

**QUARTERLY REPORT No. 4 of 2022**

**by the**

**TRANSPORT COMPLAINTS UNIT**

**of the**

**TRANSPORT ADVISORY COMMITTEE**

**for the period**

**1 October 2022 – 31 December 2022**

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

This is the fourth quarterly report for 2022 covering the period from 1 October to 31 December 2022.

### **Yearly and Quarterly Trends**

2.            During the quarter, the Transport Complaints Unit (TCU) received 10 190<sup>2</sup> complaints and suggestions, including 318<sup>3</sup> pure suggestions. About 83% (8 516) of the cases were received through TCU Complaint/Suggestion Webforms and email, 16% (1 630) 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 a decrease of 18.3%<sup>2</sup> as compared with 12 479<sup>4</sup> cases in the previous quarter and an increase of 21.2%<sup>2</sup> as compared with 8 408<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 (2013-2022) 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 10 190 complaints and suggestions, a total of 1 447 complaints were received from six complainants. The number of complaints not including these cases is 8 743, representing a decrease of 5.1% when compared with 9 210 cases (see footnote 4) in the previous quarter and an increase of 14.4% when compared with 7 640 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 318 pure suggestions, 212 pure suggestions about public transport routeing were received from a member of the public. The number of pure suggestions not including these cases is 106.

<sup>4</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.

<sup>5</sup> Among the 8 408 complaints and suggestions, a total of 768 complaints were received from three complainants. The number of complaints not including these cases is 7 640.

is at Annex B(ii).

4. During the quarter, investigations into 13 886 cases (including some outstanding cases from previous quarters) were completed. Of these, 12 236 cases (88%) were found to be substantiated, 23 cases (less than 1%) unsubstantiated, and the remaining 1 627 cases (11%) not pursuable due to lack of evidence. A summary of the results of investigations is at Annex C. If the complainants agree to be witnesses, the cases will be referred to the Police for further investigation. During the period from October to December 2022, the Police reported the latest developments on 653<sup>6</sup> cases previously referred to them. Among these cases, 103<sup>6</sup> drivers were summonsed.

5. During the same period, relevant government departments and public transport operators took on board 11 suggestions made by members of the public who gave proposals to enhance public transport services and improve traffic conditions. A summary of the cases is at Annex D. The Chairperson of the TCU Sub-committee has issued appreciation letters to the proponents of these suggestions who provided their contact details.

### **Public Transport Services**

6. Complaints and suggestions on public transport services accounted for 8 441<sup>7</sup> cases, representing a decrease of 19.2%<sup>7</sup> as compared with 10 441<sup>8</sup> cases in the previous quarter and an increase of 29.2%<sup>7</sup> as compared with 6 531<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 8 441 complaints and suggestions, a total of 779 complaints were received from five complainants. The number of complaints not including these cases is 7 662, representing a decrease of 1.8% when compared with 7 802 cases (see footnote 8) in the previous quarter and an increase of 26.4% when compared with 6 060 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 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.

<sup>9</sup> Among the 6 531 complaints and suggestions, 471 complaints were received from one complainant. The number of complaints not including these cases is 6 060.

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 4 518<sup>10</sup> complaints and suggestions on franchised bus services were received during the quarter, representing a decrease of 22.9%<sup>10</sup> as compared with 5 862<sup>11</sup> cases in the previous quarter and an increase of 60.7%<sup>10</sup> as compared with 2 811<sup>12</sup> cases in the same quarter in 2021.

8. There were 2 190<sup>13</sup> cases on the services of The Kowloon Motor Bus Company (1933) Limited (KMB), as compared with 2 684<sup>14</sup> cases in the previous quarter and 1 205 cases in the same quarter in 2021. Among the 2 190<sup>13</sup> cases, 237 (or 10.8%) were about the adequacy of service and 1 908<sup>13</sup> (or 87.1%) were about the standard of service.

9. There were 241 cases on the services of the Citybus Limited (Franchise for Hong Kong Island and Cross-Harbour Bus Network) (CTB (Franchise 1)), as compared with 611<sup>15</sup> cases in the previous quarter and 416<sup>16</sup> cases in the same

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<sup>10</sup> Among the 4 518 complaints and suggestions, a total of 779 complaints were received from five complainants. The number of complaints not including these cases is 3 739, representing an increase of 16.0% when compared with 3 223 cases (see footnote 11) in the previous quarter and an increase of 59.8% when compared with 2 340 cases (see footnote 12) in the same quarter in 2021.

<sup>11</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.

<sup>12</sup> Among the 2 811 complaints and suggestions, 471 complaints were received from one complainant. The number of complaints not including these cases is 2 340.

<sup>13</sup> Among the 2 190 complaints and suggestions, a total of 384 complaints (about the standard of service) were received from two complainants. The number of complaints not including these cases is 1 806.

<sup>14</sup> 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.

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

<sup>16</sup> Among the 416 complaints and suggestions, 223 complaints were received from one complainant. The number of complaints not including these cases is 193.

quarter in 2021. Among the 241 cases, 57 (or 23.7%) were about the adequacy of service while 175 (or 72.6%) were about the standard of service.

10. There were 79 cases on the services of the Citybus Limited (Franchise for Airport and North Lantau Bus Network) (CTB (Franchise 2)), as compared with 92 cases in the previous quarter and 46 cases in the same quarter in 2021. Among the 79 cases, 22 (or 27.8%) were about the adequacy of service while 55 (or 69.6%) were about the standard of service.

11. There were 628<sup>17</sup> cases on the services of the New World First Bus Services Limited (NWFB), as compared with 1 132<sup>18</sup> cases in the previous quarter and 521<sup>19</sup> cases in the same quarter in 2021. Of the 628<sup>17</sup> cases, 116 (or 18.5%) were about the adequacy of service and 507<sup>17</sup> (or 80.7%) 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 104 cases in the previous quarter and 61 cases in the same quarter in 2021. Of the 104 cases, 26 (or 25.0%) were about the adequacy of service and 74 (or 71.2%) were about the standard of service.

13. There were 48 cases on the services of the New Lantau Bus Company (1973) Limited (NLB), as compared with 51 cases in the previous quarter and 25 cases in the same quarter in 2021. Of the 48 cases, six (or 12.5%) was about the adequacy of service and 40 (or 83.3%) were about the standard of service.

14. There were 1 228<sup>20</sup> cases on the cross-harbour bus services<sup>21</sup>, as

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<sup>17</sup> Among the 628 complaints and suggestions, a total of 112 complaints (about the standard of service) were received from three complainants. The number of complaints not including these cases is 516.

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

<sup>19</sup> Among the 521 complaints and suggestions, 164 complaints were received from one complainant. The number of complaints not including these cases is 357.

<sup>20</sup> Among the 1 228 complaints and suggestions, a total of 283 complaints (about the standard of service) were received from three complainants. The number of complaints not including these cases is 945.

<sup>21</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.

compared with 1 188<sup>22</sup> cases in the previous quarter and 537<sup>23</sup> cases in the same quarter in 2021. Of the 1 228<sup>20</sup> cases, 74 (or 6.0%) were about the adequacy of service and 1 144<sup>20</sup> (or 93.2%) 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 82 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 89 and 80 respectively.

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

17. A total of 1 508 complaints and suggestions on public light bus (PLB) services were received in this quarter, representing a decrease of 12.1% as compared with 1 716 cases in the previous quarter and an increase of 25.4% as compared with 1 203 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, 94.3% or 1 422 cases were on green minibus (GMB) services, representing a decrease of 12.0% as compared with 1 615 cases in the previous quarter and an increase of 27.1% as compared with 1 119 cases in the same quarter in 2021. Among the 1 422 cases, 121 (or 8.5%) were about the adequacy of service and 1 272 (or 89.5%) were about the standard of service.

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<sup>22</sup> Among the 1 188 complaints and suggestions, a total of 541 complaints were received from eight complainants. The number of complaints not including these cases is 647.

<sup>23</sup> Among the 537 complaints and suggestions, 84 complaints were received from one complainant. The number of complaints not including these cases is 453.



19. The remaining 5.7% or 86 cases were on the services provided by red minibuses (RMB), representing a decrease of 14.9% as compared with 101 cases in the previous quarter and an increase of 2.4% as compared with 84 cases in the same quarter in 2021.

### ***Taxi Services***

20. A total of 2 156 cases on taxi services were received in this quarter, representing a decrease of 16.3% as compared with the previous quarter and a decrease of 3.0% 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 2 156 cases received, 2 073 (96.2%) were related to taxi driver malpractice, as compared with 2 485 such cases (96.5%) 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, overcharging, refusing to drive to destination and taximeter irregularities 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 458 such cases (22.1%) were referred to the Police.

22. During the quarter, the Police reported the latest developments on 449 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	31 (24)	7 (8)
(b)	Withdrawn by complainants	317 (225)	71 (72)
(c)	Evidence considered insufficient by the Police for further processing	101 (62)	22 (20)
		<b><u>449 (311)</u></b>	<b><u>100 (100)</u></b>

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

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

23. Among the 24 summonsed cases in the previous quarter, 16 taxi drivers were convicted of traffic offences by the court<sup>24</sup>. One taxi driver was fined \$10,000 and disqualified from driving for 6 months for dangerous driving. One taxi driver was fined \$800 for refusing to drive to destination. One taxi driver was fined \$400 each for failing to display taxi driver identity plate and behaving other than in a civil and orderly manner. 13 taxi drivers were fined \$320 to \$1,200 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 159 complaints and suggestions on rail services were received. The corresponding figures for the previous quarter and the same quarter in 2021 were 168 and 193 respectively. Of the 159 cases, 145 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***

<sup>24</sup> Results of the remaining summonsed cases were not yet available as at end January 2023.

25. There were 18 complaints and suggestions on ferry services in this quarter. The corresponding figures for the previous quarter and the same quarter in 2021 were 31 and 21 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 120 complaints recorded in this quarter about traffic congestion, as compared with 128 cases in the previous quarter and 192 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	26	(12)
Kowloon	39	(60)
New Territories	54	(55)
Others (e.g. general issues and tunnel areas)	1	(1)
<b>Total</b>	<b>120</b>	<b>(128)</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 Kwun Tong (13 cases), North, Yuen Long and Tuen Mun (11 cases each). The number of complaints and suggestions on traffic and road conditions broken down by district is at Annex I.

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

29. There were 58 complaints and suggestions on traffic management and 17 requests for additional traffic signs and aids in this quarter. As a comparison, there were 45 and 21 such cases in the previous quarter, and 46 and 26 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 40 complaints about road maintenance, as compared with 50 cases in the previous quarter and 200<sup>25</sup> cases in the same quarter in 2021. Among the 40 cases, 13 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 (three cases), North and Sai Kung (two cases each). Districts which attracted relatively more complaints about traffic signs and aids were Sham Shui Po (four cases), Sha Tin and Yuen Long (three cases each).

### **Enforcement**

33. There were 1 459<sup>26</sup> complaints about traffic regulations enforcement in this quarter, representing a decrease of 13.9%<sup>26</sup> when compared with 1 695<sup>27</sup> cases in the previous quarter and an increase of 11.5%<sup>26</sup> when compared with 1 309<sup>28</sup> cases in the same quarter in 2021. They were mainly requests for

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<sup>25</sup> Among the 200 complaints and suggestions, 144 complaints mainly relating to font styles and sizes as well as conditions of traffic signs were received from one complainant. The number of the complaints not including these cases is at [Annex I\(ii\)](#).

<sup>26</sup> Among the 1 459 complaints and suggestions, 668 complaints were received from one complainant. The number of complaints not including these cases is 791, representing a decrease of 25.7% when compared with 1 065 cases (see footnote 27) in the previous quarter and a decrease of 31.6% when compared with 1 156 cases (see footnote 28) 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 1 695 complaints and suggestions, 630 complaints were received from one complainant. The number of complaints not including these cases is 1 065.

<sup>28</sup> Among the 1 309 complaints and suggestions, 153 complaints were received from one complainant. The number of complaints not including these cases is 1 156.

action against illegal parking (1 254<sup>29</sup> cases), disobeying traffic signs/schemes (59 cases), prolonged waiting causing obstruction (58 cases) and cutting lane abruptly/overtaking on solid line (31 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 Kowloon City (650<sup>30</sup> cases), Yau Tsim Mong (126<sup>31</sup> cases), Sha Tin (102<sup>32</sup> cases) and Sham Shui Po (55 cases).

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<sup>29</sup> Among the 1 254 complaints and suggestions, 668 complaints were received from one complainant. The number of complaints not including these cases is 586.

<sup>30</sup> Among the 650 complaints and suggestions, 597 complaints were received from one complainant. The number of complaints not including these cases is 53.

<sup>31</sup> Among the 126 complaints and suggestions, 54 complaints were received from one complainant. The number of complaints not including these cases is 72.

<sup>32</sup> Among the 102 complaints and suggestions, 17 complaints were received from one complainant and 56 complaints relating to the same street were received from anonymous complainants. The number of complaints not including these cases is 29.

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

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

At the quarterly meeting of the TCU Sub-committee on 16 November 2022, Members discussed –

- (a) Complaints on Hotline Services of Public Transport Operators;
- (b) Complaints and Suggestions on Rail Services;
- (c) Complaints about Enforcement Matters; and
- (d) TCU Quarterly Report No. 3 of 2022.

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

- (a) Complaints about Enforcement Matters; and
- (b) TCU Quarterly Report No. 3 of 2022.

### **Concern about traffic congestion at Lei Yue Mun Road in Yau Tong**

3. Members of public expressed concern about traffic congestion at Lei Yue Mun Road in Yau Tong. They observed that the vehicular green time of traffic lights was too short and the solid-cum double white lines thereat was too long. They suggested adjusting the arrangement of traffic light signal and reviewing the solid-cum double white lines at the road section concerned to improve traffic flow.

4. The cases were referred to the Transport Department (TD) for investigation. Upon the opening of the Tseung Kwan O – Lam Tin Tunnel, TD observed that the traffic count was reduced and the traffic flow at Lei Yue Mun Road was smooth. In order to further improve the traffic condition, TD

increased the vehicular green time of the traffic light at Lei Yue Mun Road northbound at its junction with the access road to the Eastern Harbour Crossing during morning rush hours from Mondays to Fridays to improve traffic flow. TD also enhanced the road marking arrangement along Lei Yue Mun Road (Yau Tong bound) by modifying the solid-cum double white lines to dotted white lines to facilitate the motorists to select their traffic lane toward Yau Tong or Eastern Harbour Crossing at the locations concerned. TD would keep closely monitoring the traffic condition along Lei Yue Mun Road.

5. TD's reply was conveyed to the complainants.

### **Concern about road safety at On Yiu Street in Sha Tin**

6. A member of the public raised concerns about pedestrian crossing facilities at On Yiu Street in Sha Tin. She pointed out that there was only a safety island at the location concerned. Given the heavy traffic, she proposed to provide a signal-controlled crossing at the road section concerned to enhance road safety and facilitate pedestrian crossing the road.

7. The case was referred to TD for consideration. TD advised that TD had examined the traffic conditions of On Yiu Street between On Sum Street and On Ming Street. There were four sets of pedestrian crossings in On Yiu Street with a safety island in the middle separating traffic directions. The pedestrian flow was not high and the traffic was not heavy. Pedestrians only needed to observe the traffic conditions in one direction before crossing the road to the safety island in the middle and then look at the traffic in the opposite direction. Due to the low traffic flow, it was not difficult for pedestrians crossing the roads.

8. To enhance road safety, TD imposed 24-hour "No stopping" restriction zones at the locations concerned to enhance the sightline of pedestrians crossing the roads. In addition, TD reviewed the traffic signs thereat and added "Pedestrians on or crossing road ahead" traffic signs to better alert motorists. In view of the foregoing, TD considered that the existing pedestrian crossing design was appropriate and that there was no traffic rationale to support a switch to a signal-controlled crossing.

9. The member of the public raised no further comment after receiving TD's reply.

### **Concern about vehicle exhaust emissions**

10. A member of the public raised concerns about exhaust emissions from a minibus and requested the relevant department to conduct an emissions test on the vehicle concerned.

11. The case was referred to the Environmental Protection Department (EPD) for consideration. EPD advised that based on the record of TD, the minibus concerned was a liquefied petroleum gas (LPG) vehicle. EPD further advised that to improve roadside air quality, from 1 September 2014 onwards, EPD deployed mobile remote sensing equipment at roadsides to measure emissions of carbon monoxide, hydrocarbons and nitrogen oxides from petrol and LPG vehicles without stopping them. If a vehicle was found to emit excessively by the remote sensing equipment, EPD would issue an Emission Testing Notice (ETN) to the vehicle owner, requiring the vehicle concerned to pass an emission test done with the aid of a chassis dynamometer at a Designated Vehicle Emission Testing Centre (DVETC) within 12 working days. Failure to comply with the requirement, EPD would inform TD to cancel the licence of vehicle concerned.

12. As vehicles rely on main roads to travel to different districts in Hong Kong, EPD designated over 100 remote sensing sites operating on a rotational basis covering main roads of Hong Kong Island, Kowloon, the New Territories and outlying islands, to effectively identify petrol and LPG vehicles with excessive emissions. If the remote sensing equipment detected excessive emissions from the minibus concerned, EPD would issue an ETN to the vehicle owner in accordance with the established mechanism.

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



## Overview of Complaints and Suggestions Received in 2022<sup>33</sup>

### Overall Trend

TCU received 39 684<sup>34</sup> complaints and suggestions in 2022. Among these, 1 451<sup>35</sup> were pure suggestions. The number of cases recorded an increase of 22.1%<sup>34</sup> when compared with 32 512<sup>36</sup> cases received in 2021. A graph showing the trends of complaints and suggestions received by TCU in the past ten years (2013-2022) is at Annex B(i). A breakdown of the complaints and suggestions received by TCU in the past five years is at Annex J<sup>34</sup>. A breakdown of the cases received in 2022 by category is as follows –

<u>Nature of Complaint/Suggestion</u>	<u>2021</u>	<u>2022</u>	<u>Difference</u>
Public Transport Services	26 004 <sup>37</sup>	33 395 <sup>38</sup>	+28.4% <sup>38</sup>
Traffic Conditions	1 175	760	-35.3%

<sup>33</sup> The numbers of complaints received from individual complainants, who made more than 100 complaints during a quarter, are given in relevant footnotes.

<sup>34</sup> Among the 39 684 complaints and suggestions, a total of 8 414 complaints were received from 14 complainants. The number of complaints not including these cases is 31 270, representing an increase of 1.1% when compared with 30 945 cases (see footnote 36) in 2021. A breakdown of the complaints not including these cases is at Annex J(ii).

<sup>35</sup> Among these pure suggestions, 974 pure suggestions about public transport routeing were received from a member of the public.

<sup>36</sup> Among the 32 512 complaints and suggestions, a total of 1 567 complaints were received from four complainants. The number of complaints not including these cases is 30 945.

<sup>37</sup> Among the 26 004 complaints and suggestions, a total of 1 270 complaints were received from two complainants. The number of complaints not including these cases is 24 734.

<sup>38</sup> Among the 33 395 complaints and suggestions, a total of 7 116 complaints were received from 13 complainants. The number of complaints not including these cases is 26 279, representing an increase of 6.2% when compared with 24 734 cases (see footnote 37) in 2021.

Road Maintenance	427 <sup>39</sup>	261 <sup>40</sup>	-38.9% <sup>40</sup>
Enforcement	4 648 <sup>41</sup>	5 069 <sup>42</sup>	+9.1% <sup>42</sup>
Miscellaneous <sup>43</sup>	258	199	-22.9%
<b>Total</b>	<b>32 512<sup>36</sup></b>	<b>39 684<sup>34</sup></b>	<b>+22.1%<sup>34</sup></b>

## **Public Transport Services**

2. Public transport services remained the major area of concern. In 2022, 33 395<sup>38</sup> complaints and suggestions were received, accounting for 84% of the total number of cases. Among these, 1 332<sup>35</sup> were pure suggestions. The number of cases in this category recorded an increase of 28.4%<sup>38</sup> as compared with 26 004<sup>37</sup> cases in 2021. A breakdown of the complaints and suggestions by mode of transport is as follows –

<b><u>Mode of Transport</u></b>	<b><u>2021</u></b>	<b><u>2022</u></b>	<b><u>Difference</u></b>
Franchised Buses	11 195 <sup>44</sup>	19 378 <sup>45</sup>	+73.1% <sup>45</sup>
Non-franchised Buses	303	309	+2.0%
Green Minibuses	4 958	5 075	+2.4%
Red Minibuses	350	343	-2.0%
Taxis	8 355	7 590	-9.2%
Rail Transport	748	590	-21.1%

<sup>39</sup> Among the 427 complaints and suggestions, 144 complaints were received from one complainant. The number of complaints not including these cases is 283.

<sup>40</sup> The number of complaints represents a decrease of 7.8% when compared with 283 cases (see footnote 39) in 2021.

<sup>41</sup> Among the 4 648 complaints and suggestions, 153 complaints were received from one complainant. The number of complaints not including these cases is 4 495.

<sup>42</sup> Among the 5 069 complaints and suggestions, 1 298 complaints were received from one complainant. The number of complaints not including these cases is 3 771, representing a decrease of 16.1% when compared with 4 495 cases (see footnote 41) in 2021.

<sup>43</sup> These are mainly related to general transport matters such as road safety.

<sup>44</sup> Among the 11 195 complaints and suggestions, a total of 1 270 complaints were received from two complainants. The number of complaints not including these cases is 9 925.

<sup>45</sup> Among the 19 378 complaints and suggestions, a total of 7 116 complaints were received from 13 complainants. The number of complaints not including these cases is 12 262, representing an increase of 23.5% when compared with 9 925 cases (see footnote 44) in 2021.

Ferries	95	110	+15.8%
<b>Total</b>	<b>26 004<sup>37</sup></b>	<b>33 395<sup>38</sup></b>	<b>+28.4%<sup>38</sup></b>

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

3. There were 19 378<sup>45</sup> cases on franchised bus services in 2022, representing an increase of 73.1%<sup>45</sup> as compared with 11 195<sup>44</sup> cases in 2021. Most complaints were about regularity of service, improper driving behaviour and frequency. A breakdown of the 19 378<sup>45</sup> cases by individual franchised bus companies (FBCs) and a detailed breakdown of these cases are at Annex K.

4. There was an increase in the number of complaints about frequency (from 1 271<sup>46</sup> cases in 2021 to 1 637<sup>47</sup> cases in 2022, representing an increase of 28.8%<sup>47</sup>) and regularity of service (from 4 123<sup>48</sup> cases in 2021 to 11 158<sup>49</sup> cases in 2022, representing an increase of 170.6%<sup>49</sup>). Complaints and suggestions about routeing also increased from 926<sup>50</sup> cases in 2021 to 1 277<sup>51</sup> cases in 2022, representing an increase of 37.9%<sup>51</sup>. There were also increases in the numbers of complaints about provision of stops (from 77 cases in 2021 to 256 cases in 2022, representing an increase of 232.5%), improper driving behaviour (from 1 612 cases in 2021 to 1 760 cases in 2022, representing an increase of 9.2%) as well as passenger services and facilities (from 1 038 cases in 2021 to 1 164 cases in 2022, representing an increase of 12.1%).

<sup>46</sup> Among the 1 271 complaints and suggestions, 382 complaints were received from one complainant. The number of complaints not including these cases is 889.

<sup>47</sup> Among the 1 637 complaints and suggestions, a total of 283 complaints were received from six complainants. The number of complaints not including these cases is 1 354, representing an increase of 52.3% when compared with 889 cases (see footnote 46) in 2021.

<sup>48</sup> Among the 4 123 complaints and suggestions, a total of 888 complaints were received from two complainants. The number of complaints not including these cases is 3 235.

<sup>49</sup> Among the 11 158 complaints and suggestions, a total of 6 833 complaints were received from 13 complainants. The number of complaints not including these cases is 4 325, representing an increase of 33.7% when compared with 3 235 cases (see footnote 48) in 2021.

<sup>50</sup> Among the 926 complaints and suggestions, 741 pure suggestions about franchised bus routeing were received from a member of the public. The figure not including these cases is 185.

<sup>51</sup> Among the 1 277 complaints and suggestions, 941 pure suggestions about franchised bus routeing were received from a member of the public. The figure not including these cases is 336, representing an increase of 81.6% when compared with 185 cases (see footnote 50) in 2021.

5. One of the reasons for the increases might be the service adjustments of franchised bus services in response to the change in travelling pattern and drop in patronage under the prolonged COVID-19 pandemic. Under the established practice, FBCs are required to apply to the Transport Department (TD) for any service adjustments. When considering FBCs' applications, TD takes into account factors such as the occupancy, impact of the proposed service adjustment on passenger waiting time, efficient use of bus resources and public acceptability of the proposed frequency adjustment. FBCs are required to closely monitor passenger demand and enhance their services to cope with the changing passenger demand whenever necessary in a timely manner. TD has also been closely monitoring FBCs' service provision and the travelling patterns of the public so that timely adjustments would be made in response to the changing passenger demand.

### ***Non-franchised Bus Services***

6. There were 309 cases on non-franchised bus services in 2022, representing an increase of 2.0% as compared with 303 cases in 2021. A detailed breakdown of the 309 cases received in 2022 is at Annex L. Nonetheless, TD will continue to monitor the situation and work with the operators closely in enhancing their service as and when necessary.

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

7. A total of 5 418 complaints and suggestions on public light bus (PLB) services were received in 2022, representing an increase of 2.1% as compared with 5 308 cases in 2021.

8. There were 5 075 cases on green minibus (GMB) services, representing an increase of 2.4% when compared with 4 958 cases in 2021. The increase was mainly attributable to the increase in complaints on regularity of service and frequency. There were 36 complaints relating to old drivers, representing an increase of 44.0% when compared with 25 cases in 2021. A detailed breakdown of the 5 075 cases is at Annex M.

9. There were 343 cases on red minibus (RMB) services, representing a decrease of 2.0% when compared with 350 cases in 2021. A detailed breakdown of the 343 cases is at Annex N.

10. All the complaints and suggestions on PLB services were referred to TD or the Police for follow-up actions as appropriate. There was a slight increase in overall number of complaints received in 2022 as compared to 2021. Among the complaints received, the largest increase fell in the category of regularity of service. One of the reasons for the increase of complaints in this category may be that there were occasions where the level of GMB services was affected by shortage of drivers due to infection of COVID-19 or under quarantine arrangement for close contacts during the pandemic. Nevertheless, TD will continue to look into each complaint case and, if necessary, conduct ad hoc surveys to ascertain the service level of the route(s) concerned and to follow up with the operator(s) to rectify the problems. TD will also issue warning letters to the operators who failed to comply with the Schedule of Service, including non-compliance with timetable and routeings, etc. The warning letters issued will be taken into account in the mid-term appraisal of the GMB operators and their roll-over period for the passenger service licences may be shortened if poor performance is observed.

11. For RMB cases, there was a decrease in overall number of complaints received in 2022 as compared to 2021. The complaints mainly comprised the categories of improper driving behavior and conduct and performance of staff (including drivers). In this regard, TD will carry out regular and ad-hoc surveys for RMB services, if drivers' malpractices jeopardising road safety are observed, TD will issue letters to remind the RMB trade associations and/or vehicle owners to rectify the situation and refer the case to the Police for considering stepping up the enforcement action the concerned routes. Moreover, TD will continue to convey the importance of proper driver conduct and driving behaviour through regular meetings with the RMB trade and the publication of newsletters.

12. Besides, TD continued to implement various measures in 2022 to promote the provision of safe, quality and customer-oriented PLB services, including appeals to the PLB associations and operators to promote safe driving and provision of quality service, the annual safety seminar for PLB drivers and

Safe Driving and Health Campaign for professional drivers and the publication of the PLB Newsletter. On the other hand, the implementation of the Real-time Arrival Information System on all GMB routes in 2022 would also facilitate trip planning by GMB passengers with a view to enhancing the overall GMB services. To enhance accessibility and service quality of PLBs, TD also implemented the mandatory requirement for all newly registered PLBs to install extra handrails and passenger call bells with indication lights. Last but not the least, it is also anticipated that the increasing number of 19-seater in the PLB fleet will continue to improve the PLB service level, particularly during peak hours.

### ***Taxi Services***

13. There were 7 590 cases on taxi services in 2022, representing a decrease of 9.2% when compared with 8 355 cases in 2021. The decrease was mainly due to the decrease in complaints on improper driving behaviour, failure to take the most direct route and refusing hire. There were 45 complaints relating to old drivers, representing a decrease of 26.2% when compared with 61 cases in 2021. A detailed breakdown of the 7 590 cases is at [Annex O](#).

14. The Police has been taking enforcement actions against taxi driver malpractice. Key tasks include enhancing patrols at black spots and conducting intelligence-led operations. If members of the public encounter any taxi driver malpractice, such as overcharging, refusing hire and soliciting, they are strongly encouraged to report the incident to the Police with details, such as date, time, location and taxi registration numbers, for investigation. The Police will take prosecution action if there is sufficient evidence.

15. It is believed that the decreased number of complaints in 2022 was mainly due to the drop in taxi patronage as a result of the tightened social distancing measures under the 5<sup>th</sup> wave of COVID-19 pandemic in the first half of 2022. TD has reminded the trade through different channels, including regular trade conferences, letters to the trade and newsletter, to provide better taxi service to the public. For those taxi owners and drivers who have been repeatedly involved in malpractices or other serious taxi-driver-related offences, such as overcharging, TD would provide their particulars to the Police for

investigation and prosecution actions as appropriate. TD would also request the Police to step up enforcement actions at the black spots when necessary to combat the offences.

16. 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, which include introducing a taxi fleet management regime, increasing the maximum passenger seating capacity of taxis and introducing taxi-driver-offence points (TDOP) system as well as implementing a two-tier penalty system for certain taxi-driver-related offences of a more serious nature. In addition, the Government proposes to increase the penalties for illegal carriage of passengers for hire or reward by motor vehicles with a view to enhancing deterrent effect and safety protection for passengers and road users. The Government has consulted the Legislative Council (LegCo) Panel on Transport and the Transport Advisory Committee on the proposed measures in April 2022. The Government is formulating the details of the relevant regulatory framework and will submit them to the LegCo for scrutiny in due course.

### ***Rail Services***

17. There were 590 cases on rail services in 2022, which represents a decrease of 21.1% when compared with 748 cases in 2021. There was a decrease in the number of complaints about services of MTRCL (from 688 cases in 2021 to 546 cases in 2022, representing a decrease of 20.6%). A breakdown of the 590 cases by individual railway companies is at Annex P.

18. The number of complaints against the services of MTRCL in 2022 decreased as compared with that in 2021, mainly due to the drop in cases concerning conduct and performance of staff (from 204 cases in 2021 to 70 cases in 2022). This may be the result of enhanced staff training. Nonetheless, TD reminded MTRCL to closely monitor the situation and carry out improvement measures as appropriate. TD will continue to closely monitor MTR train service performance.

19. For tram services, the number of complaints received in 2022 was 44 which represents a decrease of 26.7% when compared with 60 cases in 2021. The majority of the complaints were about regularity of service and improper driving behaviour. The Hong Kong Tramways Limited (HKT) had been reminded to investigate into the complaints, operate the service according to timetable and monitor performance of their motormen.

### ***Ferry Services***

20. There were 110 cases on ferry services in 2022, representing an increase of 15.8% when compared with 95 cases in 2021. A breakdown of the 110 cases by individual ferry companies is at Annex Q. The increase in complaints was mainly attributed to frequency/carrying capacity. The increase in complaints about frequency/carrying capacity could mainly be attributed to temporary service reductions arising from the fifth wave of COVID-19 epidemic that hit hard on the operation staff resulting in insufficient staff to operate the normal ferry services.

### **Traffic Conditions**

21. In 2022, 760 complaints and suggestions about traffic conditions were received, accounting for about 2% of the total number of cases. The number of cases in this category recorded a decrease of 35.3% as compared with 1 175 cases in 2021.

### ***Traffic Congestion***

22. Of the 760 cases received, 448 (59%) were related to traffic congestion. This represents a decrease of 42.8% as compared with 783 cases in 2021. A breakdown of the complaints about traffic congestion by district is at Annex R. In 2022, districts which attracted relatively more complaints are –



<u>District</u>	<u>No. of Complaints</u>		<u>Difference</u>
	<u>2021</u>	<u>2022</u>	
Tuen Mun	54	51	-5.6%
Sham Shui Po	68	44	-35.3%
Kwun Tong	74	41	-44.6%

23. Factors contributing to the complaints about traffic congestion in 2022 are broken down as follows –

<u>Factor</u>	<u>No. of Complaints</u>		<u>Difference</u>
	<u>2021</u>	<u>2022</u>	
Vehicle obstruction	513	286	-44.2%
Traffic management	181	118	-34.8%
Road works	37	32	-13.5%
Others	52	12	-76.9%
<b>Total</b>	<b>783</b>	<b>448</b>	<b>-42.8%</b>

24. All the complaints and suggestions concerning traffic congestion were referred to TD, the Police, the Highways Department and other relevant departments for consideration and follow-up actions. Of the 448 cases received, 286 (64%) were related to vehicle obstruction causing traffic congestion. The number of cases represents a decrease of 44.2% as compared with 513 cases in 2021. Among these cases, 34 were related to vehicle obstruction at bus/minibus stops causing traffic congestion. In 2022, TD continued to implement the following measures to alleviate traffic congestion –

- (a) vetting proposals on and monitoring the effectiveness of temporary traffic arrangements to minimise congestion caused by road works;
- (b) installation of new traffic lights and adjustment of existing traffic signals;
- (c) re-routeing of traffic to improve circulation;
- (d) introduction of traffic restrictions;

- (e) realignment of carriageways and adjustment of road junction layouts; and
- (f) provision of lay-bys to facilitate loading/unloading activities.

### ***Traffic Management***

25. In 2022, there were 164 complaints and suggestions on traffic management matters (excluding those causing congestion). These cases were related to traffic light phasing and traffic lane arrangements. The number of cases represents a decrease of 20.0% as compared with 205 cases in 2021.

### ***Additional Traffic Signs and Aids***

26. TCU received 73 requests for additional traffic signs and aids in 2022, 18.9% less than that in 2021.

### ***Parking Facilities***

27. There were 75 complaints and suggestions on parking facilities in 2022. This represents a decrease of 22.7% as compared with 97 cases in 2021. TCU received seven cases about parking space designated for the disabled, 133.3% more than that in 2021.

### **Road Maintenance**

28. In 2022, 261<sup>40</sup> complaints and suggestions about road maintenance were received, accounting for 1% of the total number of cases. The number of cases in this category recorded a decrease of 38.9%<sup>40</sup> as compared with 427<sup>39</sup> cases in 2021.

## **Enforcement**

29. In 2022, 5 069<sup>42</sup> complaints about enforcement matters were received, accounting for about 12% of the total number of cases. A comparison between the complaints received in 2021 and 2022 is as follows –

<b><u>Category</u></b>	<b><u>No. of Complaints</u></b>		<b><u>Difference</u></b>
	<b><u>2021</u></b>	<b><u>2022</u></b>	
Illegal parking	3 290 <sup>52</sup>	3 934 <sup>53</sup>	+19.6% <sup>53</sup>
Other enforcement matters	1 358	1 135	-16.4%
<b>Total</b>	<b>4 648<sup>41</sup></b>	<b>5 069<sup>42</sup></b>	<b>+9.1%<sup>42</sup></b>

Breakdowns of the complaints by district are at Annexes S and T.

### ***Illegal Parking***

30. In 2022, districts which attracted relatively more complaints about illegal parking are –

<b><u>District</u></b>	<b><u>No. of Complaints</u></b>		<b><u>Difference</u></b>
	<b><u>2021</u></b>	<b><u>2022</u></b>	
Kowloon City	220 <sup>54</sup>	1 316 <sup>55</sup>	+498.2% <sup>55</sup>

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<sup>52</sup> Among the 3 290 complaints and suggestions, 153 complaints were received from one complainant. The number of complaints not including these cases is 3 137.

<sup>53</sup> Among the 3 934 complaints and suggestions, 1 298 complaints were received from one complainant. The number of complaints not including these cases is 2 636, representing a decrease of 16.0% when compared with 3 137 cases (see footnote 52) in 2021.

<sup>54</sup> Among the 220 complaints and suggestions, two complaints were received from one complainant. The number of complaints not including these cases is 218.

<sup>55</sup> Among the 1 316 complaints and suggestions, 1 153 complaints were received from one complainant. The number of complaints not including these cases is 163, representing a decrease of 25.2% when compared with 218 cases (see footnote 54) in 2021.

Sha Tin	466 <sup>56</sup>	475 <sup>57</sup>	+1.9% <sup>57</sup>
Yau Tsim Mong	255 <sup>58</sup>	266 <sup>59</sup>	+4.3% <sup>59</sup>
Sham Shui Po	338 <sup>60</sup>	257 <sup>61</sup>	-24.0% <sup>61</sup>

Among the 3 934<sup>53</sup> cases, there were 420 (11%) complaints about illegal parking at bus/minibus stops, representing a decrease of 9.7% as compared with 465 cases in 2021. In 2022, 81 complaints about illegal occupation of disabled parking space were received, representing a decrease of 33.1% when compared with 121 cases in 2021.

31. The Police continually monitors illegal parking and other traffic related issues throughout the year and deploys appropriate resources to take enforcement action and maintains road safety commensurate with other commitments. In collaboration with the Transport and Logistics Bureau (TLB) and TD, the Police had continuously explored new traffic enforcement technologies in order to enhance the enforcement efficiency of frontline duties against illegal parking and congestion related moving offences. In recent years, the Police had rolled out a number of initiatives like electronic ticketing, mobile video team and automatic number plate recognition to enhance the effectiveness of traffic enforcement. In May 2022, Police also launched “Project PROVE – Public Reporting Offences with Video Evidence”, an online platform on Wechat for the public to report non-urgent traffic contraventions (except illegal parking) by uploading relevant videos or photographs. Since the launch of this project,

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<sup>56</sup> Among the 466 and 475 complaints and suggestions, 261 and 310 complaints relating to the same street were received from anonymous complainants. The respective number of complaints not including these cases is 205 and 165.

<sup>57</sup> Among the 475 complaints and suggestions, 17 complaints were received from one complainant. The number of complaints not including these cases is 458, representing a decrease of 1.7% when compared with 466 cases in 2021.

<sup>58</sup> Among the 255 complaints and suggestions, two complaints were received from one complainant. The number of complaints not including these cases is 253.

<sup>59</sup> Among the 266 complaints and suggestions, 54 complaints were received from one complainant. The number of complaints not including these cases is 212, representing a decrease of 16.2% when compared with 253 cases (see footnote 58) in 2021.

<sup>60</sup> Among the 338 complaints and suggestions, five complaints were received from one complainant. The number of complaints not including these cases is 333.

<sup>61</sup> Among the 257 complaints and suggestions, six complaints were received from one complainant. The number of complaints not including these cases is 251, representing a decrease of 24.6% when compared with 333 cases (see footnote 60) in 2021.

responses were very encouraging. In addition, TD is also conducting a pilot at Central and Kwun Tong, on the use of CCTV technology against illegal parking and congestion related moving offences whilst the Police will provide advice from enforcement perspective. Apart from enforcement action, the Police also engages the community through publicity and other activities with a view to increasing road users' awareness of road safety and changing their irresponsible behaviour and attitudes that may cause accidents or obstruction to traffic.

32. To tackle the problem of shortage of parking facilities, the Government has been pursuing a host of short-term and medium-to-long term measures to increase the supply of parking spaces. For instance, the parking standards under the Hong Kong Planning Standards and Guidelines have been updated and the developers or project proponents should provide more parking spaces in residential developments in accordance with the latest parking standards as far as practicable. Subject to local parking demand and agreement of the developers or project proponents, TD may also request developers or project proponents to consider providing public parking spaces in the development if planning/site conditions allow. In addition, the Government will continue to search for suitable roadside space to provide on-street parking spaces (including night-time Goods Vehicle parking spaces) as well as stipulating the provision of a minimum number of parking spaces for commercial vehicles at suitable short-term tenancy car parks. Furthermore, the Government will follow the principle of "single site, multiple uses" to provide public parking spaces in suitable "Government, Institution or Community" facilities and public open space projects.

### ***Other Enforcement Matters***

33. In 2022, districts which attracted relatively more complaints about motorists/pedestrians failing to comply with traffic regulations are –

<b><u>District</u></b>	<b><u>No. of Complaints</u></b>		<b><u>Difference</u></b>
	<b><u>2021</u></b>	<b><u>2022</u></b>	
Yau Tsim Mong	132	145	+9.8%
Yuen Long	114	109	-4.4%

In respect of these districts, disobeying traffic signs/schemes attracted most complaints, followed by cutting lane abruptly/overtaking on solid line, jumping red lights/failing to give way to pedestrians or traffic and prolonged waiting causing obstruction. A breakdown of the complaints of these districts is at Annex T.

34. All cases complaining motorists/pedestrians failing to comply with traffic regulations were referred to the Police for investigation. Some cases were also referred to TD for consideration on whether suitable traffic management measures could be introduced to improve the situation.

**Complaints and Suggestions Received by TCU**

<b><u>Nature of Complaint/Suggestion</u></b> <sup>(1)(2)</sup>	<b><u>Same quarter in 2021 (1.10.21-31.12.21)</u></b>		<b><u>Previous quarter (1.7.22-30.9.22)</u></b>		<b><u>Current quarter (1.10.22-31.12.22)</u></b>	
<b>I. Public Transport Services</b>						
(a) Adequacy of service	829	[300]	846	[304]	705	[265]
(b) Standard of service	5 563	[8]	9 394	[11]	7 536	[6]
(c) General	139	[3]	201	[11]	200	[8]
	<b>6 531<sup>(3)</sup></b>	<b>[311] (78%)</b>	<b>10 441<sup>(3)</sup></b>	<b>[326] (83%)</b>	<b>8 441<sup>(3)</sup></b>	<b>[279] (82%)</b>
<b>II. Traffic Conditions</b>						
(a) Traffic congestion	192	[7]	128	[4]	120	[7]
(b) Traffic management	46	[16]	45	[9]	58	[13]
(c) Additional traffic signs and aids	26	[13]	21	[9]	17	[10]
(d) Parking facilities	34	[7]	34	[3]	12	[6]
	<b>298</b>	<b>[43] (3%)</b>	<b>228</b>	<b>[25] (2%)</b>	<b>207</b>	<b>[36] (2%)</b>
<b>III. Road Maintenance</b>						
(a) Road conditions	20		36		13	
(b) Traffic signs and aids	175		14		20	
(c) Carriageway markings	5		-		7	
	<b>200<sup>(3)</sup></b>	<b>(2%)</b>	<b>50</b>	<b>(1%)</b>	<b>40</b>	<b>(1%)</b>
<b>IV. Enforcement</b>						
(a) Illegal parking	970	[1]	1 383		1 254	[1]
(b) Other enforcement matters	339	[4]	312	[2]	205	[1]
	<b>1 309<sup>(3)</sup></b>	<b>[5] (16%)</b>	<b>1 695<sup>(3)</sup></b>	<b>[2] (13%)</b>	<b>1 459<sup>(3)</sup></b>	<b>[2] (14%)</b>
<b>V. Miscellaneous</b>	<b>70</b>	<b>[5] (1%)</b>	<b>65</b>	<b>(1%)</b>	<b>43</b>	<b>[1] (1%)</b>
<b>Total</b>	<b>8 408<sup>(3)</sup></b>	<b>[364] (100%)</b>	<b>12 479<sup>(3)</sup></b>	<b>[353] (100%)</b>	<b>10 190<sup>(3)</sup></b>	<b>[318] (100%)</b>

**Notes :** (1) Figures in square brackets are the number of pure suggestions received in the quarter. The figures have been included in the overall number of cases received. Among the 300, 304 and 265 pure suggestions relating to adequacy of service, 242, 232 and 212 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, 6, 31 and 33 of Chapter 1.

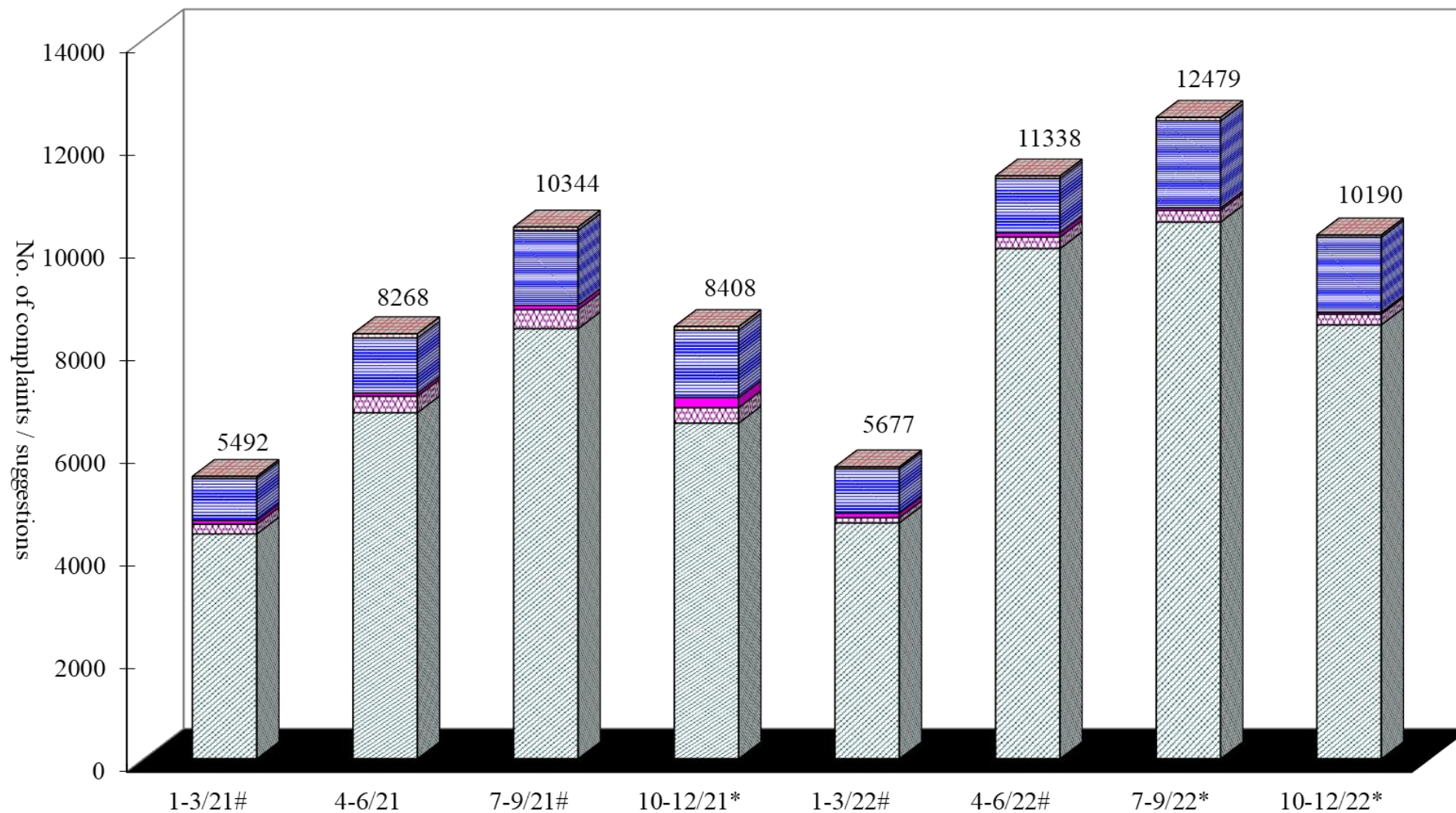
**Complaints and Suggestions Received by TCU<sup>(1)</sup>**

<b><u>Nature of Complaint/Suggestion</u><sup>(2)(3)</sup></b>	<b><u>Same quarter in 2021 (1.10.21-31.12.21)<sup>(4)</sup></u></b>		<b><u>Previous quarter (1.7.22-30.9.22)<sup>(5)</sup></u></b>		<b><u>Current quarter (1.10.22-31.12.22)<sup>(6)</sup></u></b>	
<b>I. Public Transport Services</b>						
(a) Adequacy of service	745	[300]	846	[304]	705	[265]
(b) Standard of service	5 176	[8]	6 755	[11]	6 757	[6]
(c) General	139	[3]	201	[11]	200	[8]
	<b>6 060<sup>(7)</sup></b>	<b>[311]</b> (79%)	<b>7 802<sup>(8)</sup></b>	<b>[326]</b> (85%)	<b>7 662<sup>(9)</sup></b>	<b>[279]</b> (87%)
<b>II. Traffic Conditions</b>						
(a) Traffic congestion	192	[7]	128	[4]	120	[7]
(b) Traffic management	46	[16]	45	[9]	58	[13]
(c) Additional traffic signs and aids	26	[13]	21	[9]	17	[10]
(d) Parking facilities	34	[7]	34	[3]	12	[6]
	<b>298</b>	<b>[43]</b> (4%)	<b>228</b>	<b>[25]</b> (2%)	<b>207</b>	<b>[36]</b> (2%)
<b>III. Road Maintenance</b>						
(a) Road conditions	20		36		13	
(b) Traffic signs and aids	31		14		20	
(c) Carriageway markings	5		-		7	
	<b>56<sup>(10)</sup></b>	(1%)	<b>50</b>	(1%)	<b>40</b>	(1%)
<b>IV. Enforcement</b>						
(a) Illegal parking	817	[1]	753		586	[1]
(b) Other enforcement matters	339	[4]	312	[2]	205	[1]
	<b>1 156<sup>(11)</sup></b>	<b>[5]</b> (15%)	<b>1 065<sup>(12)</sup></b>	<b>[2]</b> (11%)	<b>791<sup>(13)</sup></b>	<b>[2]</b> (9%)
<b>V. Miscellaneous</b>	<b>70</b>	<b>[5]</b> (1%)	<b>65</b>	(1%)	<b>43</b>	<b>[1]</b> (1%)
<b>Total</b>	<b>7 640<sup>(4)</sup></b>	<b>[364]</b> (100%)	<b>9 210<sup>(5)</sup></b>	<b>[353]</b> (100%)	<b>8 743<sup>(6)</sup></b>	<b>[318]</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. Among the 300, 304 and 265 pure suggestions relating to adequacy of service, 242, 232 and 212 about public transport routeing 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 768 complaints from three complainants were excluded.
  - (5) A total of 3 269 complaints from 12 complainants were excluded.
  - (6) A total of 1 447 complaints from six complainants were excluded.
  - (7) 471 complaints from one complainant were excluded.
  - (8) A total of 2 639 complaints from 11 complainants were excluded.
  - (9) A total of 779 from five complainants were excluded.
  - (10) 144 complaints from one complainant were excluded.
  - (11) 153 complaints from one complainant were excluded.
  - (12) 630 complaints from one complainant were excluded.
  - (13) 668 complaints from one complainant were excluded.



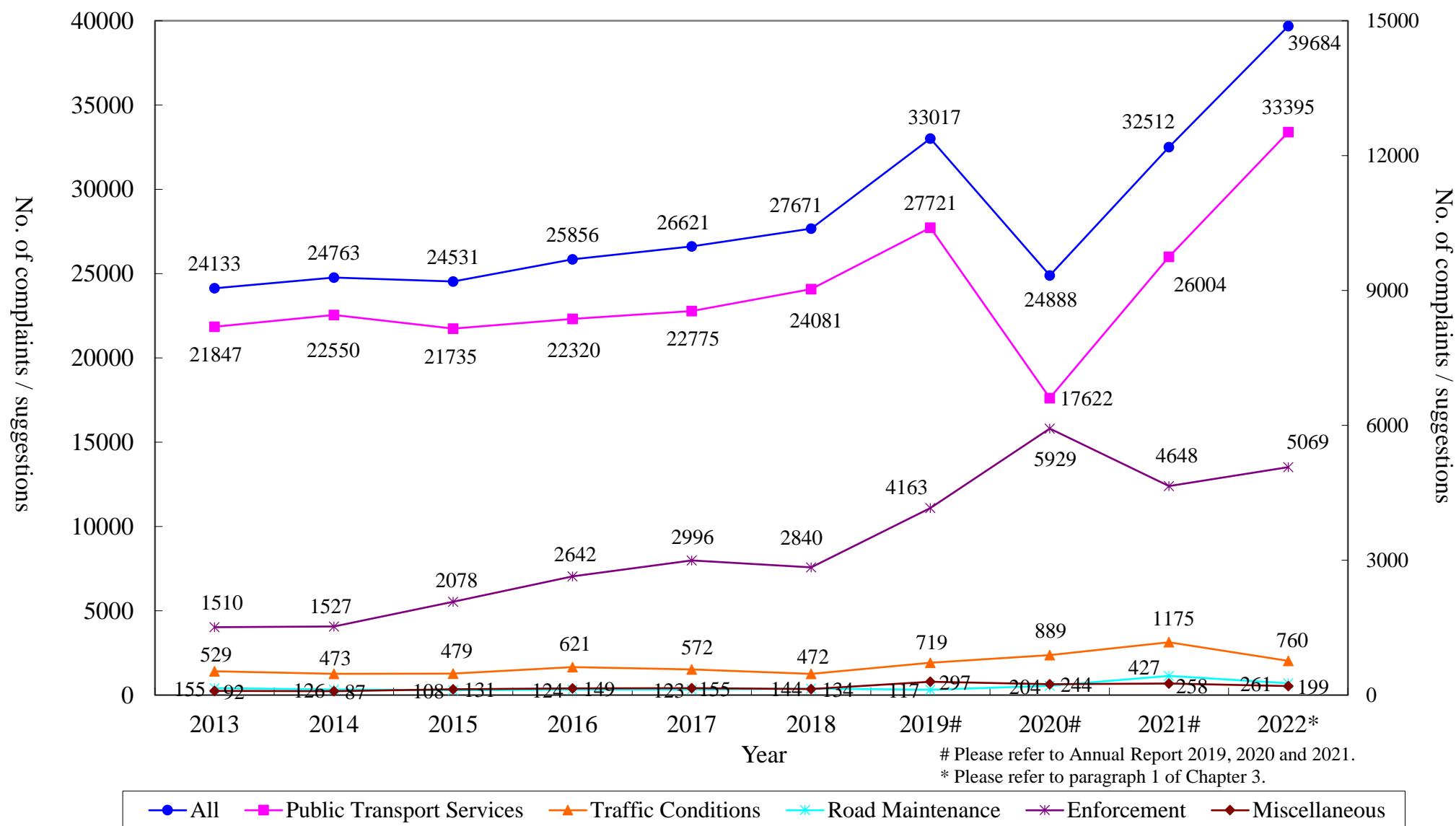
## Complaints and Suggestions Received by TCU



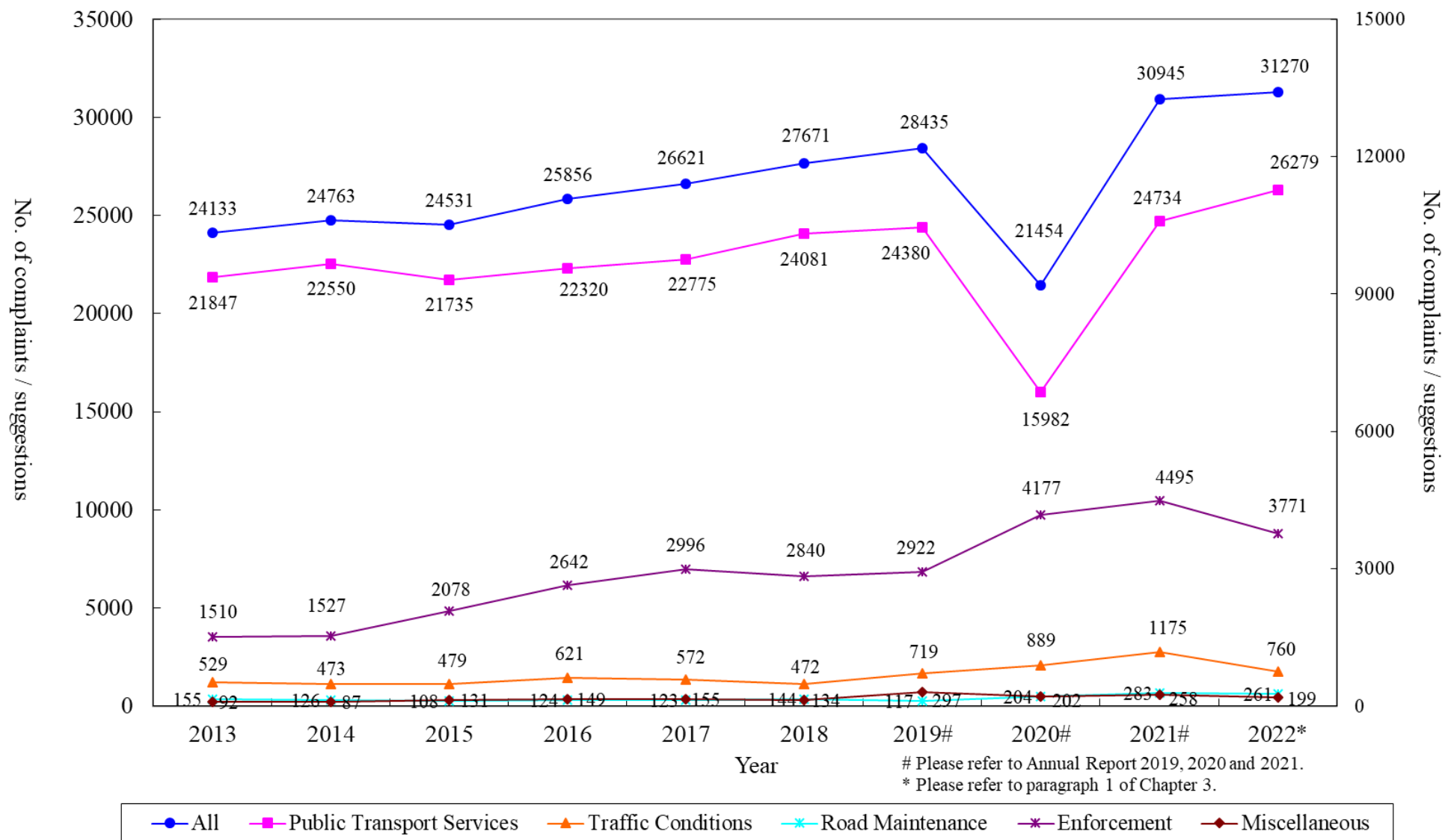
# Please refer to the Quarterly Report No. 1, 3 of 2021 and No. 1-2 of 2022.  
 \* Please refer to paragraph 2 of Chapter 1.

Public Transport Services Traffic Conditions Road Maintenance Enforcement Miscellaneous

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



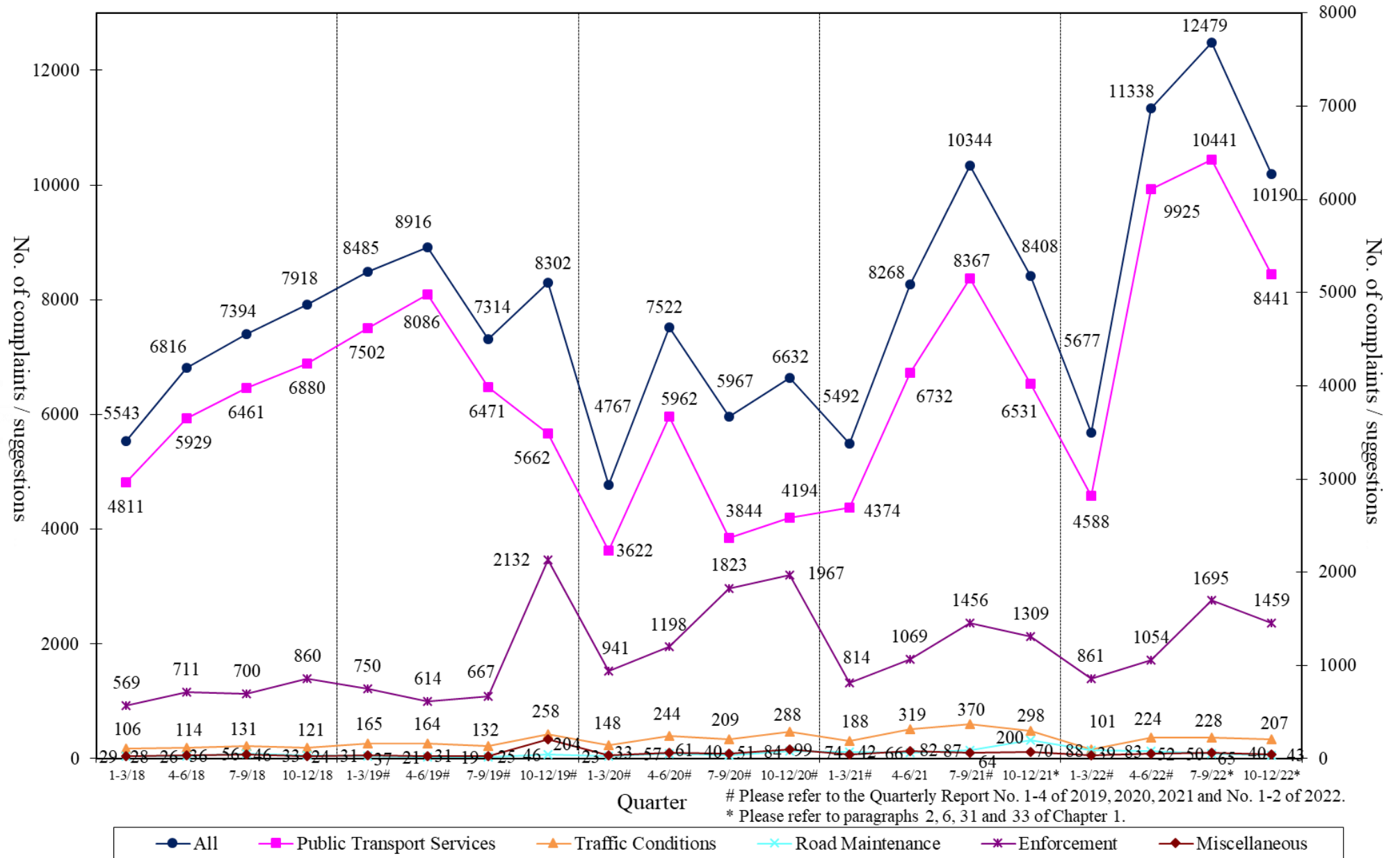
### Trends of Complaints and Suggestions Received by TCU<sup>(1)</sup> (2013 - 2022)



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

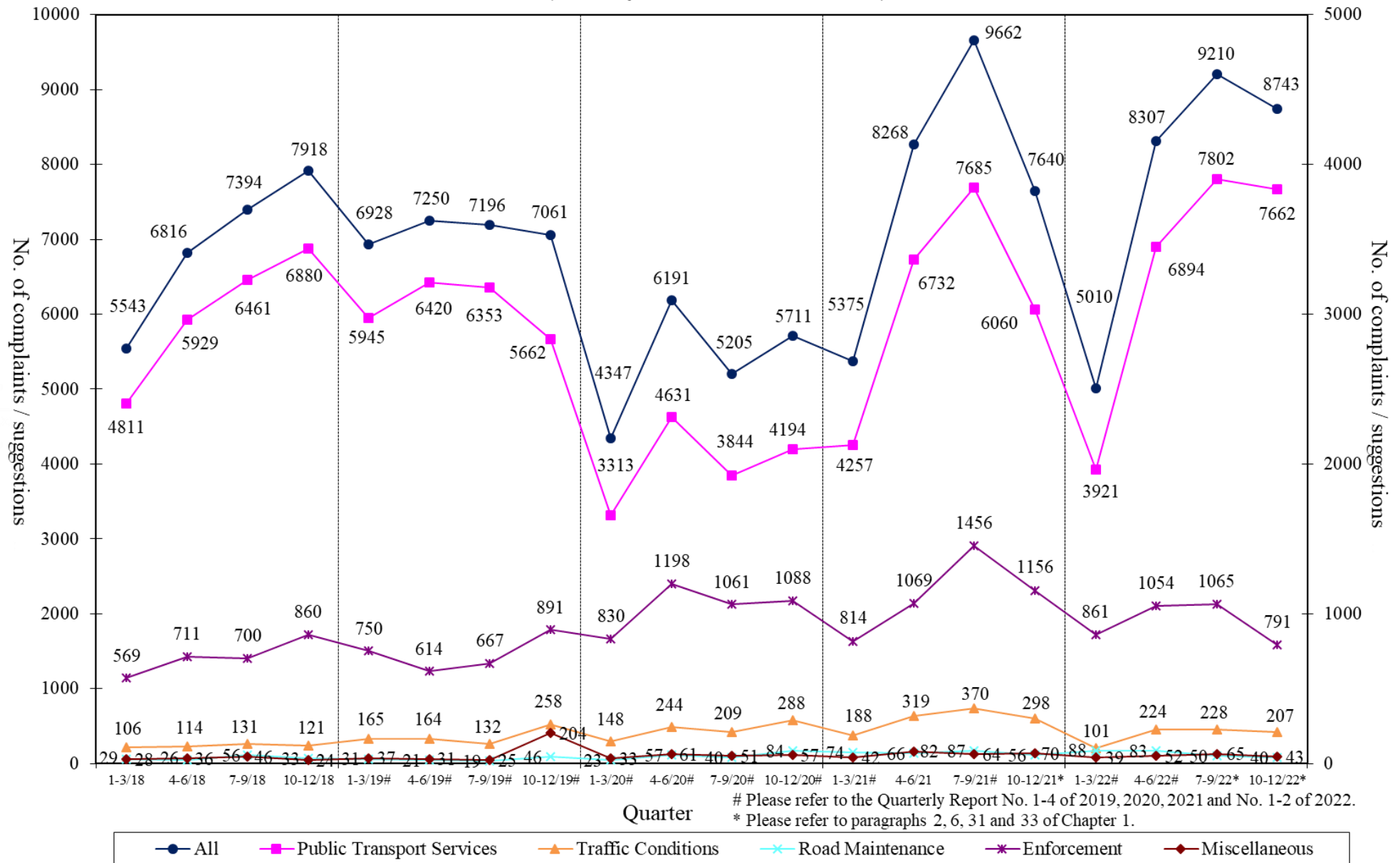
# **Trends of Complaints and Suggestions Received by TCU** (January 2018 - December 2022)

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



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

Outcome of Investigation Nature of Complaint/ Suggestion	A1	A2	B	C	Total
<b>I. Public Transport Services</b>					
(a) Adequacy of service	16	825	-	-	841
(b) Standard of service	1 038	7 899	15	1 523	10 475
(c) General	45	136	4	6	191
	<b>1 099</b>	<b>8 860</b>	<b>19</b>	<b>1 529</b>	<b>11 507</b>
<b>II. Traffic Conditions</b>					
(a) Traffic congestion	16	117	-	5	138
(b) Traffic management	8	42	-	-	50
(c) Additional traffic signs/aids	3	18	-	-	21
(d) Parking facilities	6	22	-	-	28
	<b>33</b>	<b>199</b>	<b>-</b>	<b>5</b>	<b>237</b>
<b>III. Road Maintenance</b>					
(a) Road conditions	8	21	1	-	30
(b) Traffic signs and aids	17	40	3	1	61
(c) Carriageway markings	-	3	-	-	3
	<b>25</b>	<b>64</b>	<b>4</b>	<b>1</b>	<b>94</b>
<b>IV. Enforcement</b>					
(a) Illegal parking	1 344	350	-	1	1 695
(b) Other enforcement matters	12	192	-	91	295
	<b>1 356</b>	<b>542</b>	<b>-</b>	<b>92</b>	<b>1 990</b>
<b>V. Miscellaneous</b>	<b>9</b>	<b>49</b>	<b>-</b>	<b>-</b>	<b>58</b>
<b>Total</b>	<b>2 522</b> <b>(18%)</b>	<b>9 714</b> <b>(70%)</b>	<b>23</b> <b>(1%)</b>	<b>1 627</b> <b>(11%)</b>	<b>13 886</b> <b>(100%)</b>
	<b>12 236</b> <b>(88%)</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  
(October – December 2022)**

<div>Outcome of Investigation</div> <div>Mode of Transport</div>	A1	A2	B	C	Total
The Kowloon Motor Bus Company (1933) Limited	119	4 188	-	15	4 322
Citybus Limited (Franchise 1)	89	434	2	3	528
Citybus Limited (Franchise 2)	34	56	-	-	90
New World First Bus Services Limited	113	1 059	1	1	1 174
New Lantao Bus Company (1973) Limited	17	35	-	-	52
Long Win Bus Company Limited	19	82	-	-	101
Cross-harbour Bus Services	37	878	-	-	915
Non-franchised Bus Services	26	55	-	2	83
Green Minibus	504	979	-	17	1 500
Red Minibus	90	5	4	5	104
Taxi	5	937	10	1 485	2 437
MTR Corporation Limited (Excluding Light Rail)	18	114	1	-	133
MTR Corporation Limited (Light Rail)	5	11	-	-	16
The Hongkong Tramways Limited	11	15	1	1	28
Sun Ferry Services Company Limited	4	2	-	-	6
The “Star” Ferry Company Limited	-	2	-	-	2
Minor Ferries	8	8	-	-	16
Total	1 099 (9%)	8 860 (77%)	19 (1%)	1 529 (13%)	11 507 (100%)
	9 959 (86%)				

**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  
(October – December 2022)**

**I. Public Transport Services**

- Add a green minibus (GMB) stop at 70 Robinson Road for GMB route nos. 56A and 56B to meet the demand of passengers.
- Display destination signages on kaito vessels to facilitate passengers.
- Remove railings at a bus terminal at the Exhibition Centre Station Public Transport Interchange for safe disembarkation of passengers.
- Add a bus stop at Fat Kwong Street near Hong Kong Metropolitan University for Kowloon Motor Bus route no. 7B (Lok Fu bound) to meet the demand of passengers.

**II. Traffic Management**

***Kowloon***

- Increase the vehicular green time of traffic lights at Lung Yuet Road eastbound at its junction with Nam Cheong Street and Cornwall Street during evening rush hours from Mondays to Fridays to improve traffic flow.
- Increase the pedestrian green time of a traffic light at Tsui Ping Road near Tsui Nam House to facilitate pedestrians crossing the road.
- Increase the pedestrian green time of traffic lights at Hoi Bun Road at its junction with Lai Yip Street to facilitate pedestrians crossing the road.

***New Territories***

- Increase the vehicular green time of traffic lights at Hoi Chu Road at its junction with Hoi Wong Road during morning rush hours from Mondays to Saturdays to



improve traffic flow.

- Increase the vehicular green time of traffic lights at Tat Wan Road at its junction with Ma Wo Road during morning rush hours to improve traffic flow.
- Increase the vehicular green time of traffic lights at Wo Muk Road southbound at its junction with Wo Tai Street during afternoon rush hours to improve traffic flow.
- Increase the vehicular green time of a traffic light at Castle Peak Road at its junction with Kik Yeung Road during morning rush hours to improve traffic flow.

**Complaints and Suggestions on Public Transport Services**  
**(October – December 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	83	18	10	18	6	7	23	8	107	-	-	20	4	2	1	-	1	308
(2) Routeing	136	34	9	78	-	11	43	5	6	-	-	1	1	-	-	-	-	324
(3) Hours of operation	11	2	2	19	-	4	6	-	5	-	-	-	-	-	-	-	-	49
(4) Provision of stops	7	3	1	1	-	4	2	3	3	-	-	-	-	-	-	-	-	24
Sub-total	237	57	22	116	6	26	74	16	121	-	-	21	5	2	1	-	1	705
(B) Standard of Service																		
(1) Regularity of service	1064	87	17	390	1	36	897	29	437	-	-	6	1	3	-	-	3	2971
(2) Adherence to routeing	8	4	2	2	1	-	13	-	63	-	378	-	-	1	-	-	-	472
(3) Improper driving behavior	348	20	15	53	8	15	67	12	251	18	432	10	1	5	-	-	1	1256
(4) Conduct & performance of staff (including drivers)	287	41	14	44	14	10	100	7	416	24	968	11	3	2	2	-	2	1945
(5) Overcharging	4	-	-	1	2	-	5	-	39	4	295 *	2	-	-	-	-	-	352
(6) Cleanliness	8	-	-	-	1	-	2	-	15	-	22	-	-	-	1	-	-	49
(7) Conditions of vehicles/vessels	26	1	-	2	3	1	7	5	19	3	6	25	6	-	1	-	-	105
(8) Passenger services & facilities	163	22	7	15	10	12	53	7	32	2	5	46	6	1	2	2	1	386
Sub-total	1908	175	55	507	40	74	1144	60	1272	51	2106	100	17	12	6	2	7	7536
(C) General	45	9	2	5	2	4	10	6	29	35	50	1	1	-	-	1	-	200
Total this quarter	2190	241	79	628	48	104	1228	82	1422	86	2156	122	23	14	7	3	8	8441
Grand-total	(4518)							(3746)				(159)			(18)			
Total previous quarter	2684	611	92	1132	51	104	1188	89	1615	101	2575	128	21	19	8	2	21	10441
Total same quarter in 2021	1205	416	46	521	25	61	537	80	1119	84	2223	148	28	17	6	2	13	6531

**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>**  
(October – December 2022)

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

Mode Nature of Complaint/Suggestion	Vehicular Transport							Total/ Sub-total
	Franchised Buses							
	KMB <sup>(1)(2)</sup>	CTB1 <sup>(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	83	18	10	18	6	7	23	165
(2) Routeing	136	34	9	78	-	11	43	311
(3) Hours of operation	11	2	2	19	-	4	6	44
(4) Provision of stops	7	3	1	1	-	4	2	18
Sub-total	237	57	22	116	6	26	74	538
(B) <u>Standard of Service</u>								
(1) Regularity of service	680	87	17	278	1	36	614	1713
(2) Adherence to routeing	8	4	2	2	1	-	13	30
(3) Improper driving behavior	348	20	15	53	8	15	67	526
(4) Conduct & performance of staff (including drivers)	287	41	14	44	14	10	100	510
(5) Overcharging	4	-	-	1	2	-	5	12
(6) Cleanliness	8	-	-	-	1	-	2	11
(7) Conditions of vehicles	26	1	-	2	3	1	7	40
(8) Passenger services & facilities	163	22	7	15	10	12	53	282
Sub-total	1524	175	55	395	40	74	861	3124
(C) <u>General</u>	45	9	2	5	2	4	10	77
Total this quarter	1806	241	79	516	48	104	945	3739
Grand-total	(3739)							
Total previous quarter	1659	305	92	365	51	104	647	3223
Total same quarter in 2021	1205	193	46	357	25	61	453	2340

**Legend**

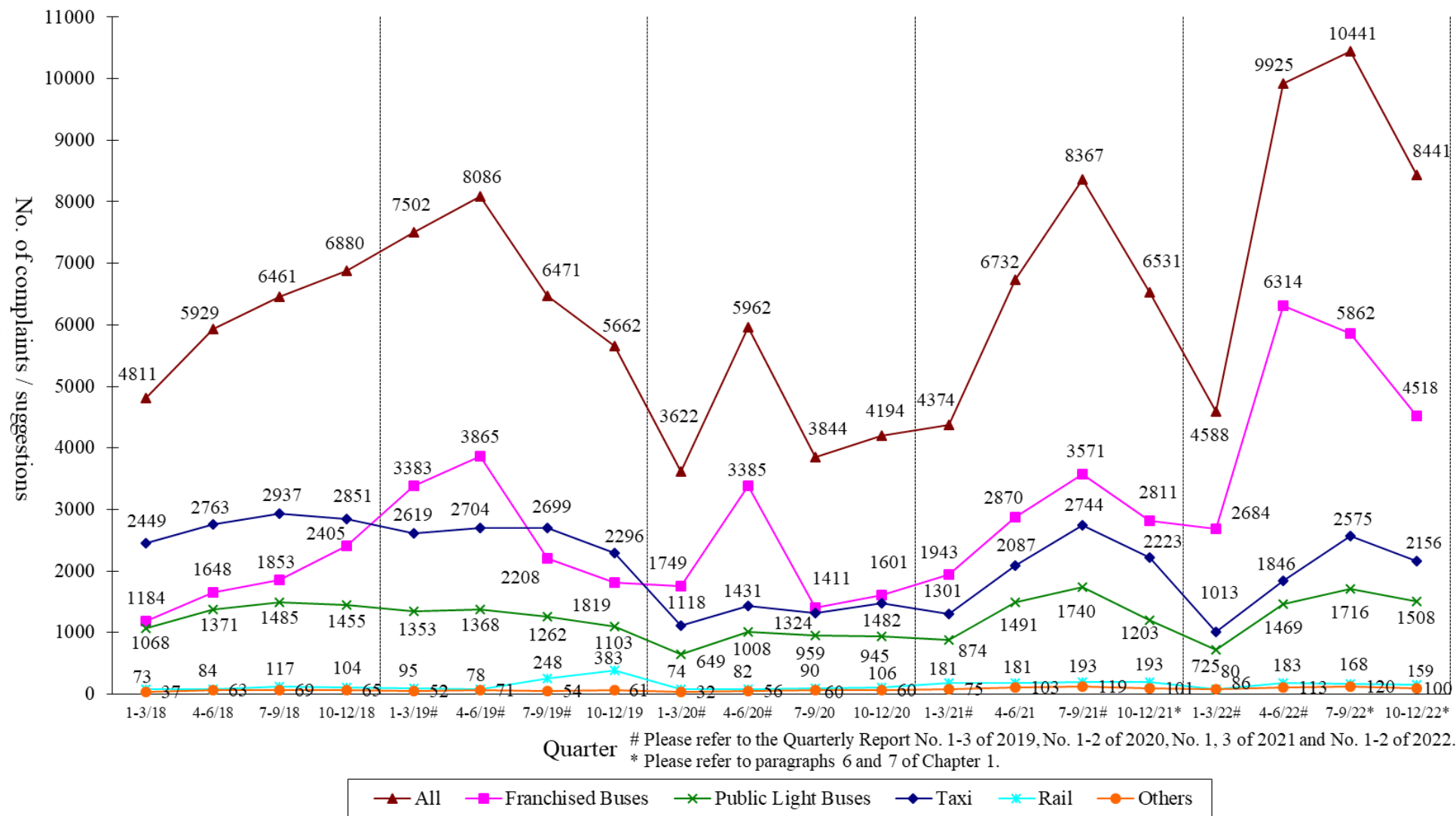
<b>KMB</b>	The Kowloon Motor Bus Company (1933) Limited
<b>CTB1</b>	Citybus Limited (Franchise 1)
<b>CTB2</b>	Citybus Limited (Franchise 2)
<b>FB</b>	New World First Bus Services Limited
<b>NLB</b>	New Lantao Bus Company (1973) Limited
<b>LWB</b>	Long Win Bus Company Limited
<b>XHT</b>	Cross-harbour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

**Notes :** (1) A total of 779 complaints (384 about KMB, 112 about FB and 283 about XHT) received from five complainants during the quarter were excluded. Please see Annex E(i)(a) with these complaints included.

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

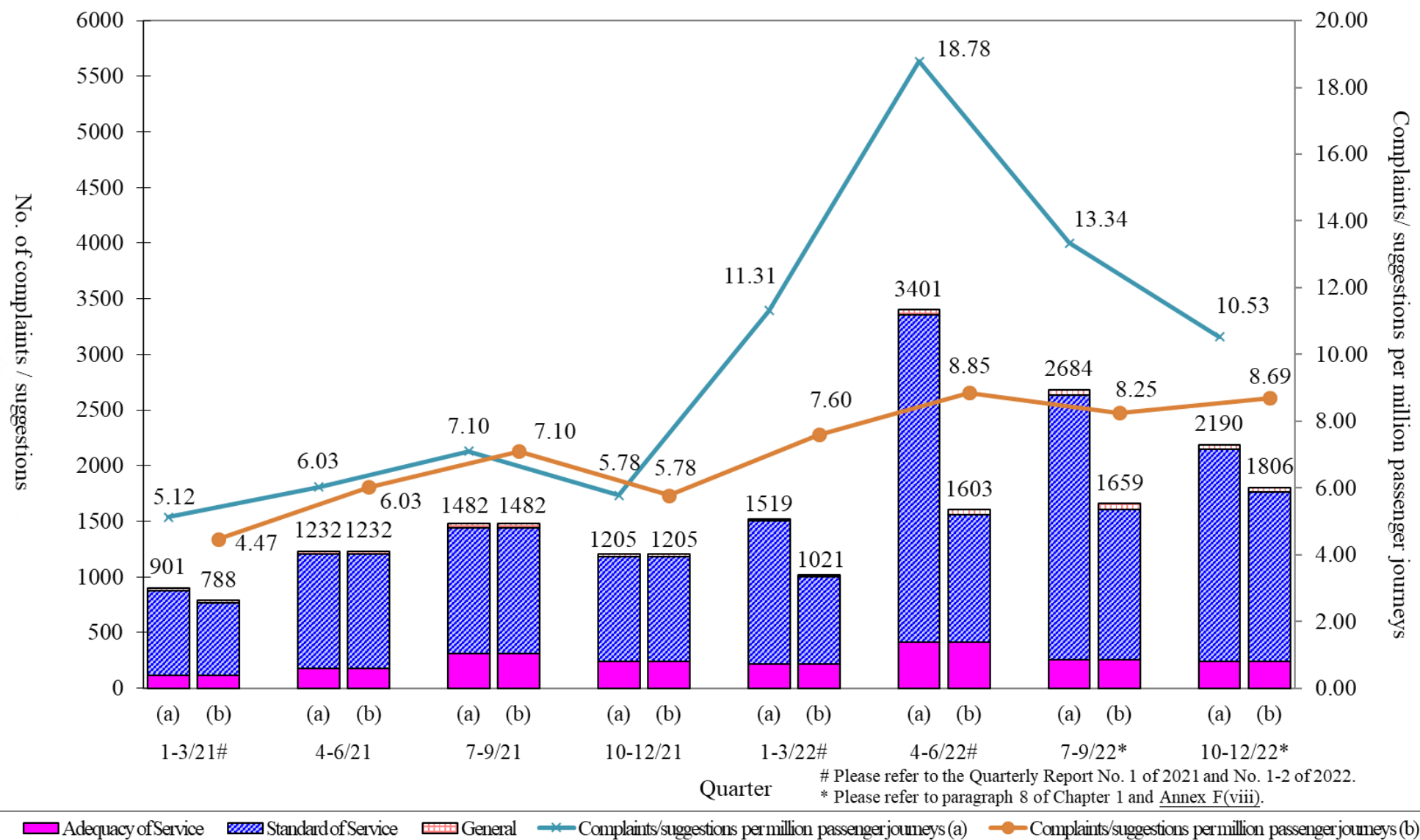
(3) 471 complaints (223 about CTB1, 164 about FB and 84 about XHT) received from one complainant in the same quarter in 2021 were excluded. Please see Annex E(i)(a) with these complaints included.

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



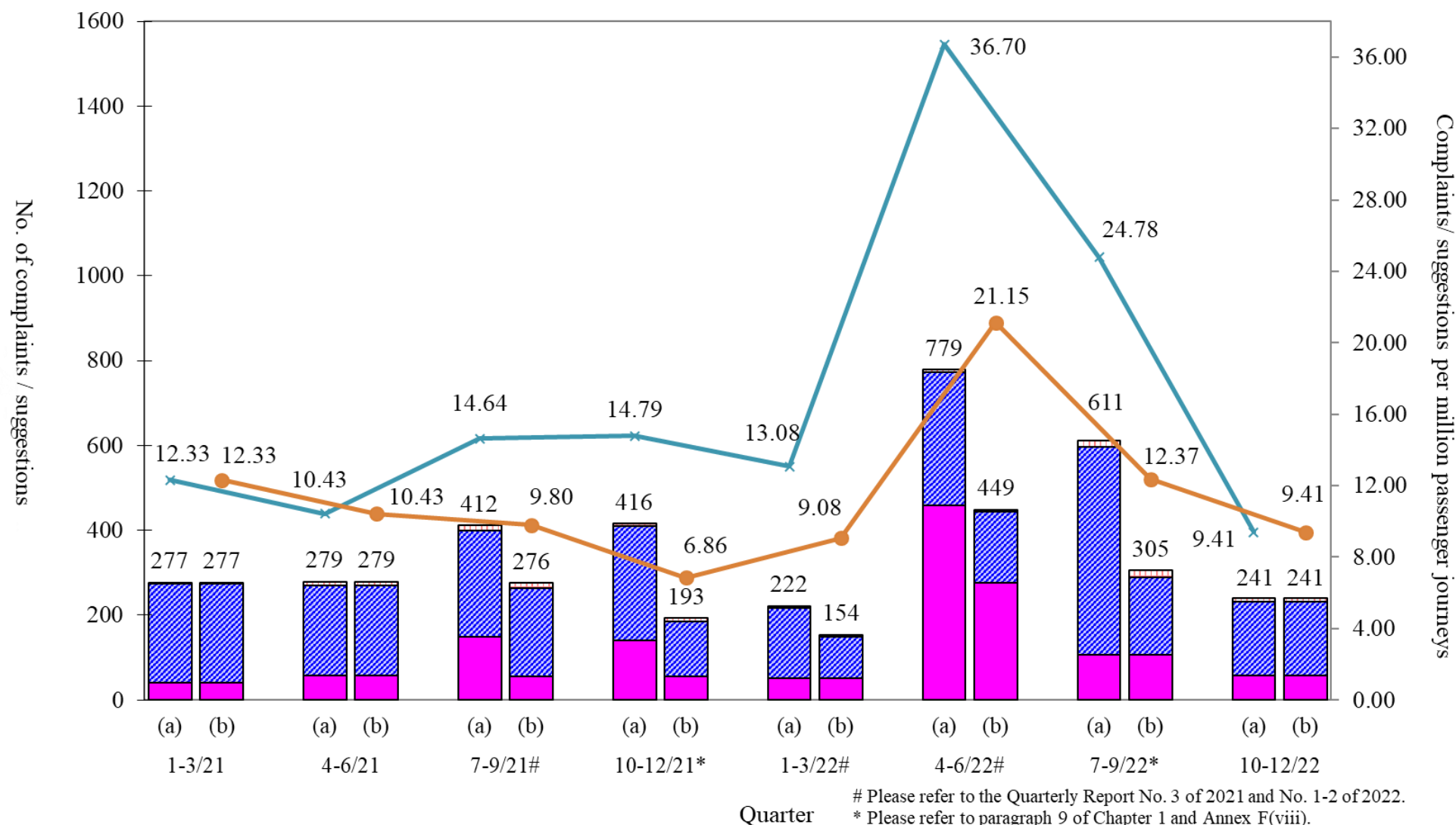
**Annex F(i)**

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



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

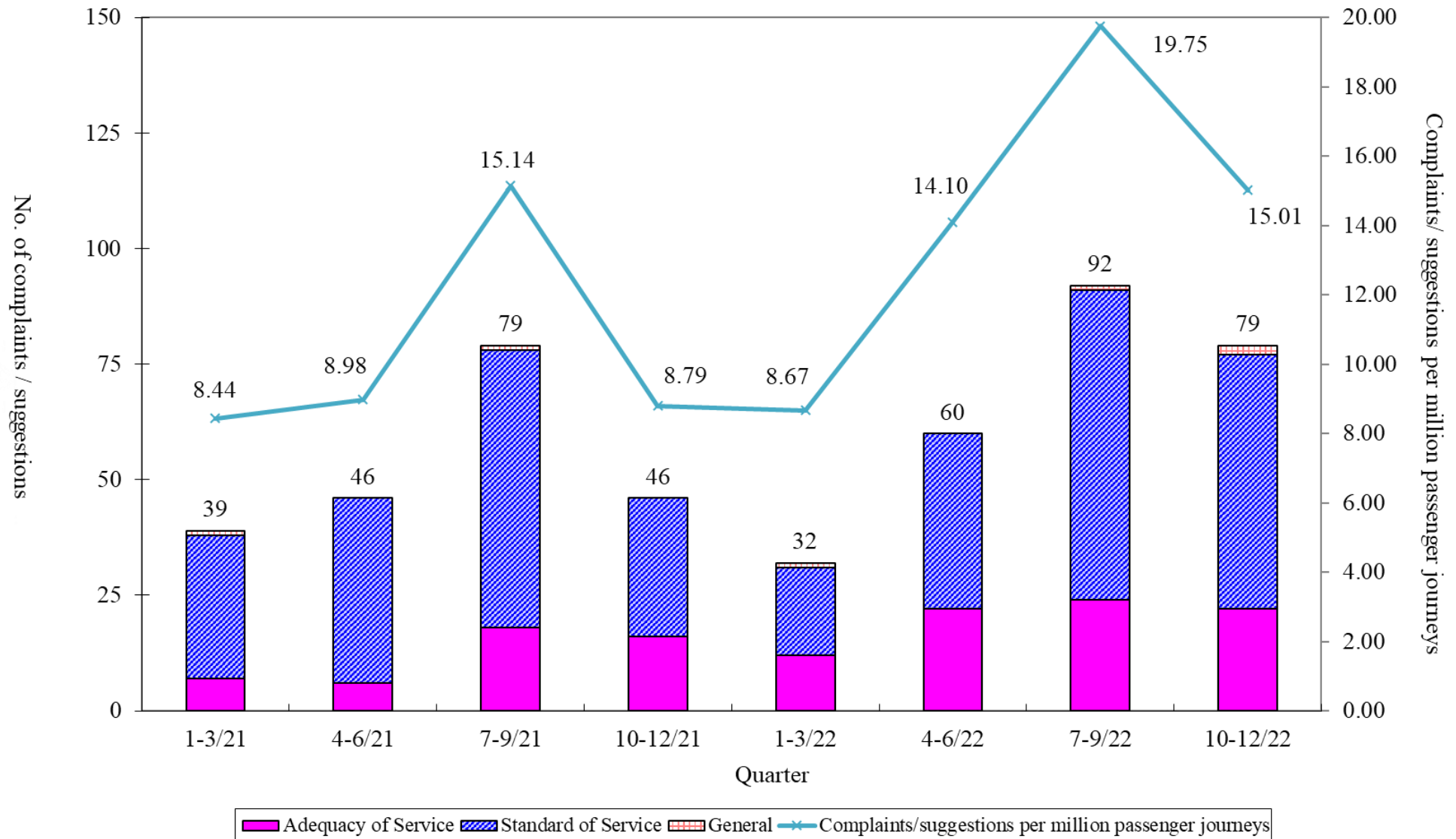
**Complaints and Suggestions on the Services of Citybus Limited (Franchise 1)  
in the Past Eight Quarters**



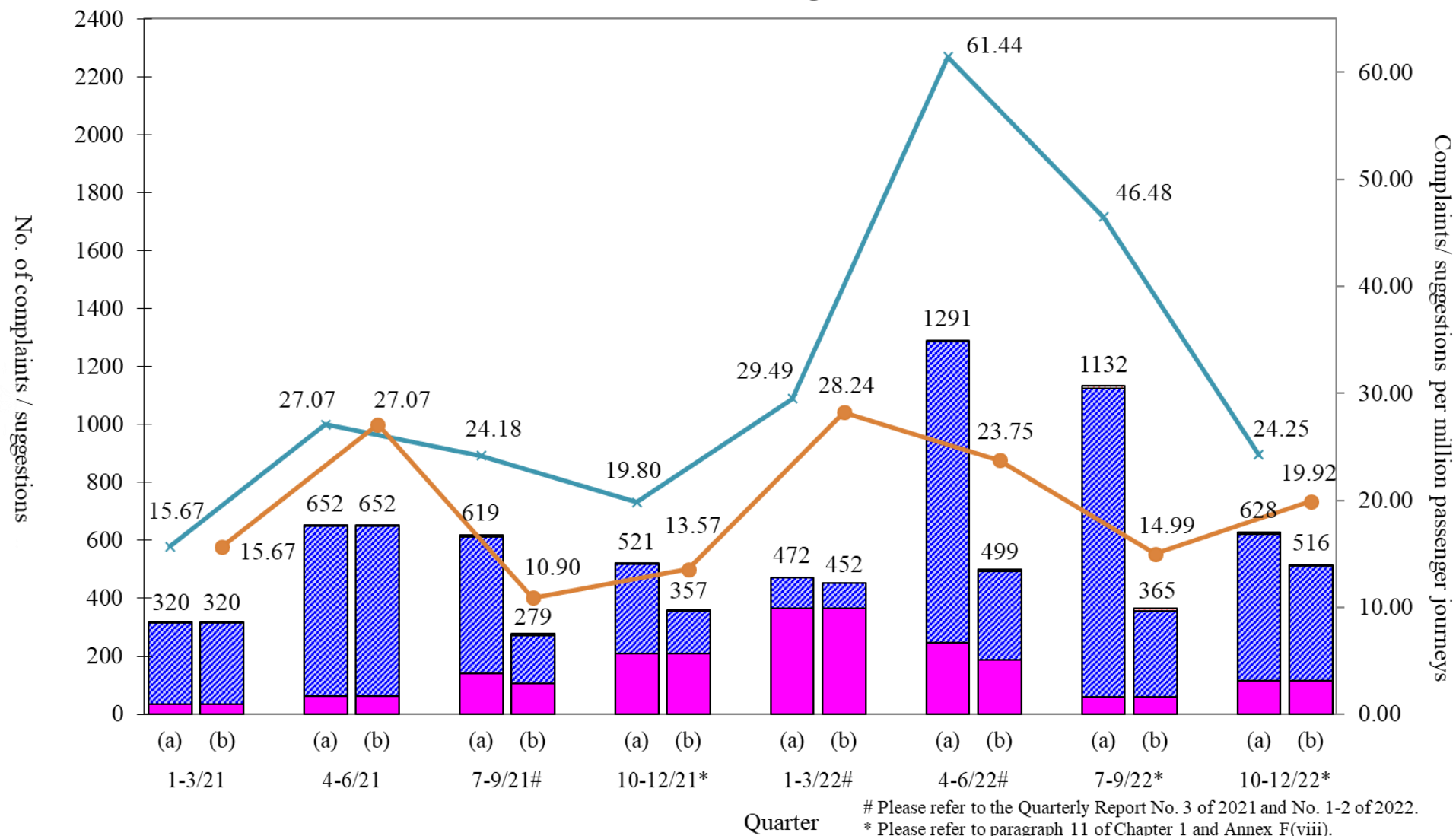
**Notes :** (a) Complaints received from all complainants.

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

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



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

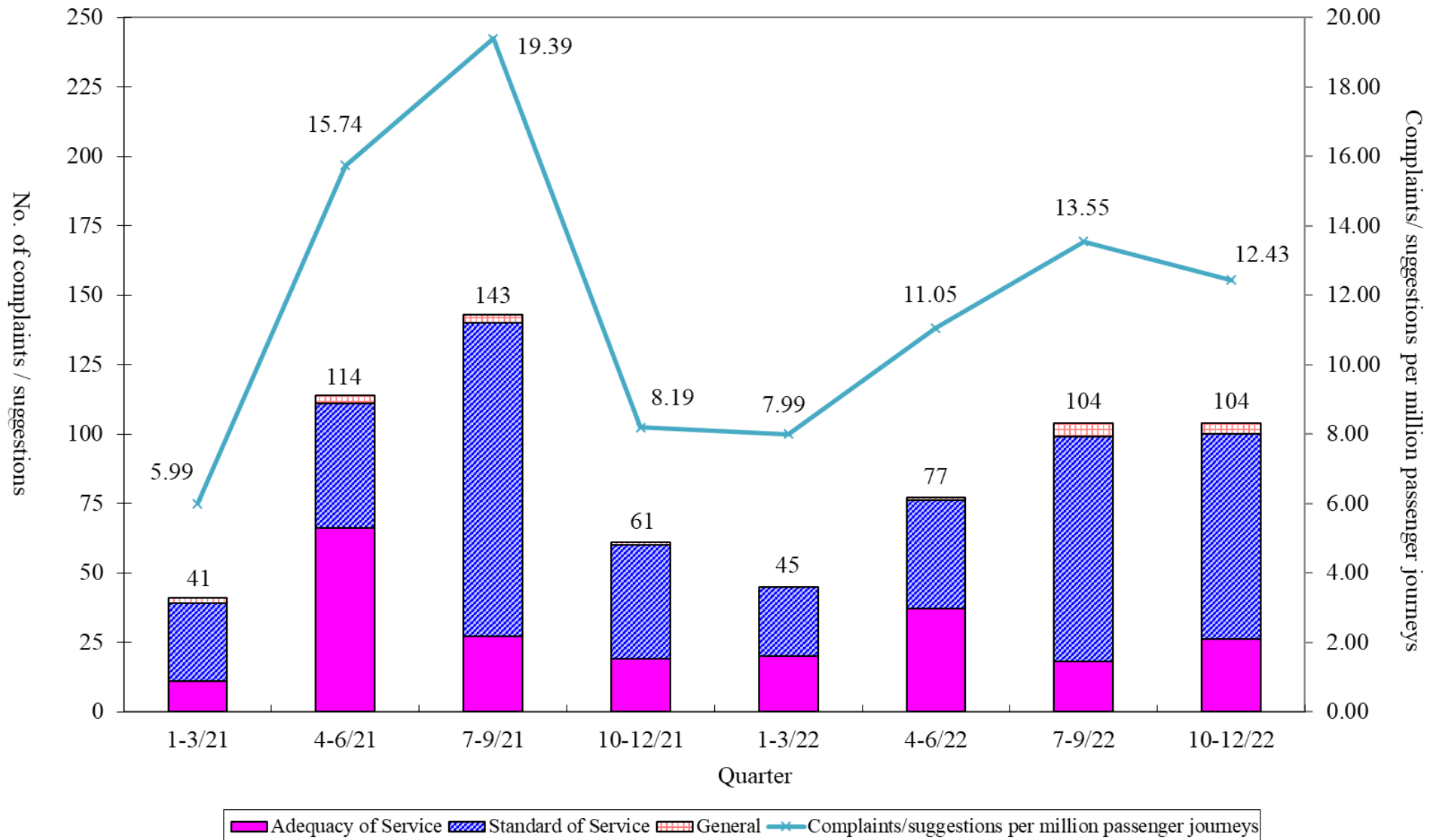


**Notes :** (a) Complaints received from all complainants.

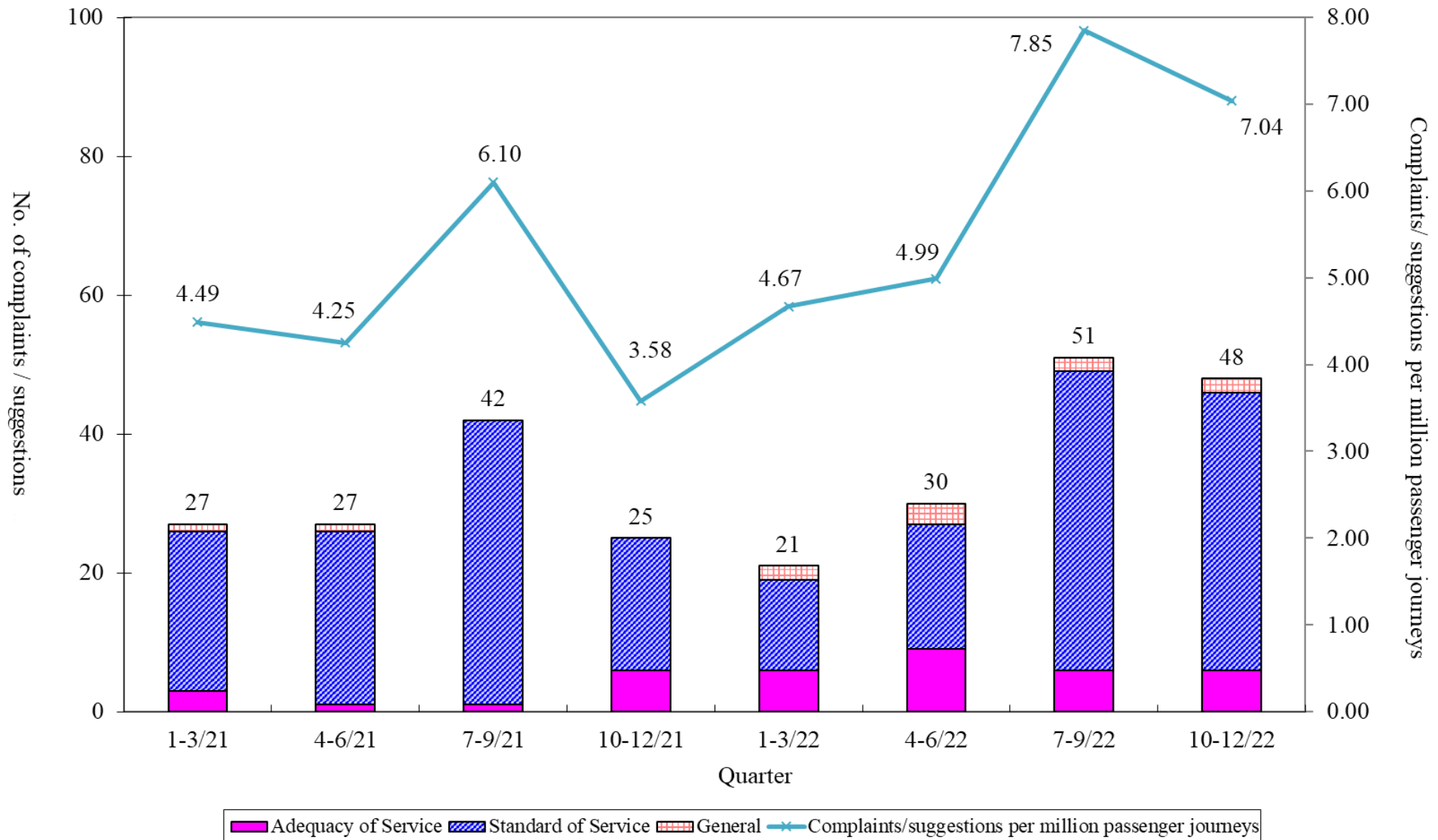
(b) The complaints received from individual complainants, who made more than 100 complaints in a quarter, were excluded.



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

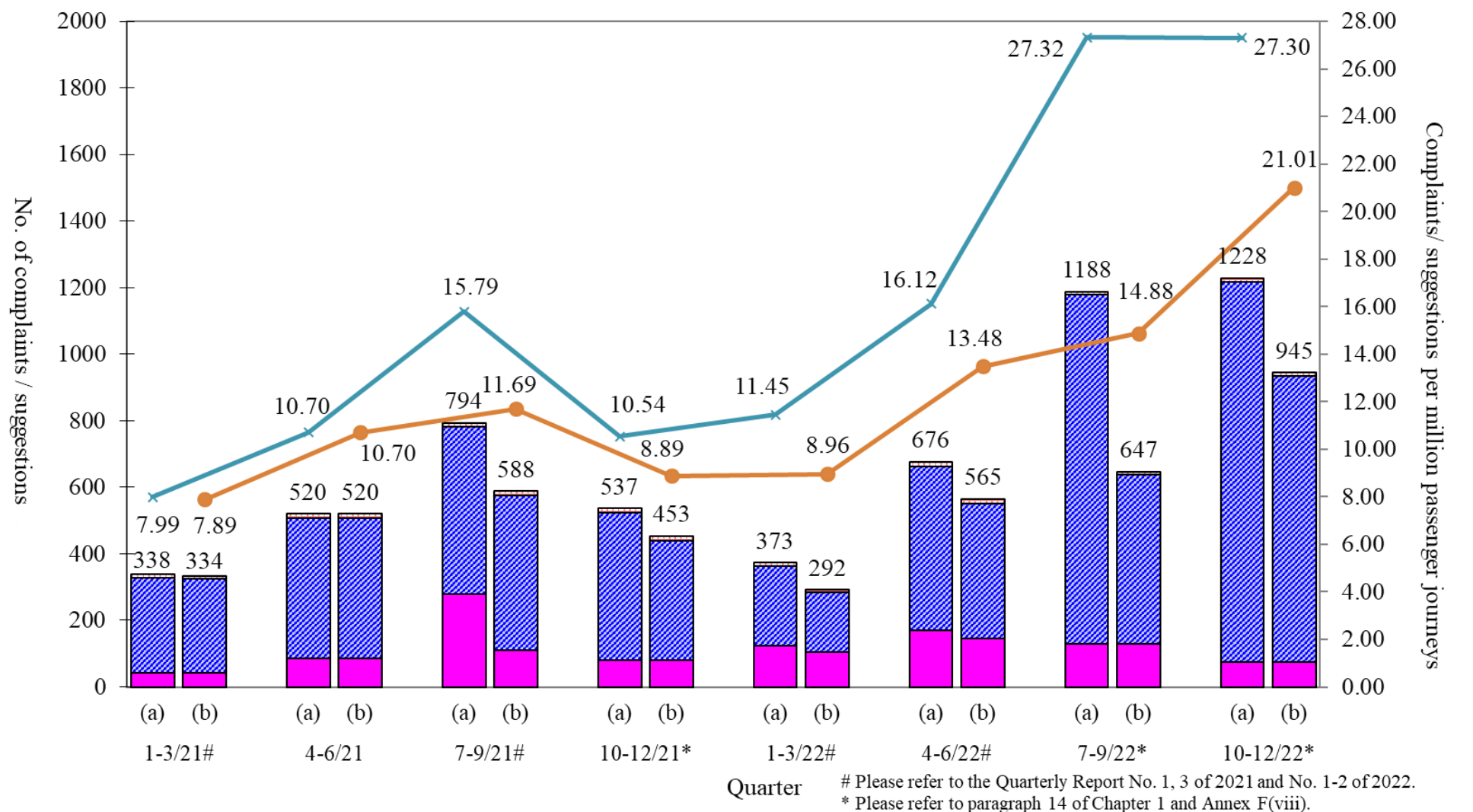


**Complaints and Suggestions on the Services of New Lantao Bus Company (1973) Limited  
in the Past Eight Quarters**



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

**Annex F(vii)**



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.

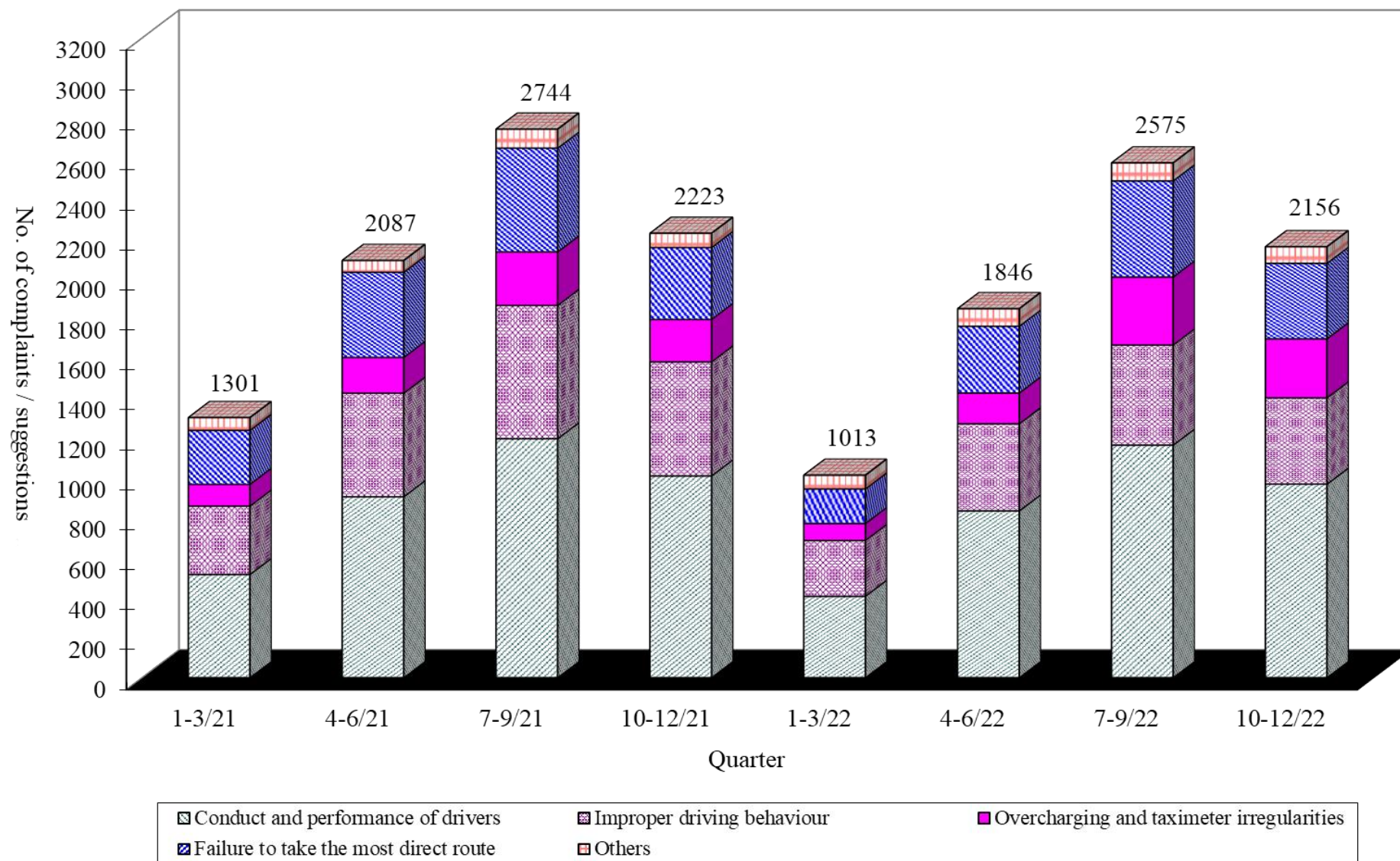
**Breakdown of Complaints and Suggestions on Franchised Bus Services**  
**(October – December 2022)**

<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)	2 190 (1 806)	10.53 (8.69)
Citybus Limited (Franchise 1) (CB1)	241	9.41
Citybus Limited (Franchise 2) (CB2)	79	15.01
New World First Bus Services Limited (NWFB)	628 (516)	24.25 (19.92)
New Lantao Bus Company (1973) Limited	48	7.04
Long Win Bus Company Limited	104	12.43
Cross-harbour Bus Services <sup>(1)</sup>	1 228 (945)	27.30 (21.01)
<b>Total</b>	<b>4 518 (3 739)</b>	<b>13.91 (11.51)</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 779 complaints (384 about KMB, 112 about NWFB and 283 about cross-harbour bus services) were received from five 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 (1.10.21-31.12.21)</u></b>	<b><u>Previous quarter (1.7.22-30.9.22)</u></b>	<b><u>Current quarter (1.10.22-31.12.22)</u></b>
<b>(a) Conduct and performance of drivers</b>			
(i) Behaving other than in a civil & orderly manner	346	464	347
(ii) Refusing hire	560	584	530
(iii) Soliciting passengers	1	4	3
(iv) Refusing to drive to destination	85	90	77
(v) Failure to display driver identity plate	16	16	11
(vi) Failure to display driver identity plate properly	1	5	-
Sub-total	1 009	1 163	968
(b) Improper driving behaviour	570	501	432
(c) Overcharging	166	295	242
(d) Taximeter irregularities	47	45	53
(e) Failure to take the most direct route	360	481	378
(f) Others*	71	90	83
<b>Total</b>	<b>2 223</b>	<b>2 575</b>	<b>2 156</b>

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

**Complaints and Suggestions on Traffic and Road Conditions**  
**(October – December 2022)**

District  Nature of Complaint/Suggestion	Hong Kong Island				Kowloon					New Territories								Others (e.g. general issues and tunnel areas)	Total	
	Eastern	Wan Chai	Central & Western	Southern	Kwun Tong	Wong Tai Sin	Kowloon City	Sham Shui Po	Yau Tsim Mong	North	Tai Po	Sha Tin	Yuen Long	Tuen Mun	Tsuen Wan	Kwai Tsing	Sai Kung			Islands
<u>Traffic Conditions</u>																				
(a) Traffic congestion	7	5	5	9	13	4	7	9	6	11	4	4	11	11	1	3	4	5	1	120
(b) Traffic management	2	3	1	1	8	3	4	2	3	1	3	5	6	9	3	2	2	-	-	58
(c) Additional traffic signs and aids	-	2	1	-	2	-	2	-	1	-	1	2	1	1	1	-	2	1	-	17
(d) Parking facilities	-	2	1	1	-	1	1	-	-	-	-	2	-	-	-	-	2	-	2	12
Sub-total	9	12	8	11	23	8	14	11	10	12	8	13	18	21	5	5	10	6	3	207
<u>Road Maintenance</u>																				
(a) Road conditions	-	1	-	-	1	-	1	-	1	2	1	-	3	1	-	-	2	-	-	13
(b) Traffic signs & aids	1	-	1	-	2	-	-	4	1	-	-	3	3	2	2	-	1	-	-	20
(c) Carriageway markings	-	-	1	-	-	-	-	-	-	-	-	-	3	1	1	1	-	-	-	7
Sub-total	1	1	2	-	3	-	1	4	2	2	1	3	9	4	3	1	3	-	-	40
<u>Enforcement</u>																				
(a) Illegal parking	28	29	11	11	35	9	650	55	126	34	23	102	50	23	17	28	20	2	1	1254
(b) Other enforcement matters	13	12	8	4	12	7	8	16	18	10	7	16	20	9	12	12	16	3	2	205
Sub-total	41	41	19	15	47	16	658	71	144	44	30	118	70	32	29	40	36	5	3	1459
Total	51	54	29	26	73	24	673	86	156	58	39	134	97	57	37	46	49	11	6	1706

**Complaints and Suggestions on Traffic and Road Conditions**  
**(October – December 2022)**

District  Nature of Complaint/Suggestion	Hong Kong Island				Kowloon					New Territories								Others (e.g. general issues and tunnel areas)	Total	
	Eastern	Wan Chai	Central & Western	Southern	Kwun Tong	Wong Tai Sin	Kowloon City	Sham Shui Po	Yau Tsim Mong	North	Tai Po	Sha Tin	Yuen Long	Tuen Mun	Tsuen Wan	Kwai Tsing	Sai Kung			Islands
<u>Traffic Conditions</u>																				
(a) Traffic congestion	7	5	5	9	13	4	7	9	6	11	4	4	11	11	1	3	4	5	1	120
(b) Traffic management	2	3	1	1	8	3	4	2	3	1	3	5	6	9	3	2	2	-	-	58
(c) Additional traffic signs and aids	-	2	1	-	2	-	2	-	1	-	1	2	1	1	1	-	2	1	-	17
(d) Parking facilities	-	2	1	1	-	1	1	-	-	-	-	2	-	-	-	-	2	-	2	12
Sub-total	9	12	8	11	23	8	14	11	10	12	8	13	18	21	5	5	10	6	3	207
<u>Road Maintenance</u>																				
(a) Road conditions	-	1	-	-	1	-	1	-	1	2	1	-	3	1	-	-	2	-	-	13
(b) Traffic signs & aids	1	-	1	-	2	-	-	4	1	-	-	3	3	2	2	-	1	-	-	20
(c) Carriageway markings	-	-	1	-	-	-	-	-	-	-	-	-	3	1	1	1	-	-	-	7
Sub-total	1	1	2	-	3	-	1	4	2	2	1	3	9	4	3	1	3	-	-	40
<u>Enforcement</u>																				
(a) Illegal parking	28	29	11	11	35	9	53	55	72	34	23	85	50	23	17	28	20	2	1	586
(b) Other enforcement matters	13	12	8	4	12	7	8	16	18	10	7	16	20	9	12	12	16	3	2	205
Sub-total	41	41	19	15	47	16	61	71	90	44	30	101	70	32	29	40	36	5	3	791
Total	51	54	29	26	73	24	76	86	102	58	39	117	97	57	37	46	49	11	6	1038

**Note :** (1) 668 complaints about illegal parking received from one complainant during the quarter were excluded. Please see [Annex I\(i\)](#) with these complaints included.



**Complaints and Suggestions Received by TCU during 2018 - 2022**

<b><u>Nature of Complaint/Suggestion<sup>(1)</sup></u></b>	<b><u>2018</u></b>	<b><u>2019</u></b>	<b><u>2020</u></b>	<b><u>2021</u></b>	<b><u>2022</u></b>
<b>I. Public Transport Services</b>					
(a) Adequacy of service	967 [59]	941 [76]	1 165 [97]	2 921 [942]	4 051 [1 245]
(b) Standard of service	22 558 [25]	26 235 [23]	15 855 [22]	22 456 [44]	28 599 [47]
(c) General	556 [10]	545 [6]	602 [19]	627 [11]	745 [40]
	24 081 [94]	27 721 [105]	17 622 [138]	26 004 [997]	33 395 [1 332]
<b>II. Traffic Conditions</b>					
(a) Traffic congestion	220 [9]	435 [7]	666 [12]	783 [17]	448 [14]
(b) Traffic management	149 [30]	198 [39]	132 [32]	205 [51]	164 [40]
(c) Additional traffic signs and aids	69 [17]	66 [19]	64 [24]	90 [31]	73 [33]
(d) Parking facilities	34 [4]	20 [4]	27 [2]	97 [13]	75 [17]
	472 [60]	719 [69]	889 [70]	1 175 [112]	760 [104]
<b>III. Road maintenance</b>					
(a) Road conditions	77	40 [1]	88	88 [2]	80
(b) Traffic signs and aids	57	72 [1]	106 [1]	325 [3]	169 [2]
(c) Carriageway markings	10	5	10	14	12 [1]
	144	117 [2]	204 [1]	427 [5]	261 [3]
<b>IV. Enforcement</b>					
(a) Illegal parking	1 719 [3]	3 182 [4]	4 704 [1]	3 290 [5]	3 934 [3]
(b) Other enforcement matters	1 121 [6]	981 [5]	1 225 [3]	1 358 [9]	1 135 [8]
	2 840 [9]	4 163 [9]	5 929 [4]	4 648 [14]	5 069 [11]
<b>V. Miscellaneous</b>	134 [10]	297 [2]	244 [1]	258 [8]	199 [1]
<b>Total</b>	<b>27 671 [173]</b>	<b>33 017 [187]</b>	<b>24 888 [214]</b>	<b>32 512 [1 136]</b>	<b>39 684 [1 451]</b>

Note : (1) Figures in square brackets are the number of pure suggestions received in the year. The figures have been included in the overall number of cases received. Among the 942 and 1 245 pure suggestions relating to adequacy of service, 772 and 974 about public transport routeing were received from a member of the public.

**Complaints and Suggestions Received by TCU during 2018 - 2022<sup>(1)</sup>**

<b><u>Nature of Complaint/Suggestion<sup>(2)</sup></u></b>	<b><u>2018</u></b>		<b><u>2019</u></b>		<b><u>2020</u></b>		<b><u>2021</u></b>		<b><u>2022</u></b>	
<b>I. Public Transport Services</b>										
(a) Adequacy of service	967	[59]	918	[76]	865	[97]	2 539	[942]	3 768	[1 245]
(b) Standard of service	22 558	[25]	22 917	[23]	14 515	[22]	21 568	[44]	21 766	[47]
(c) General	556	[10]	545	[6]	602	[19]	627	[11]	745	[40]
	24 081	[94]	24 380 <sup>(3)</sup>	[105]	15 982 <sup>(6)</sup>	[138]	24 734 <sup>(11)</sup>	[997]	26 279 <sup>(15)</sup>	[1 332]
<b>II. Traffic Conditions</b>										
(a) Traffic congestion	220	[9]	435	[7]	666	[12]	783	[17]	448	[14]
(b) Traffic management	149	[30]	198	[39]	132	[32]	205	[51]	164	[40]
(c) Additional traffic signs and aids	69	[17]	66	[19]	64	[24]	90	[31]	73	[33]
(d) Parking facilities	34	[4]	20	[4]	27	[2]	97	[13]	75	[17]
	472	[60]	719	[69]	889	[70]	1 175	[112]	760	[104]
<b>III. Road maintenance</b>										
(a) Road conditions	77		40	[1]	88		88	[2]	80	
(b) Traffic signs and aids	57		72	[1]	106	[1]	181 <sup>(12)</sup>	[3]	169	[2]
(c) Carriageway markings	10		5		10		14		12	[1]
	144		117	[2]	204	[1]	283	[5]	261	[3]
<b>IV. Enforcement</b>										
(a) Illegal parking	1 719	[3]	1 941 <sup>(4)</sup>	[4]	3 176 <sup>(7)</sup>	[1]	3 137 <sup>(13)</sup>	[5]	2 636 <sup>(16)</sup>	[3]
(b) Other enforcement matters	1 121	[6]	981	[5]	1 001 <sup>(8)</sup>	[3]	1 358	[9]	1 135	[8]
	2 840	[9]	2 922	[9]	4 177	[4]	4 495	[14]	3 771	[11]
<b>V. Miscellaneous</b>	134	[10]	297	[2]	202 <sup>(9)</sup>	[1]	258	[8]	199	[1]
<b>Total</b>	<b>27 671</b>	<b>[173]</b>	<b>28 435<sup>(5)</sup></b>	<b>[187]</b>	<b>21 454<sup>(10)</sup></b>	<b>[214]</b>	<b>30 945<sup>(14)</sup></b>	<b>[1 136]</b>	<b>31 270<sup>(17)</sup></b>	<b>[1 451]</b>

- Notes :** (1) For 2019, 2020, 2021 and 2022, complaints received from individual complainants, who made more than 100 complaints within a quarter, were excluded. Please see Annex J(i) with these complaints included.
- (2) Figures in square brackets are the number of pure suggestions received in the year. The figures have been included in the overall number of cases received. Among the 942 and 1 245 pure suggestions relating to adequacy of service, 772 and 974 about public transport routeing were received from a member of the public.
- (3) A total of 3 341 complaints received from two complainants were excluded.
- (4) 1 241 complaints received from one complainant were excluded.
- (5) A total of 4 582 complaints received from three complainants were excluded.
- (6) A total of 1 640 complaints received from two complainants were excluded.
- (7) 1 528 complaints received from one complainant were excluded.
- (8) 224 complaints received from one complainant were excluded.
- (9) 42 complaints received from one complainant were excluded.
- (10) A total of 3 434 complaints received from three complainants were excluded.
- (11) A total of 1 270 complaints received from two complainants were excluded.
- (12) 144 complaints received from one complainant were excluded.
- (13) 153 complaints received from one complainant were excluded.
- (14) A total of 1 567 complaints received from four complainants were excluded.
- (15) A total of 7 116 complaints received from 13 complainants were excluded.
- (16) 1 298 complaints received from one complainant were excluded.
- (17) A total of 8 414 complaints received from 14 complainants were excluded.

**Complaints and Suggestions on Franchised Bus Services**<sup>(1)(2)</sup>

<b><u>Bus Company/ Services</u></b>	<b><u>2021</u></b>		<b><u>2022</u></b>		<b><u>Difference</u></b>	
The Kowloon Motor Bus Company (1933) Limited (KMB)	4 820 <sup>(4)</sup>	(6.04)	9 794 <sup>(9)</sup>	(13.52)	+103.2%	(+123.8%)
	[4 707	(5.90)]	[6 089	(8.40)]	[+29.4%	(+42.4%)]
Citybus Limited (Franchise 1) (Citybus)	1 384 <sup>(5)</sup>	(13.12)	1 853 <sup>(10)</sup>	(20.95)	+33.9%	(+59.7%)
	[1 025	(9.72)]	[1 149	(12.99)]	[+12.1%	(+33.6%)]
Citybus Limited (Franchise 2) (Citybus)	210	(10.40)	263	(14.72)	+25.2%	(+41.5%)
New World First Bus Services Limited (NWFB)	2 112 <sup>(6)</sup>	(21.90)	3 523 <sup>(11)</sup>	(40.37)	+66.8%	(+84.3%)
	[1 608	(16.68)]	[1 832	(20.99)]	[+13.9%	(+25.8%)]
New Lantao Bus Company (1973) Limited	121	(4.61)	150	(6.30)	+24.0%	(+36.7%)
Long Win Bus Company Limited	359	(12.42)	330	(11.52)	-8.1%	(-7.2%)
Cross-harbour Bus Services <sup>(3)</sup>	2 189 <sup>(7)</sup>	(11.39)	3 465 <sup>(12)</sup>	(21.26)	+58.3%	(+86.7%)
	[1 895	(9.86)]	[2 449	(15.03)]	[+29.2%	(+52.4%)]
<b>Total</b>	<b>11 195<sup>(8)</sup></b>	<b>(8.84)</b>	<b>19 378<sup>(13)</sup></b>	<b>(17.10)</b>	<b>+73.1%</b>	<b>(+93.4%)</b>
	<b>[9 925</b>	<b>(7.83)]</b>	<b>[12 262</b>	<b>(10.82)]</b>	<b>[+23.5%</b>	<b>(+38.2%)]</b>

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

(2) The numbers of complaints received from individual complainants, who made more than 100 complaints in a quarter, are given in relevant footnotes. The figures not including these complaints are in square brackets.

(3) 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.

(4) Among the 4 820 complaints and suggestions, 113 complaints were received from one complainant.

(5) Among the 1 384 complaints and suggestions, 359 complaints were received from one complainant.

(6) Among the 2 112 complaints and suggestions, 504 complaints were received from one complainant.

(7) Among the 2 189 complaints and suggestions, a total of 294 complaints were received from two complainants.

(8) Among the 11 195 complaints and suggestions, a total of 1 270 complaints were received from two complainants, and 741 pure suggestions about franchised bus routeing were received from a member of the public.

(9) Among the 9 794 complaints and suggestions, a total of 3 705 complaints were received from four complainants.

(10) Among the 1 853 complaints and suggestions, a total of 704 complaints were received from two complainants.

(11) Among the 3 523 complaints and suggestions, a total of 1 691 complaints were received from nine complainants.

(12) Among the 3 465 complaints and suggestions, a total of 1 016 complaints were received from 10 complainants.

(13) Among the 19 378 complaints and suggestions, a total of 7 116 complaints were received from 13 complainants, and 941 pure suggestions about franchised bus routeing were received from a member of the public.

**Complaints and Suggestions on Franchised Bus Services**

<b><u>Nature of Complaint/Suggestion</u></b>	<b><u>2021</u></b>	<b><u>2022</u></b>	<b><u>Difference</u></b>
<b>(A) Adequacy of Service</b>			
(1) Frequency	1 271	1 637	+28.8%
(2) Routeing	926	1 277	+37.9%
(3) Hours of operation	73	124	+69.9%
(4) Provision of stops	77	256	+232.5%
<b>Sub-total</b>	<b>2 347</b>	<b>3 294</b>	<b>+40.3%</b>
<b>(B) Standard of Service</b>			
(1) Regularity of service	4 123	11 158	+170.6%
(2) Adherence to routeing	66	82	+24.2%
(3) Improper driving behaviour	1 612	1 760	+9.2%
(4) Conduct and performance of staff (including drivers)	1 576	1 419	-10.0%
(5) Overcharging	24	28	+16.7%
(6) Cleanliness	44	49	+11.4%
(7) Conditions of vehicles	135	146	+8.1%
(8) Passenger services and facilities	1 038	1 164	+12.1%
<b>Sub-total</b>	<b>8 618</b>	<b>15 806</b>	<b>+83.4%</b>
<b>(C) General<sup>(1)</sup></b>	<b>230</b>	<b>278</b>	<b>+20.9%</b>
<b>Total</b>	<b>11 195<sup>(2)</sup></b>	<b>19 378<sup>(3)</sup></b>	<b>+73.1%<sup>(3)</sup></b>

Notes : (1) These are mainly related to obstruction caused by franchised buses.

(2) Among the 11 195 complaints and suggestions, a total of 1 270 complaints were received from two complainants. The number of complaints not including these cases is 9 925

(3) Among the 19 378 complaints and suggestions, a total of 7 116 complaints were received from 13 complainants. The number of complaints not including these cases is 12 262, representing an increase of 23.5% when compared with 9 925 cases (see note 2) in 2021.

Complaints and Suggestions on Non-franchised Bus Services

<u>Nature of Complaint/Suggestion</u>	<u>2021</u>	<u>2022</u>	<u>Difference</u>
<b>(A) Adequacy of Service</b>			
(1) Frequency	21	34	+61.9%
(2) Routeing	8	25	+212.5%
(3) Hours of operation	2	3	+50.0%
(4) Provision of stops	9	7	-22.2%
<b>Sub-total</b>	<b>40</b>	<b>69</b>	<b>+72.5%</b>
<b>(B) Standard of Service</b>			
(1) Regularity of service	63	72	+14.3%
(2) Adherence to routeing	5	3	-40.0%
(3) Improper driving behaviour	57	51	-10.5%
(5) Conduct and performance of staff (including drivers)	75	32	-57.3%
(5) Overcharging	1	1	-
(6) Cleanliness	2	1	-50.0%
(7) Conditions of vehicles	10	14	+40.0%
(8) Passenger services and facilities	38	45	+18.4%
<b>Sub-total</b>	<b>251</b>	<b>219</b>	<b>-12.7%</b>
<b>(C) General<sup>(1)</sup></b>	<b>12</b>	<b>21</b>	<b>+75.0%</b>
<b>Total</b>	<b>303</b>	<b>309</b>	<b>+2.0%</b>

Note : (1) These are mainly related to obstruction caused by vehicles providing non-franchised bus services.

**Complaints and Suggestions on Green Minibus Services**

<b><u>Nature of Complaint/Suggestion</u></b>	<b><u>2021</u></b>	<b><u>2022</u></b>	<b><u>Difference</u></b>
<b>(A) Adequacy of Service</b>			
(1) Frequency	361	432	+19.7%
(2) Routeing	36	68	+88.9%
(3) Hours of operation	6	14	+133.3%
(4) Provision of stops	21	18	-14.3%
<b>Sub-total</b>	<b>424</b>	<b>532</b>	<b>+25.5%</b>
<b>(B) Standard of Service</b>			
(1) Regularity of service	1 267	1 509	+19.1%
(2) Adherence to routeing	229	225	-1.7%
(3) Improper driving behaviour	1 097	933	-14.9%
(4) Conduct and performance of staff (including drivers)	1 455	1 413	-2.9%
(5) Overcharging	108	113	+4.6%
(6) Cleanliness	60	59	-1.7%
(7) Conditions of vehicles	88	70	-20.5%
(8) Passenger services and facilities	124	144	+16.1%
<b>Sub-total</b>	<b>4 428</b>	<b>4 466</b>	<b>+0.9%</b>
<b>(C) General<sup>(1)</sup></b>	<b>106</b>	<b>77</b>	<b>-27.4%</b>
<b>Total</b>	<b>4 958</b>	<b>5 075</b>	<b>+2.4%</b>

Note : (1) These are mainly related to obstruction caused by green minibuses.

**Complaints and Suggestions on Red Minibus Services**

<b><u>Nature of Complaint/Suggestion</u></b>	<b><u>2021</u></b>	<b><u>2022</u></b>	<b><u>Difference</u></b>
<b>(A) Adequacy of Service</b>	-	-	-
<b>(B) Standard of Service</b>			
(1) Regularity of service	-	-	-
(2) Adherence to routeing	-	-	-
(3) Improper driving behaviour	160	109	-31.9%
(4) Conduct and performance of staff (including drivers)	107	86	-19.6%
(5) Overcharging	8	14	+75.0%
(6) Cleanliness	15	4	-73.3%
(7) Conditions of vehicles	1	4	+300.0%
(8) Passenger services and facilities	7	8	+14.3%
<b>Sub-total</b>	<b>298</b>	<b>225</b>	<b>-24.5%</b>
<b>(C) General<sup>(1)</sup></b>	<b>52</b>	<b>118</b>	<b>+126.9%</b>
<b>Total</b>	<b>350</b>	<b>343</b>	<b>-2.0%</b>

Note : (1) These are mainly related to the Public Transport Fare Concession Scheme for the Elderly & Eligible Persons with Disabilities (\$2 Scheme) launched in late February 2022 and frequency of red minibus services.

Complaints and Suggestions on Taxi Services

<u>Nature of Complaint/Suggestion</u>	<u>2021</u>	<u>2022</u>	<u>Difference</u>
<b>Taxi driver malpractice</b>			
(a) Conduct and performance of drivers			
(i) Behaving other than in a civil & orderly manner	1 361	1 304	-4.2%
(ii) Refusing hire	1 882	1 745	-7.3%
(iii) Soliciting passengers	6	8	+33.3%
(iv) Refusing to drive to destination	310	263	-15.2%
(v) Failure to display driver identity plate	55	42	-23.6%
(vi) Failure to display driver identity plate properly	11	10	-9.1%
	3 625	3 372	-7.0%
(b) Improper driving behaviour	2 097	1 648	-21.4%
(c) Overcharging	586	709	+21.0%
(d) Taximeter irregularities	183	165	-9.8%
(e) Failure to take the most direct route	1 575	1 366	-13.3%
<b>Sub-total</b>	<b>8 066</b>	<b>7 260</b>	<b>-10.0%</b>
<b>Others</b>			
(a) Taxi obstruction	192	200	+4.2%
(b) Miscellaneous <sup>(1)</sup>	97	130	+34.0%
<b>Sub-total</b>	<b>289</b>	<b>330</b>	<b>+14.2%</b>
<b>Total</b>	<b>8 355</b>	<b>7 590</b>	<b>-9.2%</b>

Note: (1) These are mainly related to cleanliness and condition of vehicle and compartment.



**Complaints and Suggestions on Rail Services**

<b><u>Railway Company</u></b>	<b><u>2021</u></b>	<b><u>2022</u></b>	<b><u>Difference</u></b>
Mass Transit Railway Corporation Limited (Excluding Light Rail)	598	461	-22.9%
Mass Transit Railway Corporation Limited (Light Rail)	90	85	-5.6%
The Hongkong Tramways Limited	60	44	-26.7%
<b>Total</b>	<b>748</b>	<b>590</b>	<b>-21.1%</b>

**Complaints and Suggestions on Ferry Services**

<b><u>Ferry Company</u></b>	<b><u>2021</u></b>	<b><u>2022</u></b>	<b><u>Difference</u></b>
Sun Ferry Services Company Limited	30	40	+33.3%
The 'Star' Ferry Company Limited	11	10	-9.1%
Minor Ferries	54	60	+11.1%
<b>Total</b>	<b>95</b>	<b>110</b>	<b>+15.8%</b>

**Complaints about Traffic Congestion during 2018 – 2022**

<b><u>District</u></b>		<b><u>No. of Complaints</u></b>				
		<b><u>2018</u></b>	<b><u>2019</u></b>	<b><u>2020</u></b>	<b><u>2021</u></b>	<b><u>2022</u></b>
Hong Kong	- Eastern	11	27	25	53	24
	- Wan Chai	17	17	31	53	14
	- Central & Western	8	33	32	36	16
	- Southern	13	11	7	27	15
Kowloon	- Kwun Tong	10	52	92	74	41
	- Wong Tai Sin	8	14	18	28	18
	- Kowloon City	19	28	53	53	39
	- Sham Shui Po	3	25	79	68	44
	- Yau Tsim Mong	38	29	57	68	34
New Territories	- North	11	36	14	20	20
	- Tai Po	4	11	30	35	18
	- Sha Tin	15	43	46	67	29
	- Yuen Long	15	33	42	58	33
	- Tuen Mun	12	23	30	54	51
	- Tsuen Wan	9	16	43	43	11
	- Kwai Tsing	13	12	28	19	13
	- Sai Kung	8	18	34	21	18
	- Islands	5	2	5	5	7
Others		1	5	-	1	3
<b>Total</b>		<b>220</b>	<b>435</b>	<b>666</b>	<b>783</b>	<b>448</b>

**Complaints about Illegal Parking during 2018 – 2022<sup>(1)</sup>**

<b><u>District</u></b>		<b><u>2018</u></b>	<b><u>2019</u></b>	<b><u>2020</u></b>	<b><u>2021</u></b>	<b><u>2022</u></b>
Hong Kong	- Eastern	115	108	155	161(160)	160(135)
	- Wan Chai	90	153(76)	176(175)	167(155)	131
	- Central & Western	84	754(87)	1 647(123)	340(210)	116(81)
	- Southern	52	36	47	55	79(71)
Kowloon	- Kwun Tong	141	188	343	215	182
	- Wong Tai Sin	66	68	123	77	52
	- Kowloon City	133	168	188(186)	220(218)	1 316(163)
	- Sham Shui Po	128	167	355	338(333)	257(251)
	- Yau Tsim Mong	147	189(181)	226	255(253)	266(212)
New Territories	- North	53	76	103	97	103
	- Tai Po	105	102	151	124	86
	- Sha Tin	131	143	305	466	475(458)
	- Yuen Long	115	183	225	218	216
	- Tuen Mun	118	104	189	204	128
	- Tsuen Wan	95	70	126	100	82
	- Kwai Tsing	59	93	166	128	132
	- Sai Kung	73	63	151	92	119
	- Islands	8	24	21	23	23
Others <sup>(2)</sup>		6	493(4)	7(6)	10(9)	11
<b>Total</b>		<b>1 719</b>	<b>3 182</b>	<b>4 704</b>	<b>3 290</b>	<b>3 934</b>
			<b>(1 941)</b>	<b>(3 176)</b>	<b>(3 137)</b>	<b>(2 636)</b>

Notes : (1) The figures not including complaints received from individual complainants, who made more than 100 complaints within a quarter, are in brackets.

(2) These are mainly related to illegal parking without specification on the locations.

**Complaints about Enforcement Matters (other than Illegal Parking)**  
**during 2018 – 2022<sup>(1)</sup>**

<b><u>District</u></b>		<b><u>2018</u></b>	<b><u>2019</u></b>	<b><u>2020</u></b>	<b><u>2021</u></b>	<b><u>2022</u></b>
Hong Kong	- Eastern	66	48	61	72	42
	- Wan Chai	72	60	66	74	50
	- Central & Western	90	62	276(55)	57	37
	- Southern	28	28	18(17)	35	16
Kowloon	- Kwun Tong	94	61	68	102	104
	- Wong Tai Sin	43	37	34	68	59
	- Kowloon City	89	69	66(64)	103	65
	- Sham Shui Po	56	60	53	74	59
	- Yau Tsim Mong	107	108	85	132	145
New Territories	- North	20	25	12	28	34
	- Tai Po	53	42	37	62	33
	- Sha Tin	79	74	74	87	94
	- Yuen Long	76	86	87	114	109
	- Tuen Mun	61	58	79	105	74
	- Tsuen Wan	50	46	55	68	46
	- Kwai Tsing	39	40	36	48	49
	- Sai Kung	46	44	79	76	76
	- Islands	38	18	21	21	15
Others		14	15	18	32	28
<b>Total</b>		<b>1 121</b>	<b>981</b>	<b>1 225 (1 001)</b>	<b>1 358</b>	<b>1 135</b>

Note : (1) The figures not including complaints received from individual complainants, who made more than 100 complaints within a quarter, are in 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 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.