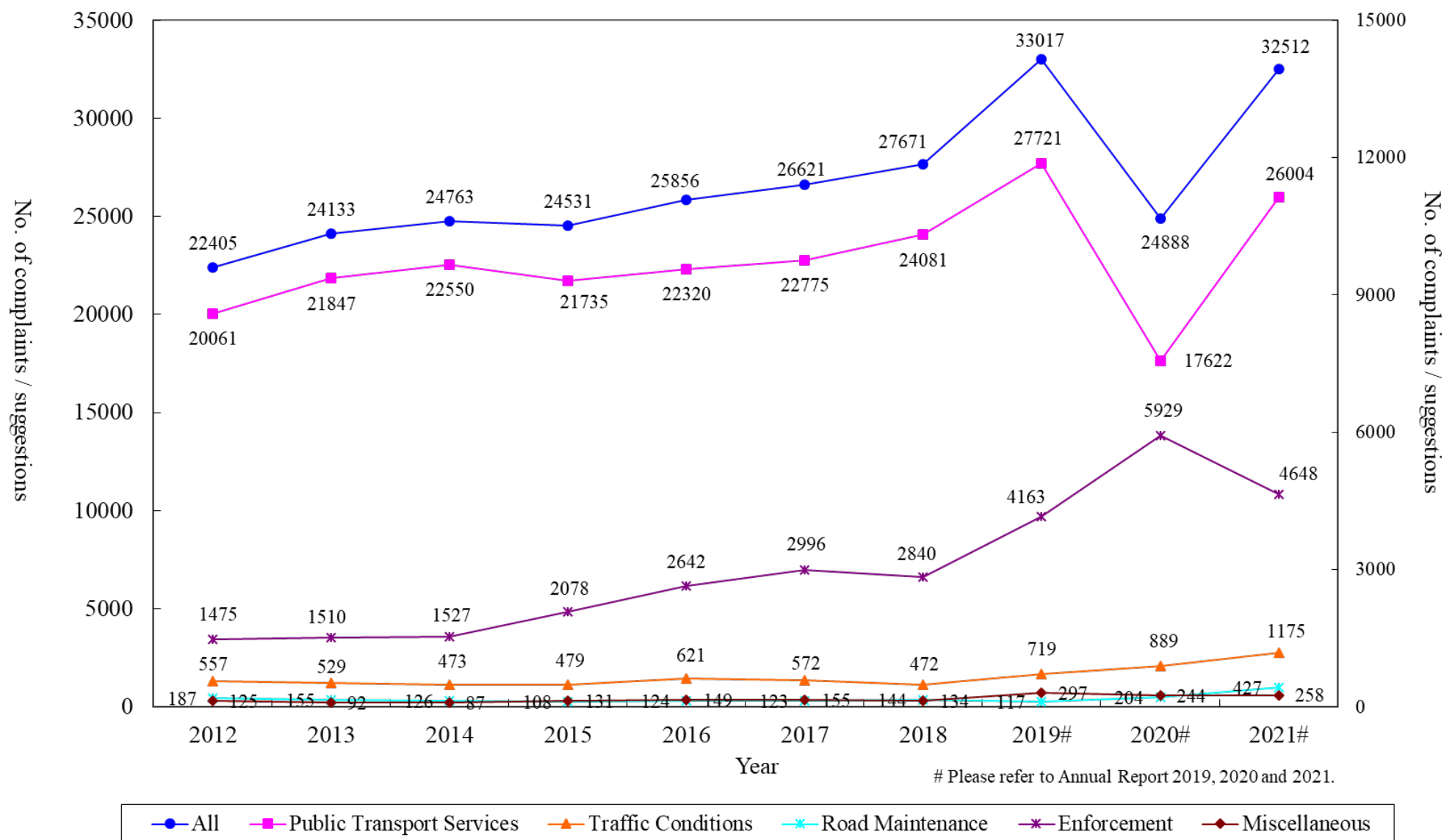
# Complaints and Suggestions Received by TCU



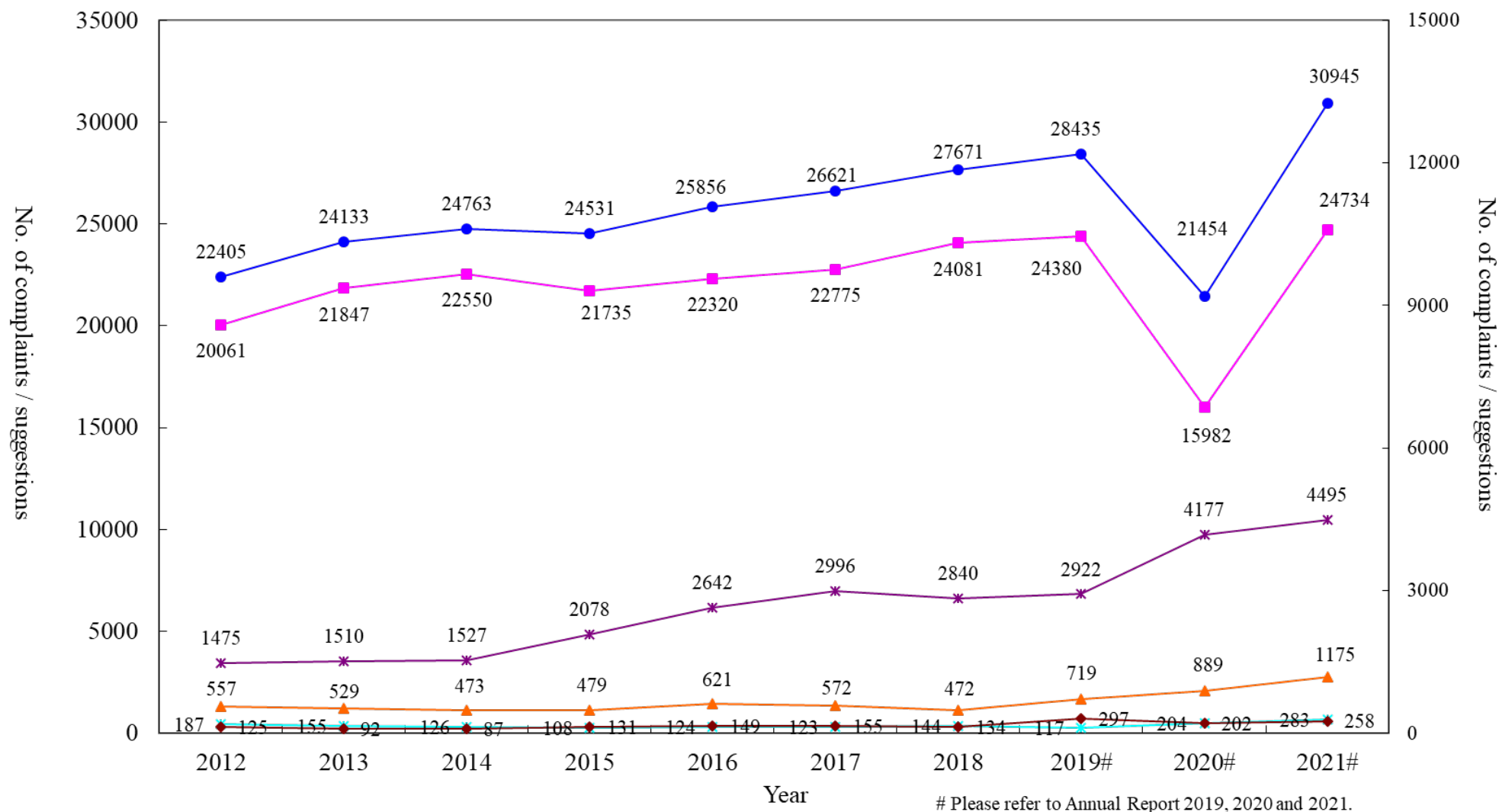
Quarter # Please refer to the Quarterly Report No. 4 of 2020, No. 1, 4 of 2021 and No. 1 of 2022.  
 \* Please refer to paragraph 2 of Chapter 1.

Public Transport Services Traffic Conditions Road Maintenance Enforcement Miscellaneous

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



### Trends of Complaints and Suggestions Received by TCU<sup>(1)</sup> (2012 - 2021)

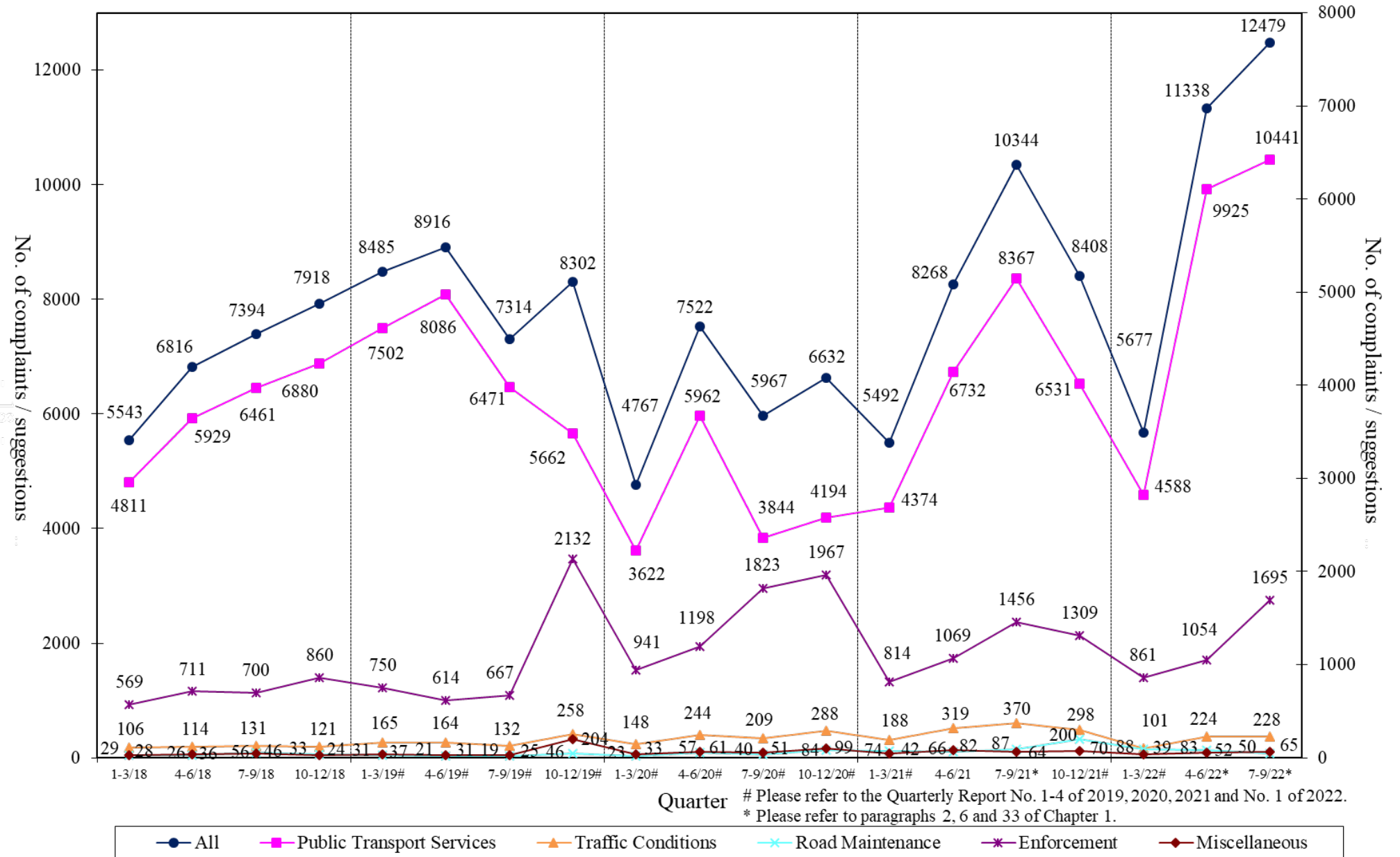


Note :

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

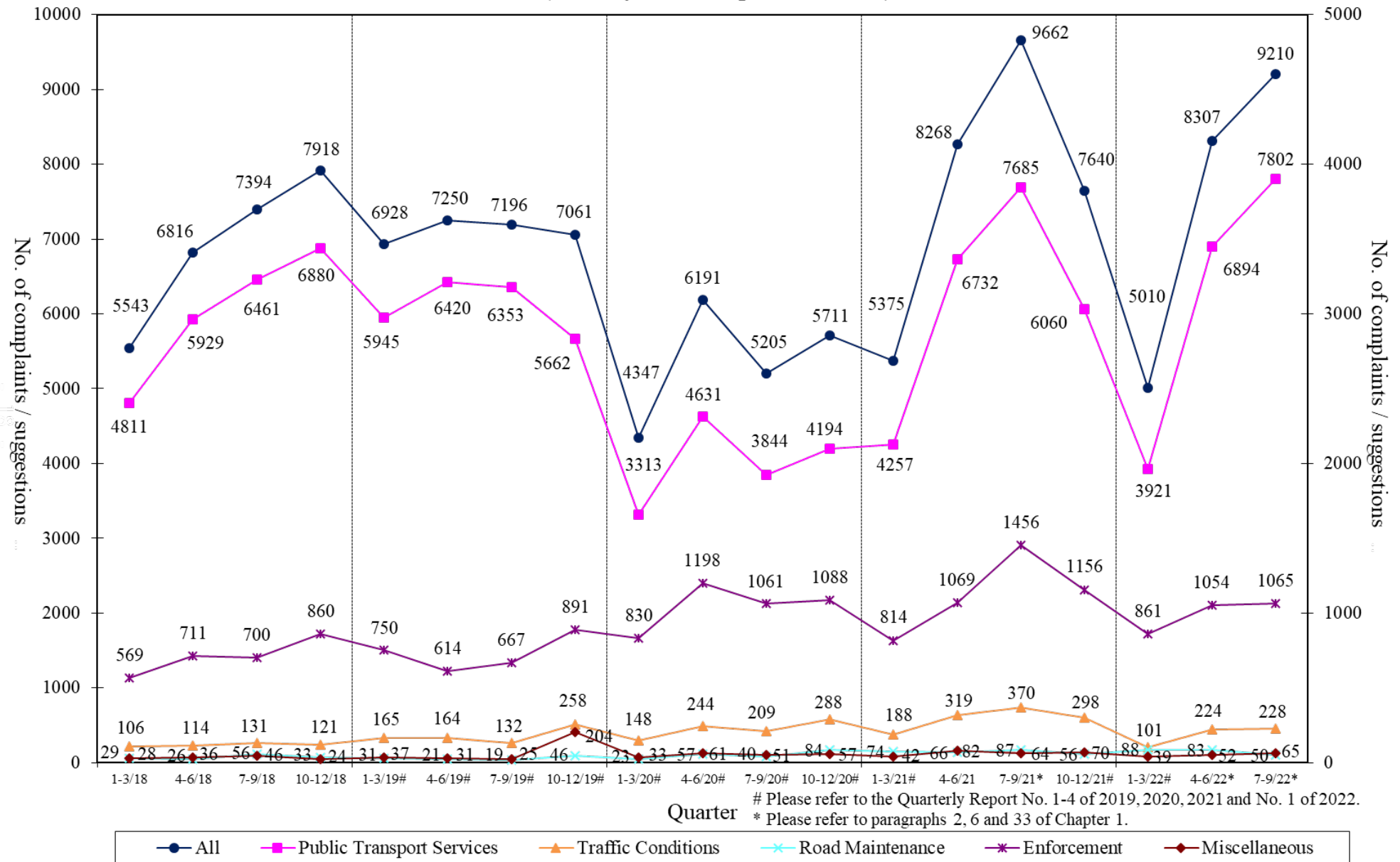
# **Trends of Complaints and Suggestions Received by TCU** (January 2018 - September 2022)

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



**Trends of Complaints and Suggestions Received by TCU<sup>(1)</sup>**  
**(January 2018 - September 2022)**

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



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

**Summary of Results of Investigations into Complaints and Suggestions**  
**(July – September 2022)**

Outcome of Investigation  Nature of Complaint/ Suggestion	A1	A2	B	C	Total
<b>I. Public Transport Services</b>					
(a) Adequacy of service	51	1 033	-	-	1 084
(b) Standard of service	881	4 545	16	1 289	6 731
(c) General	42	127	6	2	177
	<b>974</b>	<b>5 705</b>	<b>22</b>	<b>1 291</b>	<b>7 992</b>
<b>II. Traffic Conditions</b>					
(a) Traffic congestion	16	96	-	-	112
(b) Traffic management	2	33	-	1	36
(c) Additional traffic signs/aids	-	22	-	-	22
(d) Parking facilities	2	15	-	-	17
	<b>20</b>	<b>166</b>	<b>-</b>	<b>1</b>	<b>187</b>
<b>III. Road Maintenance</b>					
(a) Road conditions	6	18	-	-	24
(b) Traffic signs and aids	31	73	4	-	108
(c) Carriageway markings	-	1	-	-	1
	<b>37</b>	<b>92</b>	<b>4</b>	<b>-</b>	<b>133</b>
<b>IV. Enforcement</b>					
(a) Illegal parking	435	294	-	8	737
(b) Other enforcement matters	12	175	-	74	261
	<b>447</b>	<b>469</b>	<b>-</b>	<b>82</b>	<b>998</b>
<b>V. Miscellaneous</b>	<b>9</b>	<b>41</b>	<b>-</b>	<b>-</b>	<b>50</b>
<b>Total</b>	<b>1 487</b> <b>(16%)</b>	<b>6 473</b> <b>(69%)</b>	<b>26</b> <b>(1%)</b>	<b>1 374</b> <b>(14%)</b>	<b>9 360</b> <b>(100%)</b>
	<b>7 960</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**  
**(July – September 2022)**

<div>Outcome of Investigation</div> <div>Mode of Transport</div>	A1	A2	B	C	Total
The Kowloon Motor Bus Company (1933) Limited	71	1 495	-	7	1 573
Citybus Limited (Franchise 1)	88	583	2	6	679
Citybus Limited (Franchise 2)	26	35	-	-	61
New World First Bus Services Limited	87	1 165	1	2	1 255
New Lantao Bus Company (1973) Limited	11	18	-	-	29
Long Win Bus Company Limited	17	41	-	-	58
Cross-harbour Bus Services	6	606	-	2	614
Non-franchised Bus Services	31	55	-	-	86
Green Minibus	529	778	-	19	1 326
Red Minibus	64	6	6	8	84
Taxi	6	770	11	1 245	2 032
MTR Corporation Limited (Excluding Light Rail)	22	119	-	-	141
MTR Corporation Limited (Light Rail)	4	16	-	1	21
The Hongkong Tramways Limited	1	1	-	-	2
Sun Ferry Services Company Limited	7	4	-	-	11
The “Star” Ferry Company Limited	-	2	-	1	3
Minor Ferries	4	11	2	-	17
Total	974 (12%)	5 705 (71%)	22 (1%)	1 291 (16%)	7 992 (100%)
	6 679 (83%)				

**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**  
**(July – September 2022)**

**I. Public Transport Services**

- Introduce a new bus route no. 56A between Tuen Mun (Yan Po Road) and Queen's Hill to meet the demand of passengers.

**II. Traffic Management**

***Hong Kong Island***

- Add “Bend to Right Ahead” and “Reduce Speed Now” traffic signs and “Slow” road markings at Deep Water Bay Road to improve road safety.
- Increase the vehicular green time of a traffic light at Fleming Road northbound at its junction with Hennessy Road during afternoon rush hours from Mondays to Fridays to improve traffic flow.
- Provide two disabled person's parking spaces at Shum Wan Pier Drive near Shum Wan Road to facilitate access for people with mobility disabilities.

***Kowloon***

- Add a “Get in Lane” traffic sign at Kowloon City Road at its junction with Ma Tau Kok Road to better guide motorists.
- Erect bollards on pavement at a section of Tan Lai Street and Yee Kuk Street to prevent vehicles from driving out of the petrol station through the pavement in front of the premises.
- Extend the night-mode operating hours of electronic audible traffic signal at Cheung Sha Wan Road near Un Hei House to minimise noise nuisance to nearby residents during early mornings.



- Increase the vehicular green time of traffic lights at Sham Mong Road northbound at its junction with Yen Chow Street West during morning rush hours from Mondays to Fridays to improve traffic flow.

### *New Territories*

- Shorten the waiting time for pedestrian green phase of a traffic light at Tai Wo Hau Road near the ELCHK Grace Lutheran Church (Tsuen Wan) to facilitate pedestrians crossing the road.
- Increase the vehicular green time of a traffic light at Po Lam Road North northbound at its junction with Kai King Road to improve traffic flow.
- Increase the vehicular green time of a traffic light at Dai Kwai Street northbound at its junction with Ting Kok Road during morning rush hours from Mondays to Saturdays to alleviate traffic congestion.
- Increase the vehicular green time of a traffic light at Plover Cove Road eastbound at its junction with Nam Wan Road during morning rush hours from Mondays to Saturdays to alleviate traffic congestion.

**Complaints and Suggestions on Public Transport Services**  
**(July – September 2022)**

Mode Nature of Complaint/Suggestion	Vehicular Transport											Rail Transport			Waterborne Transport			Total/ Sub-total
	Franchised Buses							NFBS	GMB	RMB	Taxi	MTR (Non-LR)	MTR (LR)	HT	SFS	SF	MF	
	KMB	CTB1	CTB2	FB	NLB	LWB	XHT											
(A) Adequacy of Service																		
(1) Frequency/carrying capacity	95	29	11	9	2	4	37	12	161	-	-	28	5	2	-	-	1	396
(2) Routeing	141	38	11	43	2	12	72	7	15	-	-	1	-	-	-	-	1	343
(3) Hours of operation	10	3	-	2	-	1	11	-	4	-	-	-	-	-	-	-	-	31
(4) Provision of stops	14	37	2	5	2	1	8	2	5	-	-	-	-	-	-	-	-	76
Sub-total	260	107	24	59	6	18	128	21	185	-	-	29	5	2	-	-	2	846
(B) Standard of Service																		
(1) Regularity of service	1577	366	21	970	10	31	796	21	511	-	-	9	3	5	1	-	4	4325
(2) Adherence to routeing	10	-	-	1	1	3	5	-	72	-	481	1	-	-	-	-	-	574
(3) Improper driving behavior	349	36	15	31	11	14	100	17	289	37	501	13	2	1	-	1	1	1418
(4) Conduct & performance of staff (including drivers)	213	37	9	50	11	18	68	11	426	27	1163	9	1	4	4	-	4	2055
(5) Overcharging	4	1	-	-	1	-	3	-	32	4	340 *	-	-	-	-	-	-	385
(6) Cleanliness	3	5	-	-	-	-	5	-	19	2	19	1	1	-	-	-	-	55
(7) Conditions of vehicles/vessels	23	3	-	2	2	1	10	1	15	-	10	12	1	2	-	1	2	85
(8) Passenger services & facilities	193	41	22	11	7	14	63	12	53	3	7	51	6	3	3	-	8	497
Sub-total	2372	489	67	1065	43	81	1050	62	1417	73	2521	96	14	15	8	2	19	9394
(C) General	52	15	1	8	2	5	10	6	13	28	54	3	2	2	-	-	-	201
Total this quarter	2684	611	92	1132	51	104	1188	89	1615	101	2575	128	21	19	8	2	21	10441
Grand-total	(5862)							(4380)				(168)			(31)			
Total previous quarter	3401	779	60	1291	30	77	676	85	1369	100	1846	155	24	4	9	2	17	9925
Total same quarter in 2021	1482	412	79	619	42	143	794	87	1639	101	2744	159	25	9	11	6	15	8367

**Legend**

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

\* Including taximeter irregularities

**Complaints and Suggestions on Franchised Buses Services<sup>(1)(2)(3)</sup>**  
**(July – September 2022)**

**Annex E(i)(b)**

<div><div>Mode</div><div>Nature of Complaint/Suggestion</div></div>	Vehicular Transport							Total/ Sub-total
	Franchised Buses							
	KMB <sup>(1)(2)</sup>	CTB1 <sup>(1)(2)(3)</sup>	CTB2	FB <sup>(1)(2)(3)</sup>	NLB	LWB	XHT <sup>(1)(2)(3)</sup>	
(A) <u>Adequacy of Service</u>								
(1) Frequency/carrying capacity	95	29	11	9	2	4	37	187
(2) Routeing	141	38	11	43	2	12	72	319
(3) Hours of operation	10	3	-	2	-	1	11	27
(4) Provision of stops	14	37	2	5	2	1	8	69
Sub-total	260	107	24	59	6	18	128	602
(B) <u>Standard of Service</u>								
(1) Regularity of service	552	60	21	203	10	31	255	1132
(2) Adherence to routeing	10	-	-	1	1	3	5	20
(3) Improper driving behavior	349	36	15	31	11	14	100	556
(4) Conduct & performance of staff (including drivers)	213	37	9	50	11	18	68	406
(5) Overcharging	4	1	-	-	1	-	3	9
(6) Cleanliness	3	5	-	-	-	-	5	13
(7) Conditions of vehicles	23	3	-	2	2	1	10	41
(8) Passenger services & facilities	193	41	22	11	7	14	63	351
Sub-total	1347	183	67	298	43	81	509	2528
(C) <u>General</u>	52	15	1	8	2	5	10	93
Total this quarter	1659	305	92	365	51	104	647	3223
Grand-total	(3223)							
Total previous quarter	1603	449	60	499	30	77	565	3283
Total same quarter in 2021	1482	276	79	279	42	143	588	2889

**Legend**

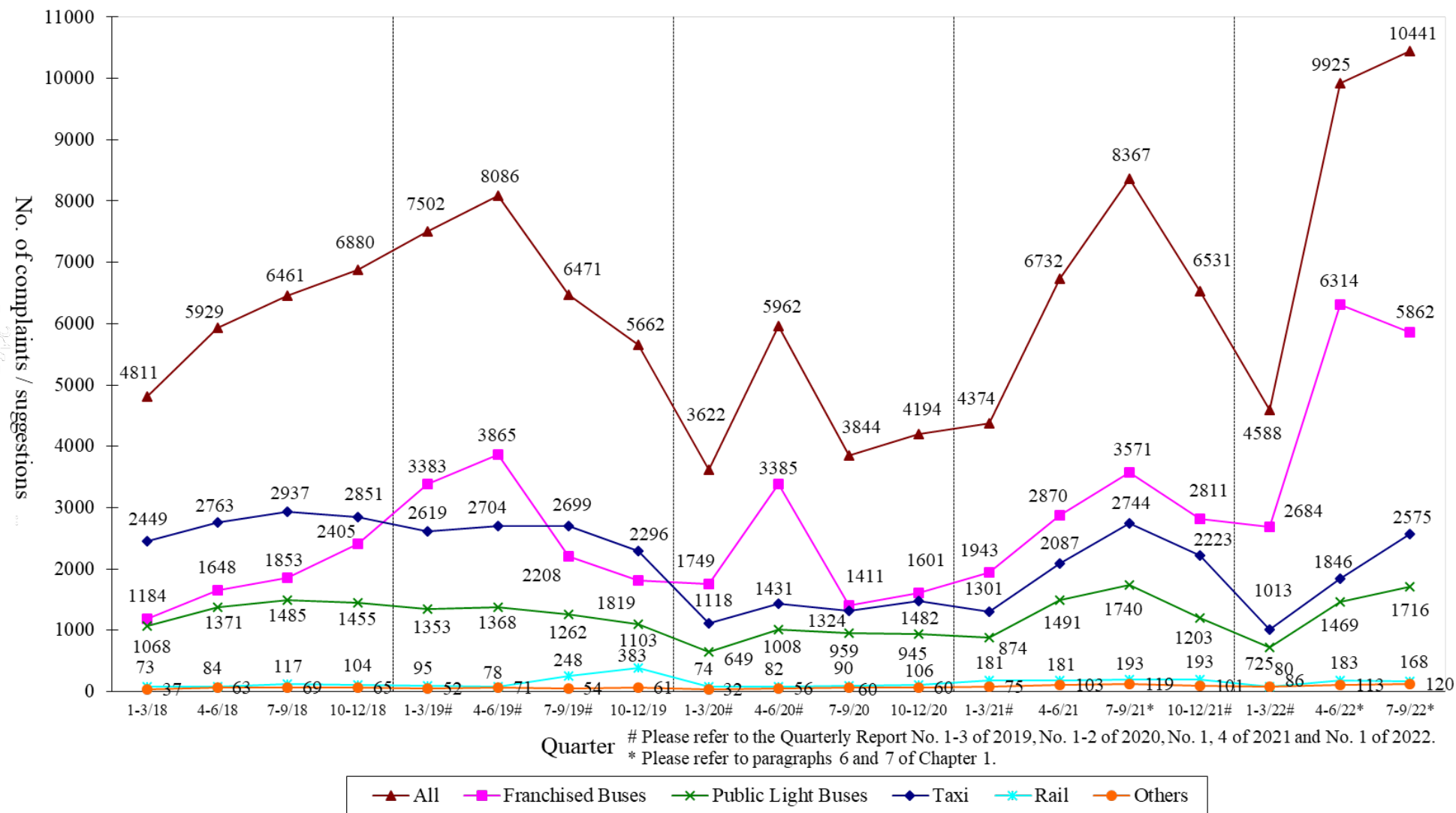
<b>KMB</b>	The Kowloon Motor Bus Company (1933) Limited
<b>CTB1</b>	Citybus Limited (Franchise 1)
<b>CTB2</b>	Citybus Limited (Franchise 2)
<b>FB</b>	New World First Bus Services Limited
<b>NLB</b>	New Lantao Bus Company (1973) Limited
<b>LWB</b>	Long Win Bus Company Limited
<b>XHT</b>	Cross-harbour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

**Notes :** (1) A total of 2 639 complaints (1 025 about KMB, 306 about CTB1, 767 about FB and 541 about XHT) received from 11 complainants during the quarter were excluded. Please see Annex E(i)(a) with these complaints included.

(2) A total of 3 031 complaints (1 798 about KMB, 330 about CTB1, 792 about FB and 111 about XHT) received from nine complainants in the previous quarter were excluded. Please see Annex E(i)(a) with these complaints included.

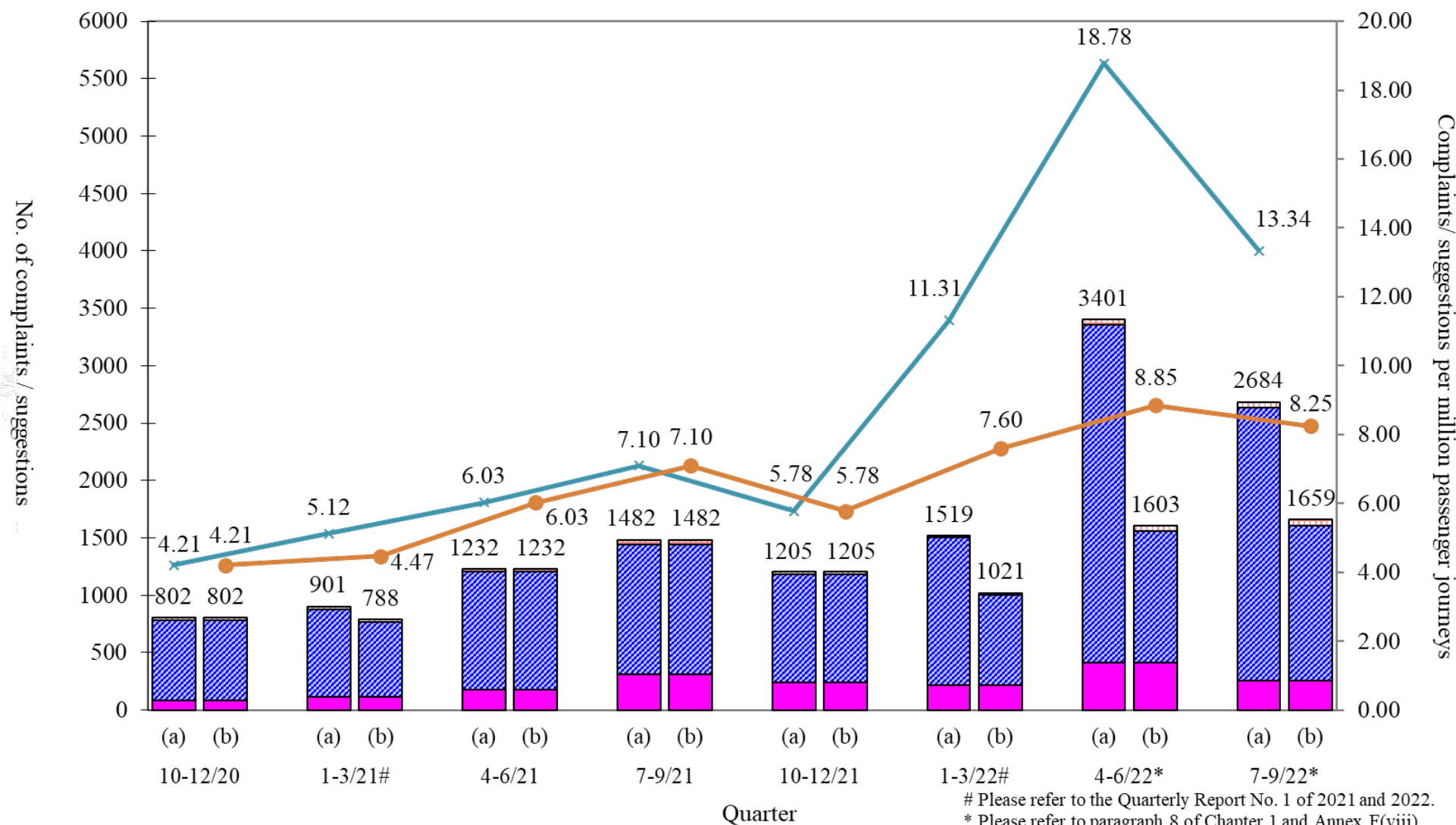
(3) 682 complaints (136 about CTB1, 340 about FB and 206 about XHT) received from one complainant in the same quarter in 2021 were excluded. Please see Annex E(i)(a) with these complaints included.

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



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

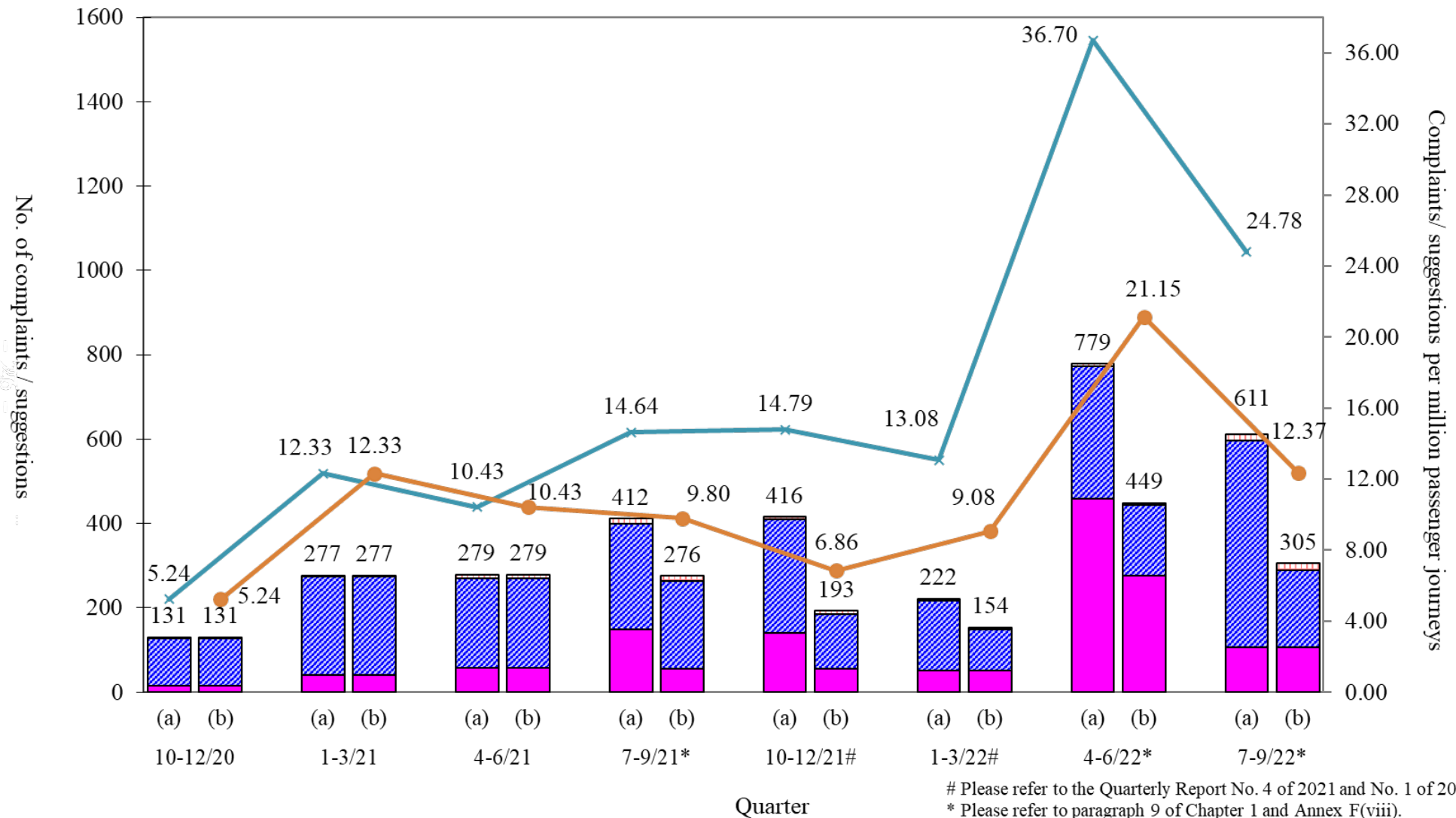
**Annex F(i)**



Notes : (a) Complaints received from all complainants.

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

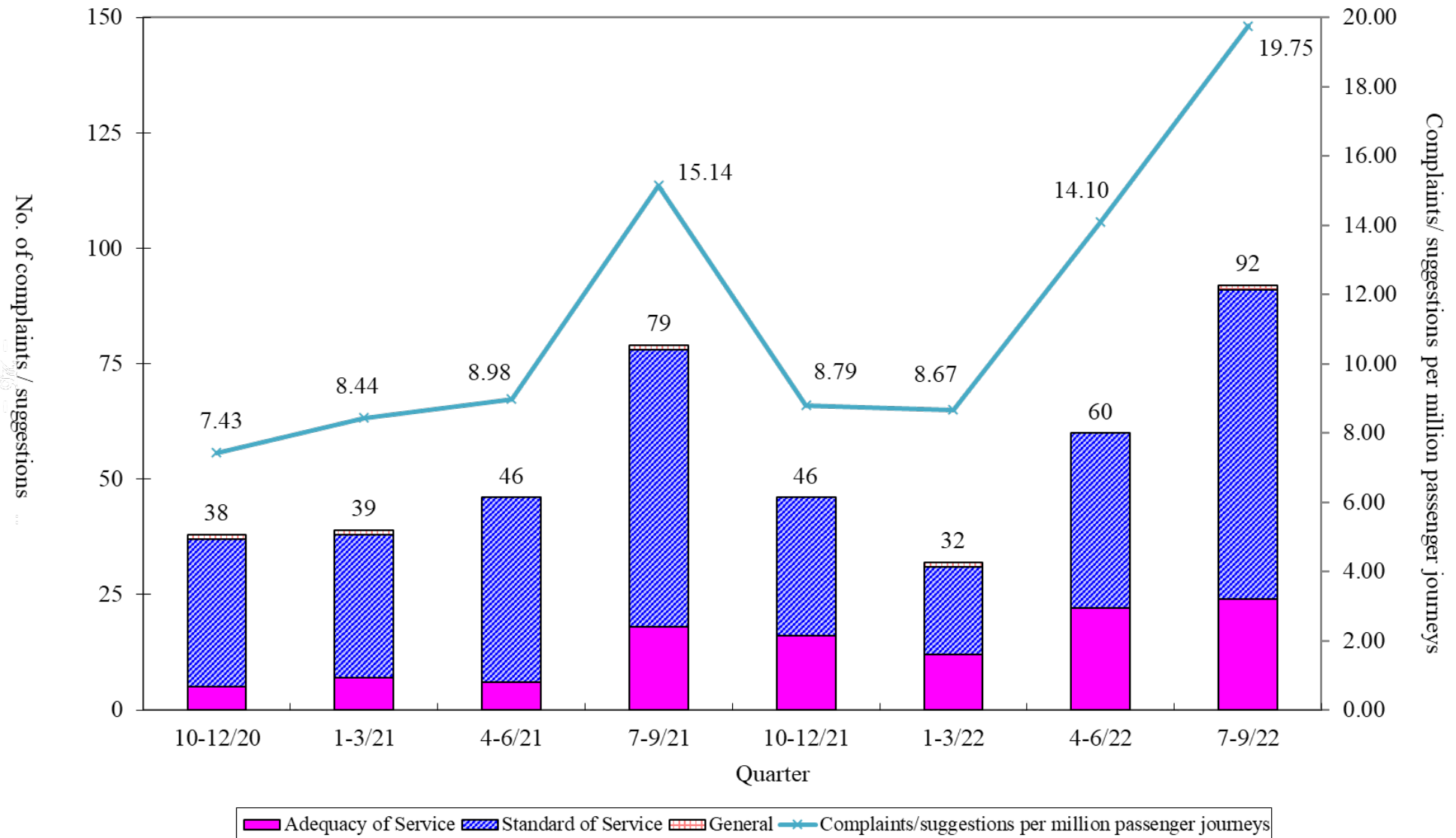
### Complaints and Suggestions on the Services of Citybus Limited (Franchise 1) in the Past Eight Quarters



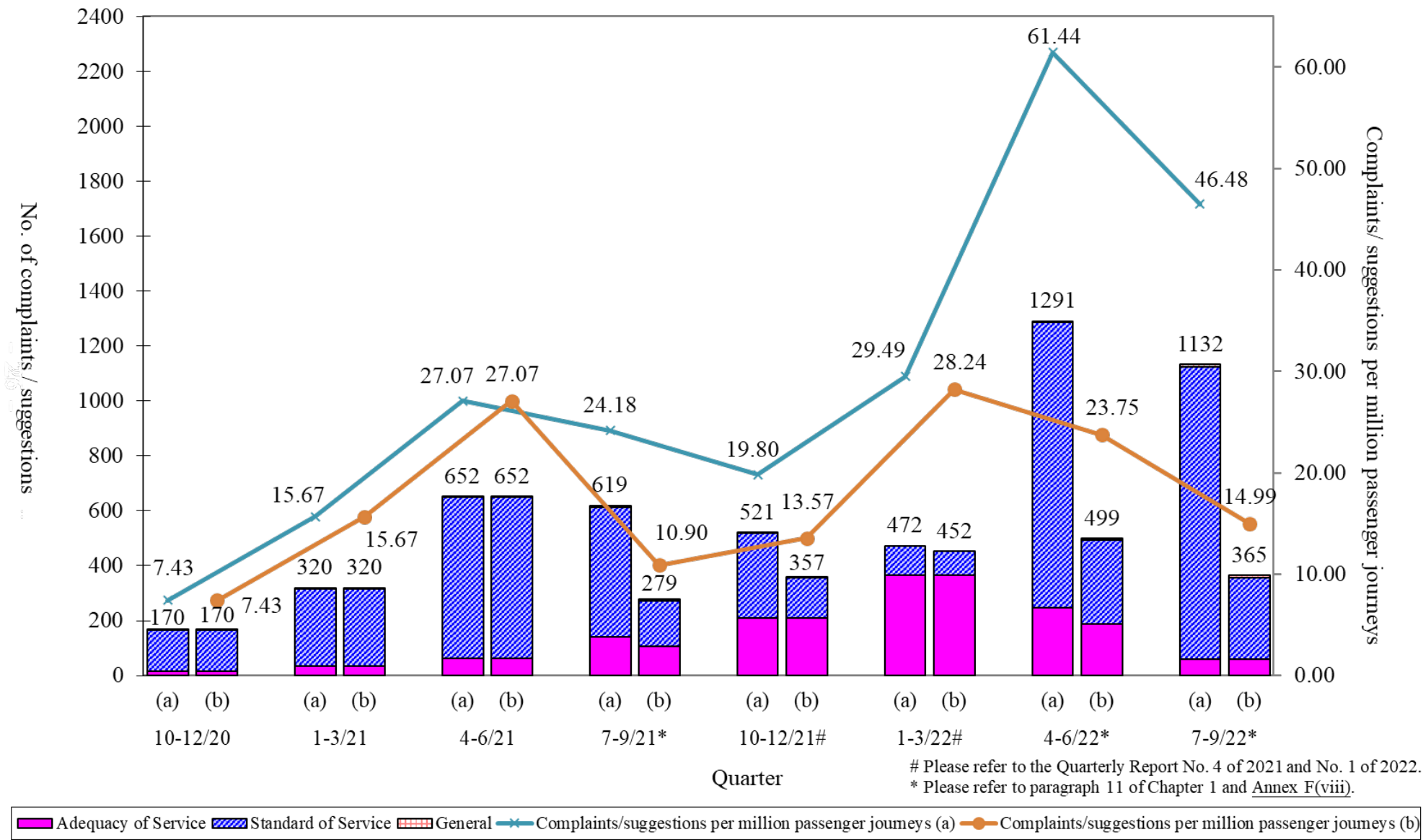
**Notes :** (a) Complaints received from all complainants.

(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**



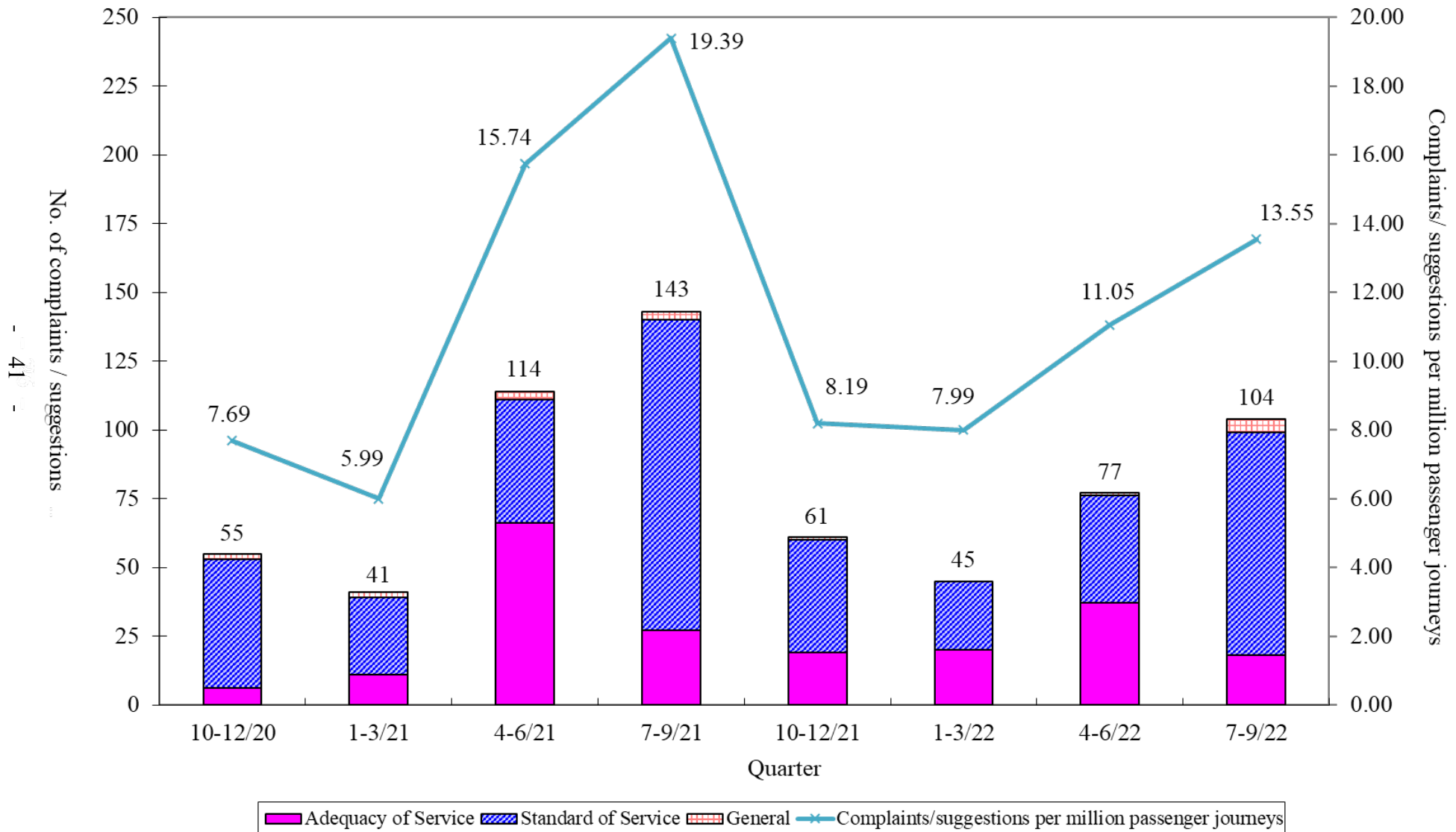
Complaints and Suggestions on the Services of New World First Bus Services Limited in the Past Eight Quarters



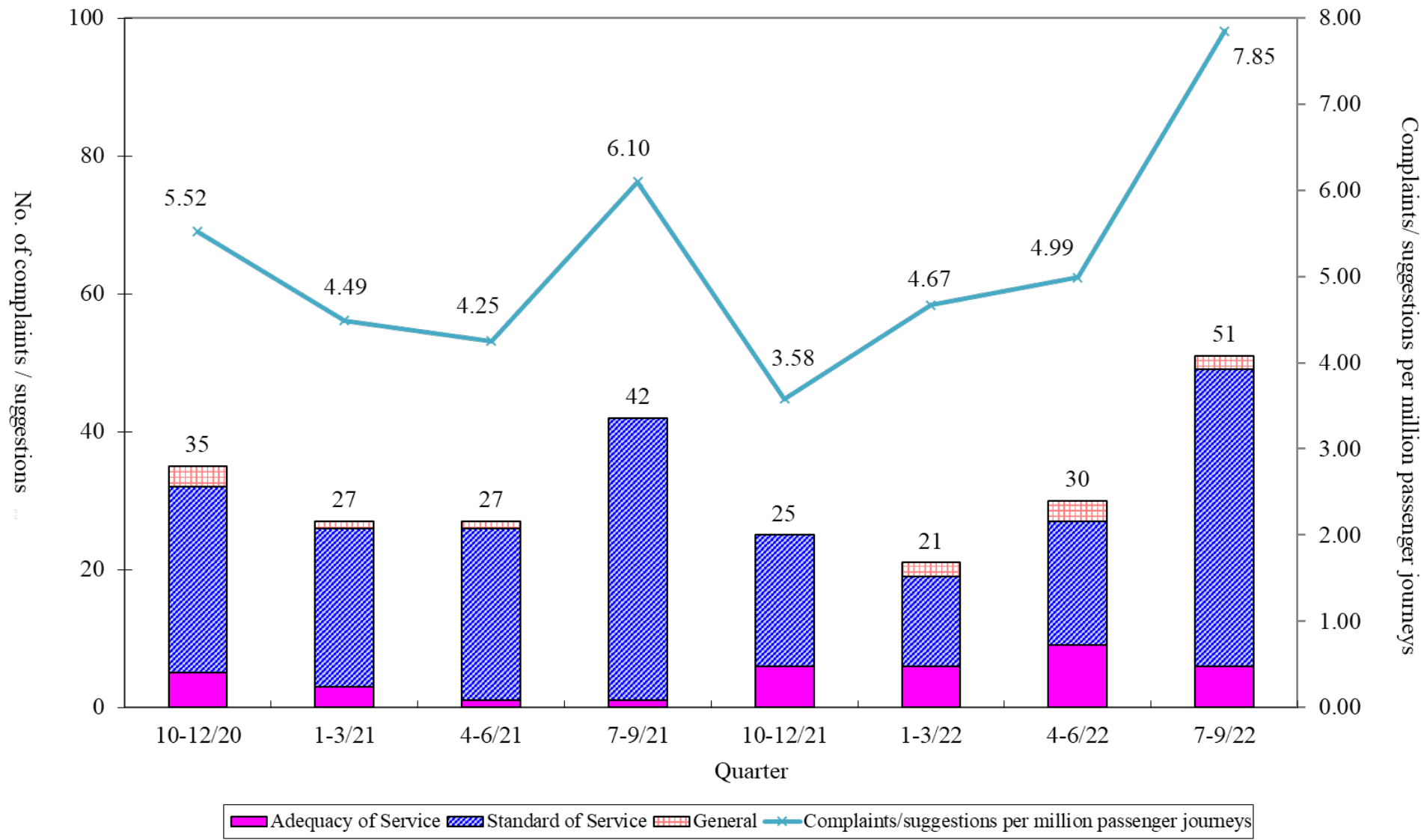
Notes : (a) Complaints received from all complainants.  
(b) The complaints received from individual complainants, who made more than 100 complaints in a quarter, were excluded.



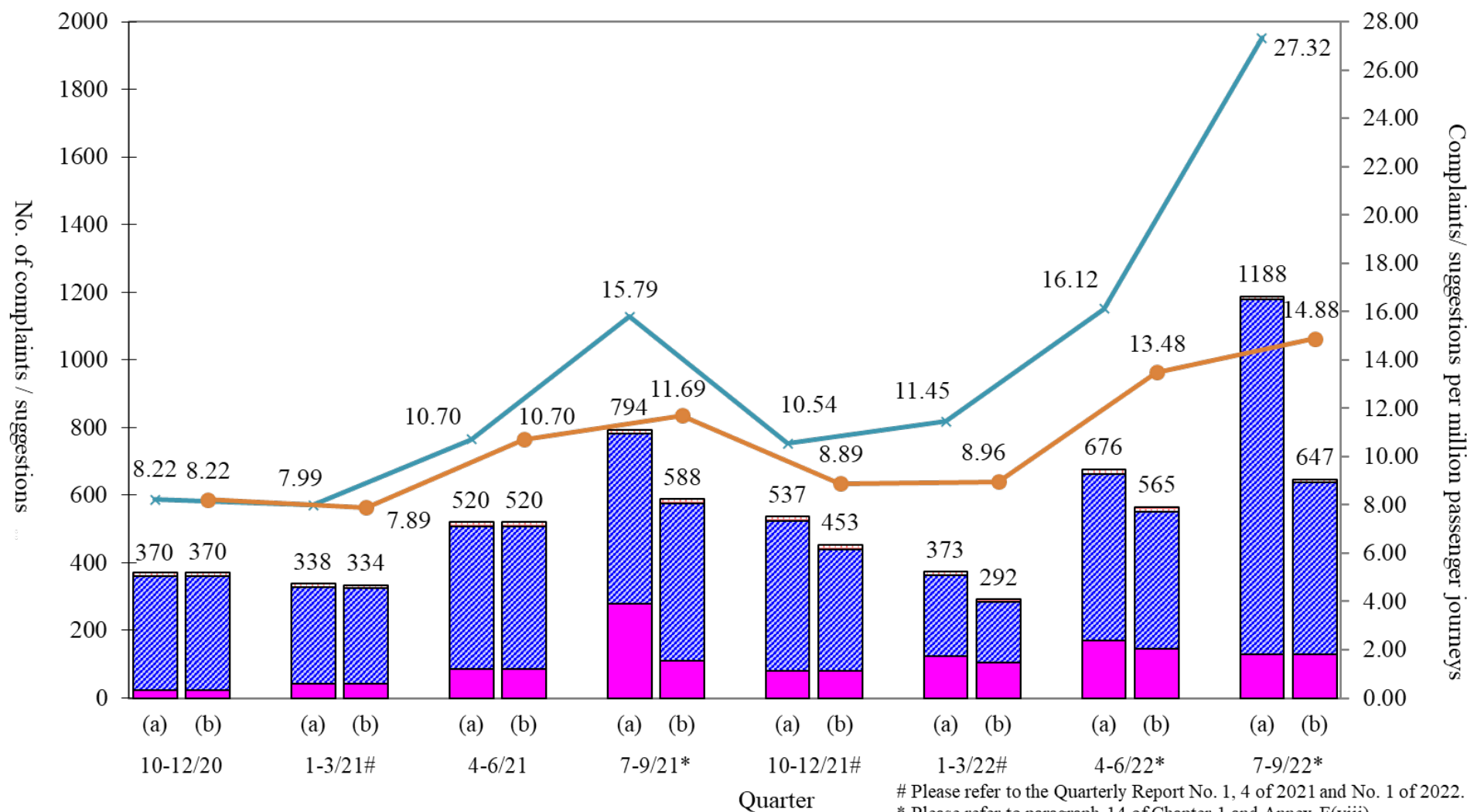
**Complaints and Suggestions on the Services of Long Win Bus Company Limited  
in the Past Eight Quarters**



**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.

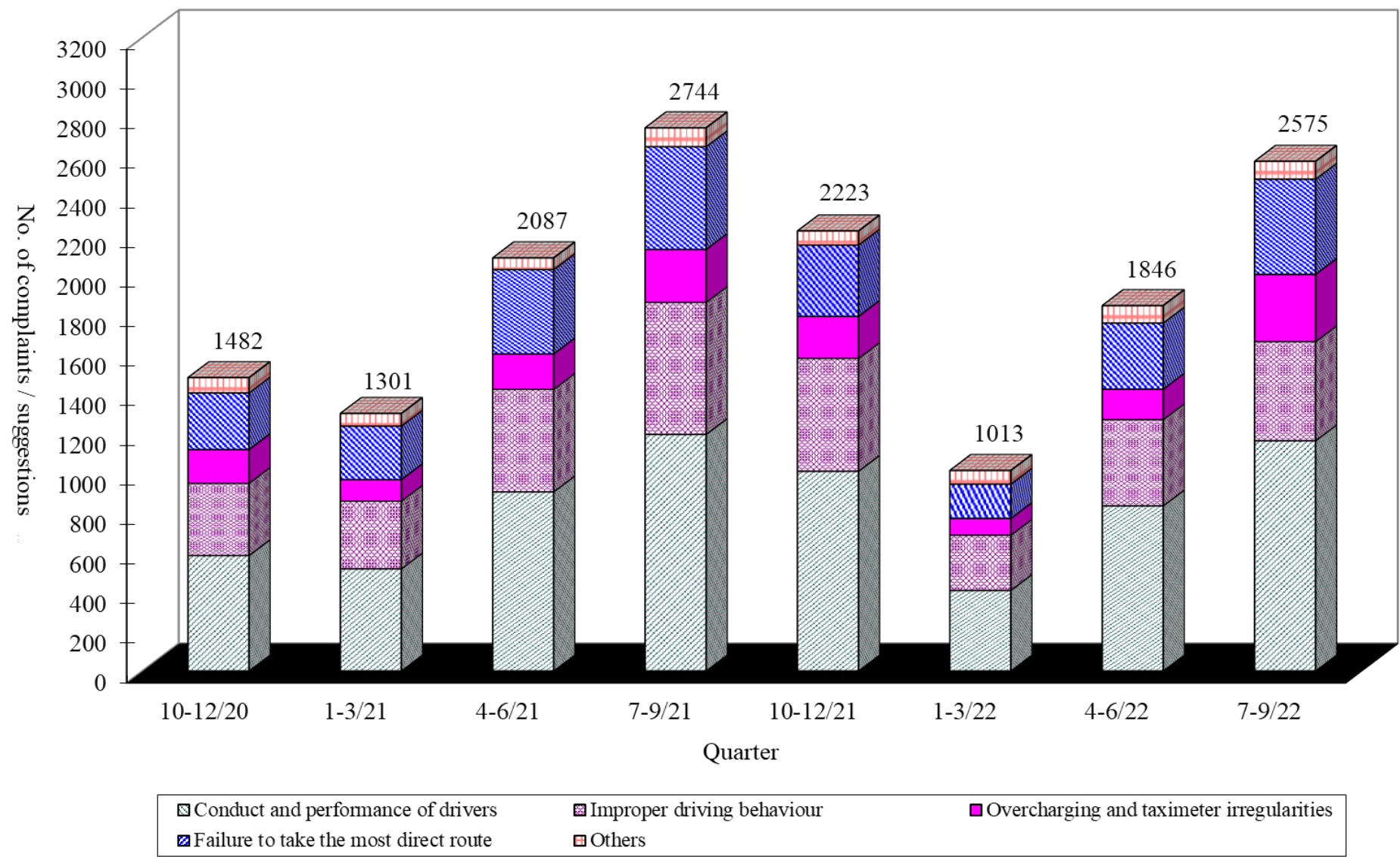
(b) The complaints received from individual complainants, who made more than 100 complaints in a quarter, were excluded.

**Breakdown of Complaints and Suggestions on Franchised Bus Services**  
**(July – September 2022)**

<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)	2 684 (1 659)	13.34 (8.25)
Citybus Limited (Franchise 1) (CB1)	611 (305)	24.78 (12.37)
Citybus Limited (Franchise 2) (CB2)	92	19.75
New World First Bus Services Limited (NWFB)	1 132 (365)	46.48 (14.99)
New Lantao Bus Company (1973) Limited	51	7.85
Long Win Bus Company Limited	104	13.55
Cross-harbour Bus Services <sup>(1)</sup>	1 188 (647)	27.32 (14.88)
<b>Total</b>	<b>5 862 (3 223)</b>	<b>18.76 (10.31)</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, CB1, and NWFB.
- (2) A total of 2 639 complaints (1 025 about KMB, 306 about CB1, 767 about NWFB and 541 about cross-harbour bus services) were received from 11 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 2021 (1.7.21-30.9.21)</u></b>	<b><u>Previous quarter (1.4.22-30.6.22)</u></b>	<b><u>Current quarter (1.7.22-30.9.22)</u></b>
<b>(a) Conduct and performance of drivers</b>			
(i) Behaving other than in a civil & orderly manner	445	308	464
(ii) Refusing hire	626	444	584
(iii) Soliciting passengers	2	1	4
(iv) Refusing to drive to destination	100	67	90
(v) Failure to display driver identity plate	19	11	16
(vi) Failure to display driver identity plate properly	3	3	5
Sub-total	1 195	834	1 163
(b) Improper driving behaviour	667	436	501
(c) Overcharging	210	110	295
(d) Taximeter irregularities	58	44	45
(e) Failure to take the most direct route	519	334	481
(f) Others*	95	88	90
<b>Total</b>	<b>2 744</b>	<b>1 846</b>	<b>2 575</b>

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

**Complaints and Suggestions on Traffic and Road Conditions**  
**(July – September 2022)**

District  Nature of Complaint/Suggestion	Hong Kong Island				Kowloon					New Territories								Others (e.g. general issues and tunnel areas)	Total
	Eastern	Wan Chai	Central & Western	Southern	Kwun Tong	Wong Tai Sin	Kowloon City	Sham Shui Po	Yau Tsim Mong	North	Tai Po	Sha Tin	Yuen Long	Tuen Mun	Tsuen Wan	Kwai Tsing	Sai Kung	Islands	
<b><u>Traffic Conditions</u></b>																			
(a) Traffic congestion	4	4	3	1	12	5	13	15	15	5	7	10	8	6	4	7	8	-	1 128
(b) Traffic management	1	4	1	-	4	2	-	3	3	2	3	6	2	4	5	-	3	-	2 45
(c) Additional traffic signs and aids	-	1	-	2	4	-	-	1	5	-	1	1	1	1	2	1	1	-	- 21
(d) Parking facilities	2	2	-	-	2	1	7	3	2	-	1	3	2	2	-	2	1	1	3 34
Sub-total	7	11	4	3	22	8	20	22	25	7	12	20	13	13	11	10	13	1	6 228
<b><u>Road Maintenance</u></b>																			
(a) Road conditions	-	1	3	2	7	-	1	1	1	3	2	-	6	3	2	1	2	1	- 36
(b) Traffic signs & aids	1	1	2	-	1	1	-	-	-	-	-	-	2	3	-	-	2	1	- 14
(c) Carriageway markings	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Sub-total	1	2	5	2	8	1	1	1	1	3	2	-	8	6	2	1	4	2	- 50
<b><u>Enforcement</u></b>																			
(a) Illegal parking	68	35	63	40	55	11	597	74	70	26	23	100	73	49	24	29	35	8	3 1383
(b) Other enforcement matters	12	18	12	5	28	19	16	10	51	9	9	27	33	14	6	11	22	4	6 312
Sub-total	80	53	75	45	83	30	613	84	121	35	32	127	106	63	30	40	57	12	9 1695
Total	88	66	84	50	113	39	634	107	147	45	46	147	127	82	43	51	74	15	1973

**Complaints and Suggestions on Traffic and Road Conditions**  
**(July – September 2022)**

District  Nature of Complaint/Suggestion	Hong Kong Island				Kowloon					New Territories								Others (e.g. general issues and tunnel areas)	Total	
	Eastern	Wan Chai	Central & Western	Southern	Kwun Tong	Wong Tai Sin	Kowloon City	Sham Shui Po	Yau Tsim Mong	North	Tai Po	Sha Tin	Yuen Long	Tuen Mun	Tsuen Wan	Kwai Tsing	Sai Kung			Islands
<u>Traffic Conditions</u>																				
(a) Traffic congestion	4	4	3	1	12	5	13	15	15	5	7	10	8	6	4	7	8	-	1	128
(b) Traffic management	1	4	1	-	4	2	-	3	3	2	3	6	2	4	5	-	3	-	2	45
(c) Additional traffic signs and aids	-	1	-	2	4	-	-	1	5	-	1	1	1	1	2	1	1	-	-	21
(d) Parking facilities	2	2	-	-	2	1	7	3	2	-	1	3	2	2	-	2	1	1	3	34
Sub-total	7	11	4	3	22	8	20	22	25	7	12	20	13	13	11	10	13	1	6	228
<u>Road Maintenance</u>																				
(a) Road conditions	-	1	3	2	7	-	1	1	1	3	2	-	6	3	2	1	2	1	-	36
(b) Traffic signs & aids	1	1	2	-	1	1	-	-	-	-	-	-	2	3	-	-	2	1	-	14
(c) Carriageway markings	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Sub-total	1	2	5	2	8	1	1	1	1	3	2	-	8	6	2	1	4	2	-	50
<u>Enforcement</u>																				
(a) Illegal parking	43	35	28	32	55	11	41	68	70	26	23	100	73	49	24	29	35	8	3	753
(b) Other enforcement matters	12	18	12	5	28	19	16	10	51	9	9	27	33	14	6	11	22	4	6	312
Sub-total	55	53	40	37	83	30	57	78	121	35	32	127	106	63	30	40	57	12	9	1065
Total	63	66	49	42	113	39	78	101	147	45	46	147	127	82	43	51	74	15	15	1343

Note : (1) 630 complaints about illegal parking received from one complainant during the quarter were excluded. Please see [Annex I\(i\)](#) with these complaints included.



**Complaints about Illegal Parking**

<b><u>District</u></b>		<b><u>No. of Complaints</u></b>		<b><u>Difference<sup>(1)</sup></u></b>	
		<b><u>2021</u></b>	<b><u>2022</u></b>		
		<b><u>Jan – Sep</u></b>	<b><u>Jan – Sep<sup>(1)</sup></u></b>		
Hong Kong	- Eastern	116	132	+16	(+13.8%)
			[107]	[-9	(-7.8%)]
	- Wan Chai	125	102	-23	(-18.4%)
	- Central & Western	181	105	-76	(-42.0%)
			[70]	[-111	(-61.3%)]
	- Southern	39	68	+29	(+74.4%)
			[60]	[+21	(+53.8%)]
Kowloon	- Kwun Tong	164	147	-17	(-10.4%)
	- Wong Tai Sin	56	43	-13	(-23.2%)
	- Kowloon City	164	666	+502	(+306.1%)
			[110]	[-54	(-32.9%)]
	- Sham Shui Po	266	202	-64	(-24.1%)
			[196]	[-70	(-26.3%)]
	- Yau Tsim Mong	183	140	-43	(-23.5%)
New Territories	- North	64	69	+5	(+7.8%)
	- Tai Po	92	63	-29	(-31.5%)
	- Sha Tin	309	373	+64	(+20.7%)
	- Yuen Long	158	166	+8	(+5.1%)
	- Tuen Mun	156	105	-51	(-32.7%)
	- Tsuen Wan	74	65	-9	(-12.2%)
	- Kwai Tsing	82	104	+22	(+26.8%)
	- Sai Kung	66	99	+33	(+50.0%)
	- Islands	19	21	+2	(+10.5%)
Others		6	10	+4	(+66.7%)
<b>Total</b>		<b>2 320</b>	<b>2 680</b>	<b>+360</b>	<b>(+15.5%)</b>
			<b>[2 050]</b>	<b>[-270</b>	<b>(-11.6%)]</b>

Note: (1) 630 complaints were received from one complainant. Complaint figures not including these cases are in square brackets.

**Complaints about Enforcement Matters**  
**(other than Illegal Parking)**

<b><u>District</u></b>		<b><u>No. of Complaints</u></b>		<b><u>Difference</u></b>	
		<b><u>2021</u></b> <b><u>Jan - Sep</u></b>	<b><u>2022</u></b> <b><u>Jan – Sep</u></b>		
Hong Kong	- Eastern	55	29	-26	(-47.3%)
	- Wan Chai	58	38	-20	(-34.5%)
	- Central & Western	44	29	-15	(-34.1%)
	- Southern	25	12	-13	(-52.0%)
Kowloon	- Kwun Tong	78	92	+14	(+17.9%)
	- Wong Tai Sin	49	52	+3	(+6.1%)
	- Kowloon City	79	57	-22	(-27.8%)
	- Sham Shui Po	55	43	-12	(-21.8%)
	- Yau Tsim Mong	93	127	+34	(+36.6%)
New Territories	- North	18	24	+6	(+33.3%)
	- Tai Po	47	26	-21	(-44.7%)
	- Sha Tin	66	78	+12	(+18.2%)
	- Yuen Long	92	89	-3	(-3.3%)
	- Tuen Mun	74	65	-9	(-12.2%)
	- Tsuen Wan	48	34	-14	(-29.2%)
	- Kwai Tsing	39	37	-2	(-5.1%)
	- Sai Kung	61	60	-1	(-1.6%)
	- Islands	15	12	-3	(-20.0%)
Others <sup>(1)</sup>		23	26	+3	(+13.0%)
<b>Total</b>		<b>1019</b>	<b>930</b>	<b>-89</b>	<b>(-8.7%)</b>

Note: (1) These complaints are mainly related to general issues and enforcement matters within various tunnels.

**Complaints about Enforcement Matters (other than Illegal Parking)**  
**Districts which Attracted Relatively More Complaints**  
**(January – September 2022)**

<b>District</b> <b>Nature</b>	<b>Yau Tsim Mong</b>	<b>Kwun Tong</b>	<b>Yuen Long</b>	<b>Sha Tin</b>	<b>Total</b>
1. Disobeying traffic signs / schemes (e.g. illegal left / right / U turn)	38	41 [Kai Tin Road towards Kwun Tong Bypass – 30]	20	34 [Lion Rock Tunnel Road – 25]	<b>133</b>
2. Cutting lane abruptly / Overtaking on solid line	40	22	18	23	<b>103</b>
3. Jumping red lights / Failing to give way to pedestrians / traffic	20	15	12	10	<b>57</b>
4. Prolonged waiting causing obstruction	20 (5)	9 (5)	13 (7)	9 (5)	<b>51 (22)</b>
5. Speedy driving	2	-	6	1	<b>9</b>
6. Others	7	5	20	1	<b>33</b>
<b>Total</b>	<b>127</b>	<b>92</b>	<b>89</b>	<b>78</b>	<b>386</b>

**Note:** [ ] indicates location which had attracted ten or more complaints during the period from January to September 2022. The 30 complaints related to Kai Tin Road and 25 complaints related to Lion Rock Tunnel Road were received from the same complainant.

( ) indicates the number of complaints received about prolonged waiting causing obstruction at bus stops.

**How to Make Suggestions and Complaints  
to the Transport Complaints Unit**

Members of the public may contact the Transport Complaints Unit (TCU) by phone if they have any suggestions or complaints about transport matters. The TCU hotline at **2889 9999** is manned during office hours and a voice mail service is provided outside office hours.

Alternatively, they may fill in the appropriate web forms (Transport Complaint Form, Taxi Complaint Form and Suggestion Form) on TCU website. They may obtain these forms from the District Offices and the Transport Department, and post them to P.O. Box 12430, G.P.O.

They may also write to the Executive Secretary of the TCU at the following address -

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

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