

QUARTERLY REPORT No. 4 of 2024

by the

TRANSPORT COMPLAINTS UNIT

of the

TRANSPORT ADVISORY COMMITTEE

for the period

1 October 2024 – 31 December 2024

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Chapter 1 Major Areas of Complaints and Suggestions¹

This is the fourth quarterly report for 2024 covering the period from 1 October to 31 December 2024.

Yearly and Quarterly Trends

2. During the quarter, the Transport Complaints Unit (TCU) received 12 898² complaints and suggestions, including 142³ pure suggestions. About 78% (9 997) of the cases were received through TCU Complaint/Suggestion Webforms and email, 22% (2 886) 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 11.2%² as compared with 14 519⁴ cases in the previous quarter and an increase of 18.9%² as compared with 10 851⁵ cases in the same quarter in 2023. A breakdown of all the complaints and suggestions received during the quarter is at Annex A.

3. Among the 142³ pure suggestions received, 123³ were about public transport services, of which 107 were related to franchised bus services. There were 16 cases on traffic conditions. A breakdown of all the pure suggestions received during the quarter is shown at Annex A(iii).

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 12 898 complaints and suggestions, a total of 1 057 complaints were received from three complainants. The number of complaints not including these cases is 11 841, representing a decrease of 7.6% when compared with 12 821 cases (see footnote 4) in the previous quarter and an increase of 17.4% when compared with 10 082 cases (see footnote 5) in the same quarter in 2023. A breakdown of the complaints not including these cases is at Annex A(i)(b).

³ Among the 142 pure suggestions, 123 cases were about public transport services. Among those 123 cases, 86 were received from a member of the public.

⁴ Among the 14 519 complaints and suggestions, a total of 1 698 complaints were received from seven complainants. The number of complaints not including these cases is 12 821.

⁵ 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.

4. A graph showing the trends of complaints and suggestions received by TCU in the past ten years (2015-2024) is at Annex B(i). Another graph showing the trends of complaints and suggestions received, by quarter, since the third quarter of 2020 is at Annex B(ii).

5. During the quarter, investigations into 10 017 cases (including some outstanding cases from previous quarters) were completed. Of these, 8 980 cases (90%) were found to be substantiated, three cases (less than 1%) unsubstantiated, and the remaining 1 034 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 2024, the Police reported the latest developments on 407⁶ cases previously referred to them. Among these cases, 14⁶ drivers were summonsed.

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

Public Transport Services

7. Complaints and suggestions on public transport services accounted for 11 316⁷ cases, representing a decrease of 14.0%⁷ as compared with 13 160⁸ cases in the previous quarter and an increase of 19.8%⁷ as compared with

⁶ The figures include the taxi cases in paragraph 22.

⁷ Among the 11 316 complaints and suggestions, a total of 452 complaints were received from two complainants. The number of complaints not including these cases is 10 864, representing a decrease of 8.0% when compared with 11 814 cases (see footnote 8) in the previous quarter and an increase of 21.3% when compared with 8 954 cases (see footnote 9) in the same quarter in 2023. A breakdown of the complaints not including these cases is at Annex E(i)(b).

⁸ Among the 13 160 complaints and suggestions, a total of 1 346 complaints were received from five complainants. The number of complaints not including these cases is 11 814.

9 448⁹ cases in the same quarter in 2023. A breakdown of the complaints and suggestions received during the quarter is at Annex E(i). A graph showing the trends of complaints and suggestions received, by quarter, since the third quarter of 2020 is at Annex E(ii).

Franchised Bus Services

8. A total of 4 573¹⁰ complaints and suggestions on franchised bus services were received during the quarter, representing a decrease of 26.6%¹⁰ as compared with 6 232¹¹ cases in the previous quarter and an increase of 10.1%¹⁰ as compared with 4 152¹² cases in the same quarter in 2023.

9. There were 2 481¹³ cases on the services of The Kowloon Motor Bus Company (1933) Limited (KMB), as compared with 4 036¹⁴ cases in the previous quarter and 2 479¹⁵ cases in the same quarter in 2023. Among the 2 481¹³ cases, 201 (or 8.1%) were about the adequacy of service and 2 218 (or 89.4%) were about the standard of service.

⁹ 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.

¹⁰ Among the 4 573 complaints and suggestions, a total of 429 complaints were received from two complainants. The number of complaints not including these cases is 4 144, representing a decrease of 18.9% when compared with 5 107 cases (see footnote 11) in the previous quarter and an increase of 13.3% when compared with 3 658 cases (see footnote 12) in the same quarter in 2023.

¹¹ Among the 6 232 complaints and suggestions, a total of 1 125 complaints were received from four complainants. The number of complaints not including these cases is 5 107.

¹² 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.

¹³ Among the 2 481 complaints and suggestions, a total of 195 complaints (about the standard of service) were received from one complainant. The number of complaints not including these cases is 2 286.

¹⁴ Among the 4 036 complaints and suggestions, a total of 1 032 complaints were received from four complainants. The number of complaints not including these cases is 3 004.

¹⁵ Among the 2 479 complaints and suggestions, a total of 494 complaints were received from two complainants. The number of complaints not including these cases is 1 985.

10. There were 765 cases on the services of the Citybus Limited (Franchise for the Urban and New Territories bus network) (CTB (U&NT)), as compared with 794¹⁶ cases in the previous quarter and 682 cases in the same quarter in 2023. Among the 765 cases, 87 (or 11.4%) were about the adequacy of service while 655 (or 85.6%) were about the standard of service.

11. There were 188¹⁷ cases on the services of the Citybus Limited (Franchise for Airport and North Lantau Bus Network) (CTB (Lantau)), as compared with 267¹⁸ cases in the previous quarter and 210 cases in the same quarter in 2023. Among the 188 cases, 10 (or 5.3%) were about the adequacy of service while 173 (or 92.0%) were about the standard of service.

12. There were 450¹⁹ cases on the services of the Long Win Bus Company Limited (LWB), as compared with 318²⁰ cases in the previous quarter and 226 cases in the same quarter in 2023. Of the 450 cases, 18 (or 4.0%) were about the adequacy of service and 429 (or 95.3%) were about the standard of service.

13. There were 95 cases on the services of the New Lantao Bus Company (1973) Limited (NLB), as compared with 105 cases in the previous quarter and 82 cases in the same quarter in 2023. Of the 95 cases, nine (or 9.5%) were about the adequacy of service and 85 (or 89.5%) were about the standard of service.

¹⁶ Among the 794 complaints and suggestions, a total of 15 complaints were received from one complainant. The number of complaints not including these cases is 779.

¹⁷ Among the 188 complaints and suggestions, a total of six complaints (about the standard of service) were received from one complainant. The number of complaints not including these cases is 182.

¹⁸ Among the 267 complaints and suggestions, a total of 15 complaints were received from one complainant. The number of complaints not including these cases is 252.

¹⁹ Among the 450 complaints and suggestions, a total of 226 complaints (about the standard of service) were received from two complainants. The number of complaints not including these cases is 224.

²⁰ Among the 318 complaints and suggestions, a total of 55 complaints were received from one complainant. The number of complaints not including these cases is 263.

14. There were 594²¹ cases on the cross-harbour bus services²², as compared with 712²³ cases in the previous quarter and 473 cases in the same quarter in 2023. Of the 594 cases, 45 (or 7.6%) were about the adequacy of service and 544 (or 91.6%) were about the standard of service.

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

Non-Franchised Bus Services

16. There were 144²⁴ complaints and suggestions on non-franchised bus services (e.g. residents' services and feeder bus services operated by the MTR Corporation Limited (MTRCL)). The corresponding figures for the previous quarter and the same quarter in 2023 were 254²⁵ and 126 respectively.

Public Light Bus Services

17. A total of 2 384 complaints and suggestions on public light bus (PLB) services were received in this quarter, representing a decrease of 12.0% as compared with 2 710 cases in the previous quarter and an increase of 17.1% as compared with 2 036 cases in the same quarter in 2023. All of these cases were referred to the Transport Department (TD) or the Police for action.

²¹ Among the 594 complaints and suggestions, a total of two complaints (about the standard of service) were received from one complainant. The number of complaints not including these cases is 592.

²² 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.

²³ Among the 712 complaints and suggestions, a total of eight complaints were received from two complainants. The number of complaints not including these cases is 704.

²⁴ Among the 144 complaints and suggestions, a total of 23 complaints (about the standard of service) were received from one complainant. The number of complaints not including these cases is 121.

²⁵ Among the 254 complaints and suggestions, a total of 92 complaints were received from two complainants. The number of complaints not including these cases is 162.

18. Of the PLB cases received, 94.5% or 2 253 cases were on green minibus (GMB) services, representing a decrease of 13.0% as compared with 2 591 cases in the previous quarter and an increase of 15.8% as compared with 1 945 cases in the same quarter in 2023. Among the 2 253 cases, 182 (or 8.1%) were about the adequacy of service and 2 051 (or 91.0%) were about the standard of service.

19. The remaining 5.5% or 131 cases were on the services provided by red minibuses (RMB), representing an increase of 10.1% as compared with 119 cases in the previous quarter and an increase of 44.0% as compared with 91 cases in the same quarter in 2023.

Taxi Services

20. A total of 3 899 cases on taxi services were received in this quarter, representing an increase of 13.4% as compared with the previous quarter and an increase of 34.9% as compared with the same quarter in 2023. A comparison of the complaints and suggestions on taxi services in the past eight quarters is at Annex G.

21. Of the 3 899 cases received, 3 779 (96.9%) were related to taxi driver malpractice, as compared with 3 310 such cases (96.3%) in the previous quarter. Complaints about driver malpractice included failure to take the most direct route, improper driving behaviour, refusing hire, behaving other than in a civil and orderly manner and overcharging, etc. A detailed breakdown of the nature of complaints and suggestions on taxi services is at Annex H. Reports on taxi driver malpractice were referred to the Police for further investigation if the complainants agreed to be witnesses. During the quarter, a total of 1 021 such cases (27.0%) were referred to the Police.

22. During the quarter, the Police reported the latest developments on 306 cases previously referred to them. These cases are categorised as follows –

	<u>No. of Cases</u>		<u>Percentage</u>	
(a) Summonsed	6	(7)	2	(2)
(b) Withdrawn by complainants	170	(140)	56	(32)
(c) Evidence considered insufficient by the Police for further processing	130	(285)	42	(66)
	306 (432)		100 (100)	

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

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

23. Among the seven summonsed cases in the previous quarter, a taxi driver was convicted of traffic offence by the court²⁶. The taxi driver was fined \$600 for not driving to destination by more direct practicable route.

Rail Services

24. A total of 289 complaints and suggestions on rail services were received. The corresponding figures for the previous quarter and the same quarter in 2023 were 486²⁷ and 222 respectively. Of the 289 cases, 264 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).

²⁶ Results of the remaining summonsed cases were not yet available as at end December 2024.

²⁷ Among the 486 complaints and suggestions, a total of 129 complaints (about the service of MTRCL) were received from one complainant. The number of complaints not including these cases is 357.

Ferry Services

25. There were 27 complaints and suggestions on ferry services in this quarter. The corresponding figures for the previous quarter and the same quarter in 2023 were 40 and 22 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 703²⁸ complaints recorded in this quarter about traffic congestion/obstruction, as compared with 492²⁹ cases in the previous quarter and 406³⁰ cases in the same quarter in 2023. Congestion/obstruction was reported to have occurred throughout the territory, as illustrated below –

	<u>Number of Complaints</u>	
Hong Kong Island	34 ³¹	(72) ³²
Kowloon	397 ³³	(105) ³⁴
New Territories	272 ³⁵	(313) ³⁶
Others (e.g. general issues and tunnel areas)	0	(2)
Total	703²⁸	(492)²⁹

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

²⁸ Among the 703 complaints and suggestions, a total of 605 complaints were received from two complainants. The number of complaints not including these cases is 98.

²⁹ Among the 492 complaints and suggestions, a total of 352 complaints were received from two complainants. The number of complaints not including these cases is 140.

³⁰ 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.

³¹ Among the 34 complaints and suggestions, a total of 14 complaints were received from one complainant. The number of complaints not including these cases is 20.

³² Among the 72 complaints and suggestions, a total of 38 complaints were received from one complainant. The number of complaints not including these cases is 34.

³³ Among the 397 complaints and suggestions, a total of 366 complaints were received from one complainant. The number of complaints not including these cases is 31.

³⁴ Among the 105 complaints and suggestions, a total of 62 complaints were received from one complainant. The number of complaints not including these cases is 43.

³⁵ Among the 272 complaints and suggestions, a total of 225 complaints were received from one complainant. The number of complaints not including these cases is 47.

³⁶ Among the 313 complaints and suggestions, a total of 252 complaints were received from one complainant. The number of complaints not including these cases is 61.

27. Based on the number of complaints received, districts most affected by traffic congestion/obstruction were Kowloon City (251³⁷ cases), Kwai Tsing (230³⁸ cases) and Yau Tsim Mong (121³⁹ 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 100 complaints and suggestions on traffic management and 82 requests for additional traffic signs and aids in this quarter. As a comparison, there were 82 and 41 such cases in the previous quarter, and 66 and 33 in the same quarter in 2023.

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

Road Maintenance

31. During the quarter, there were 30 complaints about road maintenance, as compared with 40 cases in the previous quarter and 37 cases in the same quarter in 2023. Among the 30 cases, 21 cases were related to road conditions and six cases were related to traffic signs and aids.

³⁷ Among the 251 complaints and suggestions, a total of 249 complaints were received from one complainant. The number of complaints not including these cases is two.

³⁸ Among the 230 complaints and suggestions, a total of 225 complaints were received from one complainant. The number of complaints not including these cases is five.

³⁹ Among the 121 complaints and suggestions, a total of 111 complaints were received from one complainant. The number of complaints not including these cases is ten.

32. Districts which attracted relatively more complaints about road conditions were Kwun Tong, Sham Shui Po and Yuen Long (four cases each). District which attracted relatively more complaints about traffic signs and aids was Kwun Tong (two cases).

Enforcement

33. There were 605 complaints about traffic regulations enforcement in this quarter, representing a decrease of 5.9% when compared with 643 cases in the previous quarter and a decrease of 20.8% when compared with 764 cases in the same quarter in 2023. They were mainly requests for action against illegal parking (341 cases), disobeying traffic signs/schemes (77 cases), prolonged waiting causing obstruction (68 cases) and jumping red light/failing to give way to pedestrians/traffic (47 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 Yuen Long (39 cases), Sha Tin (38 cases), Yau Tsim Mong (32 cases) and Kowloon City (29 cases).

Chapter 2 Major Events and Noteworthy Cases

Transport Complaints Unit Sub-committee Meeting

At the quarterly meeting of the TCU Sub-committee on 6 November 2024, Members discussed –

- (a) Complaints and Suggestions about Ferry Services;
- (b) Complaints and Suggestions about Parking Facilities;
- (c) Complaints and Suggestions about Taxi Services; and
- (d) TCU Quarterly Report No. 3 of 2024.

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 2024.

Concerns about road safety at Electric Road near Power Street in North Point

3. A member of the public observed that the set of traffic lights at Electric Road near Power Street in North Point was equipped with traffic signals for left turn and straight movement. When the traffic light for straight movement turned green, the traffic light for left turn remained red, while the pedestrian light had turned green. The complainant complained that there was a taxi driver drove through the red left turn traffic light and ignored the complainant who was crossing the road when the pedestrian light had turned green. This posed danger to pedestrians crossing the road. He requested the Transport Department (TD) to review the existing traffic signals arrangement to enhance road safety.

4. The case was referred to the TD for follow-up actions. In response, the TD had replied that according to the Road Traffic Ordinance, drivers must follow all traffic signals, traffic signs and road markings at traffic light junctions. Drivers must wait behind the “Stop” line if the traffic light was red, or “red and amber”. Drivers might continue only when the green traffic light was showing and it was safe to do so. Regarding the incidents of drivers disobeyed the traffic signals as mentioned by the complainant, the TD would request the Police to strengthen patrols at the location concerned and take appropriate enforcement actions.

5. Additionally, after a review, the TD had proposed adjusting the traffic light arrangements at the location concerned. The proposed changes would allow drivers on Electric Road to simultaneously turn left into Power Street or proceed straight. Besides, the road markings on the slow lane of Electric Road near Power Street had been changed from “Left Turn Only” to “Go Straight or Turn Left”. The related work was completed on 31 October 2024.

6. The TD’s reply was conveyed to the complainant who raised no further comments.

Concerns about traffic conditions at the junction of Cha Kwo Ling Road and Sze Shan Street in Yau Tong

7. A member of the public expressed his concerns about the traffic condition after the removal of the box junction road markings at Cha Kwo Ling Road near Sze Shan Street which caused great inconvenience to the residents and business owners in the area. He considered that removal of the box junction made it impossible for drivers coming from Domain Mall to turn right onto Sze Shan Street. Hence, the drivers were required to make a detour via Lei Yue Mun.

8. The case was referred to the TD for consideration. In response, the TD had arranged the Highways Department (HyD) to modify the road marking at the location concerned, including providing an additional right-turn lane at Cha Kwo Ling Road southbound for the traffic towards Sze Shan Street, and retaining part of the original box junction so as to improve the traffic conditions at the

junction concerned. The improvement works had been completed in November 2024.

9. The TD further advised that they would continue to observe the traffic conditions and implement appropriate traffic management measures when necessary.

10. The member of the public noted the measures taken by the TD and raised no other comment.

Concerns about inadequate parking spaces for motorcycles in Tsuen Wan

11. A member of the public raised concerns about the inadequacy of parking spaces for motorcycles in Tsuen Wan. With high demand but limited parking spaces in the area, it caused inconvenience to motorcyclists. He suggested that the TD should provide more parking spaces for motorcycles in the area to cater for the demand of residents.

12. The case was referred to the TD for consideration. The TD replied that they had previously arranged the HyD to add ten motorcycle parking spaces at Hoi Kwai Road Public Transport Interchange (PTI). The related works had already been completed. Besides, the TD had issued a construction notice to the HyD to further add nine additional motorcycle parking spaces at Tsuen Wan Market Street near Tsuen Wan Town Square. The HyD advised that they were currently arranging application for temporary traffic diversions and rerouting of underground utility facilities. It was expected that the related works would commence in the second half of 2025.

13. The TD's reply was conveyed to the member of the public who made no further comments.

Chapter 3 Feature Article

Overview of Complaints and Suggestions Received in 2024⁴⁰

Overall Trend

TCU received 51 046⁴¹ complaints and suggestions in 2024. Among these, 843⁴² were pure suggestions. The number of cases recorded an increase of 20.5% when compared with 42 352⁴³ cases received in 2023. 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 2024 by category is as follows –

<u>Nature of Complaint/Suggestion</u>	<u>2023</u>	<u>2024</u>	<u>Difference</u>
Public Transport Services	37 622 ⁴⁴	45 402 ⁴⁵	+20.7%
Traffic Conditions	1 232 ⁴⁶	2 485 ⁴⁷	+101.7%
Road Maintenance	208	182	-12.5%

⁴⁰ The numbers of complaints received from individual complainants, who made more than 100 complaints during a quarter, are given in relevant footnotes.

⁴¹ Among the 51 046 complaints and suggestions, a total of 5 915 complaints were received from nine complainants. The number of complaints not including these cases is 45 131, representing an increase of 14.5% when compared with 39 431 cases (see footnote 43) in 2023. A breakdown of the complaints not including these cases is at [Annex J\(ii\)](#).

⁴² Among these pure suggestions, 478 pure suggestions about public transport routeing were received from a member of the public.

⁴³ 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.

⁴⁴ 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.

⁴⁵ Among the 45 402 complaints and suggestions, a total of 4 229 complaints were received from seven complainants. The number of complaints not including these cases is 41 173, representing an increase of 17.7% when compared with 34 976 cases (see footnote 44) in 2023.

⁴⁶ 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.

⁴⁷ Among the 2 485 complaints and suggestions, a total of 1 491 complaints were received from two complainants. The number of complaints not including these cases is 994, representing an increase of 3.9% when compared with 957 cases (see footnote 46) in 2023.

Enforcement	3 042	2 742 ⁴⁸	-9.9%
Miscellaneous ⁴⁹	248	235	-5.2%
Total	42 352⁴³	51 046⁴¹	+20.5%

Public Transport Services

2. Public transport services remained the major area of concern. In 2024, 45 402⁴⁵ complaints and suggestions were received, accounting for 89% of the total number of cases. Among these, 754⁴² were pure suggestions. The number of cases in this category recorded an increase of 20.7% as compared with 37 622⁴⁴ cases in 2023. A breakdown of the complaints and suggestions by mode of transport is as follows –

<u>Mode of Transport</u>	<u>2023</u>	<u>2024</u>	<u>Difference</u>
Franchised Buses	17 207 ⁵⁰	20 734 ⁵¹	+20.5%
Non-franchised Buses	545 ⁵²	811 ⁵³	+48.8%
Green Minibuses	7 212	8 865	+22.9%
Red Minibuses	363	477	+31.4%
Taxis	11 452	13 096	+14.4%

⁴⁸ Among the 2 742 complaints and suggestions, a total of 195 complaints were received from one complainant. The number of complaints not including these cases is 2 547, representing a decrease of 16.3% when compared with 3 042 cases in 2023.

⁴⁹ These are mainly related to general transport matters such as road safety.

⁵⁰ 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.

⁵¹ Among the 20 734 complaints and suggestions, a total of 3 824 complaints were received from six complainants. The number of complaints not including these cases is 16 910, representing an increase of 16.1% when compared with 14 563 cases (see footnote 50) in 2023.

⁵² 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.

⁵³ Among the 811 complaints and suggestions, a total of 276 complaints were received from two complainants. The number of complaints not including these cases is 535, representing a decrease of 1.5% when compared with 543 cases (see footnote 52) in 2023.

Rail Transport	744	1 300 ⁵⁴	+74.7%
Ferries	99	119	+20.2%
Total	37 622⁴⁴	45 402⁴⁵	+20.7%

Franchised Bus Services

3. There were 20 734⁵¹ cases on franchised bus services in 2024, representing an increase of 20.5% as compared with 17 207⁵⁰ cases in 2023. Most complaints were about regularity of service, conduct and performance of staff and improper driving behaviour. A breakdown of the 20 734⁵¹ cases by individual franchised bus companies (FBCs) and a detailed breakdown of these cases are at Annex K.

4. There were decreases in the number of complaints about frequency (from 939 cases in 2023 to 708 cases in 2024, representing a decrease of 24.6%) and routeing (from 965 cases in 2023 to 761 cases in 2024, representing a decrease of 21.1%). There were increases in the numbers of complaints about regularity of service (from 8 423⁵⁵ cases in 2023 to 9 656⁵⁶ cases in 2024, representing an increase of 14.6%), conduct and performance of staff (from 2 225 cases in 2023 to 4 106⁵⁷ cases in 2024, representing an increase of 84.5%), improper driving behaviour (from 2 433 cases in 2023 to 2 871 cases in 2024, representing an increase of 18.0%) as well as passenger services and facilities (from 1 286 cases in 2023 to 1 578 cases in 2024, representing an increase of 22.7%).

⁵⁴ Among the 1 300 complaints and suggestions, a total of 129 complaints were received from one complainant. The number of complaints not including these cases is 1 171, representing an increase of 57.4% when compared with 744 cases in 2023.

⁵⁵ 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.

⁵⁶ Among the 9 656 complaints and suggestions, a total of 3 611 complaints were received from five complainants. The number of complaints not including these cases is 6 045, representing an increase of 4.6% when compared with 5 779 cases (see footnote 55) in 2023.

⁵⁷ Among the 4 106 complaints and suggestions, a total of 213 complaints were received from one complainant. The number of complaints not including these cases is 3 893, representing an increase of 75.0% when compared with 2 225 cases in 2023.

5. The increase in number of complaints about regularity of service might be partially attributed to the implementation of bus route rationalisation proposals where frequencies of some of the routes with low demand are not fully resumed to the pre-epidemic level. To improve the operational efficiency and resource utilisation of the bus network as a whole, the Transport Department (TD) has been working with the FBCs to make timely adjustments to the bus services through established mechanisms including rationalising bus services having regard to changes in passenger demand arising from new infrastructure and property developments as well as latest travel pattern (such as rationalising bus services whose routeings overlap with newly commissioned railway lines, and reducing bus service frequency during late evenings in response to the general trend of reduced evening travelling activities). During the implementation of the rationalised items, it might take time for passengers to adapt to the adjusted service level which also induced various complaints from passengers at the same time. The TD has been closely monitoring the FBCs' service provision and the travelling patterns of the public so that timely adjustments would be made in response to the changing passenger demand with saved resources to be redeployed for other service improvement where appropriate.

6. In addition to the above, the increase in number of complaints about regularity of service may also be due to punctuality of service. With the resumption of economic and social activities, there is generally busier traffic on the roads, which results in more uncertain arrival time at intermediate stops. One of the examples was that the bus routes serving in Tuen Mun District (such as Tuen Mun Road and Wong Chu Road) were generally affected by the busy traffic thereat. Nevertheless, the TD has been closely monitoring the bus service and the FBCs were also requested to deploy additional vehicles for maintaining regularity of the service level where necessary and alternative routeing has been approved for temporary diversion during heavy traffic where appropriate. With the above efforts, there was a noticeable decrease in the number of complaints about regularity of service by about 42% in Q4 2024 when compared to Q3 2024.

7. Regarding the increase in complaints about improper driving behavior and conduct and performance of staff, the TD has requested the FBCs to pay attention to the situation and follow up with the drivers concerned if necessary. The FBCs were also requested to strengthen their trainings for bus drivers to

improve the driving behaviour and conduct and performance of their staff.

Non-franchised Bus Services

8. There were 811⁵³ cases on non-franchised bus services in 2024, representing an increase of 48.8% as compared with 545⁵² in 2023. A detailed breakdown of the 811⁵³ cases received in 2024 is at Annex L. The 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

9. A total of 9 342 complaints and suggestions on public light bus (PLB) services were received in 2024, representing an increase of 23.3% as compared with 7 575 cases in 2023.

10. There were 8 865 cases on green minibus (GMB) services, representing an increase of 22.9% when compared with 7 212 cases in 2023. The increase was mainly attributable to the increase in complaints on staff conduct and performance and improper driving behaviour. A detailed breakdown of the 8 865 cases is at Annex M.

11. There were 477 cases on red minibus (RMB) services, representing an increase of 31.4% when compared with 363 cases in 2023. A detailed breakdown of the 477 cases is at Annex N.

12. All the complaints and suggestions on PLB services were referred to the TD or the Police for follow-up actions as appropriate. There was an increase in overall number of complaints received in 2024 as compared to 2023. Among the GMB complaint cases received, the majority of the cases were about conduct and performance of staff (including drivers), regularity of service and improper driving behaviour. In view of the increasing number of complaints against improper driving behaviour and conduct and performance of GMB drivers, the TD will continue to work with the GMB trade on measures such as the pre-

service training course for new drivers and imported drivers. In the meantime, for complaints on GMB service regularity, the TD will continue to look into each complaint case and, if necessary, conduct ad hoc surveys to ascertain the service level of the route(s) concerned and to follow up with the operator(s) to rectify the problems. The TD will also issue warning letters to the operators who failed to comply with the Schedule of Service, including non-compliance with timetable and routings, etc. The warning letters issued will be taken into account in the mid-term appraisal of the GMB operators and their rollover period for the passenger service licences may be shortened if poor performance is observed.

13. For RMB cases, there was an increase in the overall number of complaints received in 2024 as compared to 2023. The complaints mainly comprise the categories of improper driving behavior and conduct and performance of staff (including drivers). The TD has from time to time reminded the PLB trade to pay attention to the driving safety and the quality of services, through regular meetings with the RMB trade associations. Upon receiving the complaints on conduct and performance of staff, the TD would relay the same to the relevant RMB trade associations and remind them to alert the RMB drivers. For the complaints on improper driving behaviour, the TD would refer the complaints about suspected violations of road traffic regulations to the Police for enforcement action. On the other hand, the TD has also cooperated with the Police to conduct the Safety Seminar for frontline PLB drivers with a view to enhancing their safety awareness.

Taxi Services

14. There were 13 096 cases on taxi services in 2024, representing an increase of 14.4% when compared with 11 452 cases in 2023. The increase was mainly due to the increase in complaints on the taxi drivers failing to take the most direct route, behaving other than in a civil and orderly manner, overcharging and conducting other improper driving behaviour. A detailed breakdown of the 13 096 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 2024 associated mainly with the increase in total visitor arrivals. According to the Hong Kong Tourism Board, Hong Kong received 45 million visitors in 2024, representing a 31% year-on-year increase. To improve the taxi service quality, the 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, the TD would provide their particulars to the Police for investigation and prosecution actions as appropriate. The 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 implemented a series of measures over the past two years 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. With a view to strengthening the deterrent effect against malpractices of taxi drivers, the Government introduced the two-tier penalty system and the Taxi-Driver-Offence Points (TDOP) system for certain taxi-driver-related offences. The two tier-penalty system took effect on 22 December 2023, while the TDOP system took effect on 22 September 2024. As of 3 February 2025, 58 taxi drivers were convicted of, or become liable to, a fixed penalty for a related offence and incurred points under the TDOP system.

18. Besides, to leverage the use of technology in enhancing the overall quality of taxi service, the Government proposes to mandate the installation of camera systems in all taxi compartments, and the provision of electronic payment means by all taxi drivers to provide passengers with more options for fare payment. The Government will endeavour to introduce the proposed legislative

amendments into the Legislative Council in the second quarter of 2025.

Rail Services

19. There were 1 300⁵⁴ cases on rail services in 2024, which represents an increase of 74.7% when compared with 744 cases in 2023. There was an increase in the number of complaints about services of MTRCL (from 667 cases in 2023 to 1 226⁵⁸ cases in 2024, representing an increase of 83.8%). A breakdown of the 1 300 cases by individual railway companies is at Annex P.

20. The complaints against the services of MTRCL in 2024 increased as compared with that in 2023, especially in the aspects of conduct and performance of staff and passengers services and facilities. These cases concerned the staff attitude in relation to by-law enforcement and responding to passenger inquiries, requesting MTRCL to step up enforcement actions against the violation of by-law, as well as the temperature of MTR stations during hot weather. Concerning the temperature of MTR stations during hot weather, MTRCL has immediately arranged to install over 250 additional mobile ventilation and horn fans at various stations to enhance air circulation and mitigate the impact of hot weather. As for the staff performance, MTRCL has reminded its front-line staff to pay attention to their attitude, especially when stepping up enforcement actions against the possible violation of the by-law. The TD has reminded MTRCL to continue closely monitoring the situation and carrying out improvement measures as appropriate.

Ferry Services

21. There were 119 cases on ferry services in 2024, representing an increase of 20.2% when compared with 99 cases in 2023. A breakdown of the 119 cases by individual ferry companies is at Annex Q. The increase in complaints was mainly attributed to an increase in the number of cases concerning conduct and

⁵⁸ Among the 1 226 complaints and suggestions, a total of 129 complaints were received from one complainant. The number of complaints not including these cases is 1 097, representing an increase of 64.5% when compared with 667 cases in 2023.

performance of staff, as well as passenger services and facilities. Ferry operators concerned have been urged to provide more training and guidance to its front-line staff and enhance their passenger services and facilities where appropriate. Regarding the cases related to quality of ferry services during festive events, ferry operators have been urged to take appropriate measures such as deploying additional staff during peak festive periods and enhancing the signage at the piers to facilitate the boarding and alighting of passengers.

Traffic Conditions

22. In 2024, 2 485⁴⁷ complaints and suggestions about traffic conditions were received, accounting for about 5% of the total number of cases. The number of cases in this category recorded an increase of 101.7% as compared with 1 232⁴⁶ cases in 2023.

Traffic Congestion/Obstruction

23. Of the 2 485⁴⁷ cases received, 1 907⁵⁹ (77%) were related to traffic congestion/obstruction. This represents an increase of 150.6% as compared with 761⁶⁰ cases in 2023. A breakdown of the complaints about traffic congestion/obstruction by district is at Annex R. In 2024, districts which attracted relatively more complaints are –

⁵⁹ Among the 1 907 complaints and suggestions, a total of 1 491 complaints were received from two complainants. The number of complaints not including these cases is 416, representing a decrease of 14.4% when compared with 486 cases (see footnote 60) in 2023.

⁶⁰ 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.

<u>District</u>	<u>No. of Complaints</u>		Difference
	<u>2023</u>	<u>2024</u>	
Kwai Tsing	323 ⁶¹	1 023 ⁶²	+216.7%
Kowloon City	34	333 ⁶³	+879.4%
Yau Tsim Mong	49	152 ⁶⁴	+210.2%

24. Factors contributing to the complaints about traffic congestion/obstruction in 2024 are broken down as follows –

<u>Factor</u>	<u>No. of Complaints</u>		Difference
	<u>2023</u>	<u>2024</u>	
Vehicle obstruction	575 ⁶⁵	1 748 ⁶⁶	+204.0%
Traffic management	111	82	-26.1%
Road works	24	37	+54.2%
Others	51	40	-21.6%
Total	761⁶⁰	1 907⁵⁹	+150.6%

25. All the complaints and suggestions concerning traffic congestion/obstruction were referred to the TD, the Police, the Highways Department and other relevant departments for consideration and follow-up actions. Of the 1 907⁵⁹ cases received, 1 748⁶⁶ (92%) were related to vehicle obstruction. The number of cases represents an increase of 204.0% as compared with 575⁶⁵

⁶¹ 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.

⁶² Among the 1 023 complaints and suggestions, a total of 1 011 complaints were received from one complainant. The number of complaints not including these cases is 12, representing a decrease of 75.0% when compared with 48 cases (see footnote 61) in 2023.

⁶³ Among the 333 complaints and suggestions, a total of 308 complaints were received from one complainant. The number of complaints not including these cases is 25, representing a decrease of 26.5% when compared with 34 cases in 2023.

⁶⁴ Among the 152 complaints and suggestions, a total of 111 complaints were received from one complainant. The number of complaints not including these cases is 41, representing a decrease of 16.3% when compared with 49 cases in 2023.

⁶⁵ 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.

⁶⁶ Among the 1 748 complaints and suggestions, a total of 1 491 complaints were received from two complainants. The number of complaints not including these cases is 257, representing a decrease of 14.3% when compared with 300 cases (see footnote 65) in 2023.

cases in 2023. In 2024, the 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 2024, there were 319 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 25.1% as compared with 255 cases in 2023.

Additional Traffic Signs and Aids

27. TCU received 186 requests for additional traffic signs and aids in 2024. This represents an increase of 53.7% as compared with 121 cases in 2023.

Parking Facilities

28. There were 73 complaints and suggestions on parking facilities in 2024. This represents a decrease of 23.2% as compared with 95 cases in 2023.

Road Maintenance

29. In 2024, 182 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 12.5% as compared with 208 cases in 2023.

Enforcement

30. In 2024, 2 742⁶⁷ complaints about enforcement matters were received, accounting for about 5% of the total number of cases. A comparison between the complaints received in 2023 and 2024 is as follows –

<u>Category</u>	<u>No. of Complaints</u>		<u>Difference</u>
	<u>2023</u>	<u>2024</u>	
Illegal parking	2 042	1 589	-22.2%
Other enforcement matters	1 000	1 153 ⁶⁸	+15.3%
Total	3 042	2 742⁶⁷	-9.9%

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

Illegal Parking

31. In 2024, districts which attracted relatively more complaints about illegal parking are –

⁶⁷ Among the 2 742 complaints and suggestions, a total of 195 complaints were received from one complainant. The number of complaints not including these cases is 2 547, representing a decrease of 16.3% when compared with 3 042 cases in 2023.

⁶⁸ Among the 1 153 complaints and suggestions, a total of 195 complaints were received from one complainant. The number of complaints not including these cases is 958, representing a decrease of 4.2% when compared with 1 000 cases in 2023.

<u>District</u>	<u>No. of Complaints</u>		<u>Difference</u>
	<u>2023</u>	<u>2024</u>	
Sha Tin	315 ⁶⁹	259 ⁶⁹	-17.8%
Yuen Long	183	151	-17.5%
Yau Tsim Mong	171	147	-14.0%
Kowloon City	247	132	-46.6%

32. Road safety is one of the operational priorities of the Police. The Force is committed to changing the irresponsible behaviors of road users that causes traffic obstructions through enforcement, education and publicity. The Police continually monitors illegal parking and other traffic related issues throughout the year and deploys appropriate resources to take enforcement action. For drivers who commit traffic offences by causing serious obstructions, the vehicles concerned may be towed away to ensure the smooth traffic flow.

33. Following the passing of the “Electronic Traffic Enforcement (Miscellaneous Amendments) Bill 2023” by the Legislative Council in June 2024, Police is now preparing for the traffic fixed penalty notices digitalisation, which will be implemented within 2025 gradually. By taking more efficient traffic enforcement actions, it may effectively deter the drivers from committing traffic offences and foster good driving attitude, which is conducive to reducing illegal parking incidents, thereby alleviating traffic congestion in the long run.

34. In the coming year, the Police will maintain a multi-agency “3Es” approach, namely Engineering, Engagement and Enforcement, and collaborate with other government departments to explore technology that enhances traffic enforcement efficiency, so as to realise our vision of “Zero Accidents on the Road, Hong Kong’s Goal”.

⁶⁹ Among the 315 and 259 complaints and suggestions, 192 and 158 complaints relating to the same street were received from anonymous complainants. The respective number of complaints not including these cases is 123 and 101.

Other Enforcement Matters

35. In 2024, 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>2023</u>	<u>2024</u>	
Yuen Long	213	334	+56.8%
Yau Tsim Mong	120	123	+2.5%
Kwun Tong	83	77	-7.2%

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

36. All cases complaining motorists/pedestrians failing to comply with traffic regulations were referred to the Police for investigation. Some cases were also referred to the 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 2023 <u>(1.10.23-31.12.23)</u>			Previous quarter <u>(1.7.24-30.9.24)</u>			Current quarter <u>(1.10.24-31.12.24)</u>		
I. Public Transport Services									
(a) Adequacy of service	616	[209]		782	[202]		582	[106]	
(b) Standard of service	8 651	[32]		12 115	[12]		10 491	[12]	
(c) General	181	[7]		263	[4]		243	[5]	
	9 448⁽³⁾	[248]	(87%)	13 160⁽³⁾	[218]	(91%)	11 316⁽³⁾	[123]	(88%)
II. Traffic Conditions									
(a) Traffic congestion/obstruction	406	[10]		492			703		
(b) Traffic management	66	[14]		82	[5]		100	[10]	
(c) Additional traffic signs and aids	33	[12]		41	[6]		82	[5]	
(d) Parking facilities	24			14	[1]		15	[1]	
	529	[36]	(5%)	629	[12]	(4%)	900	[16]	(7%)
III. Road Maintenance									
(a) Road conditions	17			26			21		
(b) Traffic signs and aids	19	[1]		14			6		
(c) Carriageway markings	1			-			3		
	37	[1]	(<1%)	40		(<1%)	30		(<1%)
IV. Enforcement									
(a) Illegal parking	460	[3]		401			341		
(b) Other enforcement matters	304	[1]		242			264		
	764	[4]	(7%)	643		(4%)	605		(5%)
V. Miscellaneous									
	73	[2]	(<1%)	47		(<1%)	47	[3]	(<1%)
Total	10 851⁽³⁾	[291]	(100%)	14 519⁽³⁾	[230]	(100%)	12 898⁽³⁾	[142]	(100%)

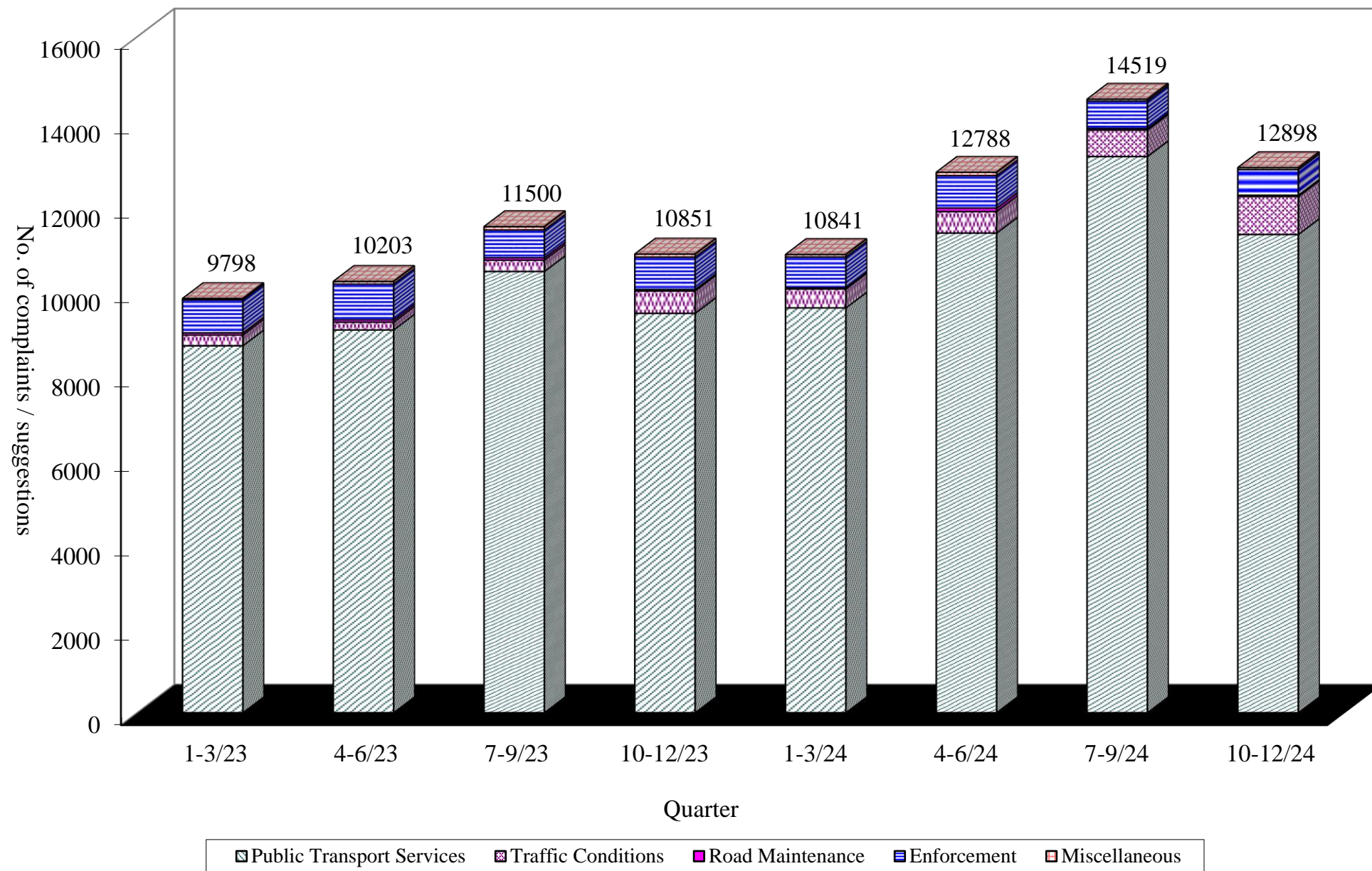
- Notes :**
- (1) Figures in square brackets are the number of pure suggestions received in the quarter. The figures have been included in the overall number of cases received. Among the 209, 202 and 106 pure suggestions relating to adequacy of service, 150, 148 and 76 about public transport routeing 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 2023 (1.10.23-31.12.23)</u>		<u>Previous quarter (1.7.24-30.9.24)</u>		<u>Current quarter (1.10.24-31.12.24)</u>	
I. Public Transport Services						
(a) Adequacy of service	616	[209]	782	[202]	582	[106]
(b) Standard of service	8 157	[32]	10 769	[12]	10 039	[12]
(c) General	181	[7]	263	[4]	243	[5]
	8 954	[248] (89%)	11 814	[218] (92%)	10 864	[123] (92%)
II. Traffic Conditions						
(a) Traffic congestion/obstruction	131	[10]	140		98	
(b) Traffic management	66	[14]	82	[5]	100	[10]
(c) Additional traffic signs and aids	33	[12]	41	[6]	82	[5]
(d) Parking facilities	24		14	[1]	15	[1]
	254	[36] (3%)	277	[12] (2%)	295	[16] (2%)
III. Road Maintenance						
(a) Road conditions	17		26		21	
(b) Traffic signs and aids	19	[1]	14		6	
(c) Carriageway markings	1		-		3	
	37	[1] (<1%)	40	(<1%)	30	(<1%)
IV. Enforcement						
(a) Illegal parking	460	[3]	401		341	
(b) Other enforcement matters	304	[1]	242		264	
	764	[4] (8%)	643	(5%)	605	(5%)
V. Miscellaneous	73	[2] (<1%)	47	(<1%)	47	[3] (<1%)
Total	10 082⁽⁴⁾	[291] (100%)	12 821⁽⁵⁾	[230] (100%)	11 841⁽⁶⁾	[142] (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 209, 202 and 106 pure suggestions relating to adequacy of service, 150, 148 and 76 about public transport routeing were received from a member of the public.
 - (3) Percentage figures in brackets represent the proportion of a category of complaints/suggestions to the total number of cases received in the quarter.
 - (4) A total of 769 complaints from three complainants were excluded.
 - (5) A total of 1 698 complaints from seven complainants were excluded.
 - (6) A total of 1 057 complaints from three complainants were excluded.

Complaints and Suggestions Received by TCU



Pure Suggestions Received by TCU (October – December 2024)

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	4	[1]	-	2	-	-	-	6	[1]
(2) Routeing	80	[75]	-	3	[1]	-	-	83	[76]
(3) Hours of operation	8	[5]	-	-	-	-	-	8	[5]
(4) Provision of stop	8	[2]	-	1	-	-	-	9	[2]
	100	[83]	-	6	[1]	-	-	106	[84]
(b) Standard of Service									
(1) Regularity of service	-		-	-	-	-	-	-	
(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	-		-	1	1	-	-	2	
(8) Passenger services & facility	5	[1]	-	-	1	2	-	8	[1]
	6	[2]	-	1	3	2	-	12	[2]
(c) General ⁽²⁾	1		-	1	3	-	-	5	
Sub-total of (I) this quarter	107	[85]	0	8	[1]	6	2	0	123 [86]
Sub-total of (I) previous quarter	202	[164]	3	[2]	8	1	4	[1]	0 218 [167]
Sub-total of (I) same quarter in 2023	225	[156]	3	[2]	12	[1]	4	4	[2] 0 248 [161]
(II) Traffic Conditions									
(a) Traffic Congestion/Obstruction									-
(b) Traffic Management									10
(c) Additional Traffic Signs & Aids									5
(d) Parking Facilities									1
Sub-total of (II) this quarter									16
Sub-total of (II) previous quarter									12
Sub-total of (II) same quarter in 2023									36
(III) Road Maintenance									-
(IV) Enforcement									-
(V) Miscellaneous									3
Total this quarter									142 [86]
Total previous quarter									230 [167]
Total same quarter in 2023									291 [161]

Legend

FB - Franchised Buses

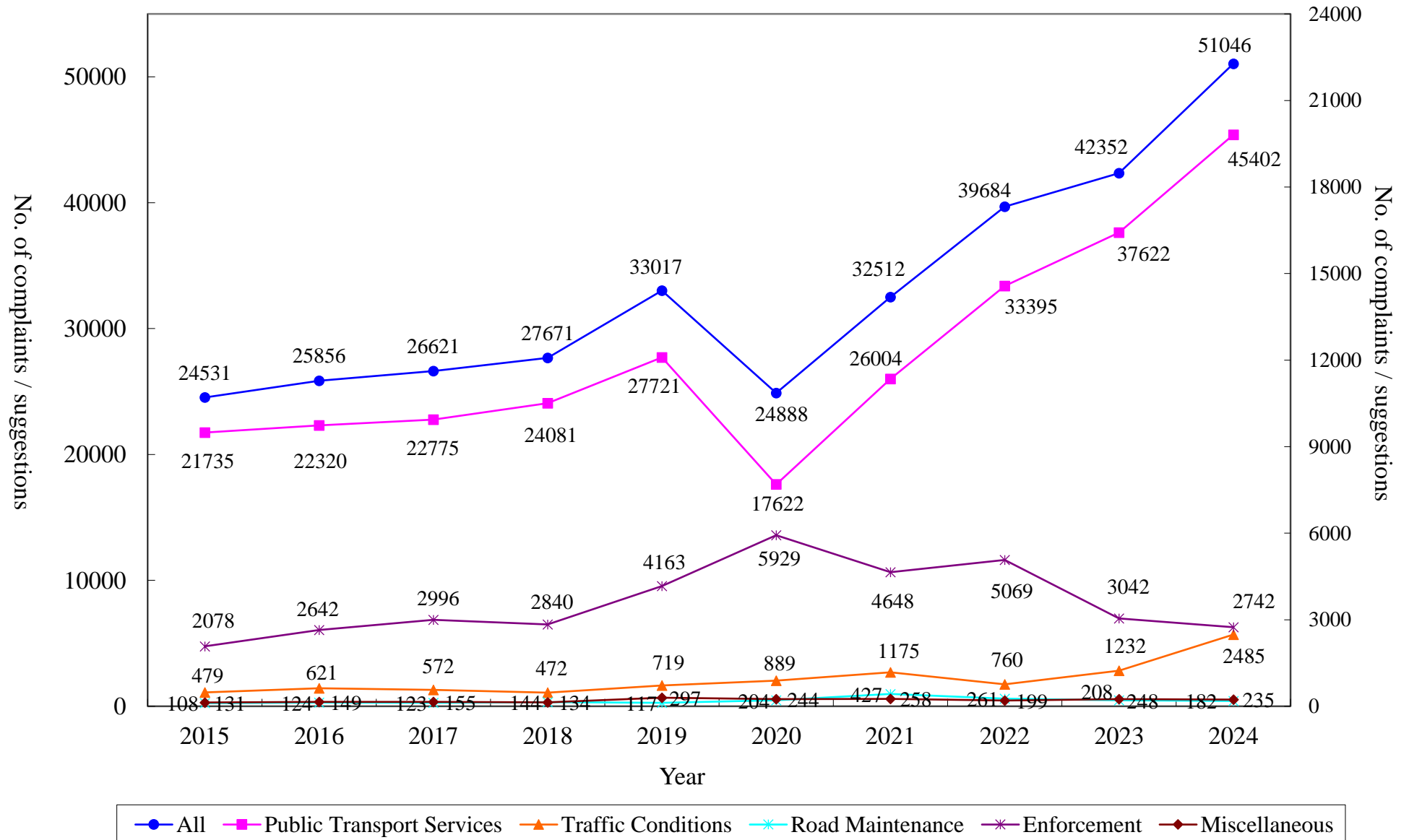
NFB - Non-franchised Buses

PLB - Public Light Buses

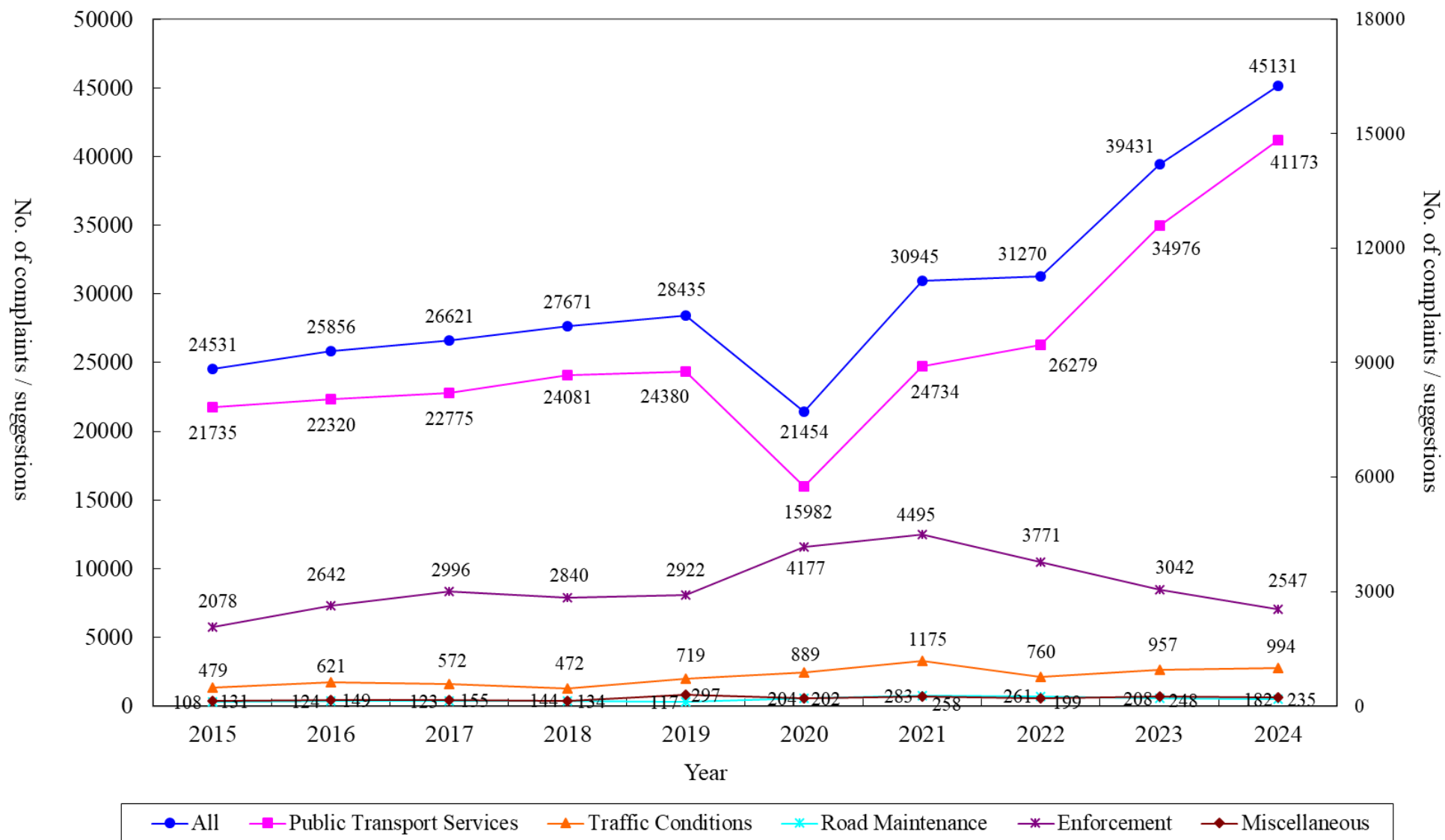
Notes : (1) Figures in square brackets are the number of pure suggestions received from a member of the public in the quarter. The figures have been included in the overall number of pure suggestions received.

(2) These are mainly related to bus fare and public transport fare concession scheme.

Trends of Complaints and Suggestions Received by TCU (2015 - 2024)



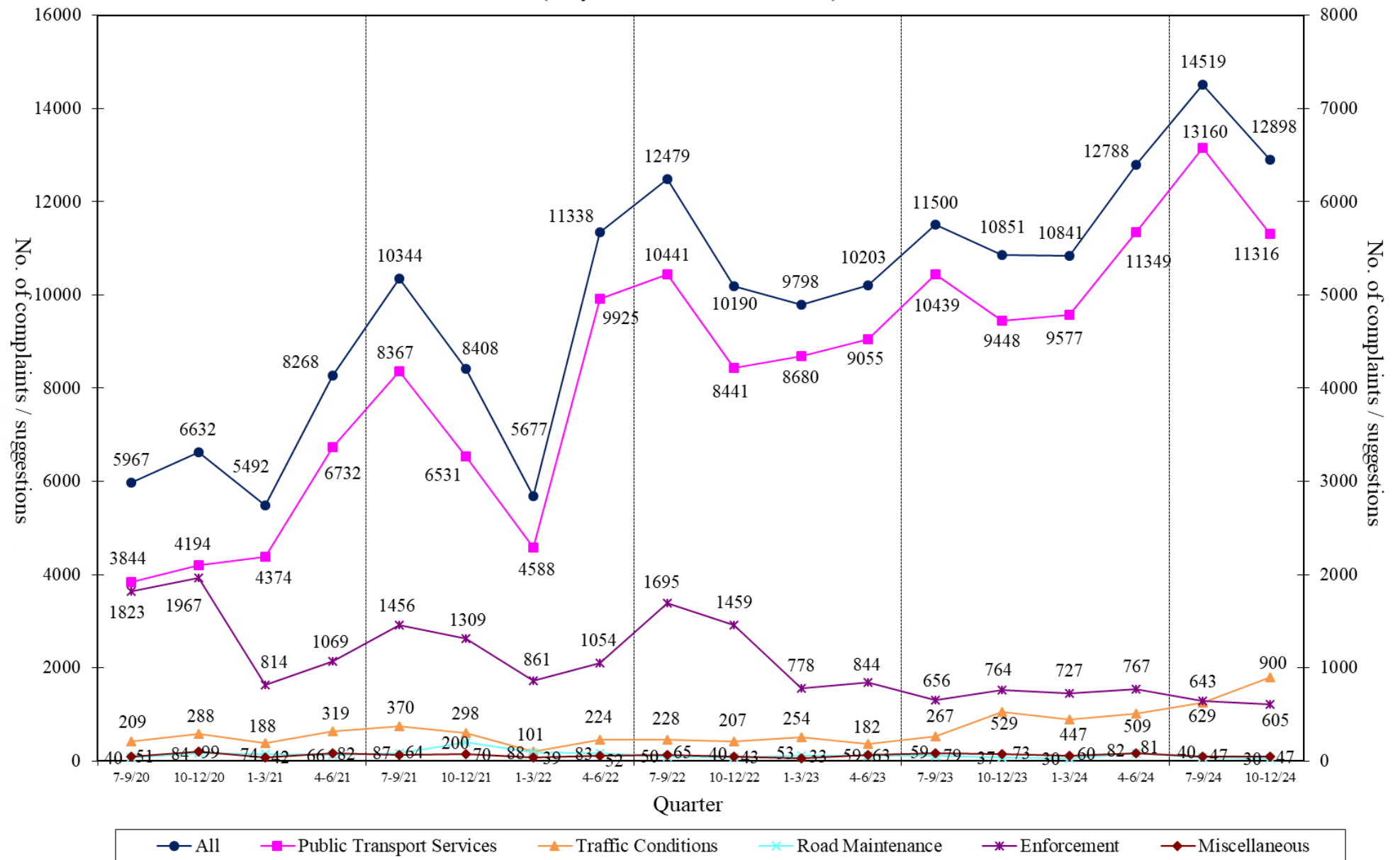
Trends of Complaints and Suggestions Received by TCU⁽¹⁾ (2015 - 2024)



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.

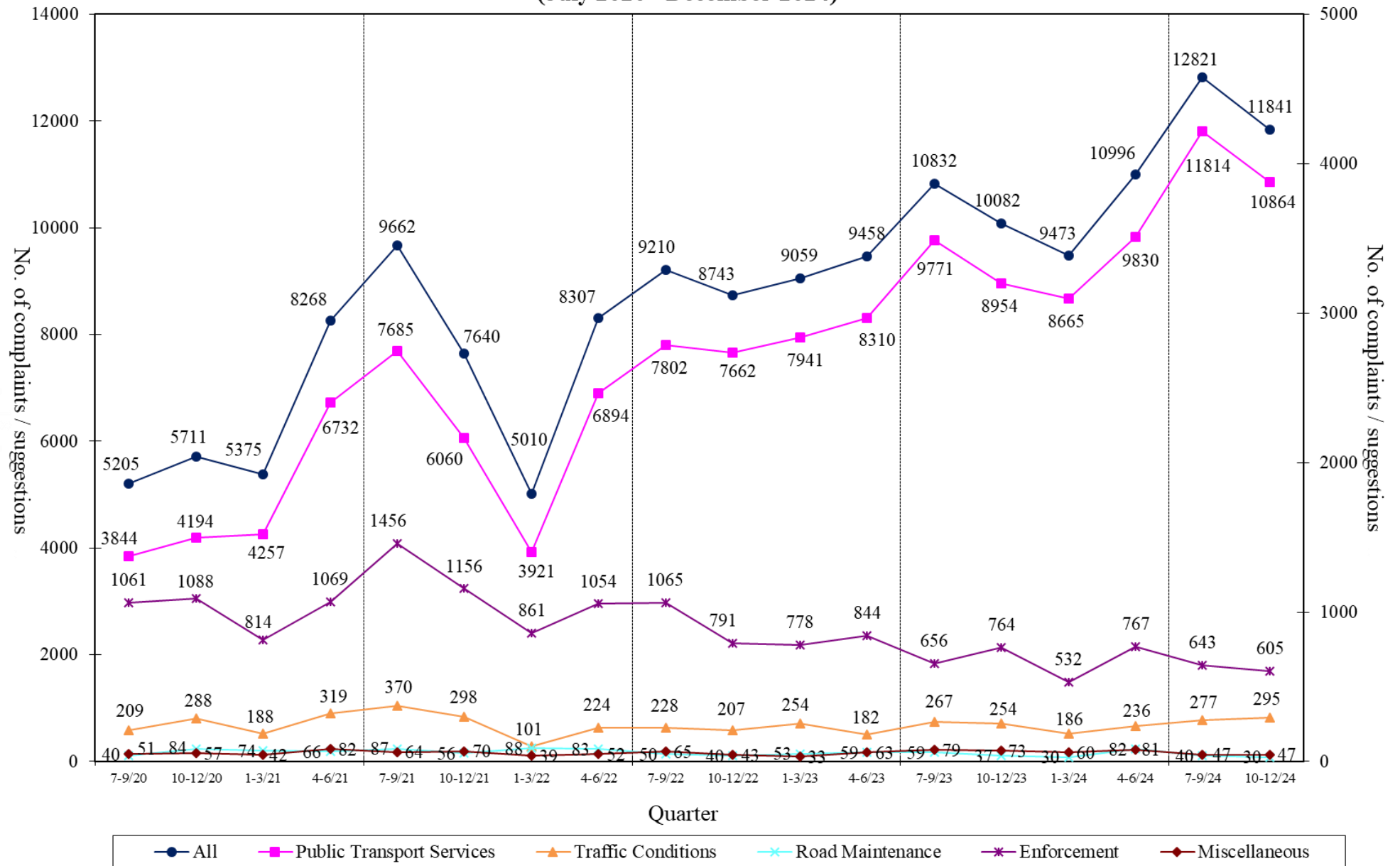
Trends of Complaints and Suggestions Received by TCU
(July 2020 - December 2024)

Annex B(ii)(a)



Trends of Complaints and Suggestions Received by TCU⁽¹⁾
(July 2020 - December 2024)

Annex B(ii)(b)



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

Summary of Results of Investigations into Complaints and Suggestions
(October – December 2024)

<div>Outcome of Investigation</div> <div>Nature of Complaint/ Suggestion</div>	A1	A2	B	C	Total
I. Public Transport Services					
(a) Adequacy of service	-	687	-	-	687
(b) Standard of service	518	6 576	3	987	8 084
(c) General	4	222	-	4	230
	522	7 485	3	991	9 001
II. Traffic Conditions					
(a) Traffic congestion/obstruction	67	131	-	-	198
(b) Traffic management	5	70	-	-	75
(c) Additional traffic signs/aids	5	31	-	-	36
(d) Parking facilities	1	13	-	-	14
	78	245	-	-	323
III. Road Maintenance					
(a) Road conditions	1	10	-	-	11
(b) Traffic signs and aids	1	3	-	-	4
(c) Carriageway markings	-	1	-	-	1
	2	14	-	-	16
IV. Enforcement					
(a) Illegal parking	309	119	-	1	429
(b) Other enforcement matters	15	141	-	42	198
	324	260	-	43	627
V. Miscellaneous	5	45	-	-	50
Total	931 (9%)	8 049 (80%)	3 (<1%)	1 034 (10%)	10 017 (100%)
	8 980 (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 2024)

<div>Outcome of Investigation</div> <div>Mode of Transport</div>	A1	A2	B	C	Total
The Kowloon Motor Bus Company (1933) Limited	182	2 706	-	21	2 909
Citybus Limited (Franchise (U&NT))	-	700	-	1	701
Citybus Limited (Franchise (Lantau))	-	240	-	-	240
New Lantao Bus Company (1973) Limited	-	76	-	-	76
Long Win Bus Company Limited	-	248	-	-	248
Cross-harbour Bus Services	4	524	-	4	532
Non-franchised Bus Services	5	228	1	3	237
Green Minibus	324	1 466	-	18	1 808
Red Minibus	-	103	-	1	104
Taxi	3	821	-	943	1 767
MTR Corporation Limited (Excluding Light Rail)	4	268	2	-	274
MTR Corporation Limited (Light Rail)	-	53	-	-	53
The Hongkong Tramways Limited	-	18	-	-	18
Sun Ferry Services Company Limited	-	11	-	-	11
The “Star” Ferry Company Limited	-	12	-	-	12
Minor Ferries	-	11	-	-	11
Total	522 (6%)	7 485 (83%)	3 (<1%)	991 (11%)	9 001 (100%)
	8 007 (89%)				

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 2024)

I. Public Transport Services

- Enhance Citybus (CTB) route no. B8 service to meet the demand of passengers.

II. Traffic Management

Hong Kong Island

- Add road marking “Beware of Passengers” with reddish brown background on the surface of carriageway in front of the yellow ‘Stop’ line at tram stops Nos. 96W and 98W in Kennedy Town to enhance road safety.
- Increase the pedestrian green time of the traffic lights at Upper Albert Road at its junction with Caine Road to facilitate pedestrians crossing the road.

Kowloon

- Increase the vehicular green time of the traffic lights at Lin Cheung Road northbound at its junction with Jordan Road to improve traffic flow.
- Increase the vehicular green time of the traffic lights for turning right from Pak Tin Street onto Woh Chai Street and turning right from Woh Chai Street onto Shek Kip Mei Street during morning rush hours to improve traffic flow.
- Add parking spaces for motorcycles at Yen Chow Street West near Sai Chuen Road to facilitate motorcyclists.
- Increase the vehicular green time of the traffic lights at Hip Wo Street at its junction with Sau Nga Road to improve traffic flow.

- Increase the vehicular green time of the traffic lights at Lei Yue Mun Road near St. Antonius Girls' College towards Lei Yue Mun during morning rush hours to improve traffic flow

New Territories

- Increase the vehicular green time of the traffic lights at Tin Ha Road at its junction with Castle Peak Road - Hung Shui Kiu during morning rush hours to improve traffic flow.
- Increase the vehicular green time of the traffic lights at Tung Chung Waterfront Road at its junction with Yi Tung Road and Ying Hei Road during morning rush hours to improve traffic flow.
- Increase the vehicular green time of the traffic lights at Tat Wan Road at its junction with Fung Wan Road during morning rush hours to improve traffic flow.
- Shorten the vehicular green time of the traffic lights at Tin Shui Road at its junction with Tin Tan Street and access road to Tin Chung Court to facilitate the pedestrians crossing.

Complaints and Suggestions on Public Transport Services
(October – December 2024)

Annex E(i)(a)

Mode Nature of Complaint/Suggestion	Vehicular Transport										Rail Transport			Waterborne Transport			Total / Sub- total
	Franchised Buses						NFBS	GMB	RMB	Taxi	MTR (Non-LR) MTR (LR) HT			SFS SF MF			
	CTB KMB (U&NT)	CTB (Lantau)	NLB	LWB	XHT												
(A) Adequacy of Service																	
(1) Frequency/carrying capacity	101	46	3	8	13	18	8	160	-	-	13	3	-	1	1	1	376
(2) Routeing	73	28	6	1	5	16	1	10	-	-	1	-	-	-	-	-	141
(3) Hours of operation	8	7	-	-	-	3	1	2	-	-	-	-	-	-	-	-	21
(4) Provision of stops	19	6	1	-	-	8	-	10	-	-	-	-	-	-	-	-	44
Sub-total	201	87	10	9	18	45	10	182	-	-	14	3	-	1	1	1	582
(B) Standard of Service																	
(1) Regularity of service	1063	247	59	28	99	185	55	569	-	-	8	5	4	-	1	4	2327
(2) Adherence to routeing	13	4	2	1	12	6	2	90	-	855	1	-	1	-	-	1	988
(3) Improper driving behavior	369	106	30	15	39	112	21	403	34	813	11	14	6	1	-	-	1974
(4) Conduct & performance of staff (including drivers)	522	225	66	31	259	185	30	756	54	1568	32	1	8	5	1	1	3744
(5) Overcharging	11	3	1	1	3	6	2	90	9	543 *	-	-	-	-	1	1	671
(6) Cleanliness	12	3	3	1	1	8	-	39	3	19	3	-	1	1	-	-	94
(7) Conditions of vehicles/vessels	21	7	3	1	1	2	5	32	-	10	8	1	1	-	-	1	93
(8) Passenger services & facilities	207	60	9	7	15	40	10	72	3	12	142	17	1	3	-	2	600
Sub-total	2218	655	173	85	429	544	125	2051	103	3820	205	38	22	10	3	10	10491
(C) General	62	23	5	1	3	5	9	20	28	79	2	2	3	-	-	1	243
Total this quarter	2481	765	188	95	450	594	144	2253	131	3899	221	43	25	11	4	12	11316
Grand-total	(4573)						(6427)				(289)			(27)			
Total previous quarter	4036	794	267	105	318	712	254	2591	119	3438	385	75	26	12	17	11	13160
Total same quarter in 2023	2479	682	210	82	226	473	126	1945	91	2890	164	27	31	5	7	10	9448

Legend

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

* Including taximeter irregularities

Complaints and Suggestions on Public Transport Services

(October – December 2024)

Annex E(i)(b)

<div>Mode</div> <div>Nature of Complaint/Suggestion</div>	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	101	46	3	8	13	18	8	160	-	-	13	3	-	1	1	1	376
(2) Routeing	73	28	6	1	5	16	1	10	-	-	1	-	-	-	-	-	141
(3) Hours of operation	8	7	-	-	-	3	1	2	-	-	-	-	-	-	-	-	21
(4) Provision of stops	19	6	1	-	-	8	-	10	-	-	-	-	-	-	-	-	44
Sub-total	201	87	10	9	18	45	10	182	-	-	14	3	-	1	1	1	582
(B) Standard of Service																	
(1) Regularity of service	868	247	53	28	86	183	32	569	-	-	8	5	4	-	1	4	2088
(2) Adherence to routing	13	4	2	1	12	6	2	90	-	855	1	-	1	-	-	1	988
(3) Improper driving behavior	369	106	30	15	39	112	21	403	34	813	11	14	6	1	-	-	1974
(4) Conduct & performance of staff (including drivers)	522	225	66	31	46	185	30	756	54	1568	32	1	8	5	1	1	3531
(5) Overcharging	11	3	1	1	3	6	2	90	9	543 *	-	-	-	-	1	1	671
(6) Cleanliness	12	3	3	1	1	8	-	39	3	19	3	-	1	1	-	-	94
(7) Conditions of vehicles/vessels	21	7	3	1	1	2	5	32	-	10	8	1	1	-	-	1	93
(8) Passenger services & facilities	207	60	9	7	15	40	10	72	3	12	142	17	1	3	-	2	600
Sub-total	2023	655	167	85	203	542	102	2051	103	3820	205	38	22	10	3	10	10039
(C) General	62	23	5	1	3	5	9	20	28	79	2	2	3	-	-	1	243
Total this quarter	2286 ⁽¹⁾	765	182 ⁽¹⁾	95	224 ⁽¹⁾	592 ⁽¹⁾	121 ⁽¹⁾	2253	131	3899	221	43	25	11	4	12	10864
Grand-total	(4144)						(6404)				(289)			(27)			
Total previous quarter	3004 ⁽²⁾	779 ⁽²⁾	252 ⁽²⁾	105	263 ⁽²⁾	704 ⁽²⁾	162 ⁽²⁾	2591	119	3438	291 ⁽²⁾	40 ⁽²⁾	26	12	17	11	11814
Total same quarter in 2023	1985 ⁽³⁾	682	210	82	226	473	126	1945	91	2890	164	27	31	5	7	10	8954

Legend

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

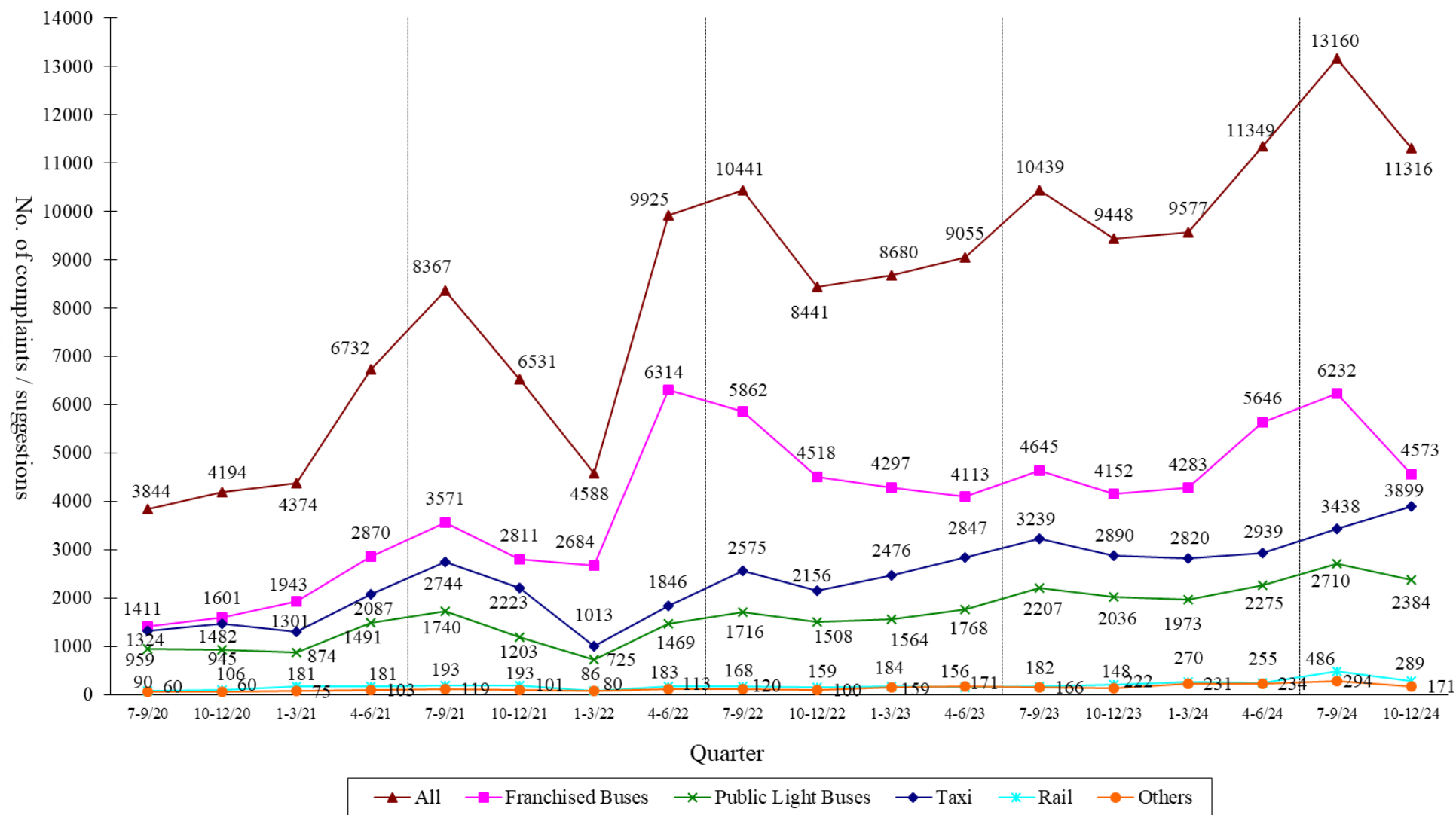
* Including taximeter irregularities

Notes : (1) A total of 452 complaints (195 about KMB, six about CTB (Lantau), 226 about LWB, two about XHT and 23 about NFBS received from two complainants during the quarter were excluded. Please see Annex E(i)(a) with these complaints included.

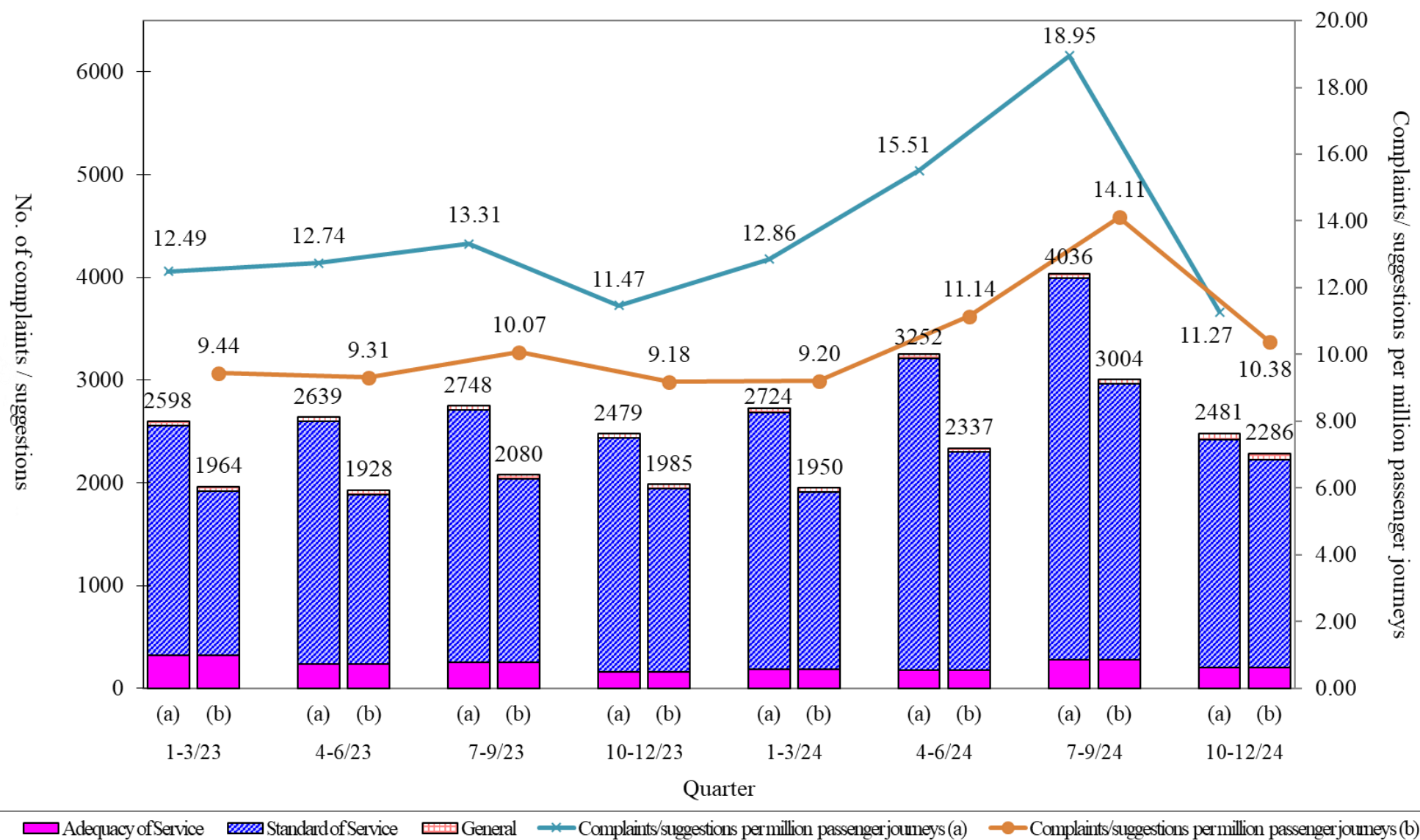
(2) A total of 1 346 complaints (1 032 about KMB, 15 about CTB (U&NT), 15 about CTB (Lantau), 55 about LWB, eight about XHT, 92 about NFBS, 94 about MTR (Non-LR) and 35 about MTR (LR)) received from five complainants during the quarter were excluded. Please see Annex E(i)(a) with these complaints included.

(3) 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.

Trends of Complaints and Suggestions on Public Transport Services (July 2020 - December 2024)



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

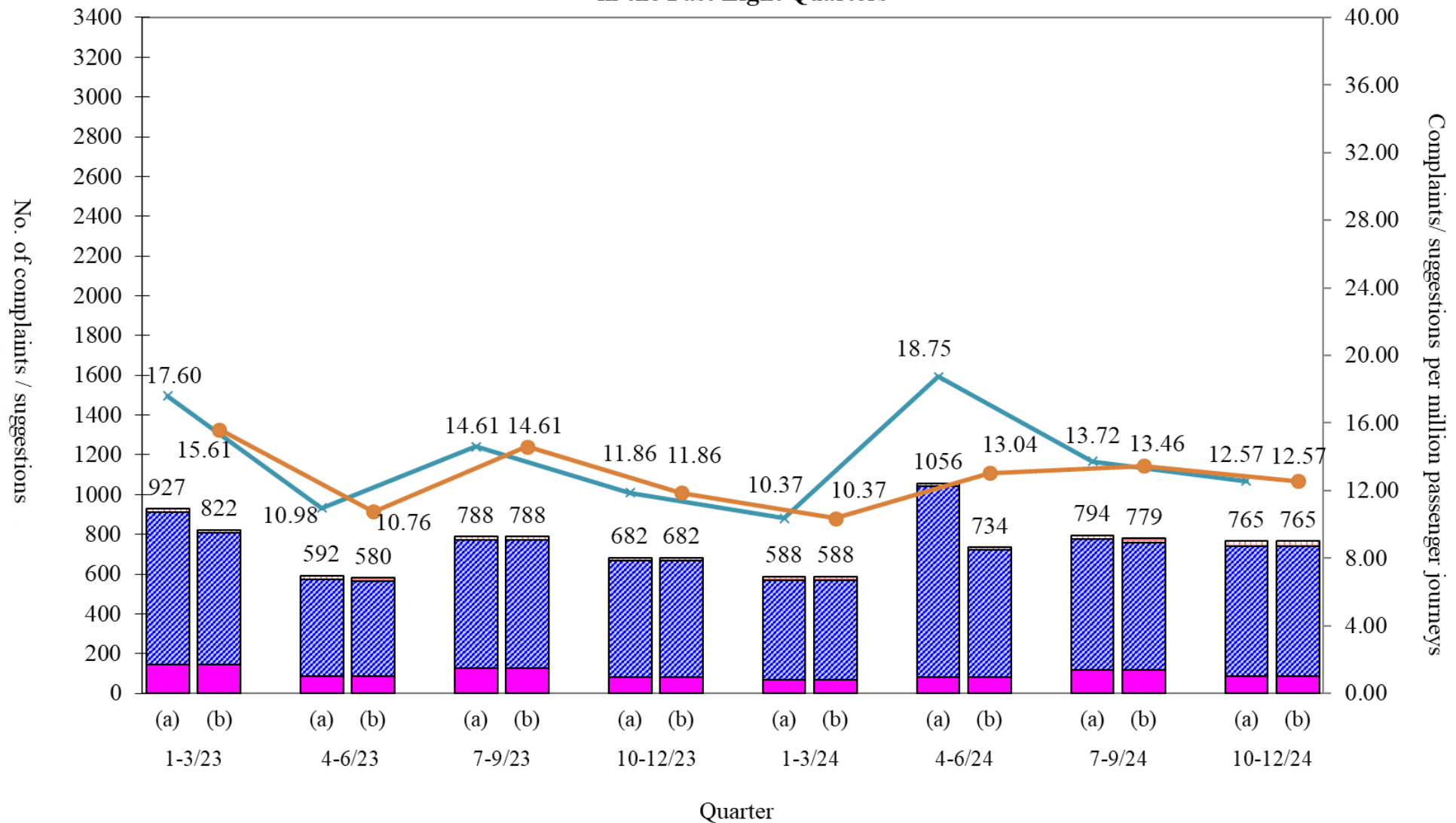


Notes : (a) Complaints received from all complainants.

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

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

Annex F(ii)

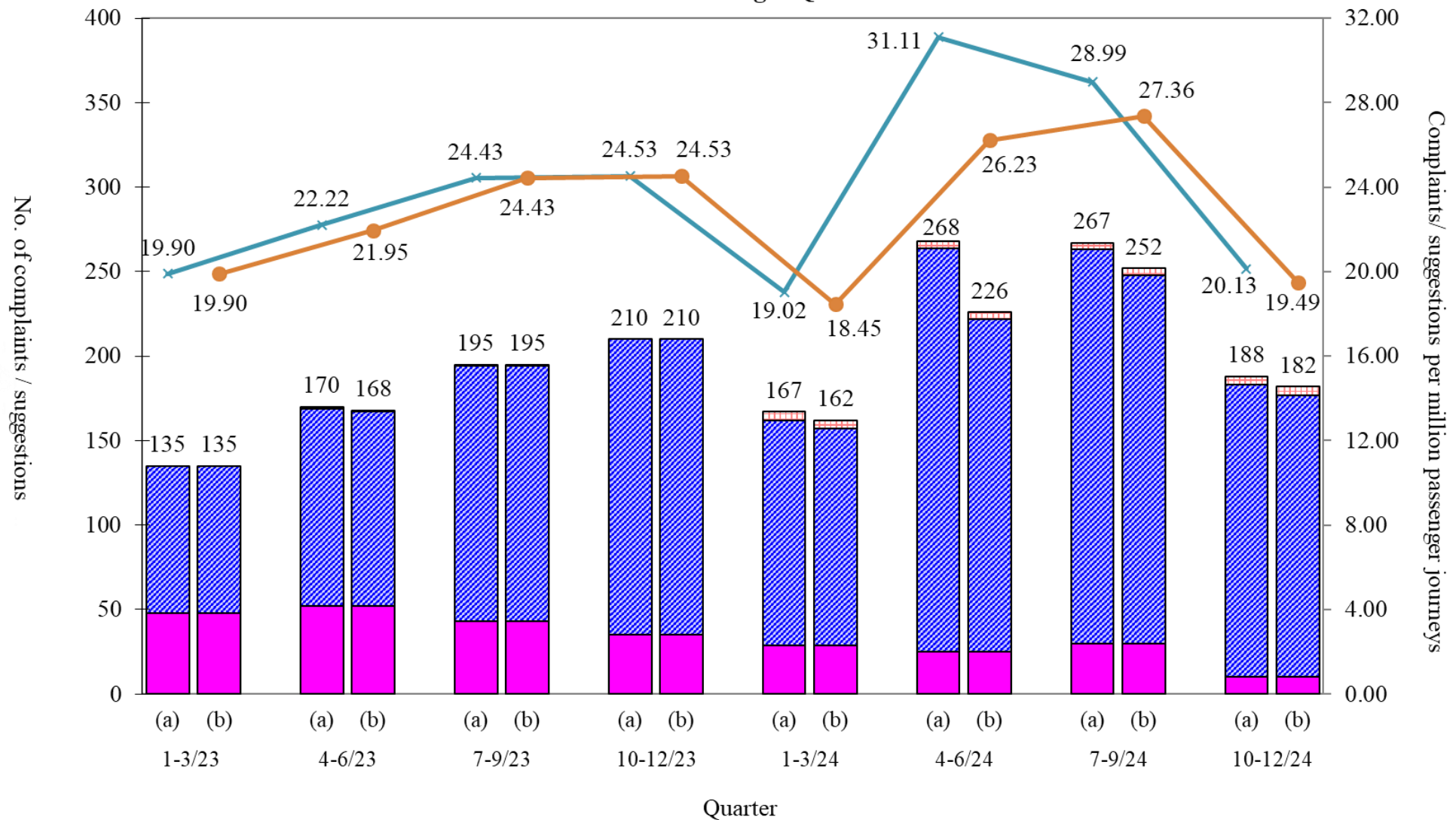


Notes : (a) Complaints received from all complainants.

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

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

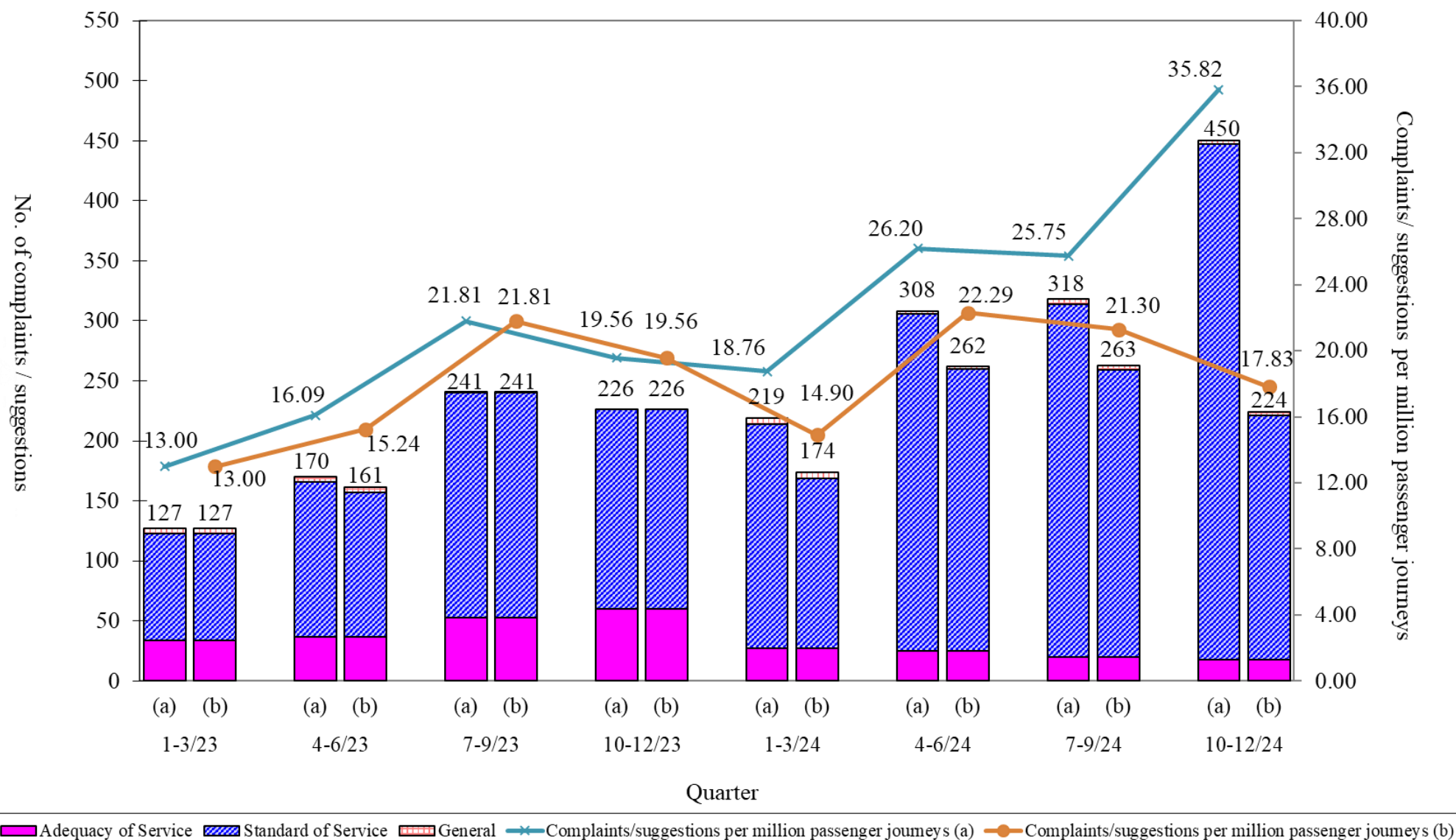
Annex F(iii)



Notes : (a) Complaints received from all complainants.

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

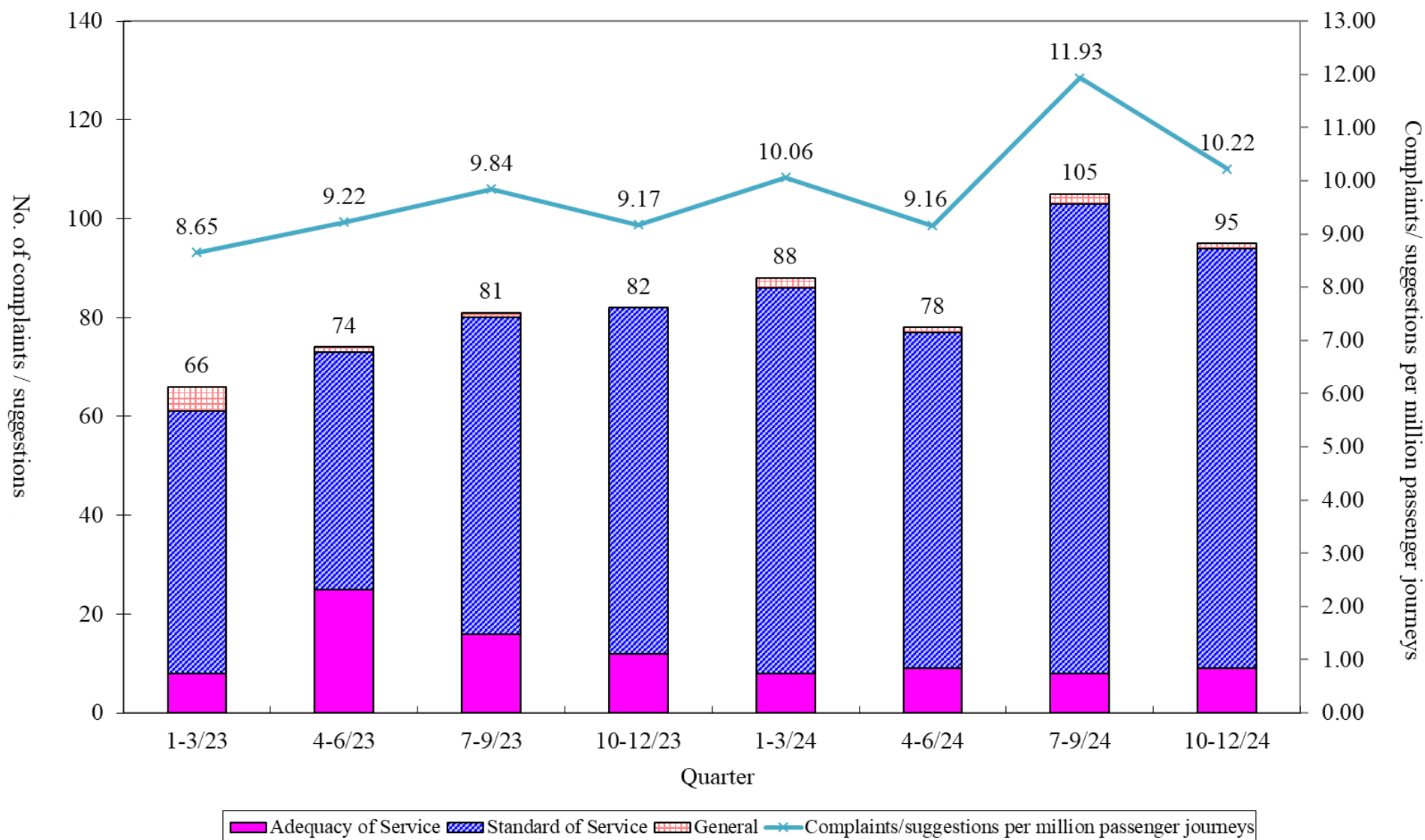
Complaints and Suggestions on the Services of Long Win Bus Company Limited in the Past Eight Quarters



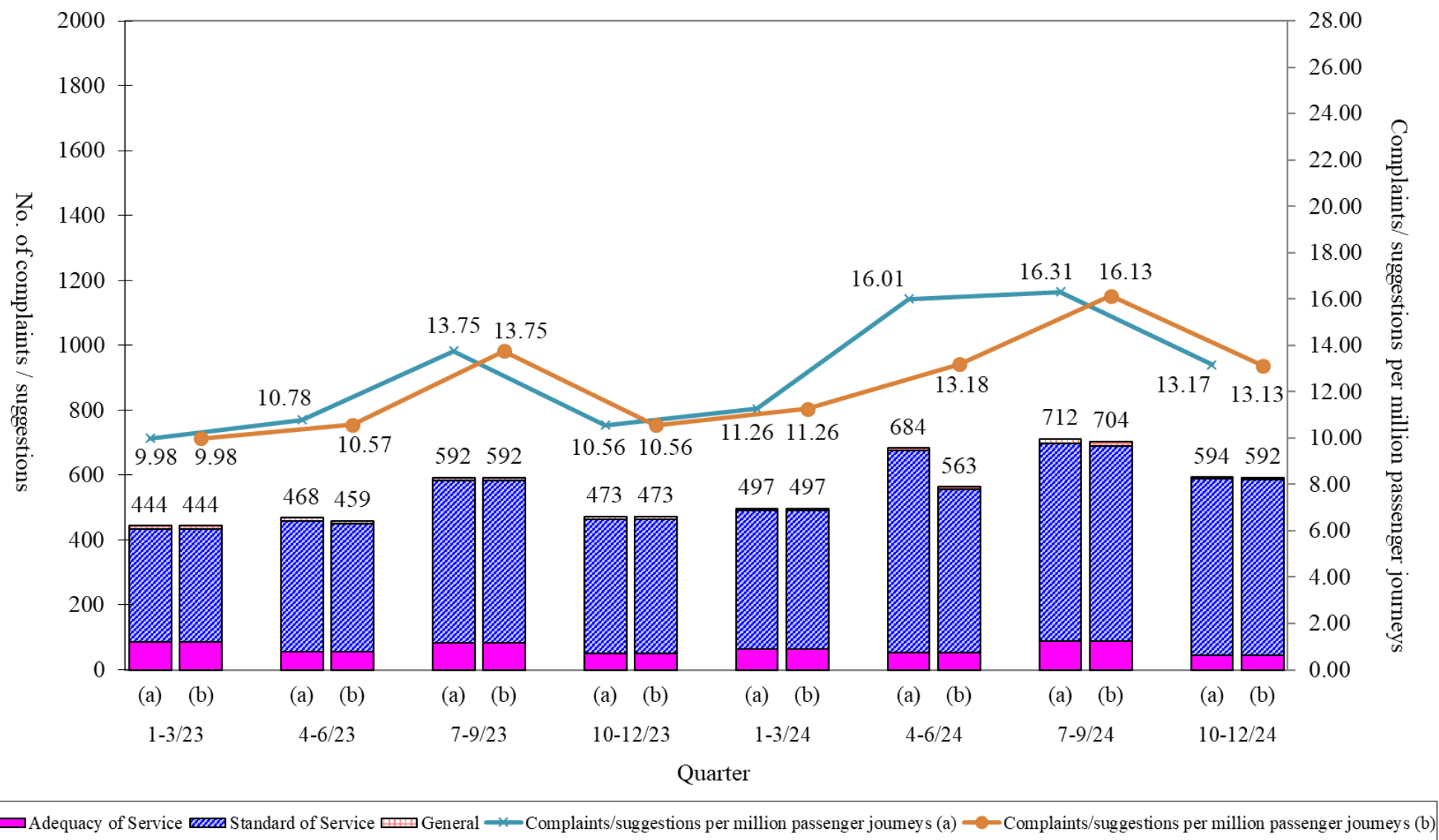
Notes : (a) Complaints received from all complainants.

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

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



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



Notes : (a) Complaints received from all complainants.

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

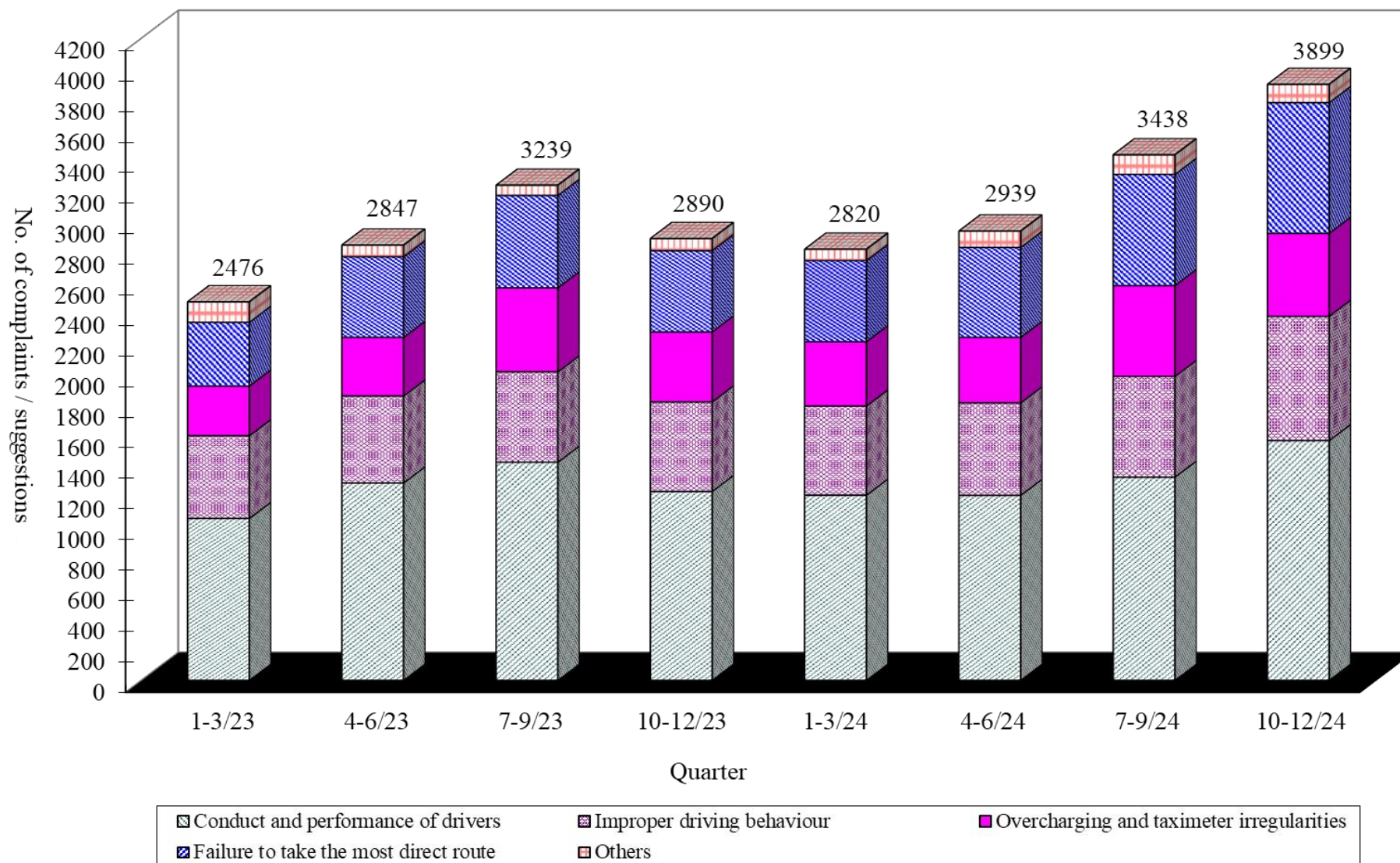
Breakdown of Complaints and Suggestions on Franchised Bus Services
(October – December 2024)

<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)	2 481 (2 286)	11.27 (10.38)
Citybus Limited (Franchise for the Urban and New Territories bus network) (CTB(U&NT))	765	12.57
Citybus Limited (Franchise for Airport and North Lantau bus network) (CTB(Lantau))	188 (182)	20.13 (19.49)
New Lantau Bus Company (1973) Limited (NLB)	95	10.22
Long Win Bus Company Limited (LWB)	450 (224)	35.82 (17.83)
Cross-harbour Bus Services ⁽¹⁾ (XHT)	594 (592)	13.17 (13.13)
Total	4 573 (4 144)	12.80 (11.60)

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 429 complaints 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 2023 (1.10.23-31.12.23)</u>	<u>Previous quarter (1.7.24-30.9.24)</u>	<u>Current quarter (1.10.24-31.12.24)</u>
(a) Conduct and performance of drivers			
(i) Behaving other than in a civil & orderly manner	400	598	623
(ii) Refusing hire	734	618	795
(iii) Soliciting passengers	8	1	7
(iv) Refusing to drive to destination	77	89	116
(v) Failure to display driver identity plate	15	21	23
(vi) Failure to display driver identity plate properly	1	2	4
Sub-total	1 235	1 329	1 568
(b) Improper driving behaviour	586	659	813
(c) Overcharging	413	529	484
(d) Taximeter irregularities	45	65	59
(e) Failure to take the most direct route	532	728	855
(f) Others*	79	128	120
Total	2 890	3 438	3 899

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

Complaints and Suggestions on Traffic and Road Conditions
(October – December 2024)

District Nature of Complaint/Suggestion	Hong Kong Island				Kowloon					New Territories								Others (e.g. general issues and tunnel areas)	Total	
	Eastern	Wan Chai	Central & Western	Southern	Kwun Tong	Wong Tai Sin	Kowloon City	Sham Shui Po	Yau Tsim Mong	North	Tai Po	Sha Tin	Yuen Long	Tuen Mun	Tsuen Wan	Kwai Tsing	Sai Kung			Islands
<u>Traffic Conditions</u>																				
(a) Traffic congestion/obstruction	5	5	22	2	11	3	251	11	121	2	8	2	8	6	2	230	5	9	-	703
(b) Traffic management	3	6	2	1	10	3	1	3	7	7	5	7	4	8	11	3	12	5	2	100
(c) Additional traffic signs and aids	-	1	1	2	14	-	5	1	-	40	2	4	3	3	-	2	2	1	1	82
(d) Parking facilities	2	-	1	-	4	-	2	-	-	-	-	1	-	1	1	1	-	1	1	15
Sub-total	10	12	26	5	39	6	259	15	128	49	15	14	15	18	14	236	19	16	4	900
<u>Road Maintenance</u>																				
(a) Road conditions	1	1	-	-	4	-	-	4	-	2	1	-	4	1	3	-	-	-	-	21
(b) Traffic signs & aids	1	-	-	-	2	-	-	-	-	-	1	-	1	1	-	-	-	-	-	6
(c) Carriageway markings	-	-	-	-	2	-	-	-	-	-	-	-	-	1	-	-	-	-	-	3
Sub-total	2	1	-	-	8	-	-	4	-	2	2	-	5	3	3	-	-	-	-	30
<u>Enforcement</u>																				
(a) Illegal parking	19	9	20	10	21	10	29	14	32	14	19	38	39	15	16	15	10	8	3	341
(b) Other enforcement matters	18	13	16	4	15	9	13	13	33	9	5	18	50	10	12	4	13	1	8	264
Sub-total	37	22	36	14	36	19	42	27	65	23	24	56	89	25	28	19	23	9	11	605
Total	49	35	62	19	83	25	301	46	193	74	41	70	109	46	45	255	42	25	15	1535

Complaints and Suggestions on Traffic and Road Conditions⁽¹⁾
(October – December 2024)

District Nature of Complaint/Suggestion	Hong Kong Island				Kowloon					New Territories									Others (e.g. general issues and tunnel areas)	Total
	Eastern	Wan Chai	Central & Western	Southern	Kwun Tong	Wong Tai Sin	Kowloon City	Sham Shui Po	Yau Tsim Mong	North	Tai Po	Sha Tin	Yuen Long	Tuen Mun	Tsuen Wan	Kwai Tsing	Sai Kung	Islands		
<u>Traffic Conditions</u>																				
(a) Traffic congestion/obstruction	5	4	9	2	11	3	2	5	10	2	8	2	8	6	2	5	5	9	-	98
(b) Traffic management	3	6	2	1	10	3	1	3	7	7	5	7	4	8	11	3	12	5	2	100
(c) Additional traffic signs and aids	-	1	1	2	14	-	5	1	-	40	2	4	3	3	-	2	2	1	1	82
(d) Parking facilities	2	-	1	-	4	-	2	-	-	-	-	1	-	1	1	1	-	1	1	15
Sub-total	10	11	13	5	39	6	10	9	17	49	15	14	15	18	14	11	19	16	4	295
<u>Road Maintenance</u>																				
(a) Road conditions	1	1	-	-	4	-	-	4	-	2	1	-	4	1	3	-	-	-	-	21
(b) Traffic signs & aids	1	-	-	-	2	-	-	-	-	-	1	-	1	1	-	-	-	-	-	6
(c) Carriageway markings	-	-	-	-	2	-	-	-	-	-	-	-	-	1	-	-	-	-	-	3
Sub-total	2	1	-	-	8	-	-	4	-	2	2	-	5	3	3	-	-	-	-	30
<u>Enforcement</u>																				
(a) Illegal parking	19	9	20	10	21	10	29	14	32	14	19	38	39	15	16	15	10	8	3	341
(b) Other enforcement matters	18	13	16	4	15	9	13	13	33	9	5	18	50	10	12	4	13	1	8	264
Sub-total	37	22	36	14	36	19	42	27	65	23	24	56	89	25	28	19	23	9	11	605
Total	49	34	49	19	83	25	52	40	82	74	41	70	109	46	45	30	42	25	15	930

Note : (1) 605 complaints about traffic congestion/obstruction received from two complainants during the quarter were excluded. Please see Annex I(i) with these complaints included.

Complaints and Suggestions Received by TCU during 2020 – 2024

<u>Nature of Complaint/Suggestion</u>	<u>2020</u>	<u>2021</u>	<u>2022</u>	<u>2023</u>	<u>2024</u>
I. Public Transport Services					
(a) Adequacy of service	1 165 [97]	2 921 [942]	4 051 [1 245]	2 969 [934]	2 451 [682]
(b) Standard of service	15 855 [22]	22 456 [44]	28 599 [47]	33 856 [75]	42 029 [50]
(c) General	602 [19]	627 [11]	745 [40]	797 [25]	922 [22]
	17 622 [138]	26 004 [997]	33 395 [1 332]	37 622 [1 034]	45 402 [754]
II. Traffic Conditions					
(a) Traffic congestion/ obstruction	666 [12]	783 [17]	448 [14]	761 [17]	1 907 [4]
(b) Traffic management	132 [32]	205 [51]	164 [40]	255 [66]	319 [43]
(c) Additional traffic signs and aids	64 [24]	90 [31]	73 [33]	121 [41]	186 [25]
(d) Parking facilities	27 [2]	97 [13]	75 [17]	95 [11]	73 [6]
	889 [70]	1 175 [112]	760 [104]	1 232 [135]	2 485 [78]
III. Road maintenance					
(a) Road conditions	88	88 [2]	80	113 [4]	88 [1]
(b) Traffic signs and aids	106 [1]	325 [3]	169 [2]	82 [1]	86 [1]
(c) Carriageway markings	10	14	12 [1]	13	8
	204 [1]	427 [5]	261 [3]	208 [5]	182 [2]
IV. Enforcement					
(a) Illegal parking	4 704 [1]	3 290 [5]	3 934 [3]	2 042 [5]	1 589 [2]
(b) Other enforcement matters	1 225 [3]	1 358 [9]	1 135 [8]	1 000 [2]	1 153 [1]
	5 929 [4]	4 648 [14]	5 069 [11]	3 042 [7]	2 742 [3]
V. Miscellaneous	244 [1]	258 [8]	199 [1]	248 [7]	235 [6]
Total	24 888 [214]	32 512 [1 136]	39 684 [1 451]	42 352 [1 188]	51 046 [843]

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 2020 - 2024⁽¹⁾

<u>Nature of Complaint/Suggestion⁽²⁾</u>	<u>2020</u>	<u>2021</u>	<u>2022</u>	<u>2023</u>	<u>2024</u>
I. Public Transport Services					
(a) Adequacy of service	865 [97]	2 539 [942]	3 768 [1 245]	2 969 [934]	2 451 [682]
(b) Standard of service	14 515 [22]	21 568 [44]	21 766 [47]	31 210 [75]	37 800 [50]
(c) General	602 [19]	627 [11]	745 [40]	797 [25]	922 [22]
	15 982 ⁽³⁾ [138]	24 734 ⁽⁸⁾ [997]	26 279 ⁽¹²⁾ [1 332]	34 976 ⁽¹⁵⁾ [1 034]	41 173 ⁽¹⁸⁾ [754]
II. Traffic Conditions					
(a) Traffic congestion/ obstruction	666 [12]	783 [17]	448 [14]	486 ⁽¹⁶⁾ [17]	416 ⁽¹⁹⁾ [4]
(b) Traffic management	132 [32]	205 [51]	164 [40]	255 [66]	319 [43]
(c) Additional traffic signs and aids	64 [24]	90 [31]	73 [33]	121 [41]	186 [25]
(d) Parking facilities	27 [2]	97 [13]	75 [17]	95 [11]	73 [6]
	889 [70]	1 175 [112]	760 [104]	957 [135]	994 [78]
III. Road maintenance					
(a) Road conditions	88	88 [2]	80	113 [4]	88 [1]
(b) Traffic signs and aids	106 [1]	181 ⁽⁹⁾ [3]	169 [2]	82 [1]	86 [1]
(c) Carriageway markings	10	14	12 [1]	13	8
	204 [1]	283 [5]	261 [3]	208 [5]	182 [2]
IV. Enforcement					
(a) Illegal parking	3 176 ⁽⁴⁾ [1]	3 137 ⁽¹⁰⁾ [5]	2 636 ⁽¹³⁾ [3]	2 042 [5]	1 589 [2]
(b) Other enforcement matters	1 001 ⁽⁵⁾ [3]	1 358 [9]	1 135 [8]	1 000 [2]	958 ⁽²⁰⁾ [1]
	4 177 [4]	4 495 [14]	3 771 [11]	3 042 [7]	2 547 [3]
V. Miscellaneous					
	202 ⁽⁶⁾ [1]	258 [8]	199 [1]	248 [7]	235 [6]
Total	21 454⁽⁷⁾ [214]	30 945⁽¹¹⁾ [1 136]	31 270⁽¹⁴⁾ [1 451]	39 431⁽¹⁷⁾ [1 188]	45 131⁽²¹⁾ [843]

- 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 1 640 complaints received from two complainants were excluded.
 - (4) A total of 1 528 complaints received from one complainant were excluded.
 - (5) A total of 224 complaints received from one complainant were excluded.
 - (6) A total of 42 complaints received from one complainant were excluded.
 - (7) A total of 3 434 complaints received from three complainants were excluded.
 - (8) A total of 1 270 complaints received from two complainants were excluded.
 - (9) A total of 144 complaints received from one complainant were excluded.
 - (10) A total of 153 complaints received from one complainant were excluded.
 - (11) A total of 1 567 complaints received from four complainants were excluded.
 - (12) A total of 7 116 complaints received from 13 complainants were excluded.
 - (13) A total of 1 298 complaints received from one complainant were excluded.
 - (14) A total of 8 414 complaints received from 14 complainants were excluded.
 - (15) A total of 2 646 complaints received from five complainants were excluded.
 - (16) A total of 275 complaints received from one complainant were excluded.
 - (17) A total of 2 921 complaints received from six complainants were excluded.
 - (18) A total of 4 229 complaints received from seven complainants were excluded.
 - (19) A total of 1 491 complaints received from two complainants were excluded.
 - (20) A total of 195 complaints received from one complainant were excluded.
 - (21) A total of 5 915 complaints received from nine complainants were excluded.

Complaints and Suggestions on Franchised Bus Services⁽¹⁾

<u>Bus Company</u>	<u>2023</u>	<u>2024</u>	<u>Difference</u>
The Kowloon Motor Bus Company (1933) Limited (KMB)	10 464 ⁽⁴⁾ (7 957)	12 493 ⁽¹⁰⁾ (9 577)	+19.4% (+20.4%)
Citybus Limited (Franchise 1) (Citybus (F1)) ⁽²⁾	2 989 ⁽⁵⁾ (2 872)	3 203 ⁽¹¹⁾ (2 866)	+7.2% (-0.2%)
Citybus Limited (Franchise 2) (Citybus (F2))	710 ⁽⁶⁾ (708)	890 ⁽¹²⁾ (822)	+25.4% (+16.1%)
New Lantau Bus Company (1973) Limited	303	366	+20.8%
Long Win Bus Company Limited	764 ⁽⁷⁾ (755)	1 295 ⁽¹³⁾ (923)	+69.5% (+22.3%)
Cross-harbour Bus Services ⁽³⁾	1 977 ⁽⁸⁾ (1 968)	2 487 ⁽¹⁴⁾ (2 356)	+25.8% (+19.7%)
Total	17 207⁽⁹⁾ (14 563)	20 734⁽¹⁵⁾ (16 910)	+20.5% (+16.1%)

- 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 10 464 complaints and suggestions, a total of 2 507 complaints were received from four complainants.
- (5) Among the 2 989 complaints and suggestions, a total of 117 complaints were received from two complainants.
- (6) Among the 710 complaints and suggestions, a total of two complaints were received from one complainant.
- (7) Among the 764 complaints and suggestions, a total of nine complaints were received from one complainant.
- (8) Among the 1 977 complaints and suggestions, a total of nine complaints were received from two complainants.
- (9) Among the 17 207 complaints and suggestions, a total of 2 644 complaints were received from five complainants.
- (10) Among the 12 493 complaints and suggestions, a total of 2 916 complaints were received from four complainants.
- (11) Among the 3 203 complaints and suggestions, a total of 337 complaints were received from two complainants.
- (12) Among the 890 complaints and suggestions, a total of 68 complaints were received from two complainants.
- (13) Among the 1 295 complaints and suggestions, a total of 372 complaints were received from three complainants.
- (14) Among the 2 487 complaints and suggestions, a total of 131 complaints were received from three complainants.
- (15) Among the 20 734 complaints and suggestions, a total of 3 824 complaints were received from six complainants.

Complaints and Suggestions on Franchised Bus Services

<u>Nature of Complaint/Suggestion</u>		<u>2023</u>	<u>2024</u>	<u>Difference</u>
(A) Adequacy of Service				
(1)	Frequency	939	708	-24.6%
(2)	Routeing	965	761	-21.1%
(3)	Hours of operation	94	80	-14.9%
(4)	Provision of stops	113	121	+7.1%
Sub-total		2 111	1 670	-20.9%
(B) Standard of Service				
(1)	Regularity of service	8 423	9 656	+14.6%
(2)	Adherence to routeing	119	158	+32.8%
(3)	Improper driving behaviour	2 433	2 871	+18.0%
(4)	Conduct and performance of staff (including drivers)	2 225	4 106	+84.5%
(5)	Overcharging	70	106	+51.4%
(6)	Cleanliness	85	94	+10.6%
(7)	Conditions of vehicles	170	167	-1.8%
(8)	Passenger services and facilities	1 286	1 578	+22.7%
Sub-total		14 811	18 736	+26.5%
(C) General⁽¹⁾		285	328	+15.1%
Total		17 207⁽²⁾	20 734⁽³⁾	+20.5%

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

(2) 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.

(3) Among the 20 734 complaints and suggestions, a total of 3 824 complaints were received from six complainants. The number of complaints not including these cases is 16 910, representing an increase of 16.1% when compared with 14 563 cases (see note 2) in 2023.

Complaints and Suggestions on Non-franchised Bus Services

<u>Nature of Complaint/Suggestion</u>	<u>2023</u>	<u>2024</u>	<u>Difference</u>
(A) Adequacy of Service			
(1) Frequency	39	28	-28.2%
(2) Routeing	10	9	-10.0%
(3) Hours of operation	4	3	-25.0%
(4) Provision of stops	11	3	-72.7%
Sub-total	64	43	-32.8%
(B) Standard of Service			
(1) Regularity of service	189	389	+105.8%
(2) Adherence to routeing	11	8	-27.3%
(3) Improper driving behaviour	80	92	+15.0%
(5) Conduct and performance of staff (including drivers)	78	123	+57.7%
(5) Overcharging	4	6	+50.0%
(6) Cleanliness	5	4	-20.0%
(7) Conditions of vehicles	27	23	-14.8%
(8) Passenger services and facilities	53	74	+39.6%
Sub-total	447	719	+60.9%
(C) General⁽¹⁾	34	49	+44.1%
Total	545⁽²⁾	811⁽³⁾	+48.8%

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

(2) 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.

(3) Among the 811 complaints and suggestions, a total of 276 complaints were received from two complainants. The number of complaints not including these cases is 535, representing a decrease of 1.5% when compared with 543 cases (see note 2) in 2023.

Complaints and Suggestions on Green Minibus Services

<u>Nature of Complaint/Suggestion</u>	<u>2023</u>	<u>2024</u>	<u>Difference</u>
(A) Adequacy of Service			
(1) Frequency	570	570	+0.0%
(2) Routeing	45	40	-11.1%
(3) Hours of operation	11	8	-27.3%
(4) Provision of stops	17	37	+117.6%
Sub-total	643	655	+1.9%
(B) Standard of Service			
(1) Regularity of service	2 446	2 604	+6.5%
(2) Adherence to routeing	308	335	+8.8%
(3) Improper driving behaviour	1 088	1 411	+29.7%
(4) Conduct and performance of staff (including drivers)	2 001	2 903	+45.1%
(5) Overcharging	226	305	+35.0%
(6) Cleanliness	84	140	+66.7%
(7) Conditions of vehicles	83	115	+38.6%
(8) Passenger services and facilities	236	284	+20.3%
Sub-total	6 472	8 097	+25.1%
(C) General⁽¹⁾	97	113	+16.5%
Total	7 212	8 865	+22.9%

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>2023</u>	<u>2024</u>	<u>Difference</u>
(A) Adequacy of Service	-	-	-
(B) Standard of Service			
(1) Regularity of service	-	-	-
(2) Adherence to routeing	-	-	-
(3) Improper driving behaviour	124	158	+27.4%
(4) Conduct and performance of staff (including drivers)	105	147	+40.0%
(5) Overcharging	32	35	+9.4%
(6) Cleanliness	3	10	+233.3%
(7) Conditions of vehicles	5	3	-40.0%
(8) Passenger services and facilities	11	11	+0.0%
Sub-total	280	364	+30.0%
(C) General⁽¹⁾	83	113	+36.1%
Total	363	477	+31.4%

Note : (1) These are mainly related to the frequency and regularity of red minibuss services.

Complaints and Suggestions on Taxi Services

<u>Nature of Complaint/Suggestion</u>	<u>2023</u>	<u>2024</u>	<u>Difference</u>
Taxi driver malpractice			
(a) Conduct and performance of drivers			
(i) Behaving other than in a civil & orderly manner	1 730	2 125	+22.8%
(ii) Refusing hire	2 878	2 714	-5.7%
(iii) Soliciting passengers	30	21	-30.0%
(iv) Refusing to drive to destination	310	369	+19.0%
(v) Failure to display driver identity plate	59	76	+28.8%
(vi) Failure to display driver identity plate properly	5	13	+160.0%
	5 012	5 318	+6.1%
(b) Improper driving behaviour	2 287	2 660	+16.3%
(c) Overcharging	1 525	1 777	+16.5%
(d) Taximeter irregularities	191	209	+9.4%
(e) Failure to take the most direct route	2 081	2 703	+29.9%
Sub-total	11 096	12 667	+14.2%
Others			
(a) Taxi obstruction	164	163	-0.6%
(b) Miscellaneous ⁽¹⁾	192	266	+38.5%
Sub-total	356	429	+20.5%
Total	11 452	13 096	+14.4%

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>2023</u>	<u>2024</u>	<u>Difference</u>
Mass Transit Railway Corporation Limited (Excluding Light Rail)	566	1 045	+84.6%
Mass Transit Railway Corporation Limited (Light Rail)	101	181	+79.2%
The Hongkong Tramways Limited	77	74	-3.9%
Total	744	1 300⁽¹⁾	+74.7%

Note : (1) Among the 1 300 complaints and suggestions, a total of 129 complaints were received from one complainant. The number of complaints not including these cases is 1 171, representing an increase of 57.4% when compared with 744 cases in 2023.

Complaints and Suggestions on Ferry Services

<u>Ferry Company</u>	<u>2023</u>	<u>2024</u>	<u>Difference</u>
Sun Ferry Services Company Limited	36	36	+0.0%
The 'Star' Ferry Company Limited	14	31	+121.4%
Minor Ferries	49	52	+6.1%
Total	99	119	+20.2%

Complaints about Traffic Congestion/Obstruction during 2020 – 2024

<u>District</u>		<u>No. of Complaints</u>				
		<u>2020</u>	<u>2021</u>	<u>2022</u>	<u>2023</u>	<u>2024</u>
Hong Kong	- Eastern	25	53	24	28	20
	- Wan Chai	31	53	14	21	21
	- Central & Western	32	36	16	19	81
	- Southern	7	27	15	21	25
Kowloon	- Kwun Tong	92	74	41	70	36
	- Wong Tai Sin	18	28	18	9	13
	- Kowloon City	53	53	39	34	333
	- Sham Shui Po	79	68	44	22	26
	- Yau Tsim Mong	57	68	34	49	152
New Territories	- North	14	20	20	23	12
	- Tai Po	30	35	18	9	15
	- Sha Tin	46	67	29	16	25
	- Yuen Long	42	58	33	30	29
	- Tuen Mun	30	54	51	45	45
	- Tsuen Wan	43	43	11	10	9
	- Kwai Tsing	28	19	13	323	1 023
	- Sai Kung	34	21	18	12	22
	- Islands	5	5	7	17	18
Others		-	1	3	3	2
Total		666	783	448	761⁽¹⁾	1 907⁽²⁾

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

(2) Among the 1 907 complaints and suggestions, a total of 1 491 complaints were received from two complainants.

Complaints about Illegal Parking during 2020 – 2024⁽¹⁾

<u>District</u>		<u>2020</u>	<u>2021</u>	<u>2022</u>	<u>2023</u>	<u>2024</u>
Hong Kong	- Eastern	155	161(160)	160(135)	103	91
	- Wan Chai	176(175)	167(155)	131	67	51
	- Central & Western	1 647(123)	340(210)	116(81)	81	78
	- Southern	47	55	79(71)	64	41
Kowloon	- Kwun Tong	343	215	182	169	112
	- Wong Tai Sin	123	77	52	40	47
	- Kowloon City	188(186)	220(218)	1316(163)	247	132
	- Sham Shui Po	355	338(333)	257(251)	165	109
	- Yau Tsim Mong	226	255(253)	266(212)	171	147
New Territories	- North	103	97	103	68	51
	- Tai Po	151	124	86	63	70
	- Sha Tin	305	466	475(458)	315	259
	- Yuen Long	225	218	216	183	151
	- Tuen Mun	189	204	128	78	78
	- Tsuen Wan	126	100	82	52	49
	- Kwai Tsing	166	128	132	66	60
	- Sai Kung	151	92	119	70	33
	- Islands	21	23	23	31	23
Others ⁽²⁾		7(6)	10(9)	11	9	7
Total		4 704 (3 176)	3 290 (3 137)	3 934 (2 636)	2 042	1 589

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 2020 – 2024⁽¹⁾

<u>District</u>		<u>2020</u>	<u>2021</u>	<u>2022</u>	<u>2023</u>	<u>2024</u>
Hong Kong	- Eastern	61	72	42	46	49
	- Wan Chai	66	74	50	44	41
	- Central & Western	276(55)	57	37	56	57
	- Southern	18(17)	35	16	30	14
Kowloon	- Kwun Tong	68	102	104	83	77
	- Wong Tai Sin	34	68	59	22	32
	- Kowloon City	66(64)	103	65	57	59
	- Sham Shui Po	53	74	59	43	46
	- Yau Tsim Mong	85	132	145	120	123
New Territories	- North	12	28	34	26	29(27)
	- Tai Po	37	62	33	28	31
	- Sha Tin	74	87	94	55	63
	- Yuen Long	87	114	109	213	334(141)
	- Tuen Mun	79	105	74	45	40
	- Tsuen Wan	55	68	46	24	34
	- Kwai Tsing	36	48	49	20	23
	- Sai Kung	79	76	76	54	65
	- Islands	21	21	15	17	18
Others		18	32	28	17	18
Total		1 225 (1 001)	1 358	1 135	1 000	1 153 (958)

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.