

QUARTERLY REPORT No. 4 of 2023

by the

TRANSPORT COMPLAINTS UNIT

of the

TRANSPORT ADVISORY COMMITTEE

for the period

1 October 2023 – 31 December 2023

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Chapter 1 Major Areas of Complaints and Suggestions¹

This is the fourth quarterly report for 2023 covering the period from 1 October to 31 December 2023.

Yearly and Quarterly Trends

2. During the quarter, the Transport Complaints Unit (TCU) received 10 851² complaints and suggestions, including 291³ pure suggestions. About 76% (8 273) of the cases were received through TCU Complaint/Suggestion Webforms and email, 24% (2 569) 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 5.6%² as compared with 11 500⁴ cases in the previous quarter and an increase of 6.5%² as compared with 10 190⁵ cases in the same quarter in 2022. A breakdown of all the complaints and suggestions received during the quarter is at Annex A.

3. Among the 291³ pure suggestions received, 248³ were about public transport services, of which 225 were related to franchised bus services. There were 41 cases on traffic and road conditions (including enforcement matters). A breakdown of all the pure suggestions received during the quarter is shown at

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

² Among the 10 851 complaints and suggestions, a total of 769 complaints were received from three complainants. The number of complaints not including these cases is 10 082, representing a decrease of 6.9% when compared with 10 832 cases (see footnote 4) in the previous quarter and an increase of 15.3% when compared with 8 743 cases (see footnote 5) in the same quarter in 2022. A breakdown of the complaints not including these cases is at Annex A(i)(b).

³ Among the 291 pure suggestions, 248 cases were about public transport services. Among those 248 cases, 161 were received from a member of the public.

⁴ Among the 11 500 complaints and suggestions, a total of 668 complaints were received from two complainants. The number of complaints not including these cases is 10 832.

⁵ 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.

Annex A(iii).

4. A graph showing the trends of complaints and suggestions received by TCU in the past ten years (2014-2023) is at Annex B(i). Another graph showing the trends of complaints and suggestions received, by quarter, since 2019 is at Annex B(ii).

5. During the quarter, investigations into 8 314 cases (including some outstanding cases from previous quarters) were completed. Of these, 7 492 cases (90%) were found to be substantiated, seven cases (less than 1%) unsubstantiated, and the remaining 815 cases (10%) 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 2023, the Police reported the latest developments on 846⁶ cases previously referred to them. Among these cases, 17⁶ drivers were summonsed.

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

Public Transport Services

7. Complaints and suggestions on public transport services accounted for 9 448 ⁷ cases, representing a decrease of 9.5%⁷ as compared with

⁶ The figures include the taxi cases in paragraph 22.

⁷ Among the 9 448 complaints and suggestions, a total of 494 complaints were received from two complainants. The number of complaints not including these cases is 8 954, representing a decrease of 8.4% when compared with 9 771 cases (see footnote 8) in the previous quarter and an increase of 16.9% when compared with 7 662 cases (see footnote 9) in the same quarter in 2022. A breakdown of the complaints not including these cases is at Annex E(i)(b).

10 439⁸ cases in the previous quarter and an increase of 11.9%⁷ as compared with 8 441⁹ cases in the same quarter in 2022. A breakdown of the complaints and suggestions received during the quarter is at Annex E(i). A graph showing the trends of complaints and suggestions received, by quarter, since 2019 is at Annex E(ii).

Franchised Bus Services

8. A total of 4 152¹⁰ complaints and suggestions on franchised bus services were received during the quarter, representing a decrease of 10.6%¹⁰ as compared with 4 645¹¹ cases in the previous quarter and a decrease of 8.1%¹⁰ as compared with 4 518¹² cases in the same quarter in 2022.

9. There were 2 479¹³ cases on the services of The Kowloon Motor Bus Company (1933) Limited (KMB), as compared with 2 748¹⁴ cases in the previous quarter and 2 190¹⁵ cases in the same quarter in 2022. Among the 2 479¹³ cases, 162 (or 6.5%) were about the adequacy of service and 2 273 (or 91.7%) were about the standard of service.

⁸ Among the 10 439 complaints and suggestions, a total of 668 complaints were received from two complainants. The number of complaints not including these cases is 9 771.

⁹ 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.

¹⁰ Among the 4 152 complaints and suggestions, a total of 494 complaints were received from two complainants. The number of complaints not including these cases is 3 658, representing a decrease of 8.0% when compared with 3 977 cases (see footnote 11) in the previous quarter and a decrease of 2.2% when compared with 3 739 cases (see footnote 12) in the same quarter in 2022.

¹¹ Among the 4 645 complaints and suggestions, a total of 668 complaints were received from two complainants. The number of complaints not including these cases is 3 977.

¹² 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.

¹³ Among the 2 479 complaints and suggestions, a total of 494 complaints (about the standard of service) were received from two complainants. The number of complaints not including these cases is 1 985.

¹⁴ Among the 2 748 complaints and suggestions, a total of 668 complaints were received from two complainants. The number of complaints not including these cases is 2 080.

¹⁵ Among the 2 190 complaints and suggestions, a total of 384 complaints were received from two complainants. The number of complaints not including these cases is 1 806.

10. There were 682 cases on the services of the Citybus Limited (Franchise for the Urban and New Territories bus network) (CTB (U&NT))¹⁶, as compared with 788 cases in the previous quarter and 869¹⁷ cases in the same quarter in 2022. Among the 682 cases, 82 (or 12.0%) were about the adequacy of service while 587 (or 86.1%) were about the standard of service.

11. There were 210 cases on the services of the Citybus Limited (Franchise for Airport and North Lantau Bus Network) (CTB (Lantau)), as compared with 195 cases in the previous quarter and 79 cases in the same quarter in 2022. Among the 210 cases, 35 (or 16.7%) were about the adequacy of service while 175 (or 83.3%) were about the standard of service.

12. There were 226 cases on the services of the Long Win Bus Company Limited (LWB), as compared with 241 cases in the previous quarter and 104 cases in the same quarter in 2022. Of the 226 cases, 60 (or 26.5%) were about the adequacy of service and 166 (or 73.5%) were about the standard of service.

13. There were 82 cases on the services of the New Lantao Bus Company (1973) Limited (NLB), as compared with 81 cases in the previous quarter and 48 cases in the same quarter in 2022. Of the 82 cases, 12 (or 14.6%) were about the adequacy of service and 70 (or 85.4%) were about the standard of service.

14. There were 473 cases on the cross-harbour bus services¹⁸, as compared with 592 cases in the previous quarter and 1 228¹⁹ cases in the same quarter in 2022. Of the 473 cases, 51 (or 10.8%) were about the adequacy of service and 413 (or 87.3%) were about the standard of service.

¹⁶ Citybus Limited (Franchise 1) and New World First Bus Services Limited merged into Citybus Limited (Franchise for the Urban and New Territories bus network) (“CTB(U&NT)”) commencing from 1 July 2023.

¹⁷ Among the 869 complaints and suggestions, 112 complaints were received from three complainants. The number of complaints not including these cases is 757.

¹⁸ Complaints and suggestions on cross-harbour bus services cannot be further broken down by bus company as the services are jointly operated by KMB and Citybus.

¹⁹ Among the 1 228 complaints and suggestions, 283 complaints were received from three complainants. The number of complaints not including these cases is 945.

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

Non-Franchised Bus Services

16. There were 126 complaints and suggestions on non-franchised bus services (e.g. residents' services and feeder bus services operated by the MTR Corporation Limited (MTRCL)). The corresponding figures for the previous quarter and the same quarter in 2022 were 139 and 82 respectively.

Public Light Bus Services

17. A total of 2 036 complaints and suggestions on public light bus (PLB) services were received in this quarter, representing a decrease of 7.7% as compared with 2 207 cases in the previous quarter and an increase of 35.0% as compared with 1 508 cases in the same quarter in 2022. All of these cases were referred to the Transport Department (TD) or the Police for action.

18. Of the PLB cases received, 95.5% or 1 945 cases were on green minibus (GMB) services, representing a decrease of 7.7% as compared with 2 108 cases in the previous quarter and an increase of 36.8% as compared with 1 422 cases in the same quarter in 2022. Among the 1 945 cases, 173 (or 8.9%) were about the adequacy of service and 1 747 (or 89.8%) were about the standard of service.

19. The remaining 4.5% or 91 cases were on the services provided by red minibuses (RMB), representing a decrease of 8.1% as compared with 99 cases in the previous quarter and an increase of 5.8% as compared with 86 cases in the same quarter in 2022.

Taxi Services

20. A total of 2 890 cases on taxi services were received in this quarter, representing a decrease of 10.8% as compared with the previous quarter and an increase of 34.0% as compared with the same quarter in 2022. A comparison of the complaints and suggestions on taxi services in the past eight quarters is at Annex G.

21. Of the 2 890 cases received, 2 811 (97.3%) were related to taxi driver malpractice, as compared with 3 172 such cases (97.9%) in the previous quarter. Complaints about driver malpractice included drivers refusing hire, improper driving behaviour, failure to take the most direct route, overcharging and behaving other than in a civil and orderly manner, 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 712 such cases (25.3%) were referred to the Police.

22. During the quarter, the Police reported the latest developments on 617 cases previously referred to them. These cases are categorised as follows –

	<u>No. of Cases</u>		<u>Percentage</u>	
(a) Summonsed	8	(6)	1	(1)
(b) Withdrawn by complainants	188	(178)	30	(31)
(c) Evidence considered insufficient by the Police for further processing	421	(383)	68	(68)
	<u>617 (567)</u>		<u>100 (100)</u>	

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

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

23. Among the six summonsed cases in the previous quarter, two taxi drivers were convicted of traffic offences by the court²⁰. They were fined \$450 for failing to comply with road markings and failing to comply with traffic signs respectively.

Rail Services

24. A total of 222 complaints and suggestions on rail services were received. The corresponding figures for the previous quarter and the same quarter in 2022 were 182 and 159 respectively. Of the 222 cases, 191 were on the services of MTRCL. A detailed breakdown of the nature of complaints and suggestions on rail services is at Annex E(i)(a).

Ferry Services

25. There were 22 complaints and suggestions on ferry services in this quarter. The corresponding figures for the previous quarter and the same quarter in 2022 were 27 and 18 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 406²¹ complaints recorded in this quarter about traffic congestion/obstruction, as compared with 143 cases in the previous quarter and 120 cases in the same quarter in 2022. Congestion/obstruction was reported to have occurred throughout the territory, as illustrated below –

²⁰ Results of the remaining summonsed cases were not yet available as at end December 2023.

²¹ Among the 406 complaints and suggestions, a total of 275 complaints were received from one complainant. The number of complaints not including these cases is 131.

	<u>Number of Complaints</u>	
Hong Kong Island	27	(29)
Kowloon	50	(42)
New Territories	328 ²²	(71)
Others (e.g. general issues and tunnel areas)	1	(1)
Total	406²¹	(143)

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

27. Based on the number of complaints received, districts most affected by traffic congestion/obstruction were Kwai Tsing (279²² cases), Kwun Tong (19 cases) and Tuen Mun (18 cases). The number of complaints and suggestions on traffic and road conditions broken down by district is at Annex I.

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

29. There were 66 complaints and suggestions on traffic management and 33 requests for additional traffic signs and aids in this quarter. As a comparison, there were 81 and 27 such cases in the previous quarter, and 58 and 17 in the same quarter in 2022.

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

²² Among the 328 and 279 complaints and suggestions, a total of 275 complaints were received from one complainant. The respective number of complaints not including these cases is 53 and 4.

Road Maintenance

31. During the quarter, there were 37 complaints about road maintenance, as compared with 59 cases in the previous quarter and 40 cases in the same quarter in 2022. Among the 37 cases, 17 cases were related to road conditions and 19 cases were related to traffic signs and aids.

32. Districts which attracted relatively more complaints about road conditions were Yuen Long (seven cases), Wan Chai and Kwun Tong (three cases each). Districts which attracted relatively more complaints about traffic signs and aids were Yuen Long (three cases), Yau Tsim Mong, Tuen Mun, Kwai Tsing and Sai Kung (two cases each).

Enforcement

33. There were 764 complaints about traffic regulations enforcement in this quarter, representing an increase of 16.5% when compared with 656 cases in the previous quarter and a decrease of 47.6% when compared with 1 459²³ cases in the same quarter in 2022. They were mainly requests for action against illegal parking (460 cases), disobeying traffic signs/schemes (100 cases), prolonged waiting causing obstruction (63 cases), jumping red light/failing to give way to pedestrians/traffic (44 cases) and jaywalking (41 cases). All these cases were referred to the Police for action. The number of complaints on traffic regulations enforcement broken down by district is at Annex I.

34. Districts which attracted relatively more complaints about illegal parking were Sha Tin (54 cases), Kowloon City (50 cases), Yau Tsim Mong (49 cases) and Kwun Tong (43 cases).

²³ 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 3.4% when compared with 764 cases in this quarter.

Chapter 2 Major Events and Noteworthy Cases

Transport Complaints Unit Sub-committee Meeting

At the quarterly meeting of the TCU Sub-committee on 21 November 2023, Members discussed –

- (a) Complaints on Hotline Services of Public Transport Operators;
- (b) Complaints and Suggestions on Rail Services;
- (c) Complaints and Suggestions about Taxi Services; and
- (d) TCU Quarterly Report No. 3 of 2023.

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

- (a) Complaints and Suggestions about Taxi Services; and
- (b) TCU Quarterly Report No. 3 of 2023.

Suggestion of enhancing franchised bus services in Tung Chung

3. A member of the public raised concerns about inadequate franchised bus services in Tung Chung. In view of the increasing population in the vicinity of Tung Chung, the current franchised bus services could not meet the demand of Tung Chung residents. Therefore, she proposed increasing the frequency of franchised bus services and enhancing the service level of franchised bus services to cater for the demand of passengers in Tung Chung.

4. The case was referred to the Transport Department (TD) for consideration. The TD advised that they would closely monitor changes in passenger demand and collaborate with bus companies to review the provision of franchised bus services in the district. Through the annual submission of the “Bus

Route Planning Programme” by the bus companies, the TD would study and adjust existing franchised bus services to further enhance the public transportation network in Tung Chung. This aimed to facilitate residents’ travel within Tung Chung area and to/from various districts in Hong Kong, Kowloon and the New Territories, as part of the expansion of the new town area.

5. To cater for the transportation needs of residents moving into Yu Nga Court, the TD had implemented adjustments to different bus routes related to Yu Nga Court as consulted with the District Council in the earlier “Bus Route Planning Programme”. In 2023, the TD had implemented bus route adjustments outlined in the “Bus Route Planning Programme” in phases. Starting from 26 November 2023, CTB routes E11A (round trip), E11B (round trip), E11S (towards Tin Hau), E22S (round trip) and route S56 would be rerouted to pass by the bus stops along Yi Tung Road near Yu Nga Court for the convenience of Yu Nga Court residents in their daily travel.

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

Complaint about illegal parking of tourist coaches in Kowloon Bay Public Transport Terminus

7. A member of the public filed a complaint about the illegal parking of tourist coaches in Kowloon Bay Public Transport Terminus (the Terminus). The complainant pointed out that some tourist coaches illegally parked in the Terminus disregard the “vehicle waiting will be prosecuted without warning” traffic sign and yellow box road marking at the location concerned. He considered that vehicle obstruction not only greatly affected the traffic flow and operation of the public transport services, it might also endanger people using the Terminus. He requested the relevant departments to work out measures to deter illegal parking in the Terminus.

8. The case was referred to the TD for investigation and the Police for necessary enforcement action. In response, the TD replied that they had requested the Police to strengthen enforcement action at the Terminus to ensure

smooth traffic flow and the normal operation of other public transport services, and had reminded the bus companies to instruct their bus captains to ensure safe boarding and alighting activities of passengers.

9. In addition, after consulting with relevant stakeholders, the TD had designated the Terminus as a prohibited zone with effect from 27 October 2023 such that drivers of all motor vehicles, except franchised buses, public light buses (scheduled services) and those with permits issued by the Commissioner for Transport, were prohibited from driving vehicles at the Terminus 24 hours daily.

10. Regarding the enforcement actions, the Police replied that they would continue to keep watch on the traffic-related offences occurred within the district. If there were any contraventions of traffic-related legislation, the Police would, depending on the seriousness of the offences, decide to take the necessary enforcement actions under the “Selected Traffic Enforcement Priorities”. The actions would include using mobile video recording for taking enforcement actions; issuing multiple fixed penalty tickets against illegal parking; and towing away vehicles which caused serious traffic obstruction. It was expected that these enforcement actions would achieve greater deterrent effect and hence induce behavioural changes of drivers required to enhance road safety as well as to maintain smooth traffic flow.

11. The complainant was informed of the above and did not make further comment.

Concerns about improper driving behaviours when approaching ‘Zebra’ crossings

12. A member of the public expressed concerns about the improper driving behaviours of a taxi driver. He complaint that a taxi driver failed to give way for the pedestrians who were waiting to cross a ‘Zebra’ crossing and overtook the leading vehicle which had stopped to give way to the pedestrians on the crossing. He requested the TD to review the situation so as to enhance road safety.

13. The case was referred to the TD for follow-up actions. In response, the TD advised that regulation 32 of the Road Traffic (Traffic Control) Regulations (Cap. 374G) stipulated the prohibition against overtaking at 'Zebra' crossings. Any person who without reasonable excuse contravened the provision of, or any requirement under, the regulation committed an offence and was liable for fine penalty and imprisonment. Chapter 5 of the Road Users' Code also mentioned that drivers must not overtake within the zigzag area of a 'Zebra' crossing. Drivers should not overtake where the location might come into conflict with other road users, for example, at a junction, where the road narrows or on the approach to a pedestrian crossing. Before starting to overtake, drivers should make sure that the lane to be joined was clear far enough ahead and behind. Drivers should not overtake unless they were sure that they could do so without causing danger to others as well as themselves.

14. The TD further advised that pedestrians should follow the Road Crossing Code fully. The pedestrian should always give drivers plenty of time to see him, slow down and stop for him to cross. If necessary, the pedestrian should put a small step on the crossing to indicate to coming drivers that that he wished to cross. Until the pedestrian had stepped onto a 'Zebra' crossing, the traffic did not have to stop for him. The pedestrian should make sure that the traffic had stopped before starting to cross.

15. The Government attached great importance to road safety. The TD had been collaborating closely with the Road Safety Council (RSC) and the Police to promote road safety amongst different road users through various publicity and education channels. These included distributing Road Safety Bulletins and leaflets, and promoting safety messages on RSC's social media platforms, etc. which disseminated various safety messages to drivers including the use of 'Zebra' crossing. The TD would continue collaborating with the RSC and the Police to enhance the drivers' awareness on the use of 'Zebra' crossing through publicity and education.

16. With regard to the improper driving behaviours of the taxi driver concerned, the TD had referred the case to the Police for consideration of taking enforcement action. Meanwhile, the TD had issued a letter to the owner of the taxi concerned requesting the owner to urge the driver concerned to take heed of

his/her driving attitude and drive with due care and attention. The driver concerned should comply with the Road Traffic Ordinance and Road Users' Code, and should not pass ahead vehicles near a 'Zebra' crossing. When approaching a 'Zebra' crossing, the driver concerned should also look out for pedestrians waiting to cross and be ready to slow down or stop behind the 'Give way' line to let them cross.

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

Chapter 3 Feature Article

Overview of Complaints and Suggestions Received in 2023²⁴

Overall Trend

TCU received 42 352²⁵ complaints and suggestions in 2023. Among these, 1 188²⁶ were pure suggestions. The number of cases recorded an increase of 6.7% when compared with 39 684²⁷ cases received in 2022. A breakdown of the complaints and suggestions received by TCU in the past five years is at Annex J(i). A breakdown of the cases received in 2023 by category is as follows –

<u>Nature of Complaint/Suggestion</u>	<u>2022</u>	<u>2023</u>	<u>Difference</u>
Public Transport Services	33 395 ²⁸	37 622 ²⁹	+12.7%
Traffic Conditions	760	1 232 ³⁰	+62.1%
Road Maintenance	261	208	-20.3%

²⁴ The numbers of complaints received from individual complainants, who made more than 100 complaints during a quarter, are given in relevant footnotes.

²⁵ Among the 42 352 complaints and suggestions, a total of 2 921 complaints were received from six complainants. The number of complaints not including these cases is 39 431, representing an increase of 26.1% when compared with 31 270 cases (see footnote 27) in 2022. A breakdown of the complaints not including these cases is at Annex J(ii).

²⁶ Among these pure suggestions, 699 pure suggestions about public transport routeing were received from a member of the public.

²⁷ 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.

²⁸ 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.

²⁹ Among the 37 622 complaints and suggestions, a total of 2 646 complaints were received from five complainants. The number of complaints not including these cases is 34 976, representing an increase of 33.1% when compared with 26 279 cases (see footnote 28) in 2022.

³⁰ Among the 1 232 complaints and suggestions, a total of 275 complaints were received from one complainant. The number of complaints not including these cases is 957, representing an increase of 25.9% when compared with 760 cases in 2022.

Enforcement	5 069 ³¹	3 042	-40.0%
Miscellaneous ³²	199	248	+24.6%
<u>Total</u>	39 684²⁷	42 352²⁵	+6.7%

Public Transport Services

2. Public transport services remained the major area of complaints and suggestions. In 2023, 37 622²⁹ complaints and suggestions were received, accounting for 89% of the total number of cases. Among these, 1 034²⁶ were pure suggestions. The number of cases in this category recorded an increase of 12.7% as compared with 33 395²⁸ cases in 2022. A breakdown of the complaints and suggestions by mode of transport is as follows –

<u>Mode of Transport</u>	<u>2022</u>	<u>2023</u>	<u>Difference</u>
Franchised Buses	19 378 ³³	17 207 ³⁴	-11.2%
Non-franchised Buses	309	545	+76.4%
Green Minibuses	5 075	7 212	+42.1%
Red Minibuses	343	363	+5.8%
Taxis	7 590	11 452	+50.9%
Rail Transport	590	744	+26.1%
Ferries	110	99	-10.0%
Total	33 395²⁸	37 622²⁹	+12.7%

³¹ Among the 5 069 complaints and suggestions, a total of 1 298 complaints were received from one complainant. The number of complaints not including these cases is 3 771, representing a decrease of 19.3% when compared with 3 042 cases in 2023.

³² These are mainly related to general transport matters such as road safety.

³³ 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.

³⁴ Among the 17 207 complaints and suggestions, a total of 2 644 complaints were received from five complainants. The number of complaints not including these cases is 14 563, representing an increase of 18.8% when compared with 12 262 cases (see footnote 33) in 2022.

Franchised Bus Services

3. There were 17 207³⁴ cases on franchised bus services in 2023, representing a decrease of 11.2% as compared with 19 378³³ cases in 2022. Most complaints were about regularity of service, improper driving behaviour and conduct and performance of staff. A breakdown of the 17 207³⁴ cases by individual franchised bus companies (FBCs) and a detailed breakdown of these cases are at Annex K.

4. There was a decrease in the number of complaints about frequency (from 1 637³⁵ cases in 2022 to 939 cases in 2023, representing a decrease of 42.6%) and regularity of service (from 11 158³⁶ cases in 2022 to 8 423³⁷ cases in 2023, representing a decrease of 24.5%). Complaints and suggestions about routeing also decreased from 1 277³⁸ cases in 2022 to 965³⁹ cases in 2023, representing a decrease of 24.4%. There were increases in the numbers of complaints about conduct and performance of staff (from 1 419 cases in 2022 to 2 225 cases in 2023, representing an increase of 56.8%), improper driving behaviour (from 1 760 cases in 2022 to 2 433 cases in 2023, representing an increase of 38.2%) as well as passenger services and facilities (from 1 164 cases in 2022 to 1 286 cases in 2023, representing an increase of 10.5%).

5. The decrease in the number of complaints about regularity of service were largely due to the decrease in number of complaint cases against New World First Bus (NWFB) and Citybus (Franchise 1) (Citybus (F1)) (from 3 104 cases

³⁵ 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 a decrease of 30.6% when compared with 939 cases in 2023.

³⁶ 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.

³⁷ Among the 8 423 complaints and suggestions, a total of 2 644 complaints were received from five complainants. The number of complaints not including these cases is 5 779, representing an increase of 33.6% when compared with 4 325 cases (see footnote 36) in 2022.

³⁸ 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.

³⁹ Among the 965 complaints and suggestions, 683 pure suggestions about franchised bus routeing were received from a member of the public. The figure not including these cases is 282, representing a decrease of 16.1% when compared with 336 cases (see footnote 38) in 2022.

in 2022 to 1 335 cases in 2023) and Cross-harbour Bus Services (from 2 058 cases in 2022 to 582 cases in 2023). The number of complaint cases on regularity of service against NWFB and Citybus (F1) were particularly high in 2022 due to a noticeable number of bus captains who had to undergo isolation or quarantine for having contracted COVID-19 or being close contacts of contracted persons in first half of 2022. With the resumption to normalcy in 2023, the number of complaints against NWFB and Citybus (F1) had dropped.

6. There were noticeable increase in the number of complaints about improper driving behaviour and conduct and performance of staff in 2023 when compared with that in 2022, which might be attributable to the increase in patronage in view of the relaxation of social distancing measures and after re-opening of boundary control points after prolonged COVID-19 pandemic. The number of complaints per million passengers regarding improper driving behaviour was 1.6 cases while 1.3 cases were about conduct and performance of staff in 2022 as compared to 1.8 cases and 1.7 cases respectively in 2023. Franchised bus operators have been requested to closely monitor the situations and continue to provide adequate trainings to improve the driving behaviour and conduct and performance of their staff.

Non-franchised Bus Services

7. There were 545⁴⁰ cases on non-franchised bus services in 2023, representing an increase of 76.4% as compared with 309 cases in 2022. A detailed breakdown of the 545 cases received in 2023 is at Annex L. 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

8. A total of 7 575 complaints and suggestions on public light bus (PLB) services were received in 2023, representing an increase of 39.8% as compared with 5 418 cases in 2022.

⁴⁰ Among the 545 complaints and suggestions, a total of two complaints were received from one complainant. The number of complaints not including these cases is 543, representing an increase of 75.7% when compared with 309 cases in 2022.

9. There were 7 212 cases on green minibus (GMB) services, representing an increase of 42.1% when compared with 5 075 cases in 2022. The increase was mainly attributable to the increase in complaints on regularity of service and staff conduct and performance. A detailed breakdown of the 7 212 cases is at Annex M.

10. There were 363 cases on red minibus (RMB) services, representing an increase of 5.8% when compared with 343 cases in 2022. A detailed breakdown of the 363 cases is at Annex N.

11. All the complaints and suggestions on PLB services were referred to TD or the Police for follow-up actions as appropriate. There was an increase in overall number of complaints received in 2023 as compared to 2022. Among the GMB complaint cases received, the majority of the cases were about regularity of service, improper driving behaviour, and conduct and performance of staff (including drivers). One of the reasons for the increase of complaints may be the shortage of drivers. In order to address the long term driver shortage problem of the PLB trade (including GMB and RMB) and the coach trade, the Government has implemented the Labour Importation Scheme for the Transport Sector in 2023, which aims at enhancing the stability of the transport workforce and service reliability of the public transport services. In the meantime, TD will continue to look into each complaint case and, if necessary, conduct ad hoc surveys to ascertain the service level and drivers' service performance 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.

12. For RMB cases, there was an increase in the overall number of complaints received in 2023 as compared to 2022. The complaints mainly comprise the categories of improper driving behavior and conduct and performance of staff (including drivers). In this regard, TD will issue letters to remind the RMB trade associations and/or vehicle owners to rectify the situations and refer the cases to the Police for considering stepping up enforcement actions

against 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.

13. Besides, TD continued to implement various measures in 2023 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. In addition, the licensing requirement for newly registered PLB on or after 1 September 2023 to install the Seat Belt Fastening Detection and Alert System has been implemented with a view to enhancing passengers' awareness of wearing seat belt. On the other hand, the implementation of the Real-time Arrival Information System on all GMB routes in 2023 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

14. There were 11 452 cases on taxi services in 2023, representing an increase of 50.9% when compared with 7 590 cases in 2022. The increase was mainly due to the increase in complaints on refusing hire, overcharging and failure to take the most direct route. A detailed breakdown of the 11 452 cases is at Annex O.

15. 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.

16. It is believed that the increased number of complaints in 2023 associated mainly with the increase in taxi patronage after the end of all social distancing measures and resumption of normal traveller clearance between Mainland and Hong Kong. To improve the taxi service quality, TD has reminded the trade through different channels, including regular trade conferences, safe driving seminars and letters to the trade and newsletter. For those taxi owners and drivers who have been repeatedly involved in malpractices or other serious taxi-driver-related offences, such as overcharging and refusing hire, 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 against malpractices when necessary.

17. In view of the public aspiration for better taxi service quality and safety, the Government took forward a series of measures to enhance the overall quality of personalised point-to-point transport services and promote the healthy development of the taxi industry in the long run, including introducing a taxi fleet regime, increasing the maximum passenger seating capacity of taxis, introducing a two-tier penalty system for certain taxi-driver-related offences and updating certain offence provisions and increasing the penalties for illegal carriage of passengers for hire or reward by motor vehicles. The relevant Ordinance took effect on 22 December 2023. In addition, with a view to strengthening the deterrent effect against malpractices of taxi drivers, the Government also introduced a Taxi-Driver-Offence Points (TDOP) system. The TDOP Ordinance will take effect on 22 September 2024.

Rail Services

18. There were 744 cases on rail services in 2023, which represents an increase of 26.1% when compared with 590 cases in 2022. There was an increase in the number of complaints about services of MTRCL (from 546 cases in 2022 to 667 cases in 2023, representing an increase of 22.2%). A breakdown of the 744 cases by individual railway companies is at Annex P.

19. The number of complaints against the services of MTRCL in 2023 increased as compared with that in 2022, mainly due to the picking up of patronage in view of the full resumption of local services and mainland border reopening in early 2023. The majority of the complaints were about conduct and performance of staff as well as passenger services and facilities. 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.

20. For tram services, the number of complaints received in 2023 was 77 which represents an increase of 75.0% when compared with 44 cases in 2022. The majority of the complaints were about improper driving behaviour, performance of staff and regularity and frequency of service. The Hong Kong Tramways Limited (HKT) had investigated into the complaints, and would continue to monitor the performance of their motormen and operate the service according to timetable and passengers' needs.

Ferry Services

21. There were 99 cases on ferry services in 2023, representing a decrease of 10.0% when compared with 110 cases in 2022. A breakdown of the 99 cases by individual ferry companies is at Annex Q. The decrease in complaints was mainly seen in a reduction of cases related to frequency/carrying capacity as well as the conduct and performance of staff. The decrease in complaints about frequency/carrying capacity could mainly be attributed to the fact that ferry services could by and large operate in accordance with the schedule of service in 2023, unlike in early 2022 when services were temporary reduced due to the fifth wave of COVID-19 epidemic. Furthermore, with more training and guidance provided to front-line staff, their conduct and performance had been improved with fewer complaints received in 2023.

Traffic Conditions

22. In 2023, 1 232³⁰ complaints and suggestions about traffic conditions were received, accounting for about 3% of the total number of cases. The

number of cases in this category recorded an increase of 62.1% as compared with 760 cases in 2022.

Traffic Congestion/Obstruction

23. Of the 1 232³⁰ cases received, 761⁴¹ (62%) were related to traffic congestion/obstruction. This represents an increase of 69.9% as compared with 448 cases in 2022. A breakdown of the complaints about traffic congestion/obstruction by district is at Annex R. In 2023, districts which attracted relatively more complaints are –

<u>District</u>	<u>No. of Complaints</u>		Difference
	<u>2022</u>	<u>2023</u>	
Kwai Tsing	13	323 ⁴²	+2384.6%
Kwun Tong	41	70	+70.7%
Yau Tsim Mong	34	49	+44.1%

24. Factors contributing to the complaints about traffic congestion/obstruction in 2023 are broken down as follows –

<u>Factor</u>	<u>No. of Complaints</u>		Difference
	<u>2022</u>	<u>2023</u>	
Vehicle obstruction	286	575 ⁴³	+101.0%
Traffic management	118	111	-5.9%
Road works	32	24	-25.0%
Others	12	51	+325.0%
Total	448	761⁴¹	+69.9%

⁴¹ Among the 761 complaints and suggestions, a total of 275 complaints were received from one complainant. The number of complaints not including these cases is 486, representing an increase of 8.5% when compared with 448 cases in 2022.

⁴² Among the 323 complaints and suggestions, a total of 275 complaints were received from one complainant. The number of complaints not including these cases is 48, representing an increase of 269.2% when compared with 13 cases in 2022.

⁴³ Among the 575 complaints and suggestions, a total of 275 complaints were received from one complainant. The number of complaints not including these cases is 300, representing an increase of 4.9% when compared with 286 cases in 2022.

25. All the complaints and suggestions concerning traffic congestion/obstruction were referred to TD, the Police, the Highways Department and other relevant departments for consideration and follow-up actions. Of the 761⁴¹ cases received, 575⁴³ (76%) were related to vehicle obstruction. The number of cases represents an increase of 101.0% as compared with 286 cases in 2022. In 2023, 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

26. In 2023, there were 255 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 an increase of 55.5% as compared with 164 cases in 2022.

Additional Traffic Signs and Aids

27. TCU received 121 requests for additional traffic signs and aids in 2023. This represents an increase of 65.8% as compared with 73 cases in 2022.

Parking Facilities

28. There were 95 complaints and suggestions on parking facilities in 2023. This represents an increase of 26.7% as compared with 75 cases in 2022.

Road Maintenance

29. In 2023, 208 complaints and suggestions about road maintenance were received, accounting for less than 1% of the total number of cases. The number of cases in this category recorded a decrease of 20.3% as compared with 261 cases in 2022.

Enforcement

30. In 2023, 3 042 complaints about enforcement matters were received, accounting for about 7% of the total number of cases. A comparison between the complaints received in 2022 and 2023 is as follows –

<u>Category</u>	<u>No. of Complaints</u>		<u>Difference</u>
	<u>2022</u>	<u>2023</u>	
Illegal parking	3 934 ⁴⁴	2 042	-48.1%
Other enforcement matters	1 135	1 000	-11.9%
Total	5 069³¹	3 042	-40.0%

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

Illegal Parking

31. In 2023, districts which attracted relatively more complaints about illegal parking are –

⁴⁴ Among the 3 934 complaints and suggestions, a total of 1 298 complaints were received from one complainant. The number of complaints not including these cases is 2 636.

<u>District</u>	<u>No. of Complaints</u>		<u>Difference</u>
	<u>2022</u>	<u>2023</u>	
Sha Tin	475 ⁴⁵ 46	315 ⁴⁵	-33.7%
Kowloon City	1 316 ⁴⁷	247	-81.2%
Yuen Long	216	183	-15.3%
Yau Tsim Mong	266 ⁴⁸	171	-35.7%

32. 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 the Project “PROVE”, an online platform on Wechat for the public to report non-urgent traffic contraventions (except illegal parking) by uploading relevant videos or photographs. Since the launch of this project, responses were very encouraging. In September 2022, TD in collaboration with the Police conducted testing of automatic traffic enforcement system at Queen’s Road Central and Hoi Yuen Road. The system aims at identifying and recording common roadside traffic offences such as illegal stopping at road sections with non-stopping restriction, which have given rise to traffic congestions. 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

⁴⁵ Among the 475 and 315 complaints and suggestions, 310 and 192 complaints relating to the same street were received from anonymous complainants. The respective number of complaints not including these cases is 165 and 123.

⁴⁶ Among the 475 complaints and suggestions, a total of 17 complaints were received from one complainant. The number of complaints not including these cases is 458.

⁴⁷ Among the 1 316 complaints and suggestions, a total of 1 153 complaints were received from one complainant. The number of complaints not including these cases is 163.

⁴⁸ Among the 266 complaints and suggestions, a total of 54 complaints were received from one complainant. The number of complaints not including these cases is 212.

irresponsible behaviour and attitudes that may cause accidents or obstruction to traffic.

33. To tackle the 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, TD may also request developers or project proponents to provide public parking spaces in the development if planning/land lease conditions allow. In addition, the Government will continue to search for suitable roadside space to provide on-street parking spaces (including night-time commercial vehicle parking spaces) as well as stipulate the 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. The Government will also continue to take forward automated parking systems in suitable short-term tenancy car parks and public car park projects.

Other Enforcement Matters

34. In 2023, districts which attracted relatively more complaints about motorists/pedestrians failing to comply with traffic regulations are –

<u>District</u>	<u>No. of Complaints</u>		<u>Difference</u>
	<u>2022</u>	<u>2023</u>	
Yuen Long	109	213	+95.4%
Yau Tsim Mong	145	120	-17.2%
Kwun Tong	104	83	-20.2%

In respect of these districts, disobeying traffic signs/schemes attracted most complaints, followed by jaywalking, 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.

35. 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

<u>Nature of Complaint/Suggestion</u> ⁽¹⁾⁽²⁾	Same quarter in 2022 <u>(1.10.22-31.12.22)</u>			Previous quarter <u>(1.7.23-30.9.23)</u>			Current quarter <u>(1.10.23-31.12.23)</u>		
I. Public Transport Services									
(a) Adequacy of service	705	[265]		836	[206]		616	[209]	
(b) Standard of service	7 536	[6]		9 438	[16]		8 651	[32]	
(c) General	200	[8]		165	[3]		181	[7]	
	8 441⁽³⁾	[279]	(83%)	10 439⁽³⁾	[225]	(91%)	9 448⁽³⁾	[248]	(87%)
II. Traffic Conditions									
(a) Traffic congestion/obstruction	120	[7]		143	[1]		406	[10]	
(b) Traffic management	58	[13]		81	[22]		66	[14]	
(c) Additional traffic signs and aids	17	[10]		27	[5]		33	[12]	
(d) Parking facilities	12	[6]		16	[2]		24		
	207	[36]	(2%)	267	[30]	(2%)	529	[36]	(5%)
III. Road Maintenance									
(a) Road conditions	13			36	[3]		17		
(b) Traffic signs and aids	20			20			19	[1]	
(c) Carriageway markings	7			3			1		
	40		(<1%)	59	[3]	(<1%)	37	[1]	(<1%)
IV. Enforcement									
(a) Illegal parking	1 254	[1]		461			460	[3]	
(b) Other enforcement matters	205	[1]		195	[1]		304	[1]	
	1 459	[2]	(14%)	656	[1]	(6%)	764	[4]	(7%)
V. Miscellaneous	43	[1]	(<1%)	79	[1]	(<1%)	73	[2]	(<1%)
Total	10 190⁽³⁾	[318]	(100%)	11 500⁽³⁾	[260]	(100%)	10 851⁽³⁾	[291]	(100%)

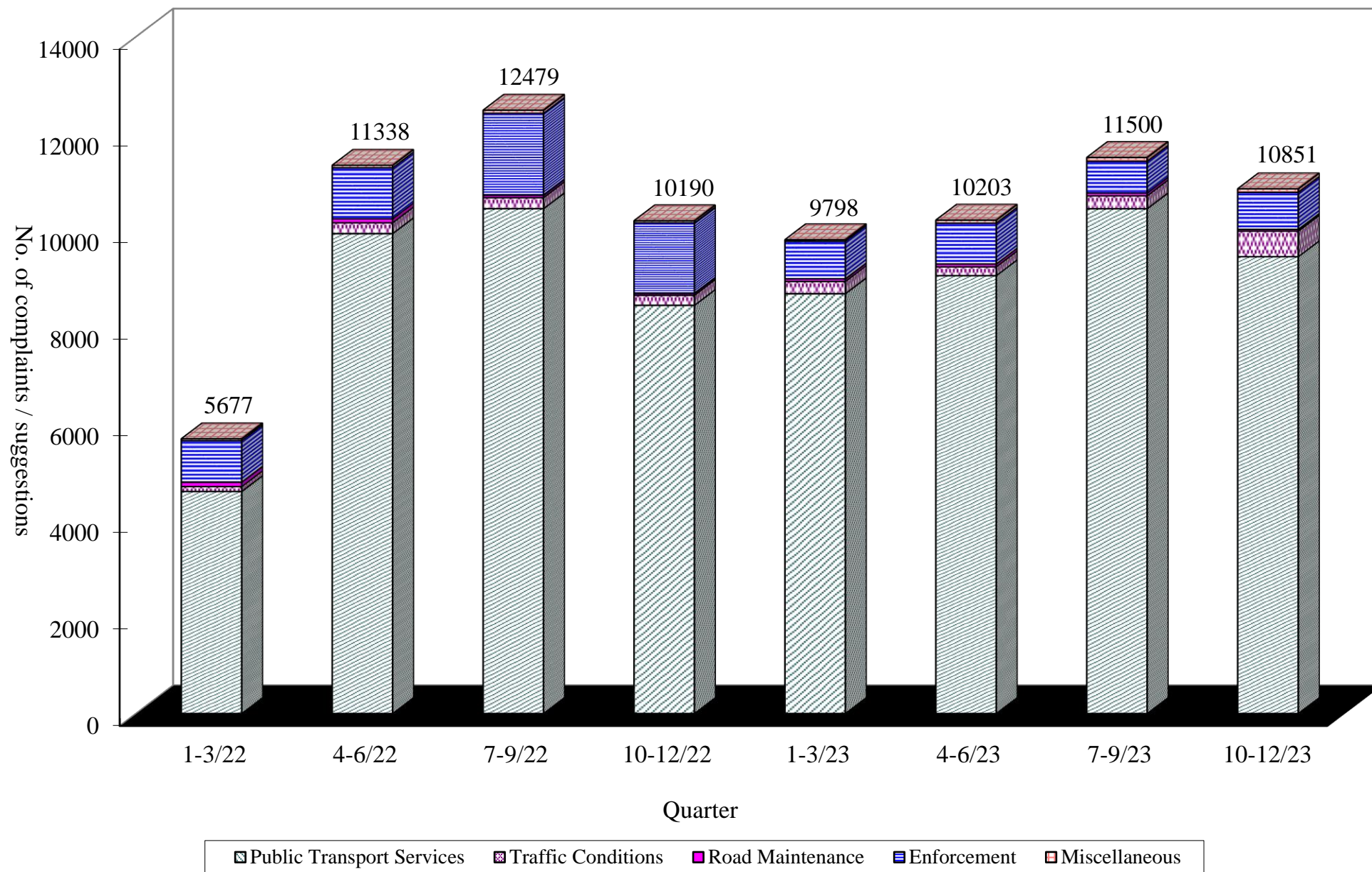
- Notes :**
- (1) Figures in square brackets are the number of pure suggestions received in the quarter. The figures have been included in the overall number of cases received. Among the 265, 206 and 209 pure suggestions relating to adequacy of service, 212, 154 and 150 about public transport routeing were received from a member of the public.
 - (2) Percentage figures in brackets represent the proportion of a category of complaints/suggestions to the total number of cases received in the quarter.
 - (3) Please refer to paragraphs 2 and 7 of Chapter 1.

Complaints and Suggestions Received by TCU⁽¹⁾

<u>Nature of Complaint/Suggestion⁽²⁾⁽³⁾</u>	<u>Same quarter in 2022 (1.10.22-31.12.22)</u>		<u>Previous quarter (1.7.23-30.9.23)</u>		<u>Current quarter (1.10.23-31.12.23)</u>	
I. Public Transport Services						
(a) Adequacy of service	705	[265]	836	[206]	616	[209]
(b) Standard of service	6 757	[6]	8 770	[16]	8 157	[32]
(c) General	200	[8]	165	[3]	181	[7]
	7 662	[279] (88%)	9 771	[225] (90%)	8 954	[248] (89%)
II. Traffic Conditions						
(a) Traffic congestion/obstruction	120	[7]	143	[1]	131	[10]
(b) Traffic management	58	[13]	81	[22]	66	[14]
(c) Additional traffic signs and aids	17	[10]	27	[5]	33	[12]
(d) Parking facilities	12	[6]	16	[2]	24	
	207	[36] (2%)	267	[30] (2%)	254	[36] (3%)
III. Road Maintenance						
(a) Road conditions	13		36	[3]	17	
(b) Traffic signs and aids	20		20		19	[1]
(c) Carriageway markings	7		3		1	
	40	(<1%)	59	[3] (<1%)	37	[1] (<1%)
IV. Enforcement						
(a) Illegal parking	586	[1]	461		460	[3]
(b) Other enforcement matters	205	[1]	195	[1]	304	[1]
	791	[2] (9%)	656	[1] (6%)	764	[4] (8%)
V. Miscellaneous	43	[1] (<1%)	79	[1] (<1%)	73	[2] (<1%)
Total	8 743⁽⁴⁾	[318] (100%)	10 832⁽⁵⁾	[260] (100%)	10 082⁽⁶⁾	[291] (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 265, 206 and 209 pure suggestions relating to adequacy of service, 212, 154 and 150 about public transport routing were received from a member of the public.
 - (3) Percentage figures in brackets represent the proportion of a category of complaints/suggestions to the total number of cases received in the quarter.
 - (4) A total of 1 447 complaints from six complainants were excluded.
 - (5) A total of 668 complaints from two complainants were excluded.
 - (6) A total of 769 complaints from three complainants were excluded.

Complaints and Suggestions Received by TCU



**Pure Suggestions Received by TCU
(October – December 2023)**

Nature of Suggestion⁽¹⁾

(I) Public Transport Services	Vehicular Transport				Rail Transport		Waterborne Transport		Sub-total
	FB		NFB	PLB	Taxi				
(a) Adequacy of Service									
(1) Frequency/carrying capacity	11	[3]	-	1	-	-	-	-	12 [3]
(2) Routeing	171	[146]	2	[2]	3	[1]	-	2 [1]	178 [150]
(3) Hours of operation	8	[4]	-	-	-	-	-	-	8 [4]
(4) Provision of stop	7	[2]	1	3	-	-	-	-	11 [2]
	197	[155]	3	[2]	7	[1]	-	2 [1]	209 [159]
(b) Standard of Service									
(1) Regularity of service	2		-	2	-	-	-	-	4
(2) Adherence to routeing	1	[1]	-	-	-	-	-	-	1 [1]
(3) Improper driving behaviour	-		-	-	1	-	-	-	1
(4) Conduct & performance of staff	-		-	-	-	-	-	-	-
(5) Overcharging	-		-	-	-	-	-	-	-
(6) Cleanliness	-		-	-	-	-	-	-	-
(7) Conditions of vehicle/vessel	2		-	-	-	-	-	-	2
(8) Passenger services & facility	20		-	2	-	2	[1]	-	24 [1]
	25	[1]	-	4	1	2	[1]	-	32 [2]
(c) General ⁽²⁾	3		-	1	3	-	-	-	7
Sub-total of (I) this quarter	225	[156]	3	[2]	12	[1]	4	[2]	248 [161]
Sub-total of (I) previous quarter	203	[171]	0		15	[1]	0	7 [5]	225 [177]
Sub-total of (I) same quarter in 2022	260	[224]	5	[3]	10	[2]	1	2 [1]	279 [230]
(II) Traffic Conditions									
(a) Traffic Congestion/Obstruction									10
(b) Traffic Management									14
(c) Additional Traffic Signs & Aids									12
(d) Parking Facilities									-
Sub-total of (II) this quarter									36
Sub-total of (II) previous quarter									30
Sub-total of (II) same quarter in 2022									36
(III) Road Maintenance									1
(IV) Enforcement									4
(V) Miscellaneous									2
Total this quarter									291 [161]
Total previous quarter									260 [177]
Total same quarter in 2022									318 [230]

Legend

FB - Franchised Buses

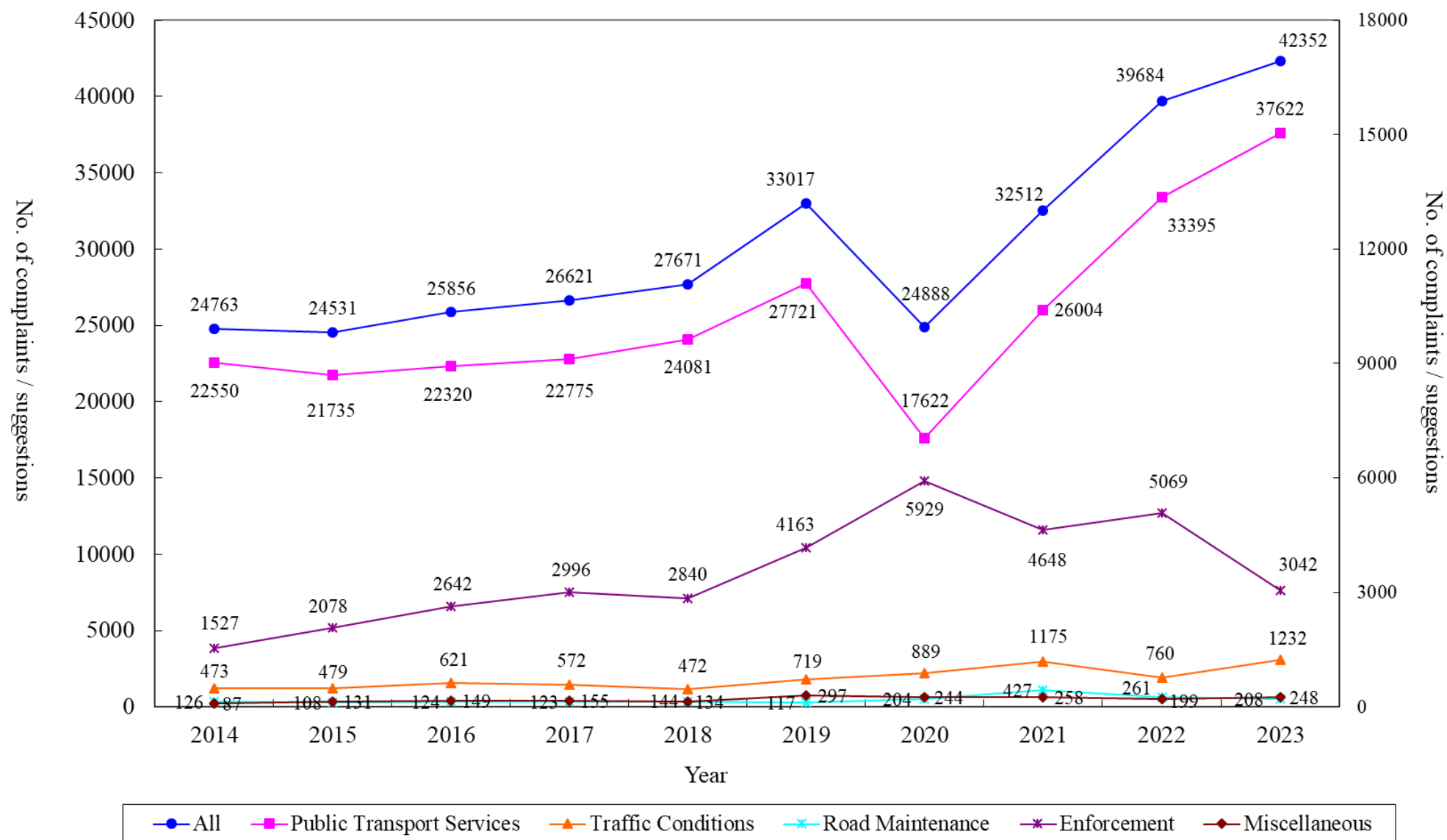
NFB - Non-franchised Buses

PLB - Public Light Buses

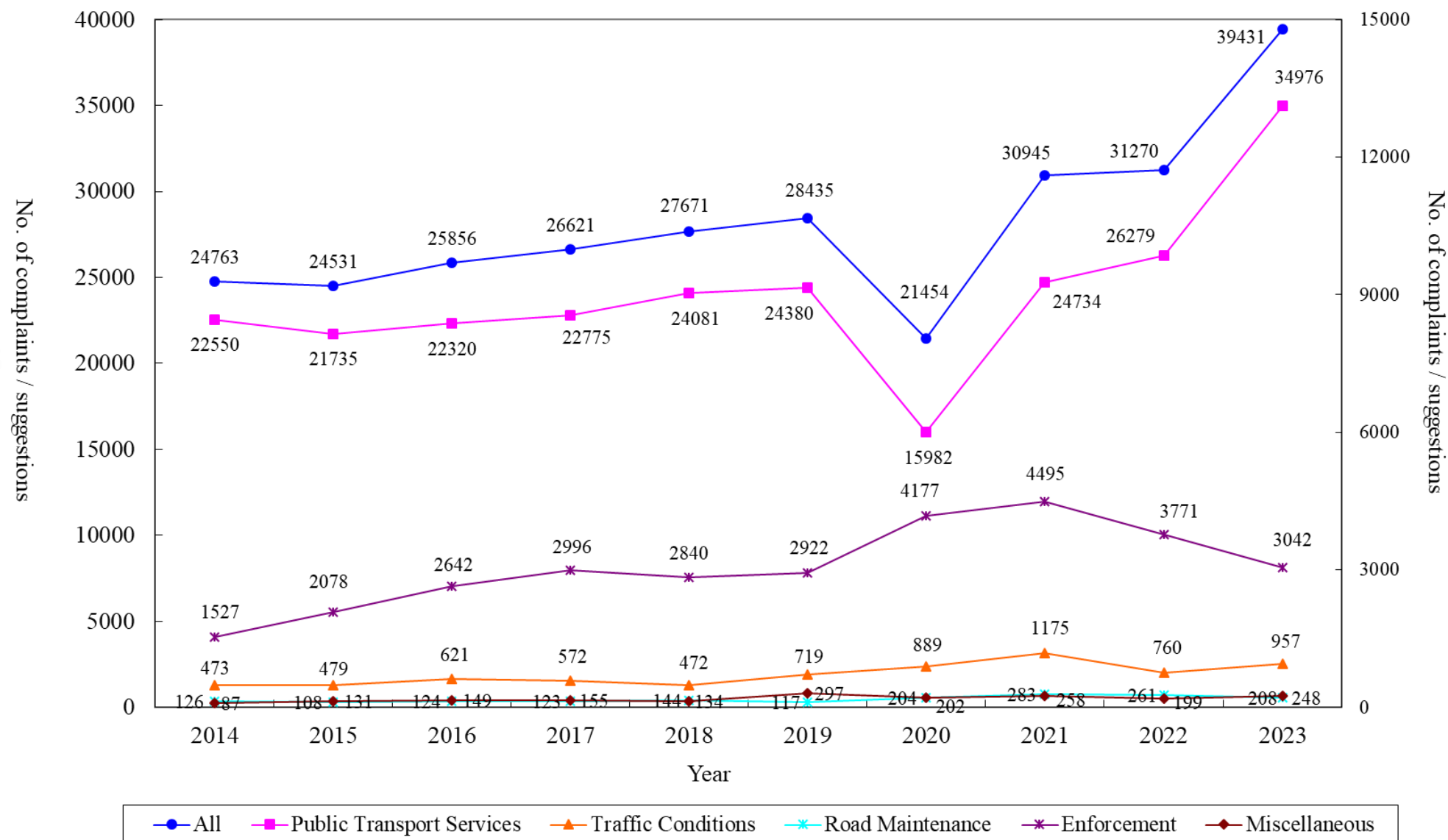
Notes : (1) Figures in square brackets are the number of pure suggestions received from a member of the public in the quarter. The figures have been included in the overall number of pure suggestions received.

(2) These are mainly related to section fares, interchange discounts and taxi service management schemes.

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



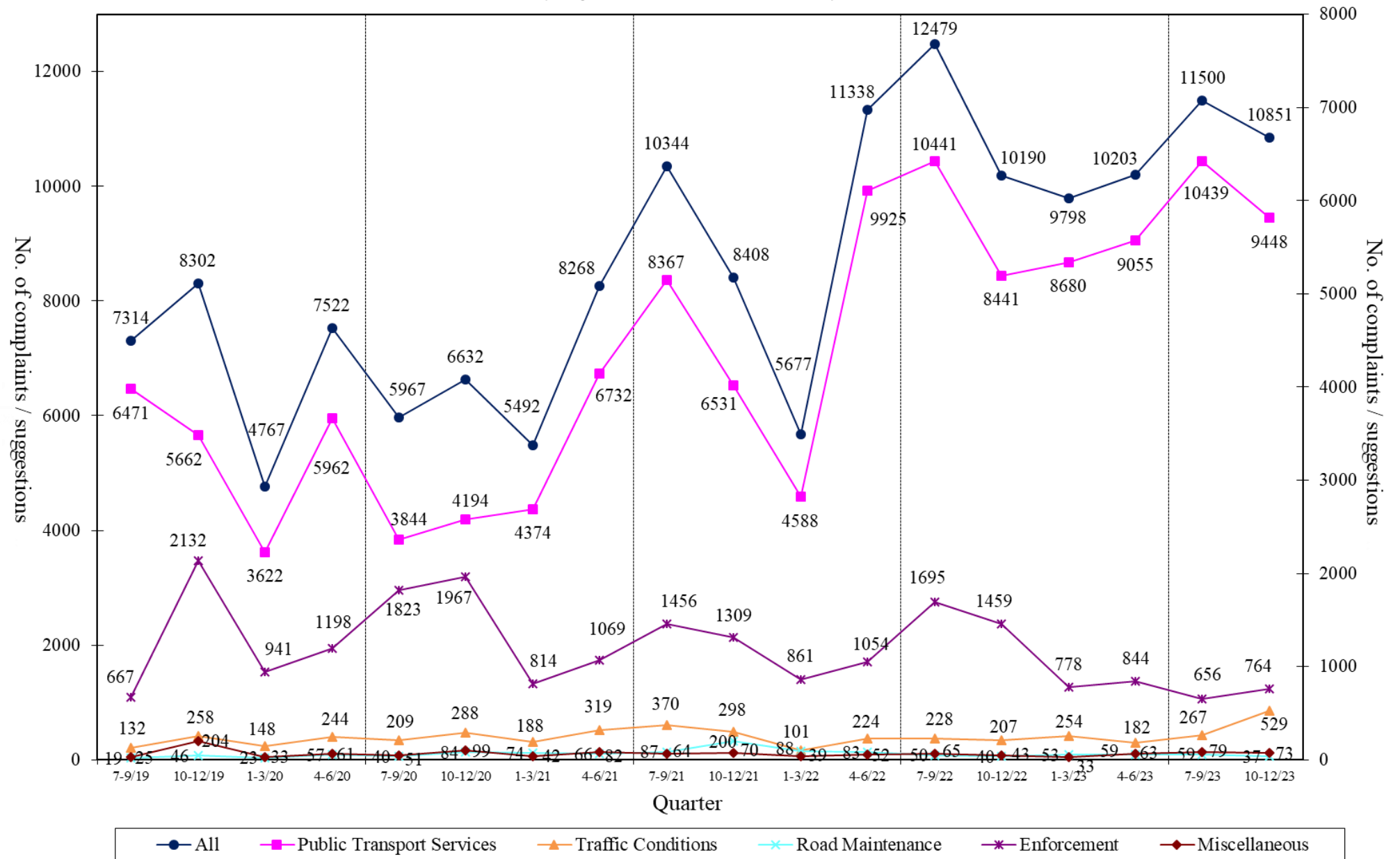
**Trends of Complaints and Suggestions Received by TCU⁽¹⁾
(2014 - 2023)**



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

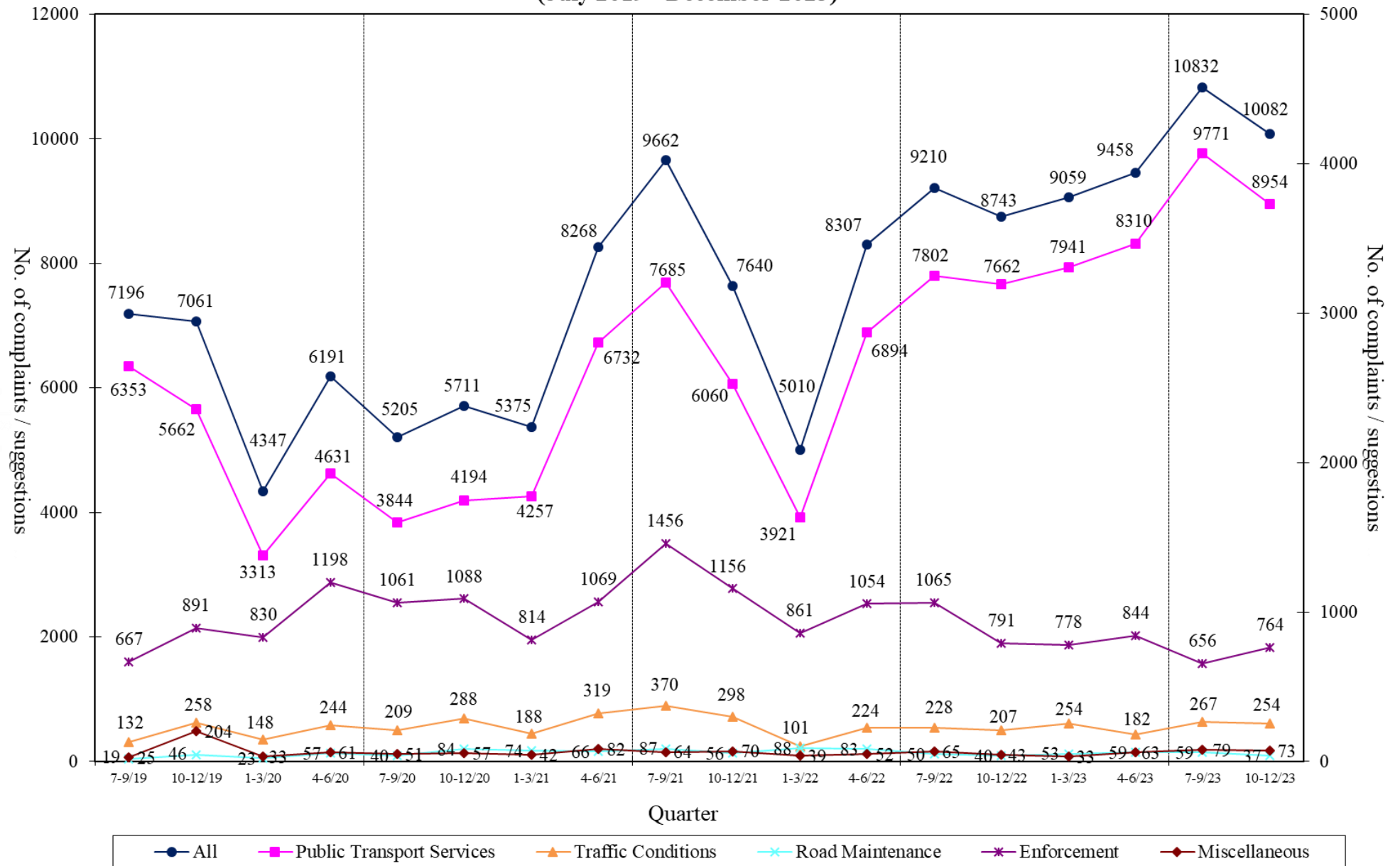
Trends of Complaints and Suggestions Received by TCU
(July 2019 - December 2023)

Annex B(ii)(a)



Trends of Complaints and Suggestions Received by TCU⁽¹⁾
(July 2019 - December 2023)

Annex B(ii)(b)



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

Summary of Results of Investigations into Complaints and Suggestions
(October – December 2023)

Outcome of Investigation Nature of Complaint/ Suggestion	A1	A2	B	C	Total
I. Public Transport Services					
(a) Adequacy of service	12	760	-	-	772
(b) Standard of service	442	4 927	3	662	6 034
(c) General	5	161	-	4	170
	459	5 848	3	666	6 976
II. Traffic Conditions					
(a) Traffic congestion/obstruction	17	203	-	1	221
(b) Traffic management	15	62	-	-	77
(c) Additional traffic signs/aids	7	22	2	-	31
(d) Parking facilities	1	18	-	-	19
	40	305	2	1	348
III. Road Maintenance					
(a) Road conditions	8	34	-	-	42
(b) Traffic signs and aids	1	18	1	-	20
(c) Carriageway markings	-	2	-	-	2
	9	54	1	-	64
IV. Enforcement					
(a) Illegal parking	360	165	1	-	526
(b) Other enforcement matters	5	160	-	148	313
	365	325	1	148	839
V. Miscellaneous	2	85	-	-	87
Total	875 (11%)	6 617 (80%)	7 (<1%)	815 (10%)	8 314 (100%)
	7 492 (90%)				

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 2023)**

<div>Outcome of Investigation</div> <div>Mode of Transport</div>	A1	A2	B	C	Total
The Kowloon Motor Bus Company (1933) Limited	116	1 785	2	19	1 922
Citybus Limited (Franchise (U&NT))	7	759	-	7	773
Citybus Limited (Franchise (Lantau))	4	182	-	-	186
New Lantao Bus Company (1973) Limited	1	59	-	-	60
Long Win Bus Company Limited	13	185	-	1	199
Cross-harbour Bus Services	20	513	-	5	538
Non-franchised Bus Services	1	108	-	-	109
Green Minibus	286	1 627	-	21	1 934
Red Minibus	2	93	-	6	101
Taxi	7	377	1	605	990
MTR Corporation Limited (Excluding Light Rail)	2	100	-	-	102
MTR Corporation Limited (Light Rail)	-	17	-	1	18
The Hongkong Tramways Limited	-	24	-	-	24
Sun Ferry Services Company Limited	-	7	-	-	7
The “Star” Ferry Company Limited	-	7	-	-	7
Minor Ferries	-	5	-	1	6
Total	459 (7%)	5 848 (84%)	3 (<1%)	666 (10%)	6 976 (100%)
	6 307 (90%)				

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 2023)

I. Public Transport Services

- Extend the operation hours of Citybus (CTB) route no. B8 (Heung Yuen Wai bound) on weekdays to meet the demand of passengers.
- Enhance CTB route no. S56 (circular) service to meet the demand of passengers.
- Extend the operation hours of CTB route no. A12 (both bounds) and enhance its service to meet the demand of passengers.
- Extend the operation hours of Kowloon Motor Bus (KMB) route no. 251C (Kong Ha Wai – Yuen Long (West) (Circular)) and extend its routeing to Yuen Long (West) to meet the demand of passengers.
- Enhance KMB route no. 40P service (Tsuen Wan bound) during afternoon rush hours to meet the demand of passengers.

II. Traffic Management

Kowloon

- Provide more parking spaces for motorcycles at Yuk Wah Street near Tak Oi Secondary School to facilitate motorcyclists.
- Enlarge a traffic sign at Wai Fat Road near Wai Yip Street to alert motorists of traffic merging ahead.
- Increase the pedestrian green time of traffic lights at the junction of Lai Chi Kok Road, Nathan Road and Nullah Road during school dismissal hours from Mondays to Fridays to facilitate pedestrians crossing the roads.

- Increase the vehicular green time of traffic lights for turning from Hoi Fai Road onto Sham Mong Road during morning non-rush hours to improve traffic flow.

New Territories

- Add a “No Right Turn” traffic sign at On Cheung Road southbound to alert motorists.
- Increase the vehicular green time of a traffic light at Jockey Club Road at its junction with Lung Sum Avenue to alleviate traffic congestion.

Complaints and Suggestions on Public Transport Services
(October – December 2023)

Annex E(i)(a)

Mode Nature of Complaint/Suggestion	Vehicular Transport										Rail Transport			Waterborne Transport			Total / Sub- total
	Franchised Buses						NFBS	GMB	RMB	Taxi	MTR (Non-LR)	MTR (LR)	HT	SFS	SF	MF	
	CTB KMB (U&NT)	CTB (Lantau)	NLB	LWB	XHT												
(A) Adequacy of Service																	
(1) Frequency/carrying capacity	68	34	14	9	20	21	7	143	-	-	13	4	1	3	3	-	340
(2) Routeing	80	38	15	1	39	25	3	23	-	-	3	-	-	-	-	-	227
(3) Hours of operation	6	6	1	1	1	-	1	1	-	-	1	-	-	-	-	-	18
(4) Provision of stops	8	4	5	1	-	5	2	6	-	-	-	-	-	-	-	-	31
Sub-total	162	82	35	12	60	51	13	173	-	-	17	4	1	3	3	-	616
(B) Standard of Service																	
(1) Regularity of service	1358	234	91	27	76	138	41	638	-	-	8	3	3	-	-	7	2624
(2) Adherence to routeing	9	6	2	4	2	7	-	80	-	532	-	-	2	-	-	-	644
(3) Improper driving behavior	401	101	24	4	26	89	25	287	36	586	19	3	17	-	2	1	1621
(4) Conduct & performance of staff (including drivers)	286	177	45	23	38	128	20	565	18	1235	32	5	3	-	2	-	2577
(5) Overcharging	12	3	1	4	1	3	2	72	9	458 *	-	-	-	-	-	1	566
(6) Cleanliness	9	10	1	-	1	2	2	21	1	12	1	1	-	2	-	-	63
(7) Conditions of vehicles/vessels	17	10	3	-	3	5	8	24	1	6	4	2	2	-	-	-	85
(8) Passenger services & facilities	181	46	8	8	19	41	10	60	4	6	77	7	3	-	-	1	471
Sub-total	2273	587	175	70	166	413	108	1747	69	2835	141	21	30	2	4	10	8651
(C) General	44	13	-	-	-	9	5	25	22	55	6	2	-	-	-	-	181
Total this quarter	2479	682	210	82	226	473	126	1945	91	2890	164	27	31	5	7	10	9448
Grand-total	(4152)						(5052)				(222)			(22)			
Total previous quarter	2748	788	195	81	241	592	139	2108	99	3239	142	19	21	8	6	13	10439
Total same quarter in 2022	2190	869	79	48	104	1228	82	1422	86	2156	122	23	14	7	3	8	8441

Legend

KMB	The Kowloon Motor Bus Company (1933) Limited
CTB (U&NT)	Citybus Limited (Franchise for the Urban and New Territories bus network) (Citybus Limited (Franchise 1) ("CTB (F1)") and New World First Bus Services Limited ("NWFB") merged into Citybus Limited (Franchise for the Urban and New Territories bus network) ("CTB (U&NT)") commencing from 1 July 2023.)
CTB (Lantau)	Citybus Limited (Franchise for Airport and North Lantau bus network)
NLB	New Lantau Bus Company (1973) Limited
LWB	Long Win Bus Company Limited
XHT	Cross-harbour Bus Services
NFBS	Non-franchised Bus Services
GMB	Green Minibus
RMB	Red Minibus
MTR (Non-LR)	MTR Corporation Limited (Excluding Light Rail)
MTR(LR)	MTR Corporation Limited (Light Rail)
HT	The Hong Kong Tramways Limited
SFS	Sun Ferry Services Company Limited
SF	The 'Star' Ferry Company Limited
MF	Minor Ferries

* Including taximeter irregularities

Complaints and Suggestions on Public Transport Services

(October – December 2023)

Annex E(i)(b)

Mode Nature of Complaint/Suggestion	Vehicular Transport										Rail Transport			Waterborne Transport			Total / Sub-total
	Franchised Buses						NFBS	GMB	RMB	Taxi	MTR (Non-LR)	MTR (LR)	HT	SFS	SF	MF	
	KMB	CTB (U&NT)	CTB (Lantau)	NLB	LWB	XHT											
(B) Adequacy of Service																	
(1) Frequency/carrying capacity	68	34	14	9	20	21	7	143	-	-	13	4	1	3	3	-	340
(2) Routeing	80	38	15	1	39	25	3	23	-	-	3	-	-	-	-	-	227
(3) Hours of operation	6	6	1	1	1	-	1	1	-	-	1	-	-	-	-	-	18
(4) Provision of stops	8	4	5	1	-	5	2	6	-	-	-	-	-	-	-	-	31
Sub-total	162	82	35	12	60	51	13	173	-	-	17	4	1	3	3	-	616
(B) Standard of Service																	
(1) Regularity of service	864	234	91	27	76	138	41	638	-	-	8	3	3	-	-	7	2130
(2) Adherence to routing	9	6	2	4	2	7	-	80	-	532	-	-	2	-	-	-	644
(3) Improper driving behavior	401	101	24	4	26	89	25	287	36	586	19	3	17	-	2	1	1621
(4) Conduct & performance of staff (including drivers)	286	177	45	23	38	128	20	565	18	1235	32	5	3	-	2	-	2577
(5) Overcharging	12	3	1	4	1	3	2	72	9	458 *	-	-	-	-	-	1	566
(6) Cleanliness	9	10	1	-	1	2	2	21	1	12	1	1	-	2	-	-	63
(7) Conditions of vehicles/vessels	17	10	3	-	3	5	8	24	1	6	4	2	2	-	-	-	85
(8) Passenger services & facilities	181	46	8	8	19	41	10	60	4	6	77	7	3	-	-	1	471
Sub-total	1779	587	175	70	166	413	108	1747	69	2835	141	21	30	2	4	10	8157
(C) General	44	13	-	-	-	9	5	25	22	55	6	2	-	-	-	-	181
Total this quarter	1985 ⁽¹⁾	682	210	82	226	473	126	1945	91	2890	164	27	31	5	7	10	8954
Grand-total	(3658)						(5052)				(222)			(22)			
Total previous quarter	2080 ⁽²⁾	788	195	81	241	592	139	2108	99	3239	142	19	21	8	6	13	9771
Total same quarter in 2022	1806 ⁽³⁾	757 ⁽³⁾	79	48	104	945 ⁽³⁾	82	1422	86	2156	122	23	14	7	3	8	7662

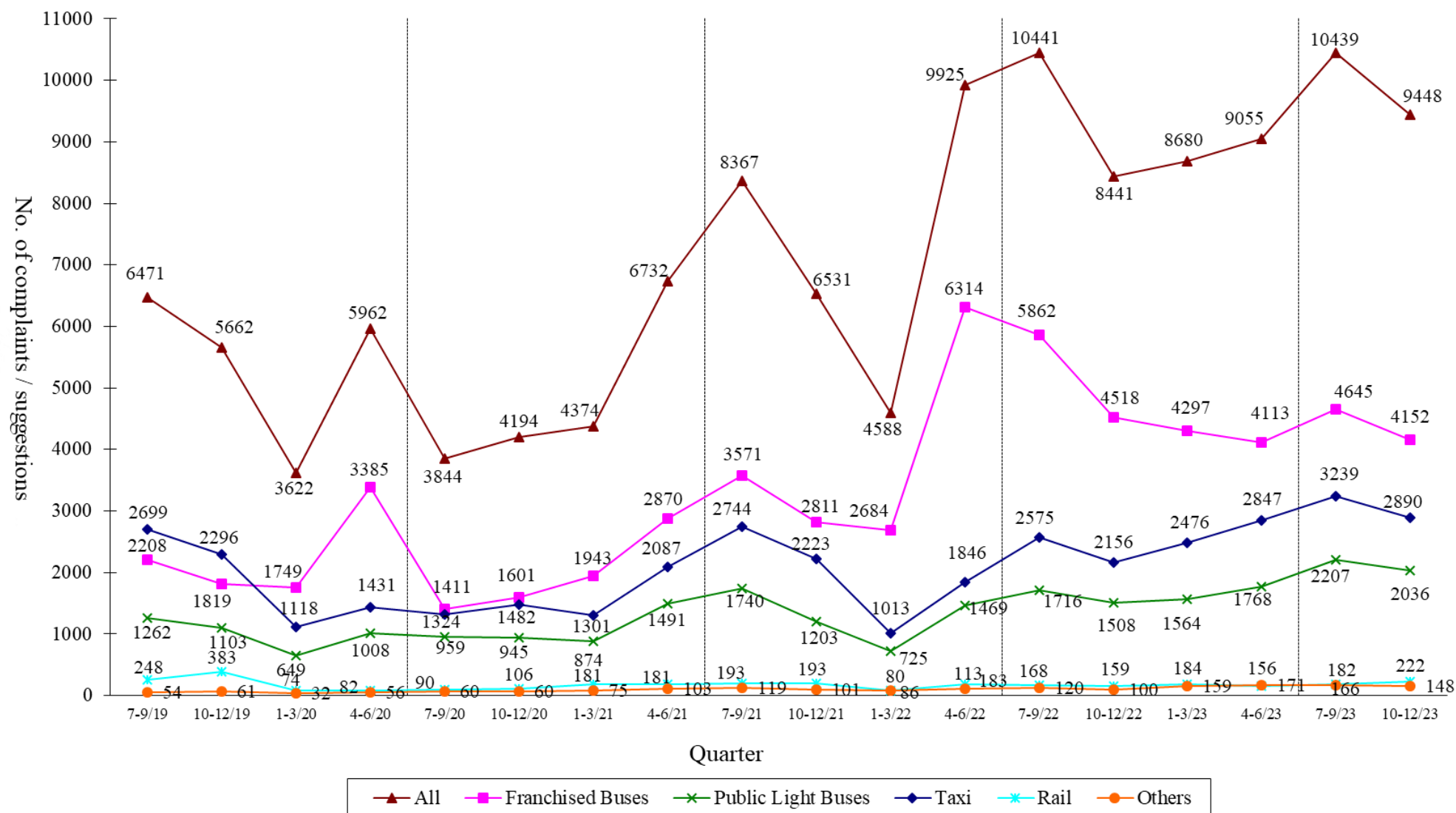
Legend

KMB	The Kowloon Motor Bus Company (1933) Limited
CTB (U&NT)	Citybus Limited (Franchise for the Urban and New Territories bus network) (Citybus Limited (Franchise 1) ("CTB (F1)") and New World First Bus Services Limited ("NWFB") merged into Citybus Limited (Franchise for the Urban and New Territories bus network) ("CTB (U&NT)") commencing from 1 July 2023.)
CTB (Lantau)	Citybus Limited (Franchise for Airport and North Lantau bus network)
NLB	New Lantau Bus Company (1973) Limited
LWB	Long Win Bus Company Limited
XHT	Cross-harbour Bus Services
NFBS	Non-franchised Bus Services
GMB	Green Minibus
RMB	Red Minibus
MTR (Non-LR)	MTR Corporation Limited (Excluding Light Rail)
MTR(LR)	MTR Corporation Limited (Light Rail)
HT	The Hong Kong Tramways Limited
SFS	Sun Ferry Services Company Limited
SF	The 'Star' Ferry Company Limited
MF	Minor Ferries

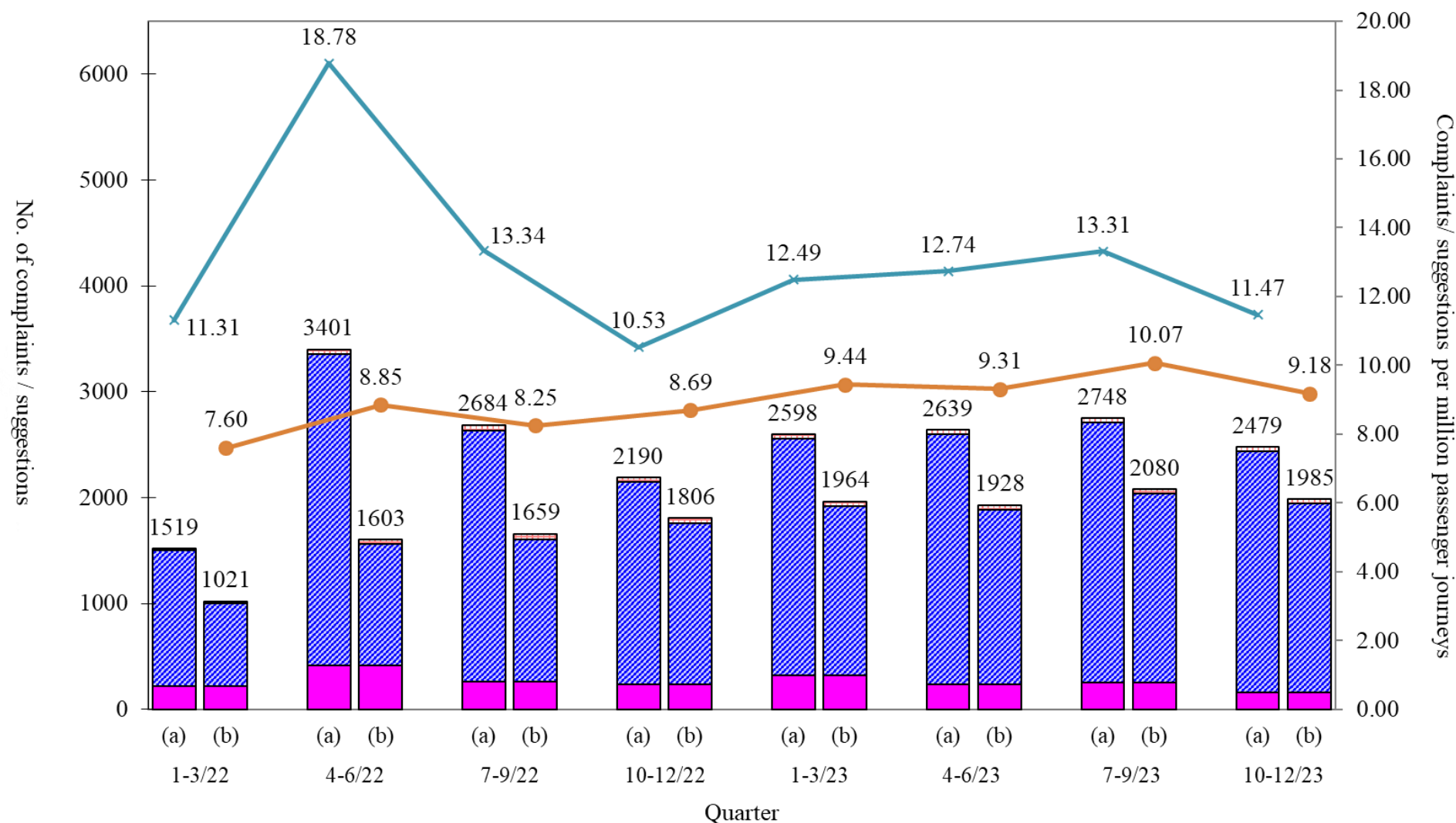
* Including taximeter irregularities

Notes : (1) A total of 494 complaints about KMB received from two complainants during the quarter were excluded. Please see [Annex E\(i\)\(a\)](#) with these complaints included.
 (2) A total of 668 complaints about KMB received from two complainants during the quarter were excluded. Please see [Annex E\(i\)\(a\)](#) with these complaints included.
 (3) A total of 779 complaints (384 about KMB, 112 about NWFB and 283 about XHT) received from five complainants during the quarter were excluded. Please see [Annex E\(i\)\(a\)](#) with these complaints included.

Trends of Complaints and Suggestions on Public Transport Services (July 2019 - December 2023)



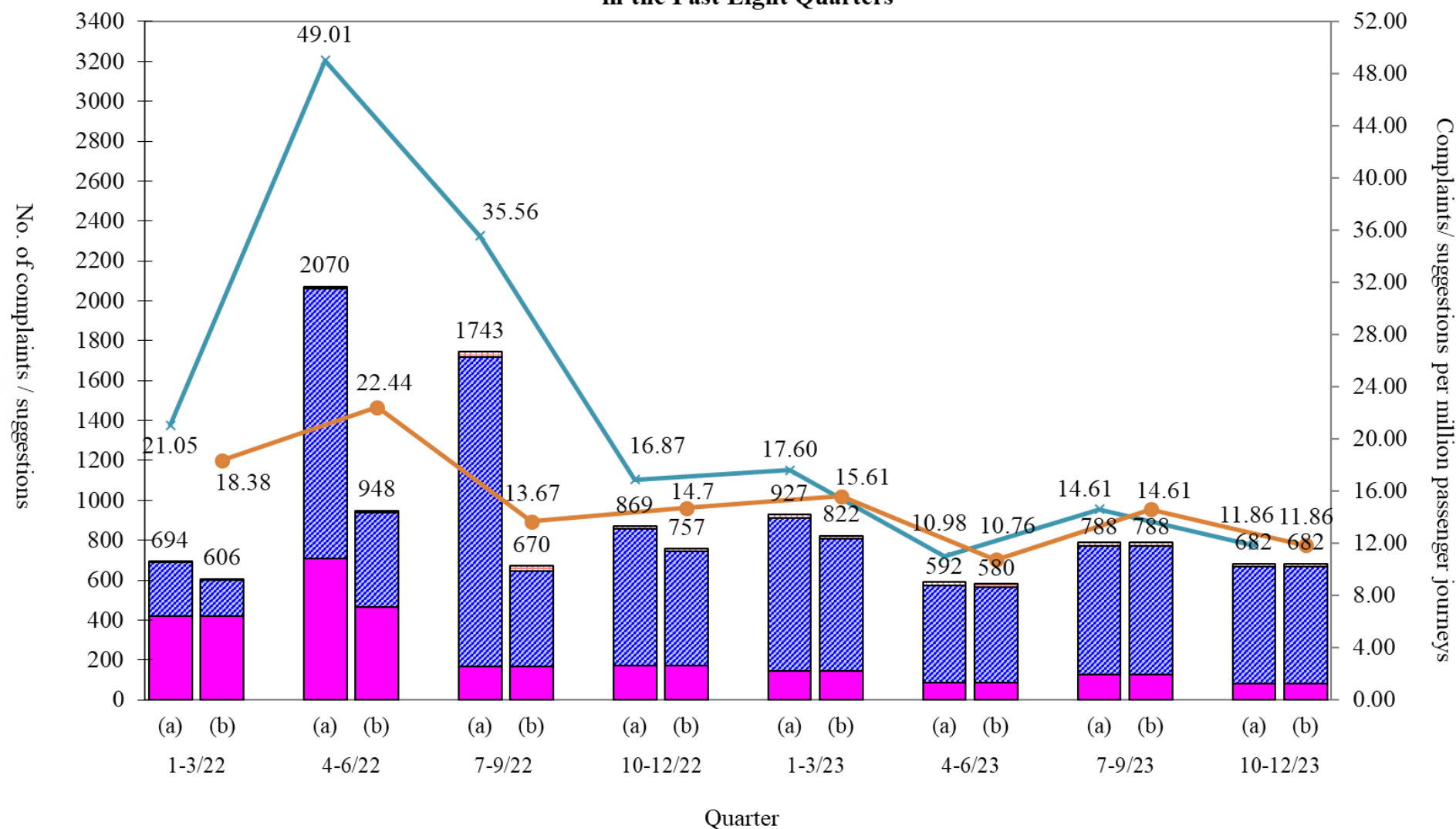
**Complaints and Suggestions on the Services of Kowloon Motor Bus Company (1933) Limited
in the Past Eight Quarters**



Notes : (a) Complaints received from all complainants.

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

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

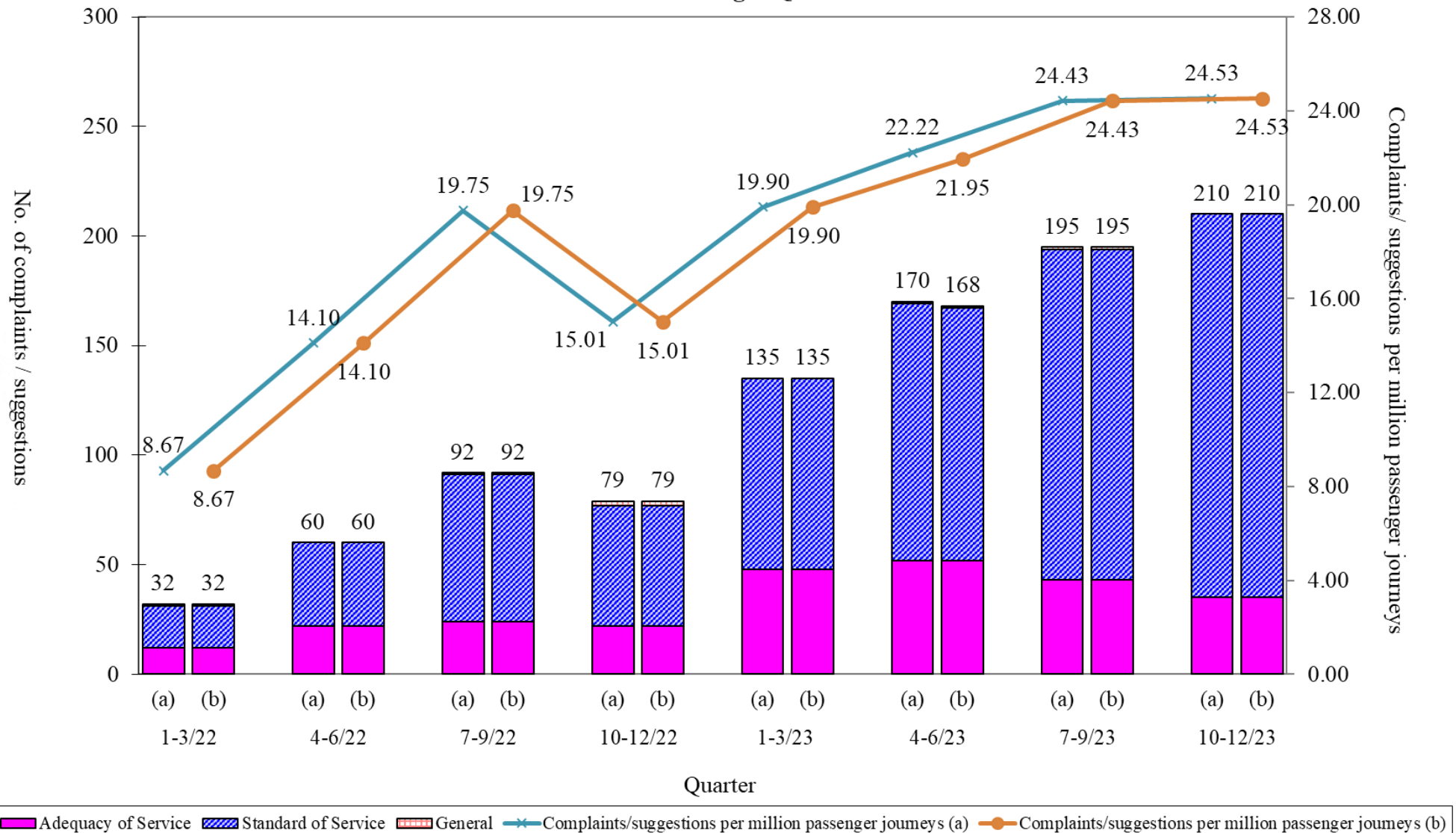


Notes : (a) Complaints received from all complainants.

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

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

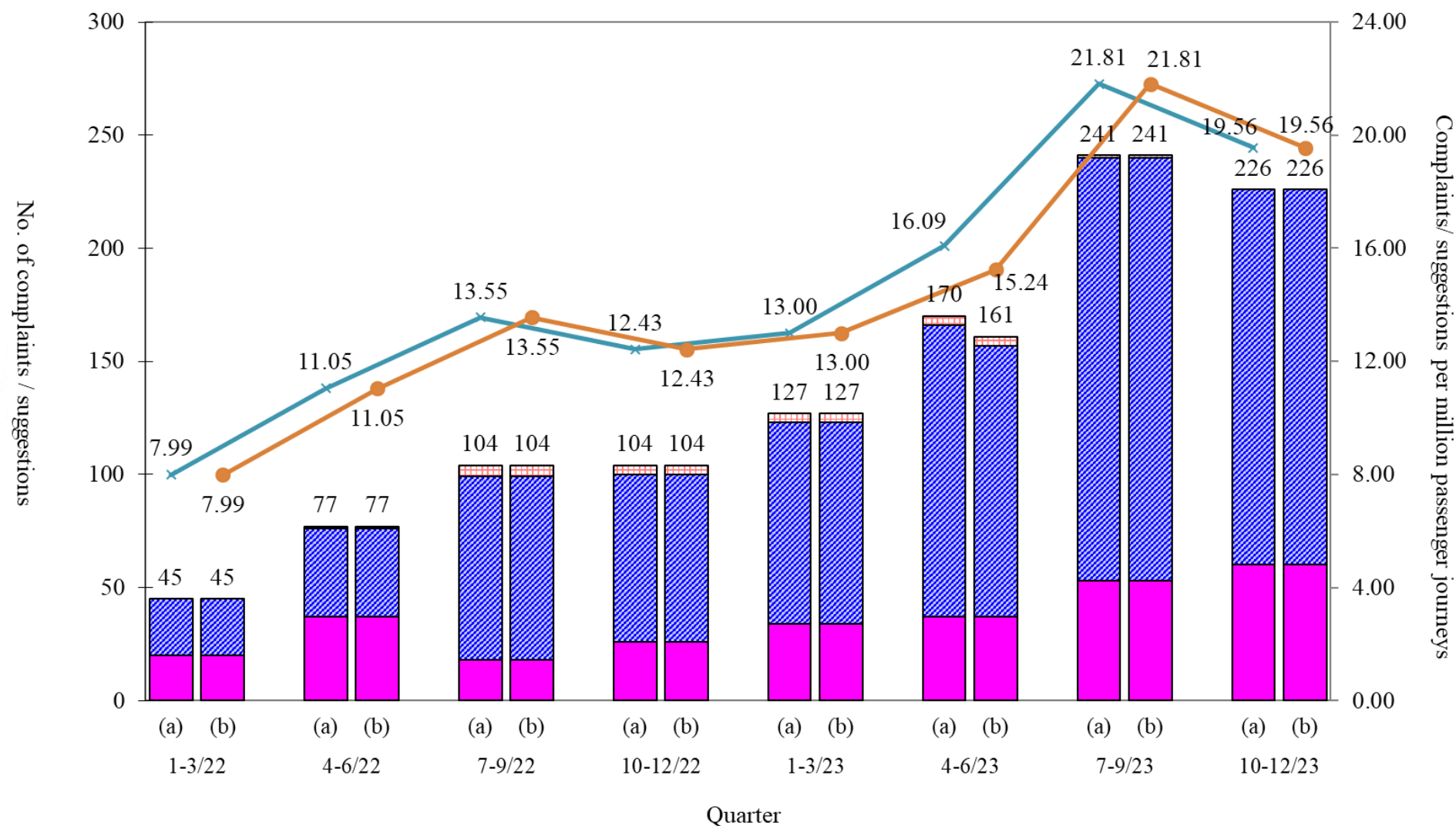
Annex F(iii)



Notes : (a) Complaints received from all complainants.

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

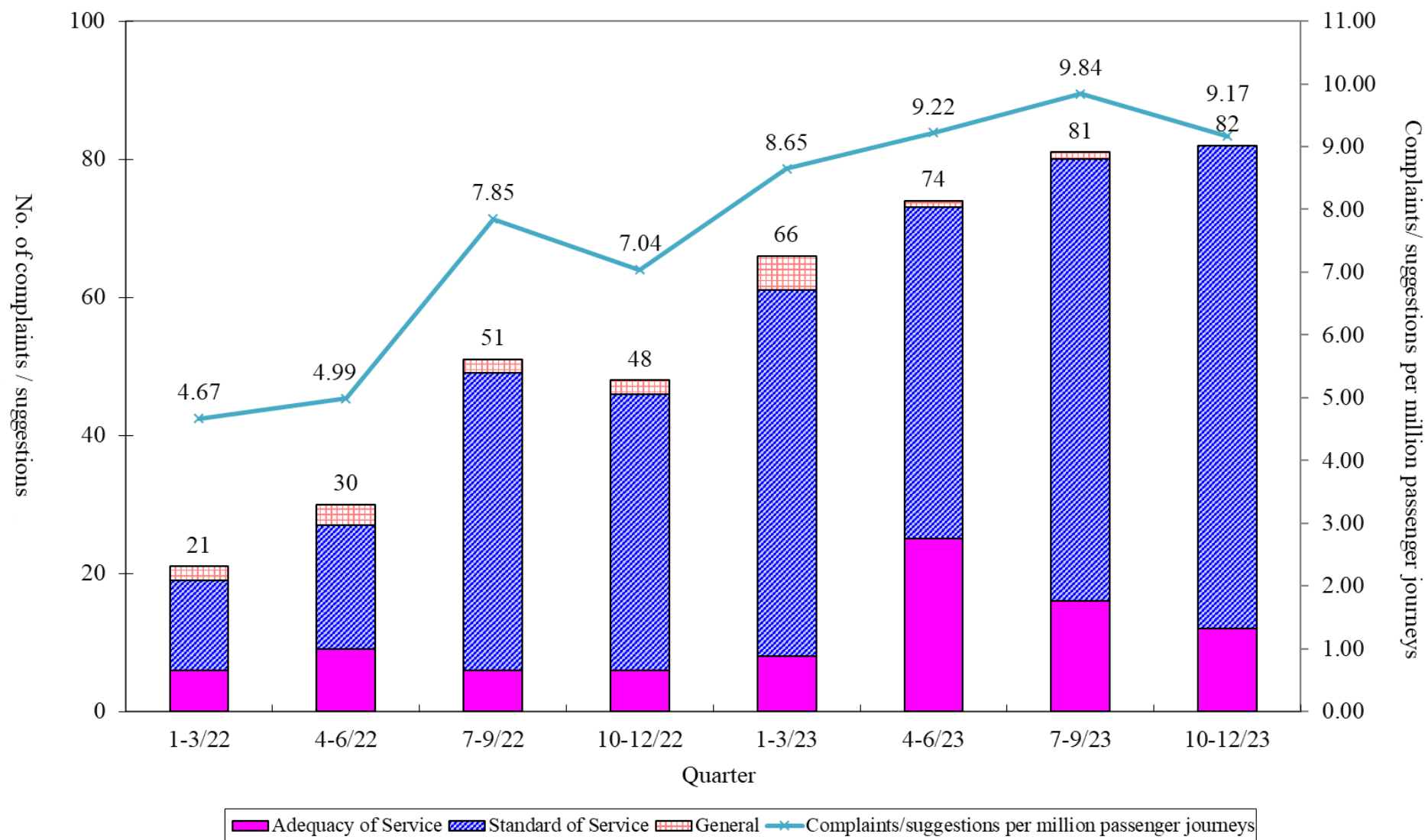
Complaints and Suggestions on the Services of Long Win Bus Company Limited in the Past Eight Quarters



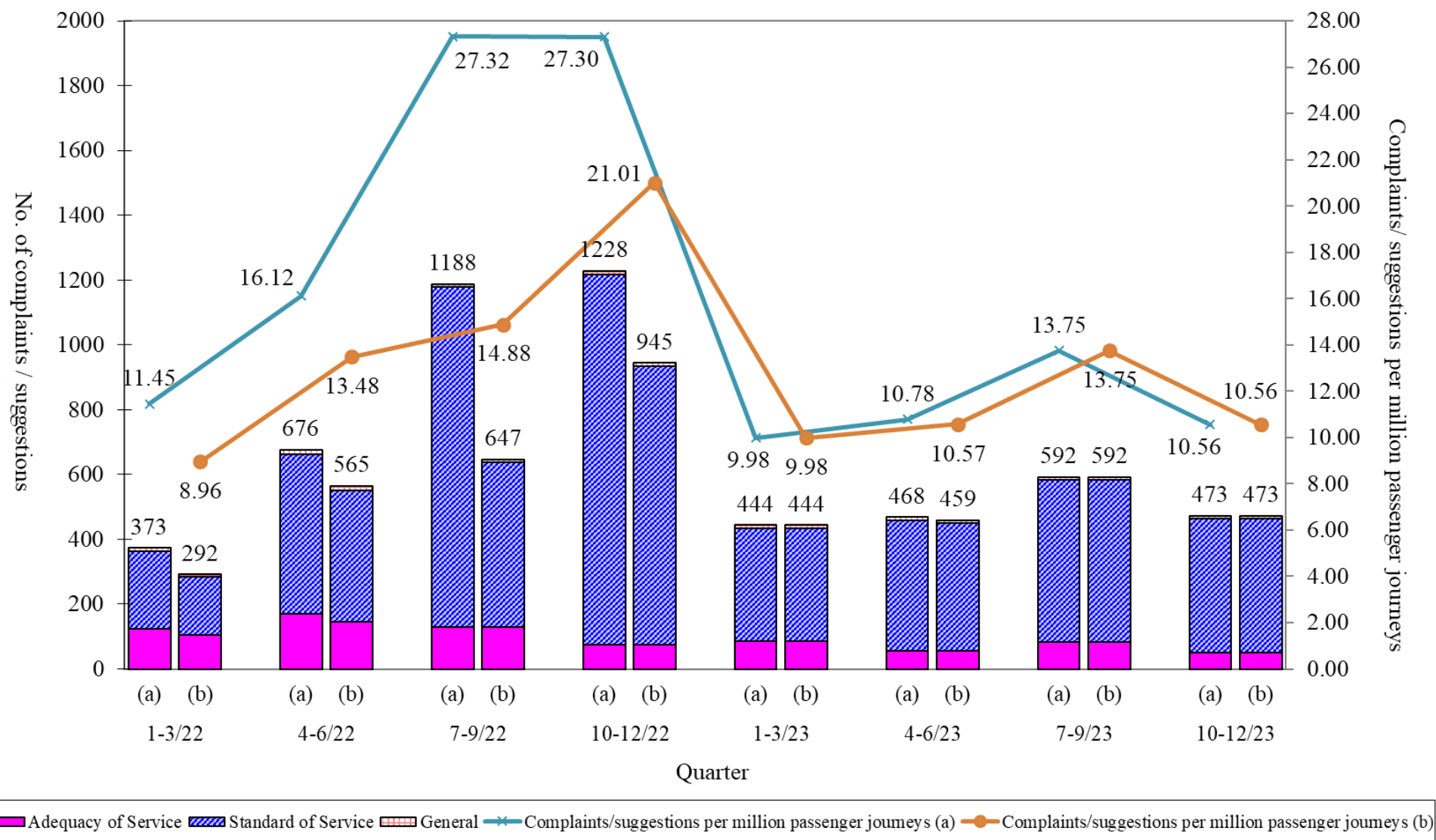
Notes : (a) Complaints received from all complainants.

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

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



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



Notes : (a) Complaints received from all complainants.

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

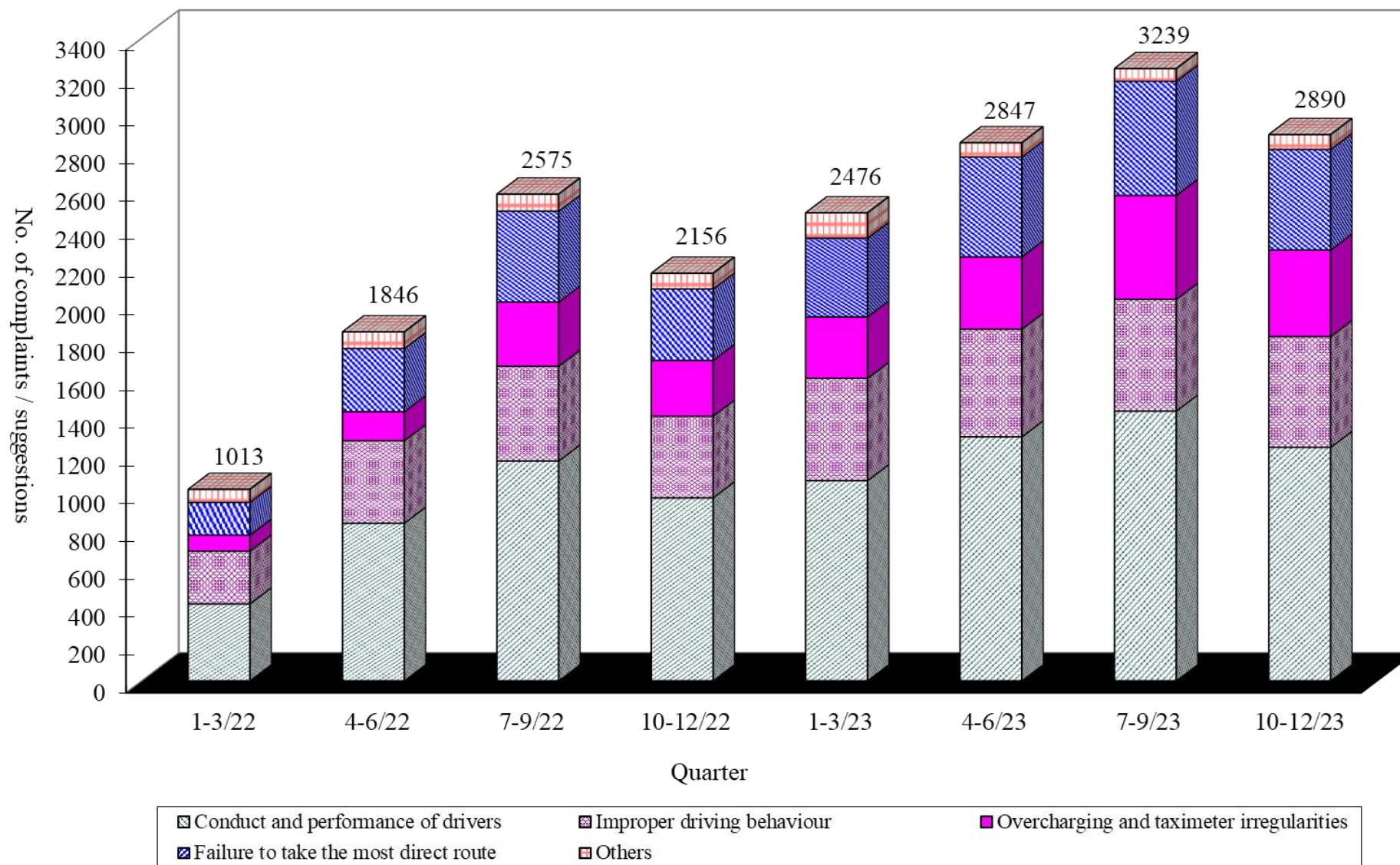
Breakdown of Complaints and Suggestions on Franchised Bus Services
(October – December 2023)

<u>Bus Company</u>	<u>Number of complaints/ suggestions⁽²⁾</u>	<u>Number of complaints/ suggestions per million passenger journeys</u>
The Kowloon Motor Bus Company (1933) Limited (KMB)	2 479 (1 985)	11.47 (9.18)
Citybus Limited (Franchise for the Urban and New Territories bus network) (CTB(U&NT))	682	11.86
Citybus Limited (Franchise for Airport and North Lantau bus network) (CTB(Lantau))	210	24.53
New Lantau Bus Company (1973) Limited (NLB)	82	9.17
Long Win Bus Company Limited (LWB)	226	19.56
Cross-harbour Bus Services ⁽¹⁾ (XHT)	473	10.56
Total	4 152 (3 658)	11.95 (10.53)

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

(2) A total of 494 complaints about KMB were received from two complainants. The figures not including these cases are in brackets.

Complaints and Suggestions on Taxi Services in the Past Eight Quarters



Breakdown of Complaints and Suggestions on Taxi Services

<u>Nature of Complaint/Suggestion</u>	<u>Same quarter in 2022 (1.10.22-31.12.22)</u>	<u>Previous quarter (1.7.23-30.9.23)</u>	<u>Current quarter (1.10.23-31.12.23)</u>
(a) Conduct and performance of drivers			
(i) Behaving other than in a civil & orderly manner	347	530	400
(ii) Refusing hire	530	773	734
(iii) Soliciting passengers	3	17	8
(iv) Refusing to drive to destination	77	91	77
(v) Failure to display driver identity plate	11	16	15
(vi) Failure to display driver identity plate properly	-	-	1
Sub-total	968	1 427	1 235
(b) Improper driving behaviour	432	591	586
(c) Overcharging	242	494	413
(d) Taximeter irregularities	53	56	45
(e) Failure to take the most direct route	378	604	532
(f) Others*	83	67	79
Total	2 156	3 239	2 890

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

Complaints and Suggestions on Traffic and Road Conditions
(October – December 2023)

District Nature of Complaint/Suggestion	Hong Kong Island				Kowloon					New Territories									Others (e.g. general issues and tunnel areas)	Total
	Eastern	Wan Chai	Central & Western	Southern	Kwun Tong	Wong Tai Sin	Kowloon City	Sham Shui Po	Yau Tsim Mong	North	Tai Po	Sha Tin	Yuen Long	Tuen Mun	Tsuen Wan	Kwai Tsing	Sai Kung	Islands		
<u>Traffic Conditions</u>																				
(a) Traffic congestion/obstruction	9	7	6	5	19	1	14	7	9	4	2	4	9	18	2	279	8	2	1	406
(b) Traffic management	2	2	3	1	3	5	1	2	11	3	1	8	4	3	4	1	1	5	6	66
(c) Additional traffic signs and aids	1	-	1	1	9	1	3	1	4	2	-	2	2	1	1	2	1	1	-	33
(d) Parking facilities	-	-	-	-	-	-	3	12	2	-	-	-	-	1	1	2	1	1	1	24
Sub-total	12	9	10	7	31	7	21	22	26	9	3	14	15	23	8	284	11	9	8	529
<u>Road Maintenance</u>																				
(a) Road conditions	-	3	-	1	3	1	-	-	-	-	-	2	7	-	-	-	-	-	-	17
(b) Traffic signs & aids	1	-	1	1	1	-	-	1	2	-	-	-	3	2	1	2	2	1	1	19
(c) Carriageway markings	-	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	1
Sub-total	1	3	1	2	4	1	1	1	2	-	-	2	10	2	1	2	2	1	1	37
<u>Enforcement</u>																				
(a) Illegal parking	29	16	27	19	43	12	50	29	49	14	12	54	30	26	11	12	14	7	6	460
(b) Other enforcement matters	10	12	18	9	21	2	15	7	24	9	4	18	102	12	3	7	18	6	7	304
Sub-total	39	28	45	28	64	14	65	36	73	23	16	72	132	38	14	19	32	13	13	764
Total	52	40	56	37	99	22	87	59	101	32	19	88	157	63	23	305	45	23	22	1330

Complaints and Suggestions on Traffic and Road Conditions⁽¹⁾
(October – December 2023)

District Nature of Complaint/Suggestion	Hong Kong Island				Kowloon					New Territories								Others (e.g. general issues and tunnel areas)	Total	
	Eastern	Wan Chai	Central & Western	Southern	Kwun Tong	Wong Tai Sin	Kowloon City	Sham Shui Po	Yau Tsim Mong	North	Tai Po	Sha Tin	Yuen Long	Tuen Mun	Tsuen Wan	Kwai Tsing	Sai Kung			Islands
<u>Traffic Conditions</u>																				
(a) Traffic congestion/obstruction	9	7	6	5	19	1	14	7	9	4	2	4	9	18	2	4	8	2	1	131
(b) Traffic management	2	2	3	1	3	5	1	2	11	3	1	8	4	3	4	1	1	5	6	66
(c) Additional traffic signs and aids	1	-	1	1	9	1	3	1	4	2	-	2	2	1	1	2	1	1	-	33
(d) Parking facilities	-	-	-	-	-	-	3	12	2	-	-	-	-	1	1	2	1	1	1	24
Sub-total	12	9	10	7	31	7	21	22	26	9	3	14	15	23	8	9	11	9	8	254
<u>Road Maintenance</u>																				
(a) Road conditions	-	3	-	1	3	1	-	-	-	-	-	2	7	-	-	-	-	-	-	17
(b) Traffic signs & aids	1	-	1	1	1	-	-	1	2	-	-	-	3	2	1	2	2	1	1	19
(c) Carriageway markings	-	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	1
Sub-total	1	3	1	2	4	1	1	1	2	-	-	2	10	2	1	2	2	1	1	37
<u>Enforcement</u>																				
(a) Illegal parking	29	16	27	19	43	12	50	29	49	14	12	54	30	26	11	12	14	7	6	460
(b) Other enforcement matters	10	12	18	9	21	2	15	7	24	9	4	18	102	12	3	7	18	6	7	304
Sub-total	39	28	45	28	64	14	65	36	73	23	16	72	132	38	14	19	32	13	13	764
Total	52	40	56	37	99	22	87	59	101	32	19	88	157	63	23	30	45	23	22	1055

Note : (1) 275 complaints about traffic congestion/obstruction received from one complainant during the quarter were excluded. Please see Annex I(i) with these complaints included.

Complaints and Suggestions Received by TCU during 2019 – 2023

<u>Nature of Complaint/Suggestion</u>	<u>2019</u>	<u>2020</u>	<u>2021</u>	<u>2022</u>	<u>2023</u>
I. Public Transport Services					
(a) Adequacy of service	941 [76]	1 165 [97]	2 921 [942]	4 051 [1245]	2 969 [934]
(b) Standard of service	26 235 [23]	15 855 [22]	22 456 [44]	28 599 [47]	33 856 [75]
(c) General	545 [6]	602 [19]	627 [11]	745 [40]	797 [25]
	27 721 [105]	17 622 [138]	26 004 [997]	33 395 [1 332]	37 622 [1 034]
II. Traffic Conditions					
(a) Traffic congestion/ obstruction	435 [7]	666 [12]	783 [17]	448 [14]	761 [17]
(b) Traffic management	198 [39]	132 [32]	205 [51]	164 [40]	255 [66]
(c) Additional traffic signs and aids	66 [19]	64 [24]	90 [31]	73 [33]	121 [41]
(d) Parking facilities	20 [4]	27 [2]	97 [13]	75 [17]	95 [11]
	719 [69]	889 [70]	1 175 [112]	760 [104]	1 232 [135]
III. Road maintenance					
(a) Road conditions	40 [1]	88	88 [2]	80	113 [4]
(b) Traffic signs and aids	72 [1]	106 [1]	325 [3]	169 [2]	82 [1]
(c) Carriageway markings	5	10	14	12 [1]	13
	117 [2]	204 [1]	427 [5]	261 [3]	208 [5]
IV. Enforcement					
(a) Illegal parking	3 182 [4]	4 704 [1]	3 290 [5]	3 934 [3]	2 042 [5]
(b) Other enforcement matters	981 [5]	1 225 [3]	1 358 [9]	1 135 [8]	1 000 [2]
	4 163 [9]	5 929 [4]	4 648 [14]	5 069 [11]	3 042 [7]
V. Miscellaneous	297 [2]	244 [1]	258 [8]	199 [1]	248 [7]
Total	33 017 [187]	24 888 [214]	32 512 [1 136]	39 684 [1 451]	42 352 [1 188]

Note : 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.

Complaints and Suggestions Received by TCU during 2019 - 2023⁽¹⁾

<u>Nature of Complaint/Suggestion⁽²⁾</u>	<u>2019</u>		<u>2020</u>		<u>2021</u>		<u>2022</u>		<u>2023</u>	
I. Public Transport Services										
(a) Adequacy of service	918	[76]	865	[97]	2 539	[942]	3 768	[1245]	2 969	[934]
(b) Standard of service	22 917	[23]	14 515	[22]	21 568	[44]	21 766	[47]	31 210	[75]
(c) General	545	[6]	602	[19]	627	[11]	745	[40]	797	[25]
	24 380 ⁽³⁾	[105]	15 982 ⁽⁶⁾	[138]	24 734 ⁽¹¹⁾	[997]	26 279 ⁽¹⁵⁾	[1 332]	34 976 ⁽¹⁸⁾	[1 034]
II. Traffic Conditions										
(a) Traffic congestion/ obstruction	435	[7]	666	[12]	783	[17]	448	[14]	486 ⁽¹⁹⁾	[17]
(b) Traffic management	198	[39]	132	[32]	205	[51]	164	[40]	255	[66]
(c) Additional traffic signs and aids	66	[19]	64	[24]	90	[31]	73	[33]	121	[41]
(d) Parking facilities	20	[4]	27	[2]	97	[13]	75	[17]	95	[11]
	719	[69]	889	[70]	1 175	[112]	760	[104]	957	[135]
III. Road maintenance										
(a) Road conditions	40	[1]	88		88	[2]	80		113	[4]
(b) Traffic signs and aids	72	[1]	106	[1]	181 ⁽¹²⁾	[3]	169	[2]	82	[1]
(c) Carriageway markings	5		10		14		12	[1]	13	
	117	[2]	204	[1]	283	[5]	261	[3]	208	[5]
IV. Enforcement										
(a) Illegal parking	1 941 ⁽⁴⁾	[4]	3 176 ⁽⁷⁾	[1]	3 137 ⁽¹³⁾	[5]	2 636 ⁽¹⁶⁾	[3]	2 042	[5]
(b) Other enforcement matters	981	[5]	1 001 ⁽⁸⁾	[3]	1 358	[9]	1 135	[8]	1 000	[2]
	2 922	[9]	4 177	[4]	4 495	[14]	3 771	[11]	3 042	[7]
V. Miscellaneous	297	[2]	202 ⁽⁹⁾	[1]	258	[8]	199	[1]	248	[7]
Total	28 435⁽⁵⁾	[187]	21 454⁽¹⁰⁾	[214]	30 945⁽¹⁴⁾	[1 136]	31 270⁽¹⁷⁾	[1 451]	39 431⁽²⁰⁾	[1 188]

- Notes :**
- (1) 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.
 - (3) A total of 3 341 complaints received from two complainants were excluded.
 - (4) A total of 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) A total of 1 528 complaints received from one complainant were excluded.
 - (8) A total of 224 complaints received from one complainant were excluded.
 - (9) A total of 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) A total of 144 complaints received from one complainant were excluded.
 - (13) A total of 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) A total of 1 298 complaints received from one complainant were excluded.
 - (17) A total of 8 414 complaints received from 14 complainants were excluded.
 - (18) A total of 2 646 complaints received from five complainants were excluded.
 - (19) A total of 275 complaints received from one complainant were excluded.
 - (20) A total of 2 921 complaints received from six complainants were excluded.

Complaints and Suggestions on Franchised Bus Services⁽¹⁾

<u>Bus Company</u>	<u>2022</u>	<u>2023</u>	<u>Difference</u>
The Kowloon Motor Bus Company (1933) Limited (KMB)	9 794 ⁽⁴⁾ (6 089)	10 464 ⁽⁹⁾ (7 957)	+6.8% (+30.7%)
Citybus Limited (Franchise 1) (Citybus (F1)) ⁽²⁾	1 853 ⁽⁵⁾ (1 149)	2 477 ⁽¹⁰⁾ (2 372)	+33.7% (+106.4%)
Citybus Limited (Franchise 2) (Citybus (F2))	263	710 ⁽¹¹⁾ (708)	+170.0% (+169.2%)
New World First Bus Services Limited (NWFB) ⁽²⁾	3 523 ⁽⁶⁾ (1 832)	512 ⁽¹²⁾ (500)	-85.5% (-72.7%)
New Lantao Bus Company (1973) Limited	150	303	+102.0%
Long Win Bus Company Limited	330	764 ⁽¹³⁾ (755)	+131.5% (+128.8%)
Cross-harbour Bus Services ⁽³⁾	3 465 ⁽⁷⁾ (2 449)	1 977 ⁽¹⁴⁾ (1 968)	-42.9% (-19.6%)
Total	19 378⁽⁸⁾ (12 262)	17 207⁽¹⁵⁾ (14 563)	-11.2% (+18.8%)

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

(2) Citybus (F1) and NWFB merged into Citybus Limited (Franchise for the Urban and New Territories bus network) commencing from 1 July 2023.

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

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

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

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

(8) 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.

(9) Among the 10 464 complaints and suggestions, a total of 2 507 complaints were received from four complainants.

(10) Among the 2 477 complaints and suggestions, a total of 105 complaints were received from one complainant.

(11) Among the 710 complaints and suggestions, a total of two complaints were received from one complainant.

(12) Among the 512 complaints and suggestions, a total of 12 complaints were received from one complainant.

(13) Among the 764 complaints and suggestions, a total of nine complaints were received from one complainant.

(14) Among the 1 977 complaints and suggestions, a total of nine complaints were received from two complainants.

(15) Among the 17 207 complaints and suggestions, a total of 2 646 complaints were received from five complainants, and 683 pure suggestions about franchised bus routeing were received from a member of the public.

Complaints and Suggestions on Franchised Bus Services

<u>Nature of Complaint/Suggestion</u>		<u>2022</u>	<u>2023</u>	<u>Difference</u>
(A) Adequacy of Service				
(1)	Frequency	1 637	939	-42.6%
(2)	Routeing	1 277	965	-24.4%
(3)	Hours of operation	124	94	-24.2%
(4)	Provision of stops	256	113	-55.9%
Sub-total		3 294	2 111	-35.9%
(B) Standard of Service				
(1)	Regularity of service	11 158	8 423	-24.5%
(2)	Adherence to routeing	82	119	+45.1%
(3)	Improper driving behaviour	1 760	2 433	+38.2%
(4)	Conduct and performance of staff (including drivers)	1 419	2 225	+56.8%
(5)	Overcharging	28	70	+150.0%
(6)	Cleanliness	49	85	+73.5%
(7)	Conditions of vehicles	146	170	+16.4%
(8)	Passenger services and facilities	1 164	1 286	+10.5%
Sub-total		15 806	14 811	-6.3%
(C) General⁽¹⁾		278	285	+2.5%
Total		19 378⁽²⁾	17 207⁽³⁾	-11.2%

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

(2) 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.

(3) Among the 17 207 complaints and suggestions, a total of 2 644 complaints were received from five complainants. The number of complaints not including these cases is 14 563, representing an increase of 18.8% when compared with 12 262 cases (see note 2) in 2022.

Complaints and Suggestions on Non-franchised Bus Services

<u>Nature of Complaint/Suggestion</u>	<u>2022</u>	<u>2023</u>	<u>Difference</u>
(A) Adequacy of Service			
(1) Frequency	34	39	+14.7%
(2) Routeing	25	10	-60.0%
(3) Hours of operation	3	4	+33.3%
(4) Provision of stops	7	11	+57.1%
Sub-total	69	64	-7.2%
(B) Standard of Service			
(1) Regularity of service	72	189	+162.5%
(2) Adherence to routeing	3	11	+266.7%
(3) Improper driving behaviour	51	80	+56.9%
(5) Conduct and performance of staff (including drivers)	32	78	+143.8%
(5) Overcharging	1	4	+300.0%
(6) Cleanliness	1	5	+400.0%
(7) Conditions of vehicles	14	27	+92.9%
(8) Passenger services and facilities	45	53	+17.8%
Sub-total	219	447	+104.1%
(C) General⁽¹⁾	21	34	+61.9%
Total	309	545	+76.4%

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

Complaints and Suggestions on Green Minibus Services

<u>Nature of Complaint/Suggestion</u>	<u>2022</u>	<u>2023</u>	<u>Difference</u>
(A) Adequacy of Service			
(1) Frequency	432	570	+31.9%
(2) Routeing	68	45	-33.8%
(3) Hours of operation	14	11	-21.4%
(4) Provision of stops	18	17	-5.6%
Sub-total	532	643	+20.9%
(B) Standard of Service			
(1) Regularity of service	1 509	2 446	+62.1%
(2) Adherence to routeing	225	308	+36.9%
(3) Improper driving behaviour	933	1 088	+16.6%
(4) Conduct and performance of staff (including drivers)	1 413	2 001	+41.6%
(5) Overcharging	113	226	+100.0%
(6) Cleanliness	59	84	+42.4%
(7) Conditions of vehicles	70	83	+18.6%
(8) Passenger services and facilities	144	236	+63.9%
Sub-total	4 466	6 472	+44.9%
(C) General⁽¹⁾	77	97	+26.0%
Total	5 075	7 212	+42.1%

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

Complaints and Suggestions on Red Minibus Services

<u>Nature of Complaint/Suggestion</u>	<u>2022</u>	<u>2023</u>	<u>Difference</u>
(A) Adequacy of Service	-	-	-
(B) Standard of Service			
(1) Regularity of service	-	-	-
(2) Adherence to routeing	-	-	-
(3) Improper driving behaviour	109	124	+13.8%
(4) Conduct and performance of staff (including drivers)	86	105	+22.1%
(5) Overcharging	14	32	+128.6%
(6) Cleanliness	4	3	-25.0%
(7) Conditions of vehicles	4	5	+25.0%
(8) Passenger services and facilities	8	11	+37.5%
Sub-total	225	280	+24.4%
(C) General⁽¹⁾	118	83	-29.7%
Total	343	363	+5.8%

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

Complaints and Suggestions on Taxi Services

<u>Nature of Complaint/Suggestion</u>	<u>2022</u>	<u>2023</u>	<u>Difference</u>
Taxi driver malpractice			
(a) Conduct and performance of drivers			
(i) Behaving other than in a civil & orderly manner	1 304	1 730	+32.7%
(ii) Refusing hire	1 745	2 878	+64.9%
(iii) Soliciting passengers	8	30	+275.0%
(iv) Refusing to drive to destination	263	310	+17.9%
(v) Failure to display driver identity plate	42	59	+40.5%
(vi) Failure to display driver identity plate properly	10	5	-50.0%
	3 372	5 012	+48.6%
(b) Improper driving behaviour	1 648	2 287	+38.8%
(c) Overcharging	709	1 525	+115.1%
(d) Taximeter irregularities	165	191	+15.8%
(e) Failure to take the most direct route	1 366	2 081	+52.3%
Sub-total	7 260	11 096	+52.8%
Others			
(a) Taxi obstruction	200	164	-18.0%
(b) Miscellaneous ⁽¹⁾	130	192	+47.7%
Sub-total	330	356	+7.9%
Total	7 590	11 452	+50.9%

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

Complaints and Suggestions on Rail Services

<u>Railway Company</u>	<u>2022</u>	<u>2023</u>	<u>Difference</u>
Mass Transit Railway Corporation Limited (Excluding Light Rail)	461	566	+22.8%
Mass Transit Railway Corporation Limited (Light Rail)	85	101	+18.8%
The Hongkong Tramways Limited	44	77	+75.0%
Total	590	744	+26.1%

Complaints and Suggestions on Ferry Services

<u>Ferry Company</u>	<u>2022</u>	<u>2023</u>	<u>Difference</u>
Sun Ferry Services Company Limited	40	36	-10.0%
The 'Star' Ferry Company Limited	10	14	+40.0%
Minor Ferries	60	49	-18.3%
Total	110	99	-10.0%

Complaints about Traffic Congestion/Obstruction during 2019 – 2023

<u>District</u>		<u>No. of Complaints</u>				
		<u>2019</u>	<u>2020</u>	<u>2021</u>	<u>2022</u>	<u>2023</u>
Hong Kong	- Eastern	27	25	53	24	28
	- Wan Chai	17	31	53	14	21
	- Central & Western	33	32	36	16	19
	- Southern	11	7	27	15	21
Kowloon	- Kwun Tong	52	92	74	41	70
	- Wong Tai Sin	14	18	28	18	9
	- Kowloon City	28	53	53	39	34
	- Sham Shui Po	25	79	68	44	22
	- Yau Tsim Mong	29	57	68	34	49
New Territories	- North	36	14	20	20	23
	- Tai Po	11	30	35	18	9
	- Sha Tin	43	46	67	29	16
	- Yuen Long	33	42	58	33	30
	- Tuen Mun	23	30	54	51	45
	- Tsuen Wan	16	43	43	11	10
	- Kwai Tsing	12	28	19	13	323 ⁽¹⁾
	- Sai Kung	18	34	21	18	12
	- Islands	2	5	5	7	17
Others		5	-	1	3	3
Total		435	666	783	448	761⁽¹⁾

Notes : (1) Among the 323 and 761 complaints and suggestions, a total of 275 complaints were received from one complainant.

Complaints about Illegal Parking during 2019 – 2023⁽¹⁾

<u>District</u>		<u>2019</u>	<u>2020</u>	<u>2021</u>	<u>2022</u>	<u>2023</u>
Hong Kong	- Eastern	108	155	161(160)	160(135)	103
	- Wan Chai	153(76)	176(175)	167(155)	131	67
	- Central & Western	754(87)	1 647(123)	340(210)	116(81)	81
	- Southern	36	47	55	79(71)	64
Kowloon	- Kwun Tong	188	343	215	182	169
	- Wong Tai Sin	68	123	77	52	40
	- Kowloon City	168	188(186)	220(218)	1316(163)	247
	- Sham Shui Po	167	355	338(333)	257(251)	165
	- Yau Tsim Mong	189(181)	226	255(253)	266(212)	171
New Territories	- North	76	103	97	103	68
	- Tai Po	102	151	124	86	63
	- Sha Tin	143	305	466	475(458)	315
	- Yuen Long	183	225	218	216	183
	- Tuen Mun	104	189	204	128	78
	- Tsuen Wan	70	126	100	82	52
	- Kwai Tsing	93	166	128	132	66
	- Sai Kung	63	151	92	119	70
	- Islands	24	21	23	23	31
Others ⁽²⁾		493(4)	7(6)	10(9)	11	9
Total		3 182 (1 941)	4 704 (3 176)	3 290 (3 137)	3 934 (2 636)	2 042

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 2019 – 2023⁽¹⁾

<u>District</u>		<u>2019</u>	<u>2020</u>	<u>2021</u>	<u>2022</u>	<u>2023</u>
Hong Kong	- Eastern	48	61	72	42	46
	- Wan Chai	60	66	74	50	44
	- Central & Western	62	276(55)	57	37	56
	- Southern	28	18(17)	35	16	30
Kowloon	- Kwun Tong	61	68	102	104	83
	- Wong Tai Sin	37	34	68	59	22
	- Kowloon City	69	66(64)	103	65	57
	- Sham Shui Po	60	53	74	59	43
	- Yau Tsim Mong	108	85	132	145	120
New Territories	- North	25	12	28	34	26
	- Tai Po	42	37	62	33	28
	- Sha Tin	74	74	87	94	55
	- Yuen Long	86	87	114	109	213
	- Tuen Mun	58	79	105	74	45
	- Tsuen Wan	46	55	68	46	24
	- Kwai Tsing	40	36	48	49	20
	- Sai Kung	44	79	76	76	54
	- Islands	18	21	21	15	17
Others		15	18	32	28	17
Total		981	1 225 (1 001)	1 358	1 135	1 000

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 the Executive Secretary of the TCU at the following address -

P.O. Box 12430, G.P.O.

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