

QUARTERLY REPORT No. 3 of 2023

by the

TRANSPORT COMPLAINTS UNIT

of the

TRANSPORT ADVISORY COMMITTEE

for the period

1 July 2023 – 30 September 2023

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Chapter 1 Major Areas of Complaints and Suggestions¹

This is the third quarterly report for 2023 covering the period from 1 July to 30 September 2023.

Yearly and Quarterly Trends

2. During the quarter, the Transport Complaints Unit (TCU) received 11 500² complaints and suggestions, including 260³ pure suggestions. About 77% (8 864) of the cases were received through TCU Complaint/Suggestion Webforms and email, 23% (2 620) 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 12.7%² as compared with 10 203⁴ cases in the previous quarter and a decrease of 7.8%² as compared with 12 479⁵ cases in the same quarter in 2022. A breakdown of all the complaints and suggestions received during the quarter is at Annex A.

3. Among the 260³ pure suggestions received, 225³ were about public transport services, of which 203 were related to franchised bus services. There were 34 cases on traffic and road conditions (including enforcement matters). A breakdown of all the pure suggestions received during the quarter is shown at

¹ The numbers of complaints received from individual complainants, who made more than 100 complaints during a quarter, are given in relevant footnotes.

² Among the 11 500 complaints and suggestions, a total of 668 complaints were received from two complainants. The number of complaints not including these cases is 10 832, representing an increase of 14.5% when compared with 9 458 cases (see footnote 4) in the previous quarter and an increase of 17.6% when compared with 9 210 cases (see footnote 5) in the same quarter in 2022. A breakdown of the complaints not including these cases is at Annex A(i)(b).

³ Among the 260 pure suggestions, 225 cases were about public transport services. Among those 225 cases, 177 were received from a member of the public.

⁴ 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.

⁵ 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.

Annex A(iii).

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

5. During the quarter, investigations into 8 793 cases (including some outstanding cases from previous quarters) were completed. Of these, 7 586 cases (86%) were found to be substantiated, 21 cases (less than 1%) unsubstantiated, and the remaining 1 186 cases (13%) not pursuable due to lack of evidence. A summary of the results of investigations is at Annex C. If the complainants agree to be witnesses, the cases will be referred to the Police for further investigation. During the period from July to September 2023, the Police reported the latest developments on 763⁶ cases previously referred to them. Among these cases, 25⁶ drivers were summonsed.

6. During the same period, relevant government departments and public transport operators took on board 10 suggestions made by members of the public who gave proposals to enhance public transport services and improve traffic conditions. A summary of the cases is at Annex D. The 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 10 439⁷ cases, representing an increase of 15.3%⁷ as compared with

⁶ The figures include the taxi cases in paragraph 22.

⁷ Among the 10 439 complaints and suggestions, a total of 668 complaints were received from two complainants. The number of complaints not including these cases is 9 771, representing an increase of 17.6% when compared with 8 310 cases (see footnote 8) in the previous quarter and an increase of 25.2% when compared with 7 802 cases (see footnote 9) in the same quarter in 2022. A breakdown of the complaints not including these cases is at Annex E(i)(b).

9 055⁸ cases in the previous quarter and a decrease of less than 1%⁷ as compared with 10 441⁹ cases in the same quarter in 2022. A breakdown of the complaints and suggestions received during the quarter is at Annex E(i). A graph showing the trends of complaints and suggestions received, by quarter, since 2019 is at Annex E(ii).

Franchised Bus Services

8. A total of 4 645¹⁰ complaints and suggestions on franchised bus services were received during the quarter, representing an increase of 12.9%¹⁰ as compared with 4 113¹¹ cases in the previous quarter and a decrease of 20.8%¹⁰ as compared with 5 862¹² cases in the same quarter in 2022.

9. There were 2 748¹³ cases on the services of The Kowloon Motor Bus Company (1933) Limited (KMB), as compared with 2 639¹⁴ cases in the previous quarter and 2 684¹⁵ cases in the same quarter in 2022. Among the 2 748¹³ cases, 252 (or 9.2%) were about the adequacy of service and 2 455 (or 89.3%) were about the standard of service.

⁸ 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.

⁹ 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.

¹⁰ Among the 4 645 complaints and suggestions, a total of 668 complaints were received from two complainants. The number of complaints not including these cases is 3 977, representing an increase of 18.0% when compared with 3 370 cases (see footnote 11) in the previous quarter and an increase of 23.4% when compared with 3 223 cases (see footnote 12) in the same quarter in 2022.

¹¹ 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.

¹² 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.

¹³ Among the 2 748 complaints and suggestions, a total of 668 complaints (about the standard of service) were received from two complainants. The number of complaints not including these cases is 2 080.

¹⁴ 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.

¹⁵ Among the 2 684 complaints and suggestions, a total of 1 025 complaints were received from four complainants. The number of complaints not including these cases is 1 659.

10. There were 788 cases on the services of the Citybus Limited (Franchise for the Urban and New Territories bus network) (CTB (U&NT))¹⁶, as compared with 592¹⁷ cases in the previous quarter and 1 743¹⁸ cases in the same quarter in 2022. Among the 788 cases, 125 (or 15.9%) were about the adequacy of service while 648 (or 82.2%) were about the standard of service.

11. There were 195 cases on the services of the Citybus Limited (Franchise for Airport and North Lantau Bus Network) (CTB (Lantau)), as compared with 170¹⁹ cases in the previous quarter and 92 cases in the same quarter in 2022. Among the 195 cases, 43 (or 22.1%) were about the adequacy of service while 151 (or 77.4%) were about the standard of service.

12. There were 241 cases on the services of the Long Win Bus Company Limited (LWB), as compared with 170²⁰ cases in the previous quarter and 104 cases in the same quarter in 2022. Of the 241 cases, 53 (or 22.0%) were about the adequacy of service and 187 (or 77.6%) were about the standard of service.

13. There were 81 cases on the services of the New Lantao Bus Company (1973) Limited (NLB), as compared with 74 cases in the previous quarter and 51 cases in the same quarter in 2022. Of the 81 cases, 16 (or 19.8%) were about the adequacy of service and 64 (or 79.0%) were about the standard of service.

14. There were 592 cases on the cross-harbour bus services²¹, as

¹⁶ 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.

¹⁷ Among the 592 complaints and suggestions, 12 complaints were received from one complainant. The number of complaints not including these cases is 580.

¹⁸ Among the 1 743 complaints and suggestions, 1 073 complaints were received from seven complainants. The number of complaints not including these cases is 670.

¹⁹ Among the 170 complaints and suggestions, two complaints were received from one complainant. The number of complaints not including these cases is 168.

²⁰ Among the 170 complaints and suggestions, nine complaints were received from one complainant. The number of complaints not including these cases is 161.

²¹ 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.

compared with 468²² cases in the previous quarter and 1 188²³ cases in the same quarter in 2022. Of the 592 cases, 84 (or 14.2%) were about the adequacy of service and 500 (or 84.5%) 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 139 complaints and suggestions on non-franchised bus services (e.g. residents' services and feeder bus services operated by the MTR Corporation Limited (MTRCL)). The corresponding figures for the previous quarter and the same quarter in 2022 were 143²⁴ and 89 respectively.

Public Light Bus Services

17. A total of 2 207 complaints and suggestions on public light bus (PLB) services were received in this quarter, representing an increase of 24.8% as compared with 1 768 cases in the previous quarter and an increase of 28.6% as compared with 1 716 cases in the same quarter in 2022. All of these cases were referred to the Transport Department (TD) or the Police for action.

18. Of the PLB cases received, 95.5% or 2 108 cases were on green minibus (GMB) services, representing an increase of 24.9% as compared with 1 688 cases in the previous quarter and an increase of 30.5% as compared with 1 615 cases in the same quarter in 2022. Among the 2 108 cases, 197 (or 9.3%) were about the adequacy of service and 1 894 (or 89.8%) were about the standard of service.

²² 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.

²³ Among the 1 188 complaints and suggestions, 541 complaints were received from eight complainants. The number of complaints not including these cases is 647.

²⁴ Among the 143 complaints and suggestions, two complaints were received from one complainant. The number of complaints not including these cases is 141.

19. The remaining 4.5% or 99 cases were on the services provided by red minibuses (RMB), representing an increase of 23.8% as compared with 80 cases in the previous quarter and a decrease of 2.0% as compared with 101 cases in the same quarter in 2022.

Taxi Services

20. A total of 3 239 cases on taxi services were received in this quarter, representing an increase of 13.8% as compared with the previous quarter and an increase of 25.8% as compared with the same quarter in 2022. A comparison of the complaints and suggestions on taxi services in the past eight quarters is at Annex G.

21. Of the 3 239 cases received, 3 172 (97.9%) were related to taxi driver malpractice, as compared with 2 771 such cases (97.3%) in the previous quarter. Complaints about driver malpractice included drivers refusing hire, improper driving behaviour, failure to take the most direct and practicable route, behaving other than in a civil and orderly manner and overcharging, etc. A detailed breakdown of the nature of complaints and suggestions on taxi services is at Annex H. Reports on taxi driver malpractice were referred to the Police for further investigation if the complainants agreed to be witnesses. During the quarter, a total of 801 such cases (25.3%) were referred to the Police.

22. During the quarter, the Police reported the latest developments on 567 cases previously referred to them. These cases are categorised as follows –

	<u>No. of Cases</u>		<u>Percentage</u>	
(a) Summonsed	6	(33)	1	(7)
(b) Withdrawn by complainants	178	(272)	31	(56)
(c) Evidence considered insufficient by the Police for further processing	383	(180)	68	(37)
	<u>567 (485)</u>		<u>100 (100)</u>	

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

It is noted that 99% cases could not be further pursued because of withdrawal by complainants or insufficient evidence.

23. Among the 33 summonsed cases in the previous quarter, 15 taxi drivers were convicted of traffic offences by the court²⁵. Two taxi drivers were fined \$1,600 and \$700 for refusing hire respectively. Two taxi drivers were fined \$500 and \$600 for behaving other than in civil and orderly manner respectively. 11 taxi drivers were fined \$320 to \$800 for improper driving behaviours including crossing continuous double white lines, failing to comply with traffic signals and road markings, failing to give precedence to pedestrians on a zebra crossing, using mobile phone when driving as well as failing to ensure safety of passengers.

Rail Services

24. A total of 182 complaints and suggestions on rail services were received. The corresponding figures for the previous quarter and the same quarter in 2022 were 156 and 168 respectively. Of the 182 cases, 161 were on the services of MTRCL. A detailed breakdown of the nature of complaints and suggestions on rail services is at Annex E(i)(a).

Ferry Services

25. There were 27 complaints and suggestions on ferry services in this quarter. The corresponding figures for the previous quarter and the same quarter in 2022 were 28 and 31 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 143 complaints recorded in this quarter about traffic congestion, as compared with 81 cases in the previous quarter and 128 cases in

²⁵ Results of the remaining summonsed cases were not yet available as at end October 2023.

the same quarter in 2022. Congestion was reported to have occurred throughout the territory, as illustrated below –

	<u>Number of Complaints</u>	
Hong Kong Island	29	(10)
Kowloon	42	(32)
New Territories	71	(38)
Others (e.g. general issues and tunnel areas)	1	(1)
Total	143	(81)

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

27. Based on the number of complaints received, districts most affected by traffic congestion were Kwai Tsing (32 cases), Kwun Tong (17 cases) and Yau Tsim Mong (16 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 81 complaints and suggestions on traffic management and 27 requests for additional traffic signs and aids in this quarter. As a comparison, there were 56 and 30 such cases in the previous quarter, and 45 and 21 in the same quarter in 2022.

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 59 complaints about road maintenance, as compared with 59 cases in the previous quarter and 50 cases in the same quarter

in 2022. Among the 59 cases, 36 cases were related to road conditions and 20 cases were related to traffic signs and aids.

32. Districts which attracted relatively more complaints about road conditions were Yuen Long (seven cases), Kowloon City, Yau Tsim Mong and Tsuen Wan (three cases each). Districts which attracted relatively more complaints about traffic signs and aids were Yuen Long (four cases) and Sha Tin (three cases).

Enforcement

33. There were 656 complaints about traffic regulations enforcement in this quarter, representing a decrease of 22.3% when compared with 844 cases in the previous quarter and a decrease of 61.3%²⁶ when compared with 1 695²⁶ cases in the same quarter in 2022. They were mainly requests for action against illegal parking (461 cases), prolonged waiting causing obstruction (60 cases), disobeying traffic signs/schemes (59 cases), jumping red light/failing to give way to pedestrians/traffic (29 cases) and cutting line abruptly/overtaking on solid line (23 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 (64 cases), Kwun Tong (48 cases), Kowloon City (45 cases) and Yuen Long (44 cases).

²⁶ 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 a decrease of 38.4% when compared with 656 cases in this quarter.

Chapter 2 Major Events and Noteworthy Cases

Transport Complaints Unit Sub-committee Meeting

At the quarterly meeting of the TCU Sub-committee on 23 August 2023, Members discussed –

- (a) Complaints and Suggestions about Road Works and Road Maintenance;
- (b) Complaints and Suggestions about Taxi Services for Wheelchair Users;
- (c) Complaints and Suggestions about Improper Driving Behaviour of Public Transport Drivers; and
- (d) TCU Quarterly Report No. 2 of 2023.

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

- (a) Complaints and Suggestions about Improper Driving Behaviour of Public Transport Drivers; and
- (b) TCU Quarterly Report No. 2 of 2023.

Concerns about improper cycling behaviours

3. A member of the public expressed concerns about improper cycling behaviours. He complained that the cyclists' improper behaviours would pose danger to other road users. He also requested the Transport Department (TD) to work out improvement measures.

4. The case was referred to TD for investigation and the Police for necessary enforcement actions. TD advised that same as other drivers, cyclists had the same obligation to follow the rules and regulations applicable to drivers

when cycling on the roads. Cyclists must ride with due care and attention and with reasonable consideration for other road users. Otherwise, depending on the actual situation, the cyclists, who rode in a way that endangered other road users, might be liable for careless cycling under the Road Traffic Ordinance (Cap. 374).

5. TD also advised that according to the Road Users' Code, cyclists were reminded to give arm signals clearly and in good time before the manoeuvre, such as changing direction or slowing down, etc. Before changing direction or slowing down, cyclists should make sure that they have been seen by other road users and avoid abrupt changes that might bring themselves into conflict with other road users. Cyclists must not rely completely on their signals and keep looking around to others.

6. TD further advised that they had been collaborating with the Road Safety Council and the Police in promoting cycling safety through publicity and education. TD was disseminating cycling safety through various channels, including short videos on television, radio broadcasting, Cycling Information Centre website (https://www.td.gov.hk/mini_site/cic/en/) and the other publications, with a view to encouraging cyclists to know more about the relevant ordinances and rules, to respect the rights of every road user and to enhance their safety awareness for cycling.

7. On the other hand, the Police replied that they would continue to step up enforcement actions.

8. The member of the public was informed of the above and did not make further comment.

Suggestion of lowering speed limit at Cassia Road, Dianthus Road and Osmanthus Road in Kowloon Tong

9. A member of the public raised concern about the road safety at Cassia Road, Dianthus Road and Osmanthus Road in Kowloon Tong. He observed that vehicles travelled at high speed and vehicles parked on both sides of the roads would pose danger to road users. He therefore suggested TD to lower speed

limit at the locations concerned to improve road safety.

10. The case was referred to TD for investigation. TD advised that “Slow” road markings and “Pedestrians on or crossing road ahead” traffic signs on Cassia Road and Dianthus Road were added to enhance road safety and to better alert motorists. In addition, TD acknowledged the proposal of setting up low speed limit zone at the road sections concerned.

11. To enhance pedestrian safety and walking environment, TD implemented trials for low speed limit zone of 30 km/h at Wai Chi Street (a section between Woh Chai Street and Nam Cheong Street) in Shek Kip Mei, Tong Yam Street in Sham Shui Po and Muk Hung Street in Kowloon City. TD advised that they had scheduled to implement further trials at selected area in Sham Shui Po, Mong Kok and Kwun Tong from the fourth quarter of 2023 progressively. TD would keep watch of and evaluate the effectiveness of implementing low speed limit zone for considering extending this initiative to other suitable areas.

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

Complaints about traffic congestion in the North District

13. A member of the public complained about severe traffic congestion at San Wan Road, Sheung Shui in the North District near Kai Leng Roundabout and requested TD to work out measures to alleviate the congestion problem.

14. TD was invited to look into the case. TD advised that a yellow junction box road marking had recently been applied at the western exit arm of the above roundabout with a view to ensuring smooth operation of the roundabout. In the long run, the Civil Engineering and Development Department was implementing the “Fanling Bypass (Eastern Section)” and “Improvement to So Kwun Po Interchange” in order to alleviate traffic congestion at Kai Leng Roundabout.

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

Complaints and Suggestions on Taxi Services

Background

Taxi service is one of the major areas which attract regular complaints. On average, complaints and suggestions on taxi services account for about 33.6% of all the cases on public transport services.

Complaint/Suggestion Statistics

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

<u>Year</u>	<u>No. of complaints/suggestions</u>	<u>Difference</u>
2018	11 000 (33.89)	-
2019	10 318 (33.10)	-6.2% (-2.3%)
2020	5 355 (22.17)	-48.1% (-33.0%)
2021	8 355 (30.02)	+56.0% (+35.4%)
2022	7 590 (28.95)	-9.2% (-3.6%)
2023 (up to 30 September 2023)	8 562 (42.58)	-

(Note: Figures for complaints/suggestions per million passenger journeys are in brackets.)

3. A total of 8 562 complaints and suggestions about taxi services were received during the period from January to September 2023, representing 42.58 complaints/suggestions per million passenger journeys. These figures represent increases of 57.6% and 48.6% respectively when compared with

5 434 cases and 28.66 complaints/suggestions per million passenger journeys received in the same period in 2022. A breakdown of the nature of complaints and suggestions on taxi services is at Annex J. Among the taxis involved in these cases, 1 963 were identified by vehicle registration number and 112 were identified by taxi driver identity plate number which attracted more than one complaint within one year.

4. Of the 8 562 cases received, 8 285 cases (or 97%) were related to taxi driver malpractice, as compared with 5 187 such cases (or 95%) received in the same period in 2022. Among the different categories of taxi driver malpractice, refusing hire (2 144 cases), improper driving behaviour (1 701 cases), failure to take the most direct route (1 549 cases) and drivers behaving other than in a civil and orderly manner (1 330 cases) attracted relatively more complaints.

5. There were 105 cases related to refusing to give changes for \$500 or \$1,000 notes. Some complainants commented that \$500 and \$1,000 notes were common nowadays, and therefore taxi drivers should be obliged to accept them. 201 cases were about overcharging for light personal hand baggage (e.g. cabin luggage, baby carriages and shopping trolleys) inside the passenger compartment. In 87 cases, the complainants specifically mentioned that the total dimension of their luggage did not exceed 140cm.

6. Apart from complaints about taxi driver malpractice, there were 277 cases about taxi obstruction and miscellaneous matters (e.g. conditions of vehicle, passenger services and facilities). Comments on the mechanism for handling complaints about taxi services were also received.

Measures to Improve the Situation

TD's internal database for consolidating complaint records

7. The Transport Department (TD) has enhanced its mechanism for handling complaints about taxi services, with a view to taking actions against drivers who are the subjects of repeated complaints and assisting the taxi trade in setting up a system for self-monitoring and regulation. The internal database

assists TD in grasping the overall taxi service quality more effectively, analysing whether there is a rising trend of complaints against individual vehicles or vehicles owned by individual companies, as well as taking appropriate follow-up and targeted actions having regard to the circumstances of individual cases. For those repeated complaints against individual taxi owners and drivers, TD would contact the concerned taxi owners/drivers and urge them to make improvement. TD would also request the Police to step up enforcement actions at the black spots to combat the offences such as overcharging, refusal of hire, etc. when necessary.

Improvement of taxi drivers' behaviours

8. The Government has been maintaining close communication with the taxi trade to assist the trade in enhancing taxi service quality. In particular, TD established the Committee on Taxi Service Quality (CTSQ) in January 2018, which serves as a multi-party platform for discussing various strategies and measures to drive changes to enhance the service quality of the existing taxis. TD, in collaboration with the CTSQ, published and updated the “Hong Kong Taxi Service Standard” and the “Hong Kong Taxi Service Guidelines”, which set out the conduct and performance expected of taxi drivers. TD also launched a series of online training courses for in-service taxi drivers²⁷, and the Taxi Service Commendation Scheme to recognise taxi drivers and taxi service management teams with outstanding service so as to enhance the professional image of taxi operators. Besides, TD has also organised safe driving seminars from time to time to enhance taxi drivers' awareness of safe driving.

Use of mobile communication devices (MCDs) while driving

9. Road safety is one of the Police's Operational Priorities and the enforcement element is addressed via the Selected Traffic Enforcement Priorities (STEP). In the STEP 2023, offences such as using handheld telecommunication equipment while driving, careless driving, etc. are included as the targets of the Police. The Police all along make every endeavor to change these irresponsible

²⁷ The online training courses cover topics such as effective communication skills between drivers and passengers, conflict handling methods and knowledge on barrier-free facilities.

driving behaviour through stringent enforcement, community engagement and publicity to ensure road safety in Hong Kong. The Police are of the view that the use of a MCD while driving, regardless of the number of devices mounted on a vehicle and the purpose(s) of using it, would endanger road safety.

10. The Government has always attached great importance to road safety, and has been ensuring the safety of road users through regulation by law and promoting attentive driving through education and publicity. The Road Traffic Ordinance (Cap. 374) has stipulated stringent provisions on “dangerous driving” and “careless driving”. If a driver uses a mobile phone or other smart device while driving in such a way as to affect his driving, he may have committed the offence of “dangerous driving” or “careless driving”, irrespective of whether his driving has caused a traffic accident. In addition, pursuant to the Road Traffic (Traffic Control) Regulations (Cap. 374G), if a motor vehicle being driven by a driver is in motion, it is an offence for the driver to use a mobile phone while holding it in his hand or between his head and shoulder, or use other telecommunications equipment while holding it in his hand. The current version of the Road Users’ Code has also given clear guidelines to drivers that they should avoid using mobile phones or other smart devices as far as possible while driving, and should drive attentively.

11. The Government notes the public’s concern about drivers, particularly taxi drivers, placing several mobile phones on the dashboard while driving and also understands that drivers may have practical needs to use mobile phones or other devices for, for instance, obtaining information about navigation, real-time traffic conditions and parking space, etc. After balancing various considerations including road safety, practical circumstances, needs of the trades, and development of technology as well as making reference to the practices of other places, TD is currently putting forward legislative amendment on restricting the use of MCDs by drivers while driving via regulating the number, size and position of MCDs. TD consulted the relevant trades and stakeholders, Legislative Council (LegCo) Panel on Transport, Road Safety Research Committee, Road Safety Council (RSC) and Traffic Advisory Committee in 2022 in which they generally supported the proposal. The legislative amendment proposal is targeted for submission to LegCo within 2024. Meanwhile, the Government and RSC will continue to adopt a multi-pronged approach, including law

enforcement, regulating taxi services, publicity and education, in raising the road safety awareness of drivers (including taxi drivers) and urging drivers to be attentive and avoid using MCDs while driving.

Enhancement of taxi service quality

12. At present, there are about 46,000 active taxi drivers. As the majority of drivers are self-employed, taxi service quality varies. In view of the public aspiration for better taxi service quality and safety, the Government has reviewed the overall taxi operation and management and proposed to take forward a series of measures to improve the development of taxi industry. These measures include introducing a taxi fleet regime, increasing the maximum passenger seating capacity of taxis and introducing a two-tier penalty system for certain taxi-driver-related offences of a more serious nature, etc. The relevant Ordinance took effect on 22 December 2023. In addition, with a view to strengthening the deterrent effect against malpractices of taxi drivers, the Government also introduced a Taxi-Driver-Offence Points (TDOP) system. The TDOP Ordinance will take effect on 22 September 2024. Besides, in collaboration with the CTSQ, TD will continue to encourage more members of the taxi trade to adopt fleet management and leverage on innovation and technology to enhance the operational efficiency and quality of management so as to enhance taxi service quality.

13. The Government is open-minded about innovation and technologies that could effectively improve road and driving safety, and welcomes the introduction of advanced driver assistance systems by vehicle manufacturers for various classes of vehicles. In recent years, TD has already approved a number of vehicles to install driver assistance systems, such as Anti-collision Warning, Lane Keeping Warning, Blind Spot Warning, Electronic Stability Control, Automatic Emergency Braking System, etc. If vehicle manufacturers are interested in introducing driver assistance systems on taxis, TD is willing to explore the application of relevant systems with the taxi trade and manufacturers so as to ascertain the technical feasibility of installing such systems on taxis. If car owners are interested in installing such systems, TD will examine and approve the vehicles in accordance with the legislation to ensure road safety.

14. In terms of legal framework, taxi operation is regulated by the Road Traffic Ordinance (Cap. 374) and its subsidiary legislation. The Police takes vigorous enforcement actions against malpractices, and TD focuses on education and publicity work like promulgation of standards and guidelines to enhance the standard of taxi services through various channels.

15. During the period from January to September 2023, 2 047 cases (or 24%) on taxi driver malpractice were referred to the Police for further investigation²⁸ if the complainants agreed to be witnesses. In encountering any taxi malpractice, such as overcharging, refusing hire and soliciting passengers, members of the public are strongly encouraged to have the incidents reported to the Police with details, such as date, time, location and taxi registration numbers, for investigation. Police will take prosecution action if there is sufficient evidence.

16. As regards complaints about taxi obstruction and miscellaneous matters (277 cases), all these cases were referred to the relevant authorities for action. For example, in the case of taxi obstruction, the Police were requested to step up enforcement while TD was invited to consider traffic management measures to address the problem.

17. TCU will continue to monitor and follow up with TD and the Police regarding complaints about complaints and suggestions on taxi services.

²⁸ During the period from January to September 2023, the Police reported the investigation results on 1 398 cases previously referred to them. The results are provided in paragraph 22 of Chapter 1 of TCU Quarterly Report No. 1 of 2023, paragraph 23 of Chapter 1 of TCU Quarterly Report No. 2 of 2023 and paragraph 22 of Chapter 1 of TCU Quarterly Report No. 3 of 2023 respectively.

Complaints and Suggestions Received by TCU

<u>Nature of Complaint/Suggestion</u> ⁽¹⁾⁽²⁾	<u>Same quarter in 2022 (1.7.22-30.9.22)</u>		<u>Previous quarter (1.4.23-30.6.23)</u>		<u>Current quarter (1.7.23-30.9.23)</u>	
I. Public Transport Services						
(a) Adequacy of service	846	[304]	662	[225]	836	[206]
(b) Standard of service	9 394	[11]	8 195	[17]	9 438	[16]
(c) General	201	[11]	198	[7]	165	[3]
	10 441⁽³⁾	[326] (84%)	9 055⁽³⁾	[249] (89%)	10 439⁽³⁾	[225] (91%)
II. Traffic Conditions						
(a) Traffic congestion	128	[4]	81	[3]	143	[1]
(b) Traffic management	45	[9]	56	[16]	81	[22]
(c) Additional traffic signs and aids	21	[9]	30	[11]	27	[5]
(d) Parking facilities	34	[3]	15	[1]	16	[2]
	228	[25] (2%)	182	[31] (2%)	267	[30] (2%)
III. Road Maintenance						
(a) Road conditions	36		37	[1]	36	[3]
(b) Traffic signs and aids	14		21		20	
(c) Carriageway markings	-		1		3	
	50	(<1%)	59	[1] (<1%)	59	[3] (<1%)
IV. Enforcement						
(a) Illegal parking	1 383		563	[1]	461	
(b) Other enforcement matters	312	[2]	281		195	[1]
	1 695	[2] (14%)	844	[1] (8%)	656	[1] (6%)
V. Miscellaneous	65	(<1%)	63	[3] (<1%)	79	[1] (<1%)
Total	12 479⁽³⁾	[353] (100%)	10 203⁽³⁾	[285] (100%)	11 500⁽³⁾	[260] (100%)

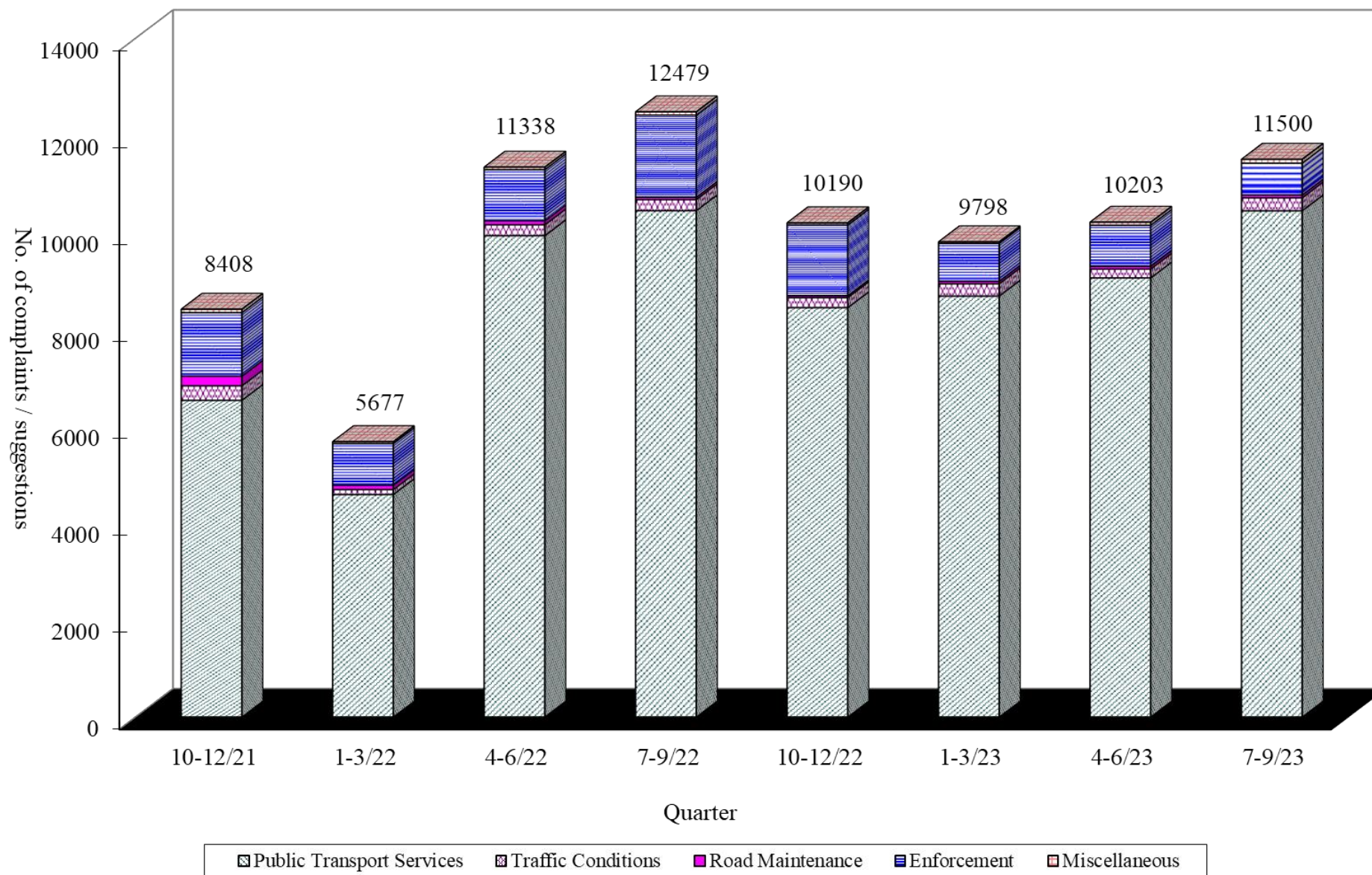
- Notes :**
- (1) Figures in square brackets are the number of pure suggestions received in the quarter. The figures have been included in the overall number of cases received. Among the 304, 225 and 206 pure suggestions relating to adequacy of service, 232, 176 and 154 about public transport routeing 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⁽¹⁾

<u>Nature of Complaint/Suggestion⁽²⁾⁽³⁾</u>	<u>Same quarter in 2022 (1.7.22-30.9.22)</u>		<u>Previous quarter (1.4.23-30.6.23)</u>		<u>Current quarter (1.7.23-30.9.23)</u>	
I. Public Transport Services						
(a) Adequacy of service	846	[304]	662	[225]	836	[206]
(b) Standard of service	6 755	[11]	7 450	[17]	8 770	[16]
(c) General	201	[11]	198	[7]	165	[3]
	7 802⁽⁴⁾	[326] (85%)	8 310⁽⁷⁾	[249] (88%)	9 771⁽⁸⁾	[225] (90%)
II. Traffic Conditions						
(a) Traffic congestion	128	[4]	81	[3]	143	[1]
(b) Traffic management	45	[9]	56	[16]	81	[22]
(c) Additional traffic signs and aids	21	[9]	30	[11]	27	[5]
(d) Parking facilities	34	[3]	15	[1]	16	[2]
	228	[25] (2%)	182	[31] (2%)	267	[30] (2%)
III. Road Maintenance						
(a) Road conditions	36		37	[1]	36	[3]
(b) Traffic signs and aids	14		21		20	
(c) Carriageway markings	-		1		3	
	50	(<1%)	59	[1] (<1%)	59	[3] (<1%)
IV. Enforcement						
(a) Illegal parking	753		563	[1]	461	
(b) Other enforcement matters	312	[2]	281		195	[1]
	1 065⁽⁵⁾	[2] (12%)	844	[1] (9%)	656	[1] (6%)
V. Miscellaneous	65	(<1%)	63	[3] (<1%)	79	[1] (<1%)
Total	9 210⁽⁶⁾	[353] (100%)	9 458⁽⁷⁾	[285] (100%)	10 832⁽⁸⁾	[260] (100%)

- Notes :**
- (1) The complaints received from individual complainants, who made more than 100 complaints in a quarter, were excluded. The figures concerned were given in relevant footnotes. Please see Annex A(i)(a) with these complaints included.
 - (2) Figures in square brackets are the number of pure suggestions received in the quarter. The figures have been included in the overall number of cases received. Among the 304, 225 and 206 pure suggestions relating to adequacy of service, 232, 176 and 154 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 2 639 complaints from 11 complainants were excluded.
 - (5) A total of 630 complaints from one complainant were excluded.
 - (6) A total of 3 269 complaints from 12 complainants were excluded.
 - (7) A total of 745 complaints from three complainants were excluded.
 - (8) A total of 668 complaints from two complainants were excluded.

Complaints and Suggestions Received by TCU



**Pure Suggestions Received by TCU
(July – September 2023)**

Nature of Suggestion⁽¹⁾

(I)	Public Transport Services	Vehicular Transport				Rail		Waterborne		Sub-total
		FB		NFB	PLB	Taxi	Transport	Transport		
	(a) Adequacy of Service									
	(1) Frequency/carrying capacity	11	[2]	-	4	-	-	-	-	15 [2]
	(2) Routeing	159	[149]	-	5 [1]	-	4 [4]	-	-	168 [154]
	(3) Hours of operation	15	[12]	-	-	-	1 [1]	-	-	16 [13]
	(4) Provision of stop	7	[4]	-	-	-	-	-	-	7 [4]
		192	[167]	-	9 [1]	-	5 [5]	-	-	206 [173]
	(b) Standard of Service									
	(1) Regularity of service	1		-	-	-	-	-	-	1
	(2) Adherence to routeing	-		-	-	-	-	-	-	-
	(3) Improper driving behaviour	-		-	-	-	-	-	-	-
	(4) Conduct & performance of staff	-		-	1	-	-	-	-	1
	(5) Overcharging	-		-	1	-	-	-	-	1
	(6) Cleanliness	-		-	-	-	-	-	-	-
	(7) Conditions of vehicle/vessel	-		-	-	-	-	-	-	-
	(8) Passenger services & facility	7	[1]	-	4	-	2	-	-	13 [1]
		8	[1]	-	6	-	2	-	-	16 [1]
	(c) General ⁽²⁾	3	[3]	-	-	-	-	-	-	3 [3]
	Sub-total of (I) this quarter	203	[171]	0	15 [1]	-	7 [5]	0	-	225 [177]
	Sub-total of (I) previous quarter	226	[179]	4 [2]	12 [3]	2	5 [1]	0	-	249 [185]
	Sub-total of (I) same quarter in 2022	298	[246]	4 [1]	18 [7]	3	2 [2]	1 [1]	-	326 [257]
(II)	Traffic Conditions									
	(a) Traffic Congestion									1
	(b) Traffic Management									22
	(c) Additional Traffic Signs & Aids									5
	(d) Parking Facilities									2
	Sub-total of (II) this quarter									30
	Sub-total of (II) previous quarter									31
	Sub-total of (II) same quarter in 2022									25
(III)	Road Maintenance									3
(IV)	Enforcement									1
(V)	Miscellaneous									1
	Total this quarter									260 [177]
	Total previous quarter									285 [185]
	Total same quarter in 2022									353 [257]

Legend

FB - Franchised Buses

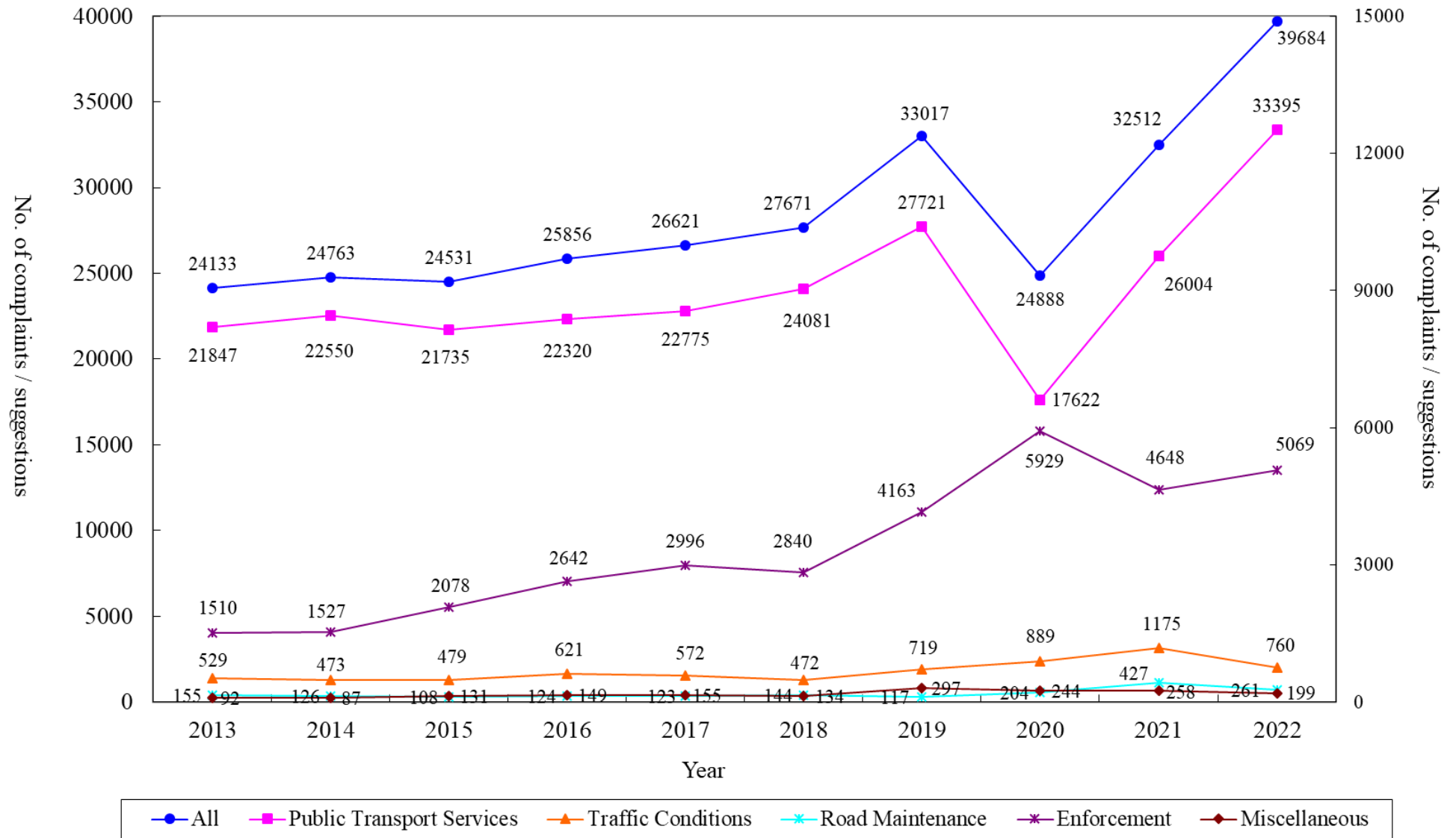
NFB - Non-franchised Buses

PLB - Public Light Buses

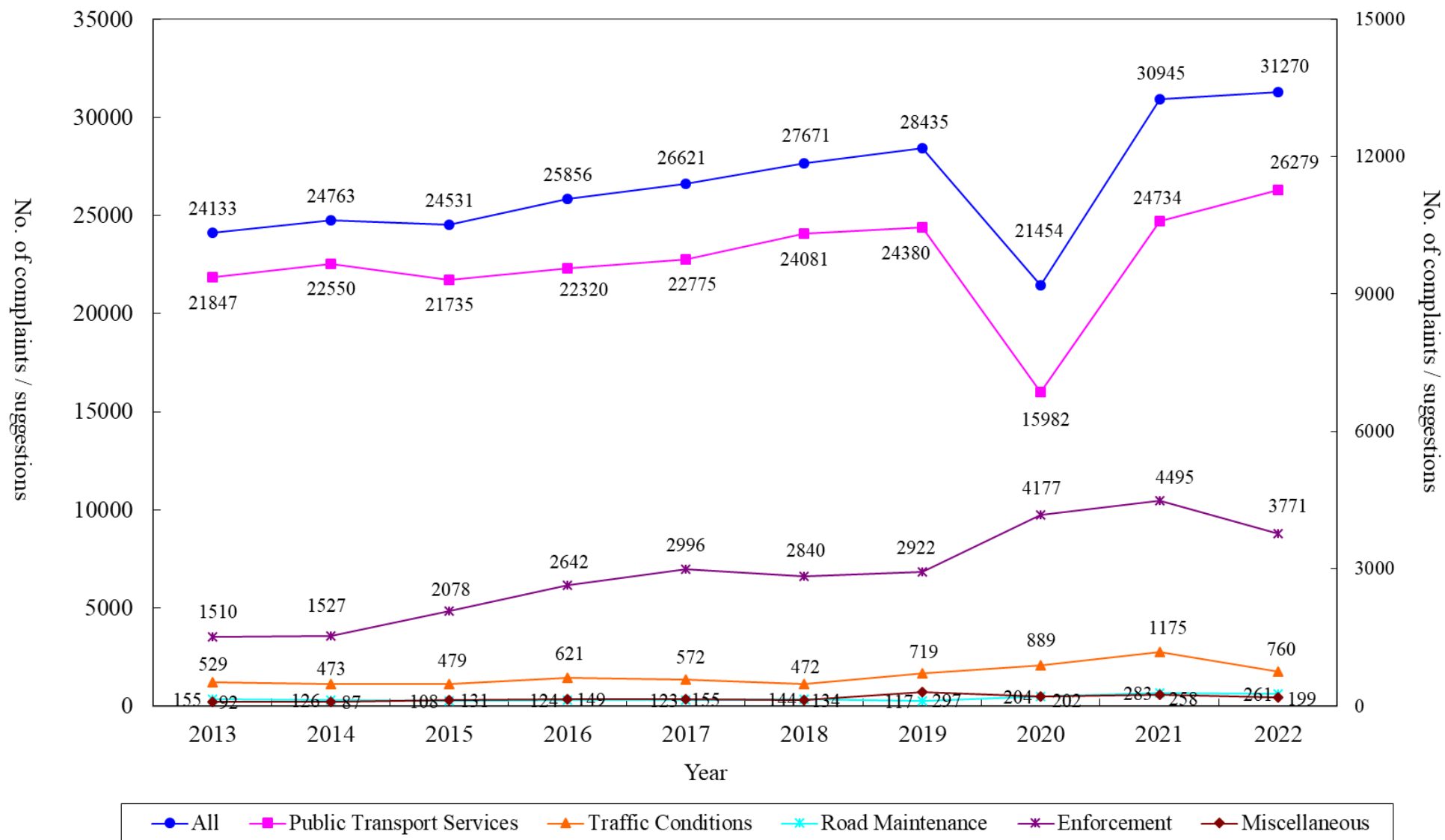
Notes : (1) Figures in square brackets are the number of pure suggestions received from a member of the public in the quarter. The figures have been included in the overall number of pure suggestions received.

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

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



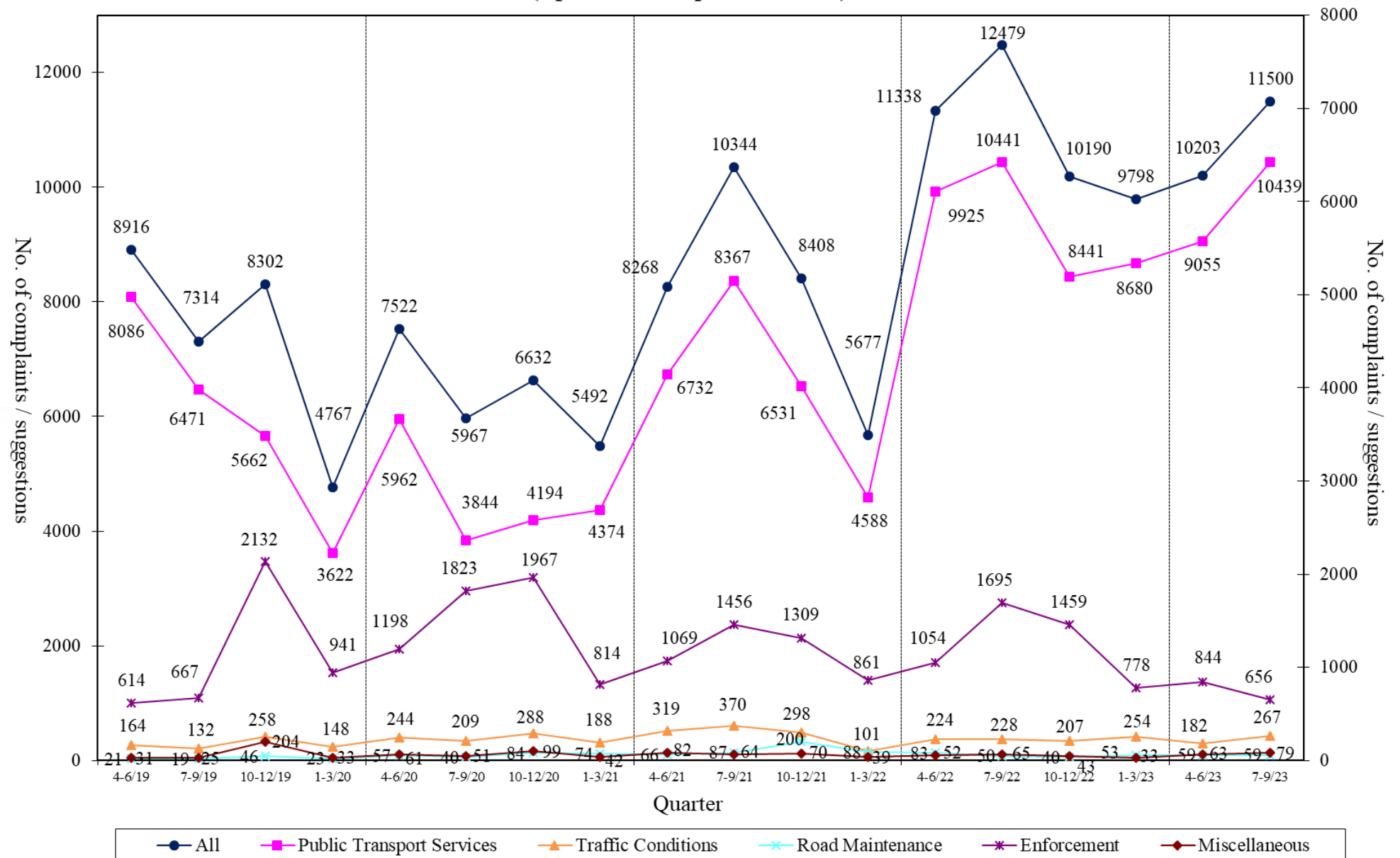
Trends of Complaints and Suggestions Received by TCU⁽¹⁾ (2013 - 2022)



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

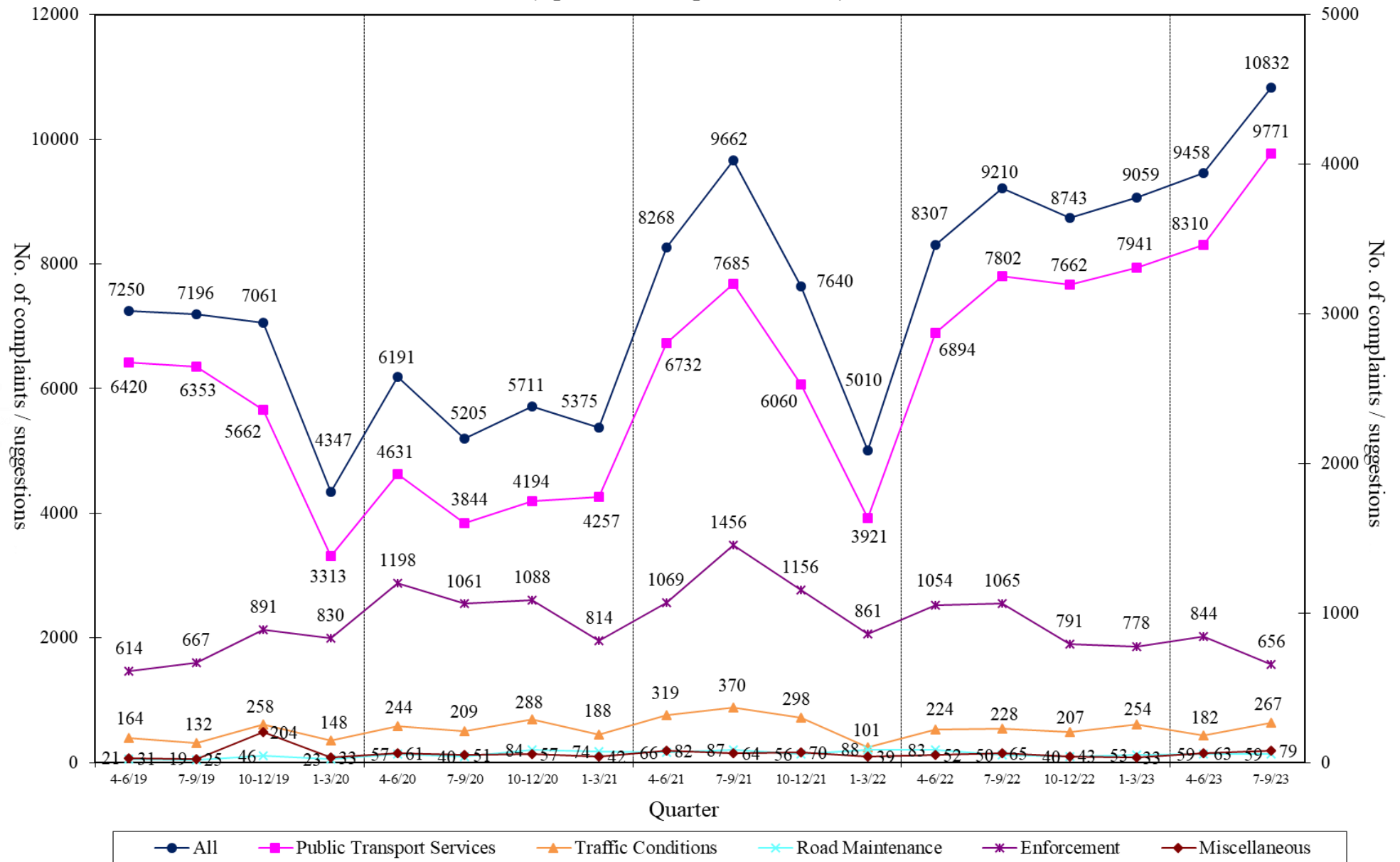
Trends of Complaints and Suggestions Received by TCU
(April 2019 - September 2023)

Annex B(ii)(a)



Trends of Complaints and Suggestions Received by TCU⁽¹⁾
(April 2019 - September 2023)

Annex B(ii)(b)



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

Summary of Results of Investigations into Complaints and Suggestions
(July – September 2023)

Outcome of Investigation Nature of Complaint/ Suggestion	A1	A2	B	C	Total
I. Public Transport Services					
(a) Adequacy of service	26	621	3	-	650
(b) Standard of service	1 037	4 795	15	1 099	6 946
(c) General	15	145	-	5	165
	1 078	5 561	18	1 104	7 761
II. Traffic Conditions					
(a) Traffic congestion	16	68	-	-	84
(b) Traffic management	6	43	1	-	50
(c) Additional traffic signs/aids	3	29	-	1	33
(d) Parking facilities	4	9	-	-	13
	29	149	1	1	180
III. Road Maintenance					
(a) Road conditions	6	22	-	-	28
(b) Traffic signs and aids	5	20	-	-	25
(c) Carriageway markings	1	1	-	-	2
	12	43	-	-	55
IV. Enforcement					
(a) Illegal parking	343	165	-	1	509
(b) Other enforcement matters	8	144	2	80	234
	351	309	2	81	743
V. Miscellaneous	4	50	-	-	54
Total	1 474 (17%)	6 112 (69%)	21 (1%)	1 186 (13%)	8 793 (100%)
	7 586 (86%)				

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 2023)**

<div>Outcome of Investigation</div> <div>Mode of Transport</div>	A1	A2	B	C	Total
The Kowloon Motor Bus Company (1933) Limited	108	2 290	5	29	2 432
Citybus Limited (Franchise (U&NT))	64	572	-	8	644
Citybus Limited (Franchise (Lantau))	30	152	1	-	183
New Lantao Bus Company (1973) Limited	13	51	-	-	64
Long Win Bus Company Limited	45	125	-	1	171
Cross-harbour Bus Services	118	351	1	4	474
Non-franchised Bus Services	28	105	-	-	133
Green Minibus	616	1 021	1	48	1 686
Red Minibus	20	53	-	3	76
Taxi	10	671	9	1 009	1 699
MTR Corporation Limited (Excluding Light Rail)	18	110	1	1	130
MTR Corporation Limited (Light Rail)	3	17	-	-	20
The Hongkong Tramways Limited	1	12	-	-	13
Sun Ferry Services Company Limited	2	12	-	-	14
The “Star” Ferry Company Limited	-	1	-	-	1
Minor Ferries	2	18	-	1	21
Total	1 078 (14%)	5 561 (71%)	18 (1%)	1 104 (14%)	7 761 (100%)
	6 639 (85%)				

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 2023)

I. Public Transport Services

- Add bus stops at Yu Nga Court and Yu Nga Shopping Centre for Citybus (CTB) route nos. E21A, E21D, E21X and S52A, and LWB route nos. E32A and E36A to meet the demand of passengers.
- Enhance CTB route nos. 22R and 20A services to meet the demand of passengers travelling to/from the Kai Tak Cruise Terminal.

II. Traffic Management

Hong Kong

- Adjust the signal timing of a traffic light at the junction of Queen Victoria Street and Des Voeux Road Central to shorten the waiting time for pedestrians.

Kowloon

- Replace the railings at Tai Po Road near Ching Cheung Road to provide better sightline for both pedestrians and motorists.
- Add parking spaces for motorcycles and realign the carriageways at Sau Ming Road near Sau Ming Road Park to improve traffic flow.
- Shorten the waiting time for pedestrian green phase of traffic lights at the junctions of Sze Mei Street/Choi Yee Lane and Choi Hung Road/Bus Terminus near Rhythm Garden to facilitate pedestrians crossing the road.

New Territories

- Increase the pedestrian green time of a traffic light at Wo Tai Street at its junction with Luen On Street to facilitate pedestrians crossing the road.
- Increase the vehicular green time of a traffic light at Wo Tai Street eastbound during morning peak hours and shorten the vehicular green time of a traffic light at Luen On Street northbound to alleviate traffic congestion.
- Add parking spaces for motorcycles at Hang Hong Street to facilitate motorcyclists.
- Improve the sensitivity of the vehicle detector at Hung Cheung Road at its junction with Tin Hau Road to detect vehicles more easily.

Complaints and Suggestions on Public Transport Services
(July – September 2023)

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	147	63	19	15	28	27	9	181	-	-	36	6	2	1	-	2	536
(2) Routeing	91	45	19	-	19	46	1	10	-	-	2	4	-	-	-	-	237
(3) Hours of operation	5	16	2	-	1	6	-	3	-	-	-	1	-	-	-	-	34
(4) Provision of stops	9	1	3	1	5	5	2	3	-	-	-	-	-	-	-	-	29
Sub-total	252	125	43	16	53	84	12	197	-	-	38	11	2	1	-	2	836
(B) Standard of Service																	
(1) Regularity of service	1559	300	80	31	93	185	47	732	-	-	11	2	1	2	3	7	3053
(2) Adherence to routeing	14	2	-	2	8	10	3	114	-	604	-	-	-	-	-	-	757
(3) Improper driving behavior	375	115	32	6	20	110	25	288	23	591	3	2	9	-	-	1	1600
(4) Conduct & performance of staff (including drivers)	237	149	19	14	30	120	25	578	44	1427	26	-	3	1	3	2	2678
(5) Overcharging	19	2	1	1	1	2	1	51	7	550 *	1	-	-	-	-	-	636
(6) Cleanliness	9	1	-	2	-	4	2	36	-	9	1	-	1	-	-	-	65
(7) Conditions of vehicles/vessels	22	5	1	1	4	7	3	12	1	2	1	-	3	1	-	1	64
(8) Passenger services & facilities	220	74	18	7	31	62	13	83	3	10	58	4	2	-	-	-	585
Sub-total	2455	648	151	64	187	500	119	1894	78	3193	101	8	19	4	6	11	9438
(C) General	41	15	1	1	1	8	8	17	21	46	3	-	-	3	-	-	165
Total this quarter	2748	788	195	81	241	592	139	2108	99	3239	142	19	21	8	6	13	10439
Grand-total	(4645)						(5585)				(182)			(27)			
Total previous quarter	2639	592	170	74	170	468	143	1688	80	2847	122	22	12	10	-	18	9055
Total same quarter in 2022	2684	1743	92	51	104	1188	89	1615	101	2575	128	21	19	8	2	21	10441

Legend

KMB	The Kowloon Motor Bus Company (1933) Limited
CTB (U&NT)	Citybus Limited (Franchise for the Urban and New Territories bus network) (Citybus Limited (Franchise 1) (CTB (F1)) and New World First Bus Services Limited (NWFB) merged into Citybus Limited (Franchise for the Urban and New Territories bus network) (CTB (U&NT)) commencing from 1 July 2023.)
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

Complaints and Suggestions on Public Transport Services

(July – September 2023)

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	147	63	19	15	28	27	9	181	-	-	36	6	2	1	-	2	536
(2) Routeing	91	45	19	-	19	46	1	10	-	-	2	4	-	-	-	-	237
(3) Hours of operation	5	16	2	-	1	6	-	3	-	-	-	1	-	-	-	-	34
(4) Provision of stops	9	1	3	1	5	5	2	3	-	-	-	-	-	-	-	-	29
Sub-total	252	125	43	16	53	84	12	197	-	-	38	11	2	1	-	2	836
(B) Standard of Service																	
(1) Regularity of service	891	300	80	31	93	185	47	732	-	-	11	2	1	2	3	7	2385
(2) Adherence to routing	14	2	-	2	8	10	3	114	-	604	-	-	-	-	-	-	757
(3) Improper driving behavior	375	115	32	6	20	110	25	288	23	591	3	2	9	-	-	1	1600
(4) Conduct & performance of staff (including drivers)	237	149	19	14	30	120	25	578	44	1427	26	-	3	1	3	2	2678
(5) Overcharging	19	2	1	1	1	2	1	51	7	550 *	1	-	-	-	-	-	636
(6) Cleanliness	9	1	-	2	-	4	2	36	-	9	1	-	1	-	-	-	65
(7) Conditions of vehicles/vessels	22	5	1	1	4	7	3	12	1	2	1	-	3	1	-	1	64
(8) Passenger services & facilities	220	74	18	7	31	62	13	83	3	10	58	4	2	-	-	-	585
Sub-total	1787	648	151	64	187	500	119	1894	78	3193	101	8	19	4	6	11	8770
(C) General	41	15	1	1	1	8	8	17	21	46	3	-	-	3	-	-	165
Total this quarter	2080 ⁽¹⁾	788	195	81	241	592	139	2108	99	3239	142	19	21	8	6	13	9771
Grand-total	(3977)						(5585)				(182)			(27)			
Total previous quarter	1928 ⁽²⁾	580 ⁽²⁾	168 ⁽²⁾	74	161 ⁽²⁾	459 ⁽²⁾	141 ⁽²⁾	1688	80	2847	122	22	12	10	-	18	8310
Total same quarter in 2022	1659 ⁽³⁾	670 ⁽³⁾	92	51	104	647 ⁽³⁾	89	1615	101	2575	128	21	19	8	2	21	7802

Legend

KMB	The Kowloon Motor Bus Company (1933) Limited
CTB (U&NT)	Citybus Limited (Franchise for the Urban and New Territories bus network) (Citybus Limited (Franchise 1) (CTB (F1)) and New World First Bus Services Limited (NWFB) merged into Citybus Limited (Franchise for the Urban and New Territories bus network) (CTB (U&NT)) commencing from 1 July 2023.)
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

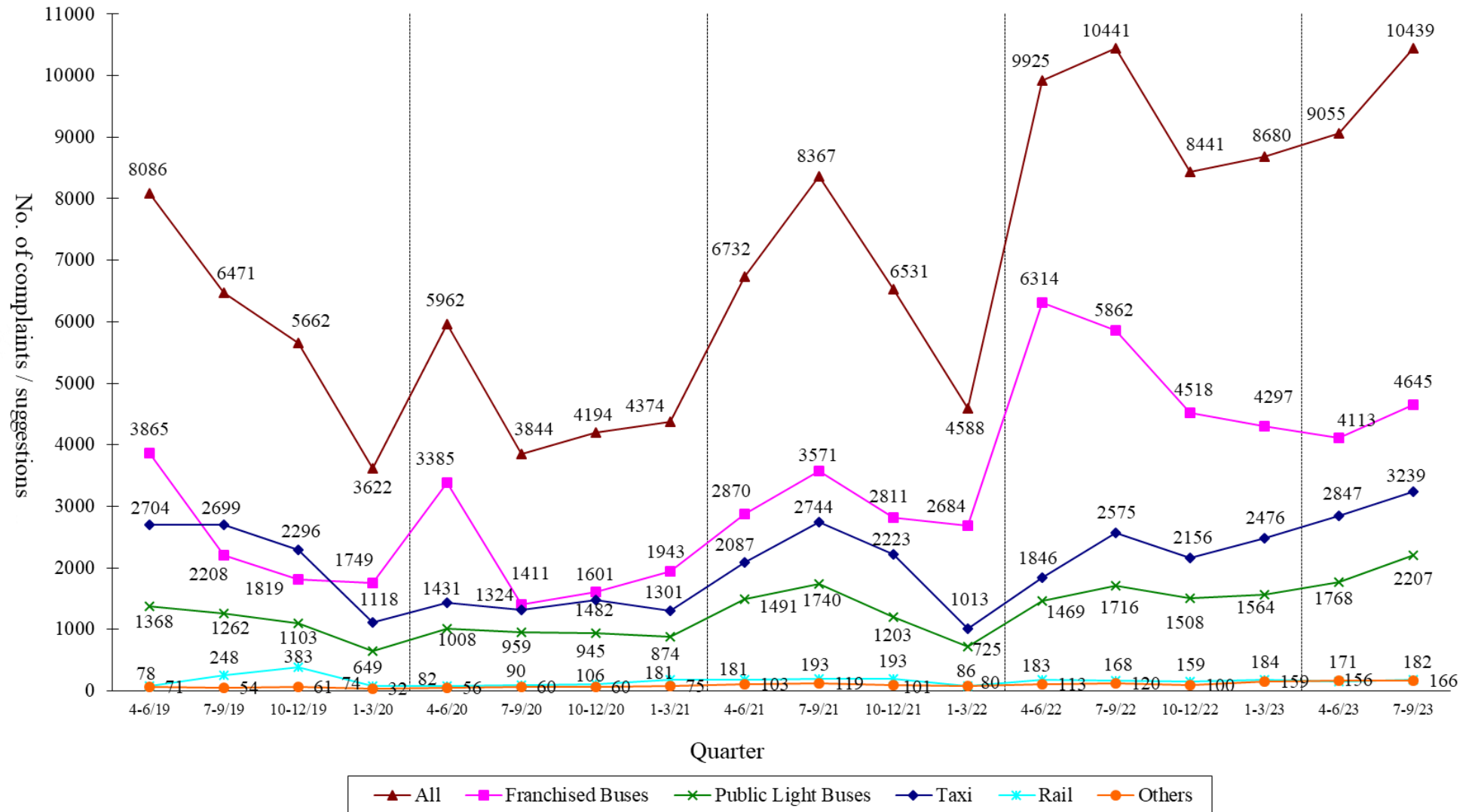
* Including taximeter irregularities

Notes : (1) A total of 668 complaints about KMB received from two complainants during the quarter were excluded. Please see [Annex E\(i\)\(a\)](#) with these complaints included.

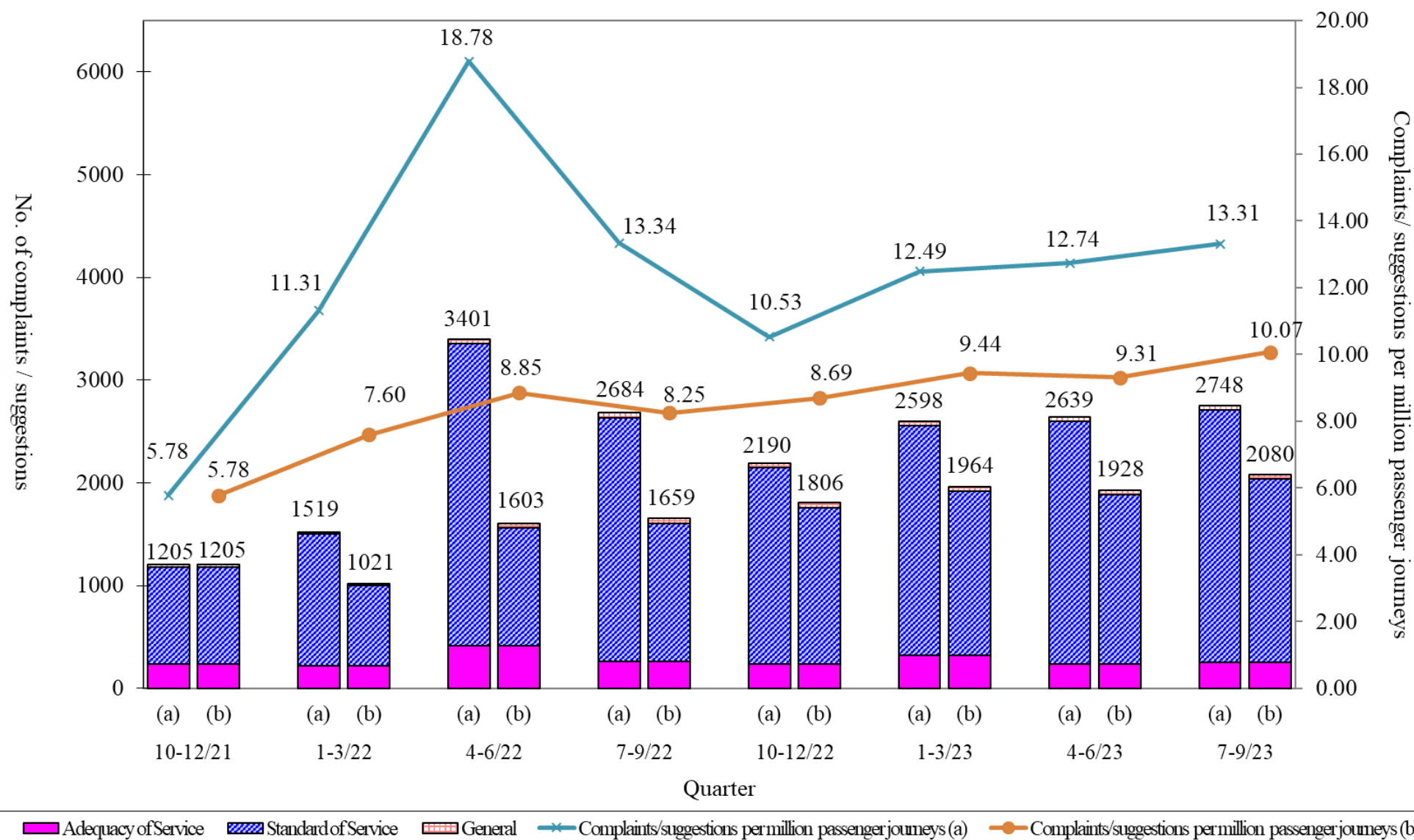
(2) A total of 745 complaints (711 about KMB, two about CTB(Lantau), 12 about NWFB, nine about LWB, nine about XHT and two about NFBS) received from three complainants during the quarter were excluded. Please see [Annex E\(i\)\(a\)](#) with these complaints included.

(3) A total of 2 639 complaints (1 025 about KMB, 306 about CTB(F1), 767 about NWFB and 541 about XHT) received from 11 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 (April 2019 - September 2023)



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

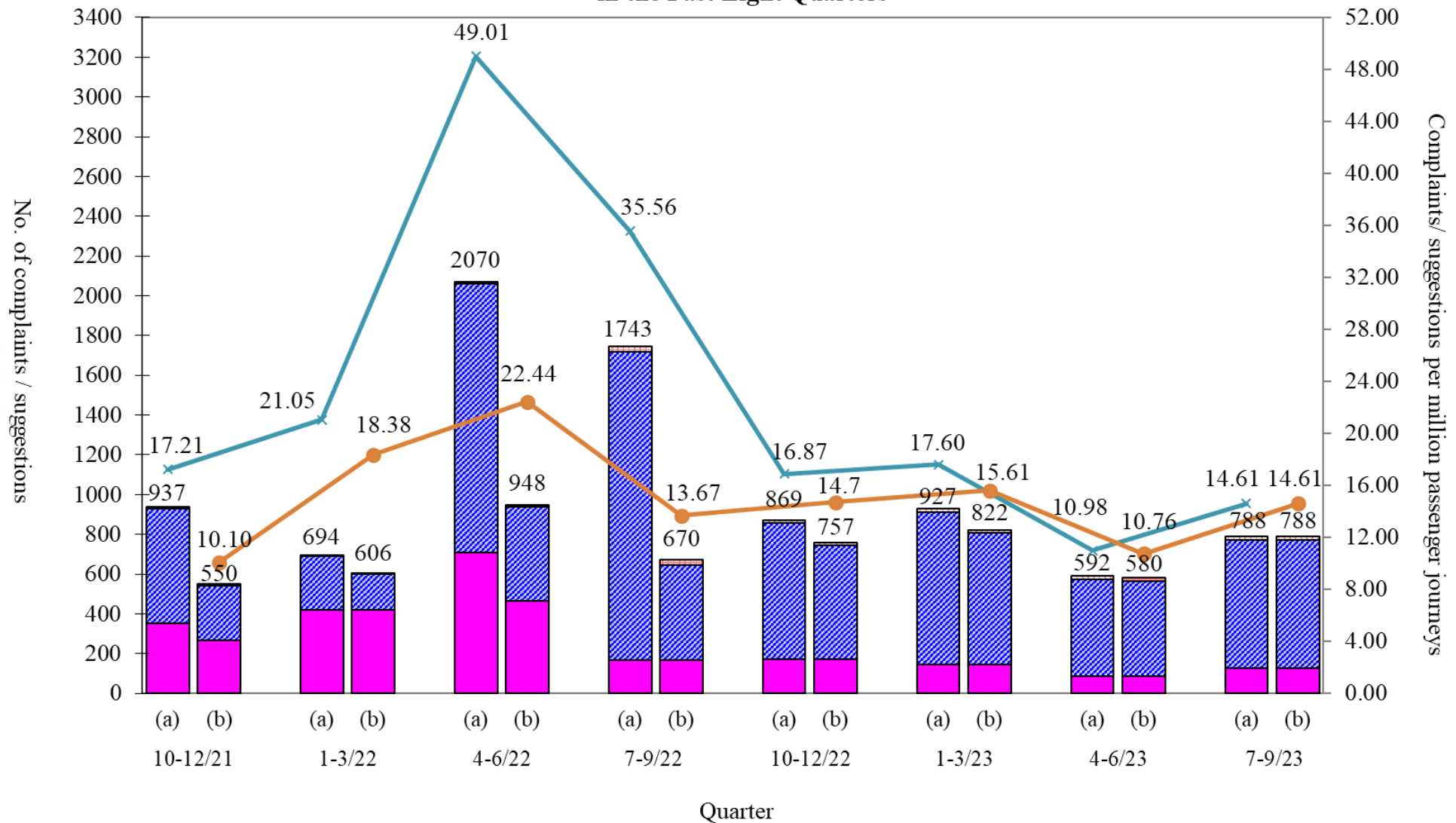


Notes : (a) Complaints received from all complainants.

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

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

Annex F(ii)

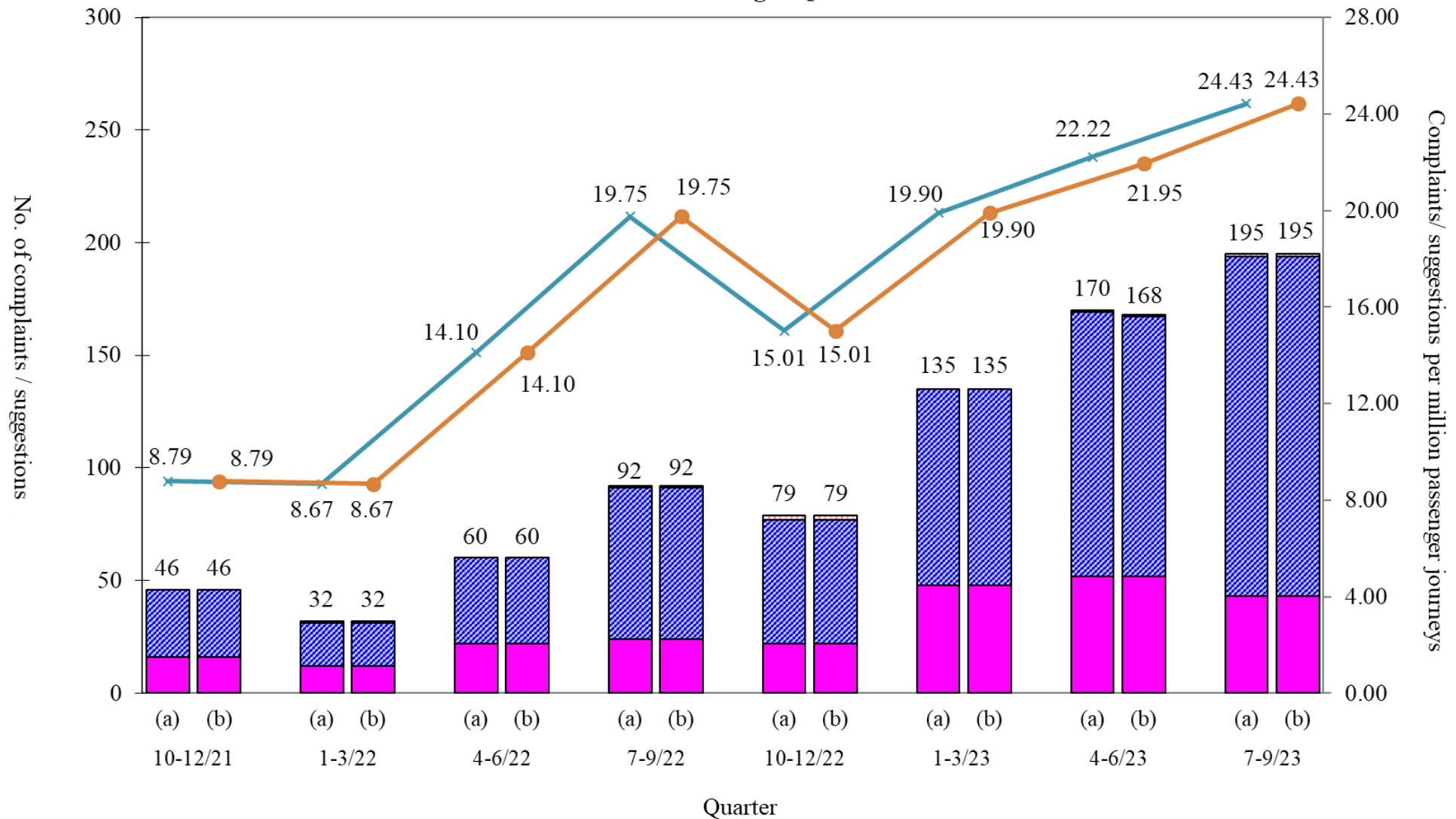


Notes : (a) Complaints received from all complainants.

(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**

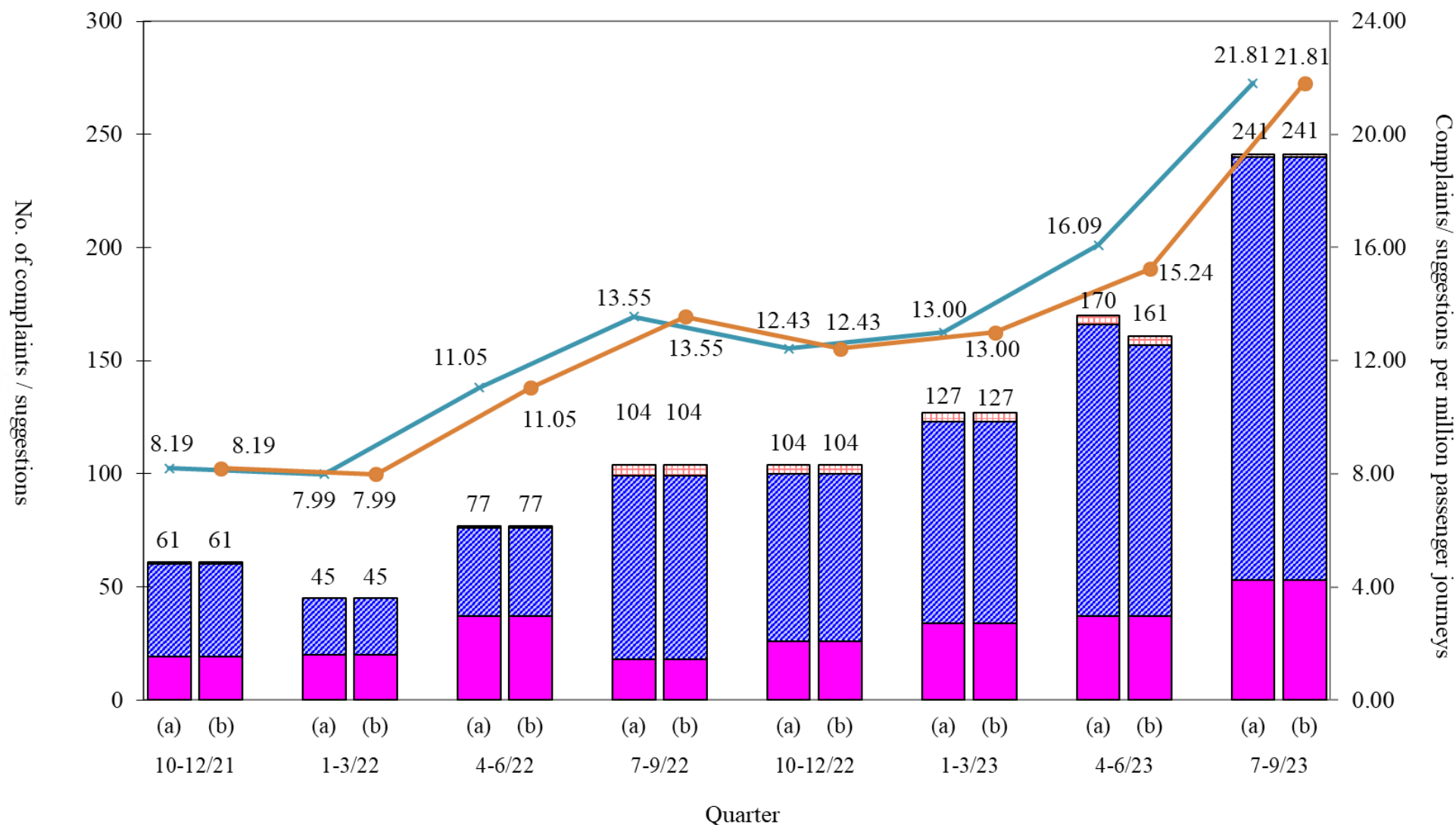
Annex F(iii)



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.

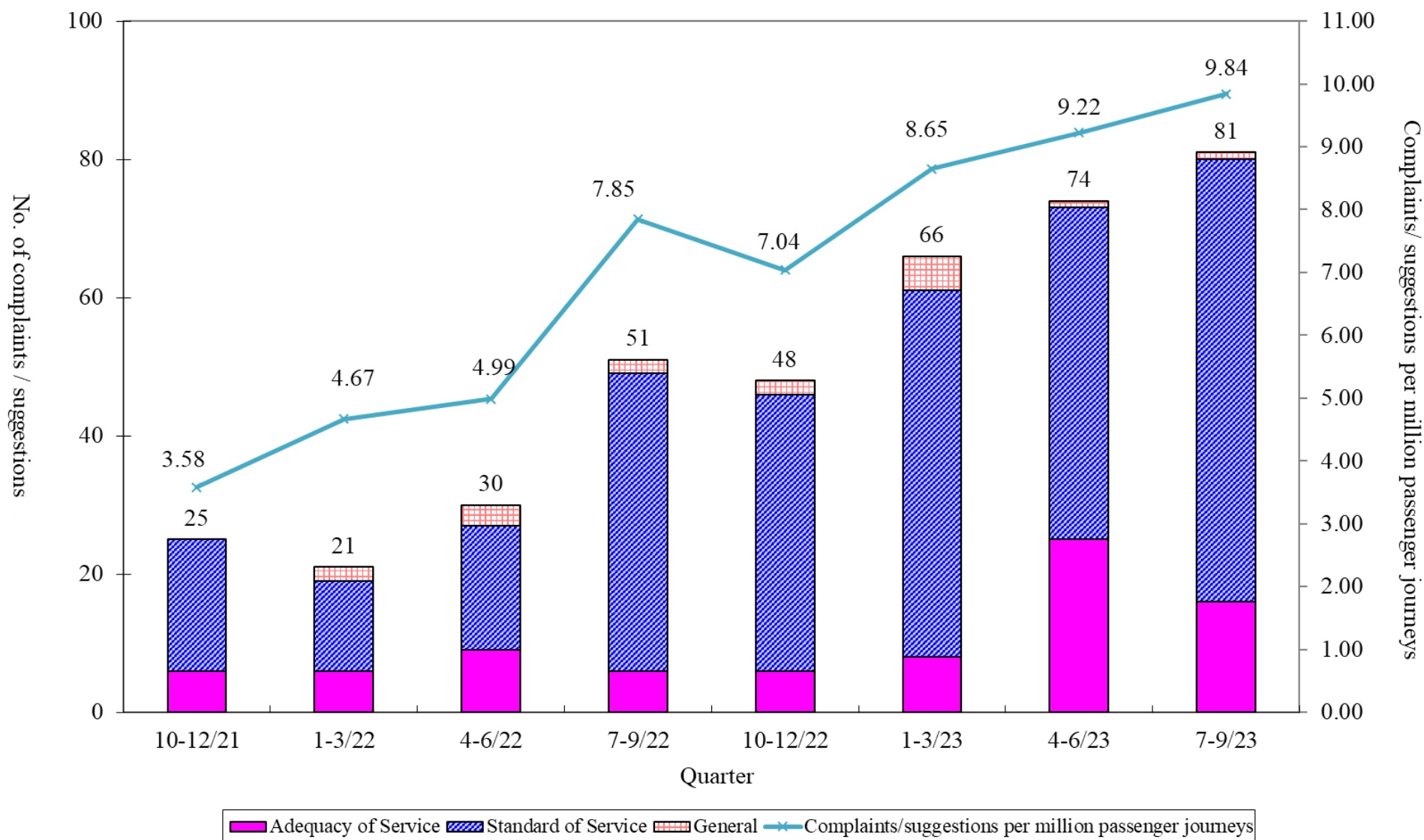
Complaints and Suggestions on the Services of Long Win Bus Company Limited in the Past Eight Quarters



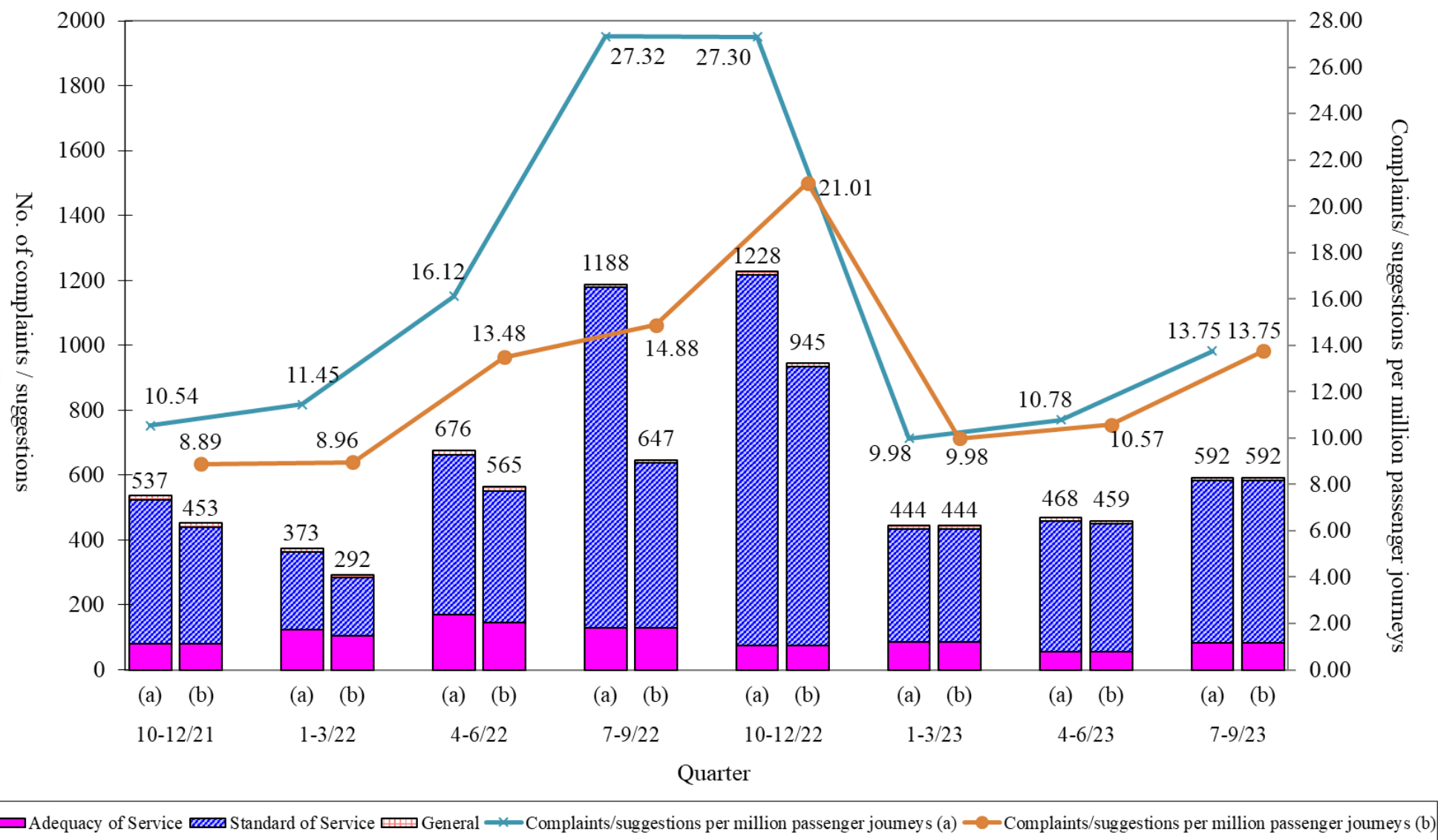
Notes : (a) Complaints received from all complainants.

(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.

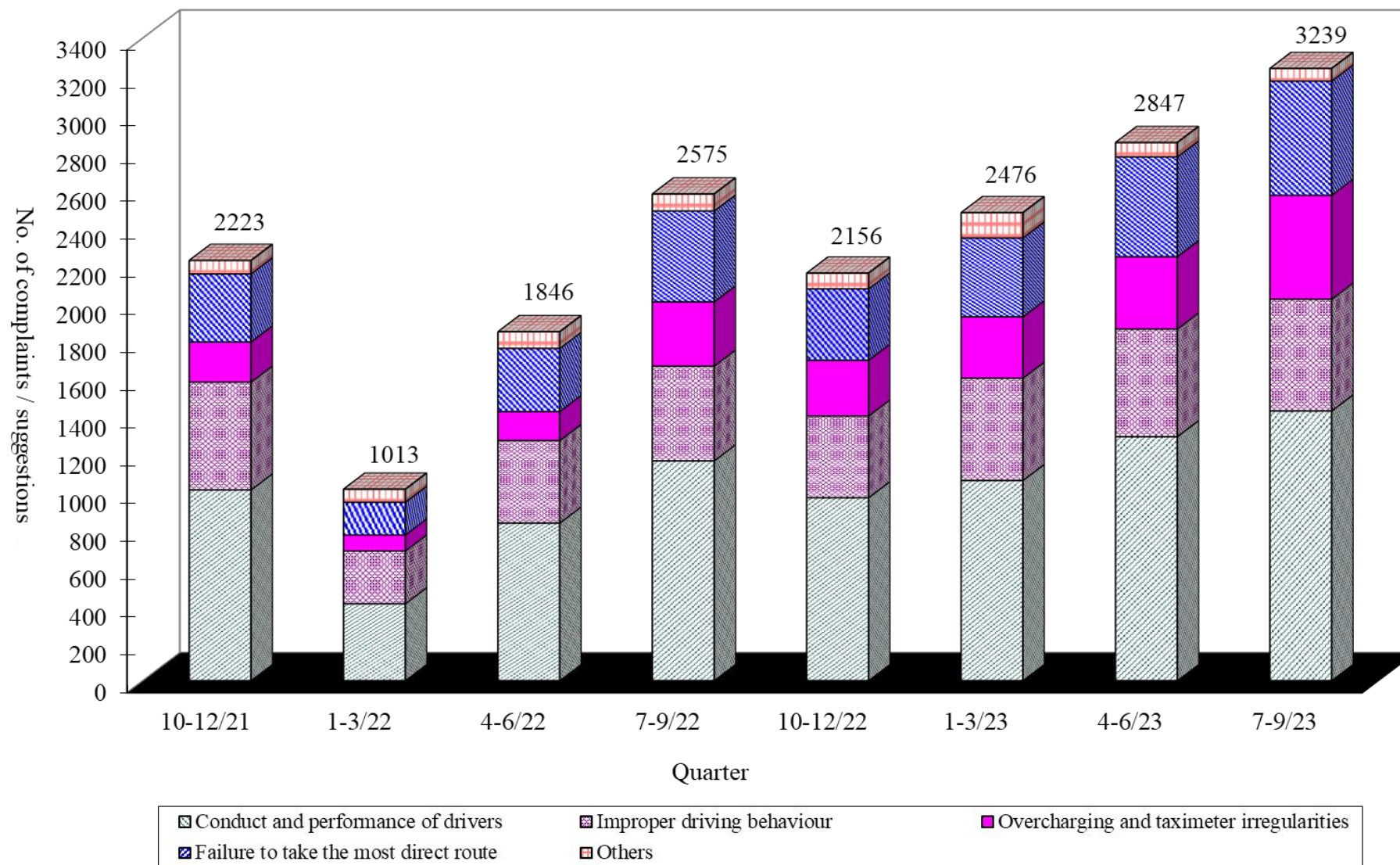
Breakdown of Complaints and Suggestions on Franchised Bus Services
(July – September 2023)

<u>Bus Company</u>	<u>Number of complaints/ suggestions⁽²⁾</u>	<u>Number of complaints/ suggestions per million passenger journeys</u>
The Kowloon Motor Bus Company (1933) Limited (KMB)	2 748 (2 080)	13.31 (10.07)
Citybus Limited (Franchise for the Urban and New Territories bus network) (CTB (U&NT))	788	14.61
Citybus Limited (Franchise for Airport and North Lantau bus network) (CTB (Lantau))	195	24.43
New Lantau Bus Company (1973) Limited (NLB)	81	9.84
Long Win Bus Company Limited (LWB)	241	21.81
Cross-harbour Bus Services ⁽¹⁾ (XHT)	592	13.75
Total	4 645 (3 977)	14.04 (12.02)

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 668 complaints about KMB were received from two complainants. The figures not including these cases are in brackets.

Complaints and Suggestions on Taxi Services in the Past Eight Quarters



Breakdown of Complaints and Suggestions on Taxi Services

<u>Nature of Complaint/Suggestion</u>	<u>Same quarter in 2022 (1.7.22-30.9.22)</u>	<u>Previous quarter (1.4.23-30.6.23)</u>	<u>Current quarter (1.7.23-30.9.23)</u>
(a) Conduct and performance of drivers			
(i) Behaving other than in a civil & orderly manner	464	433	530
(ii) Refusing hire	584	750	773
(iii) Soliciting passengers	4	1	17
(iv) Refusing to drive to destination	90	91	91
(v) Failure to display driver identity plate	16	15	16
(vi) Failure to display driver identity plate properly	5	1	-
Sub-total	1 163	1 291	1 427
(b) Improper driving behaviour	501	569	591
(c) Overcharging	295	343	494
(d) Taximeter irregularities	45	40	56
(e) Failure to take the most direct route	481	528	604
(f) Others*	90	76	67
Total	2 575	2 847	3 239

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

Complaints and Suggestions on Traffic and Road Conditions
(July – September 2023)

District Nature of Complaint/Suggestion	Hong Kong Island				Kowloon					New Territories								Others (e.g. general issues and tunnel areas)	Total	
	Eastern	Wan Chai	Central & Western	Southern	Kwun Tong	Wong Tai Sin	Kowloon City	Sham Shui Po	Yau Tsim Mong	North	Tai Po	Sha Tin	Yuen Long	Tuen Mun	Tsuen Wan	Kwai Tsing	Sai Kung			Islands
<u>Traffic Conditions</u>																				
(a) Traffic congestion	10	5	5	9	17	2	6	1	16	5	3	5	8	8	1	32	2	7	1	143
(b) Traffic management	-	4	3	-	5	3	2	3	11	4	2	7	11	4	3	2	3	5	9	81
(c) Additional traffic signs and aids	1	1	1	1	5	-	2	-	2	-	2	3	-	2	1	3	1	1	1	27
(d) Parking facilities	1	-	1	-	1	-	-	9	-	1	-	1	-	-	1	-	1	-	-	16
Sub-total	12	10	10	10	28	5	10	13	29	10	7	16	19	14	6	37	7	13	11	267
<u>Road Maintenance</u>																				
(a) Road conditions	2	1	2	2	2	1	3	2	3	-	1	2	7	2	3	1	2	-	-	36
(b) Traffic signs & aids	1	2	-	1	-	-	-	1	1	1	-	3	4	2	1	1	2	-	-	20
(c) Carriageway markings	-	-	-	-	1	-	-	-	-	1	-	-	1	-	-	-	-	-	-	3
Sub-total	3	3	2	3	3	1	3	3	4	2	1	5	12	4	4	2	4	-	-	59
<u>Enforcement</u>																				
(a) Illegal parking	26	14	19	14	48	9	45	38	29	20	18	64	44	16	18	17	14	7	1	461
(b) Other enforcement matters	13	15	13	6	22	3	14	9	19	6	2	8	20	11	13	3	10	5	3	195
Sub-total	39	29	32	20	70	12	59	47	48	26	20	72	64	27	31	20	24	12	4	656
Total	54	42	44	33	101	18	72	63	81	38	28	93	95	45	41	59	35	25	15	982

Complaints and Suggestions on Taxi Services

Nature of Complaint/Suggestion

Taxi driver malpractice		<u>2022</u> <u>Jan - Sep</u>	<u>2023</u> <u>Jan - Sep</u>	<u>Difference</u>
(a)	Conduct and performance of drivers			
(i)	Behaving other than in a civil and orderly manner	957	1 330	(+39.0%)
(ii)	Refusing hire	1 215	2 144	(+76.5%)
(iii)	Soliciting passengers	5	22	(+340.0%)
(iv)	Refusing to drive to destination	186	233	(+25.3%)
(v)	Failure to display driver identity plate	31	44	(+41.9%)
(vi)	Failure to display driver identity plate properly	10	4	(-60.0%)
		2 404	3 777	(+57.1%)
(b)	Improper driving behaviour	1 216	1 701	(+39.9%)
(c)	Overcharging	467	1 112	(+138.1%)
(d)	Taximeter irregularities	112	146	(+30.4%)
(e)	Failure to take the most direct route	988	1 549	(+56.8%)
	Sub-total	5 187	8 285	(+59.7%)
Others				
(a)	Taxi obstruction	158	125	(-20.9%)
(b)	Miscellaneous	89	152	(+70.8%)
	Sub-total	247	277	(+12.1%)
	Total⁽¹⁾	5 434 [28.66]	8 562 [42.58]	(+57.6%) [+48.6%]

Note: (1) Figures for complaints/suggestions per million passenger journeys are in square brackets.

**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.