

**QUARTERLY REPORT No. 3 of 2024**

**by the**

**TRANSPORT COMPLAINTS UNIT**

**of the**

**TRANSPORT ADVISORY COMMITTEE**

**for the period**

**1 July 2024 – 30 September 2024**

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

This is the third quarterly report for 2024 covering the period from 1 July to 30 September 2024.

### Yearly and Quarterly Trends

2.            During the quarter, the Transport Complaints Unit (TCU) received 14 519<sup>2</sup> complaints and suggestions, including 230<sup>3</sup> pure suggestions. About 79% (11 481) of the cases were received through TCU Complaint/Suggestion Webforms and email, 21% (3 025) through telephone, and the remaining cases in the form of fax or letter. All the complaints and suggestions received by TCU in the quarter were referred to the relevant government departments and public transport operators for follow-up action. The number of cases represents an increase of 13.5%<sup>2</sup> as compared with 12 788<sup>4</sup> cases in the previous quarter and an increase of 26.3%<sup>2</sup> as compared with 11 500<sup>5</sup> 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 230<sup>3</sup> pure suggestions received, 218<sup>3</sup> were about public transport services, of which 202 were related to franchised bus services. There were 12 cases on traffic conditions. A breakdown of all the pure suggestions received during the quarter is shown at Annex A(iii).

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

<sup>2</sup> Among the 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, representing an increase of 16.6% when compared with 10 996 cases (see footnote 4) in the previous quarter and an increase of 18.4% when compared with 10 832 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).

<sup>3</sup> Among the 230 pure suggestions, 218 cases were about public transport services. Among those 218 cases, 167 were received from a member of the public.

<sup>4</sup> Among the 12 788 complaints and suggestions, a total of 1 792 complaints were received from five complainants. The number of complaints not including these cases is 10 996.

<sup>5</sup> Among the 11 500 complaints and suggestions, a total of 668 complaints were received from two complainants. The number of complaints not including these cases is 10 832.

4. A graph showing the trends of complaints and suggestions received by TCU in the past ten years (2014-2023) is at Annex B(i). Another graph showing the trends of complaints and suggestions received, by quarter, since the first quarter of 2020 is at Annex B(ii).

5. During the quarter, investigations into 8 863 cases (including some outstanding cases from previous quarters) were completed. Of these, 8 347 cases (94%) were found to be substantiated, two cases (less than 1%) unsubstantiated, and the remaining 514 cases (6%) not pursuable due to lack of evidence. A summary of the results of investigations is at Annex C. If the complainants agree to be witnesses, the cases will be referred to the Police for further investigation. During the period from July to September 2024, the Police reported the latest developments on 538<sup>6</sup> cases previously referred to them. Among these cases, 14<sup>6</sup> 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 13 160<sup>7</sup> cases, representing an increase of 16.0%<sup>7</sup> as compared with 11 349<sup>8</sup> cases in the previous quarter and an increase of 26.1%<sup>7</sup> as compared with

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

<sup>7</sup> 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, representing an increase of 20.2% when compared with 9 830 cases (see footnote 8) in the previous quarter and an increase of 20.9% when compared with 9 771 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).

<sup>8</sup> Among the 11 349 complaints and suggestions, a total of 1 519 complaints were received from four complainants. The number of complaints not including these cases is 9 830.

10 439<sup>9</sup> 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 first quarter of 2020 is at Annex E(ii).

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

8. A total of 6 232<sup>10</sup> complaints and suggestions on franchised bus services were received during the quarter, representing an increase of 10.4%<sup>10</sup> as compared with 5 646<sup>11</sup> cases in the previous quarter and an increase of 34.2%<sup>10</sup> as compared with 4 645<sup>12</sup> cases in the same quarter in 2023.

9. There were 4 036<sup>13</sup> cases on the services of The Kowloon Motor Bus Company (1933) Limited (KMB), as compared with 3 252<sup>14</sup> cases in the previous quarter and 2 748<sup>15</sup> cases in the same quarter in 2023. Among the 4 036<sup>13</sup> cases, 281 (or 7.0%) were about the adequacy of service and 3 712 (or 92.0%) were about the standard of service.

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

<sup>10</sup> 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, representing an increase of 21.6% when compared with 4 200 cases (see footnote 11) in the previous quarter and an increase of 28.4% when compared with 3 977 cases (see footnote 12) in the same quarter in 2023.

<sup>11</sup> Among the 5 646 complaints and suggestions, a total of 1 446 complaints were received from four complainants. The number of complaints not including these cases is 4 200.

<sup>12</sup> Among the 4 645 complaints and suggestions, a total of 668 complaints were received from two complainants. The number of complaints not including these cases is 3 977.

<sup>13</sup> Among the 4 036 complaints and suggestions, a total of 1 032 complaints (about the standard of service) were received from four complainants. The number of complaints not including these cases is 3 004.

<sup>14</sup> Among the 3 252 complaints and suggestions, a total of 915 complaints were received from three complainants. The number of complaints not including these cases is 2 337.

<sup>15</sup> Among the 2 748 complaints and suggestions, a total of 668 complaints were received from two complainants. The number of complaints not including these cases is 2 080.

10. There were 794<sup>16</sup> cases on the services of the Citybus Limited (Franchise for the Urban and New Territories bus network) (CTB (U&NT)), as compared with 1 056<sup>17</sup> cases in the previous quarter and 788 cases in the same quarter in 2023. Among the 794 cases, 116 (or 14.6%) were about the adequacy of service while 659 (or 83.0%) were about the standard of service.

11. There were 267<sup>18</sup> cases on the services of the Citybus Limited (Franchise for Airport and North Lantau Bus Network) (CTB (Lantau)), as compared with 268<sup>19</sup> cases in the previous quarter and 195 cases in the same quarter in 2023. Among the 267 cases, 30 (or 11.2%) were about the adequacy of service while 233 (or 87.3%) were about the standard of service.

12. There were 318<sup>20</sup> cases on the services of the Long Win Bus Company Limited (LWB), as compared with 308<sup>21</sup> cases in the previous quarter and 241 cases in the same quarter in 2023. Of the 318 cases, 20 (or 6.3%) were about the adequacy of service and 294 (or 92.5%) were about the standard of service.

13. There were 105 cases on the services of the New Lantao Bus Company (1973) Limited (NLB), as compared with 78 cases in the previous quarter and 81 cases in the same quarter in 2023. Of the 105 cases, eight (or 7.6%) were about the adequacy of service and 95 (or 90.5%) were about the standard of service.

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<sup>16</sup> Among the 794 complaints and suggestions, a total of 15 complaints (about the standard of service) were received from one complainant. The number of complaints not including these cases is 779.

<sup>17</sup> Among the 1 056 complaints and suggestions, a total of 322 complaints were received from one complainant. The number of complaints not including these cases is 734.

<sup>18</sup> 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.

<sup>19</sup> Among the 268 complaints and suggestions, a total of 42 complaints were received from two complainants. The number of complaints not including these cases is 226.

<sup>20</sup> Among the 318 complaints and suggestions, a total of 55 complaints (about the standard of service) were received from one complainant. The number of complaints not including these cases is 263.

<sup>21</sup> Among the 308 complaints and suggestions, a total of 46 complaints were received from one complainant. The number of complaints not including these cases is 262.

14. There were 712<sup>22</sup> cases on the cross-harbour bus services<sup>23</sup>, as compared with 684<sup>24</sup> cases in the previous quarter and 592 cases in the same quarter in 2023. Of the 712 cases, 89 (or 12.5%) were about the adequacy of service and 609 (or 85.5%) were about the standard of service.

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

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

16. There were 254<sup>25</sup> 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 206<sup>26</sup> and 139 respectively.

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

17. A total of 2 710 complaints and suggestions on public light bus (PLB) services were received in this quarter, representing an increase of 19.1% as compared with 2 275 cases in the previous quarter and an increase of 22.8% as compared with 2 207 cases in the same quarter in 2023. All of these cases were referred to the Transport Department (TD) or the Police for action.

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<sup>22</sup> Among the 712 complaints and suggestions, a total of eight complaints (about the standard of service) were received from two complainants. The number of complaints not including these cases is 704.

<sup>23</sup> Complaints and suggestions on cross-harbour bus services cannot be further broken down by bus company as the services are jointly operated by KMB and Citybus.

<sup>24</sup> Among the 684 complaints and suggestions, a total of 121 complaints were received from one complainant. The number of complaints not including these cases is 563.

<sup>25</sup> Among the 254 complaints and suggestions, a total of 92 complaints (about the standard of service) were received from two complainants. The number of complaints not including these cases is 162.

<sup>26</sup> Among the 206 complaints and suggestions, a total of 73 complaints were received from one complainant. The number of complaints not including these cases is 133.

18. Of the PLB cases received, 95.6% or 2 591 cases were on green minibus (GMB) services, representing an increase of 20.1% as compared with 2 157 cases in the previous quarter and an increase of 22.9% as compared with 2 108 cases in the same quarter in 2023. Among the 2 591 cases, 196 (or 7.6%) were about the adequacy of service and 2 351 (or 90.7%) were about the standard of service.

19. The remaining 4.4% or 119 cases were on the services provided by red minibuses (RMB), representing an increase of 0.8% as compared with 118 cases in the previous quarter and an increase of 20.2% as compared with 99 cases in the same quarter in 2023.

### ***Taxi Services***

20. A total of 3 438 cases on taxi services were received in this quarter, representing an increase of 17.0% as compared with the previous quarter and an increase of 6.1% 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 3 438 cases received, 3 310 (96.3%) were related to taxi driver malpractice, as compared with 2 832 such cases (96.4%) in the previous quarter. Complaints about driver malpractice included failure to take the most direct route, improper driving behaviour, drivers 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 833 such cases (25.2%) were referred to the Police.



22. During the quarter, the Police reported the latest developments on 432 cases previously referred to them. These cases are categorised as follows –

	<u>No. of Cases</u>		<u>Percentage</u>	
(a) Summonsed	7	(9)	2	(2)
(b) Withdrawn by complainants	140	(168)	32	(32)
(c) Evidence considered insufficient by the Police for further processing	285	(347)	66	(66)
	<b>432</b>	<b>(524)</b>	<b>100</b>	<b>(100)</b>

(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 nine summonsed cases in the previous quarter, two taxi drivers were convicted of traffic offence by the court<sup>27</sup>. The two taxi drivers were fined \$450 for failing to comply with road markings and crossing continuous double white lines respectively.

### ***Rail Services***

24. A total of 486<sup>28</sup> complaints and suggestions on rail services were received. The corresponding figures for the previous quarter and the same quarter in 2023 were 255 and 182 respectively. Of the 486 cases, 460 were on the services of MTRCL. A detailed breakdown of the nature of complaints and suggestions on rail services is at Annex E(i)(a).

<sup>27</sup> Results of the remaining summonsed cases were not yet available as at end September 2024.

<sup>28</sup> Among the 486 complaints and suggestions, a total of 129 complaints (about the services of MTRCL) were received from one complainant. The number of complaints not including these cases is 357.

## *Ferry Services*

25. There were 40 complaints and suggestions on ferry services in this quarter. The corresponding figures for the previous quarter and the same quarter in 2023 were 28 and 27 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 492<sup>29</sup> complaints recorded in this quarter about traffic congestion/obstruction, as compared with 367<sup>30</sup> cases in the previous quarter and 143 cases in the same quarter in 2023. Congestion/obstruction was reported to have occurred throughout the territory, as illustrated below –

	<b><u>Number of Complaints</u></b>	
Hong Kong Island	72 <sup>31</sup>	(16)
Kowloon	105 <sup>32</sup>	(29)
New Territories	313 <sup>33</sup>	(322) <sup>34</sup>
Others (e.g. general issues and tunnel areas)	2	(0)
<b>Total</b>	<b>492<sup>29</sup></b>	<b>(367)<sup>30</sup></b>

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

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<sup>29</sup> 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.

<sup>30</sup> Among the 367 complaints and suggestions, a total of 273 complaints were received from one complainant. The number of complaints not including these cases is 94.

<sup>31</sup> 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.

<sup>32</sup> 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.

<sup>33</sup> 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.

<sup>34</sup> Among the 322 complaints and suggestions, a total of 273 complaints were received from one complainant. The number of complaints not including these cases is 49.

27. Based on the number of complaints received, districts most affected by traffic congestion/obstruction were Kwai Tsing (254<sup>35</sup> cases), Kowloon City (70<sup>36</sup> cases) and Central and Western (46<sup>37</sup> 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 82 complaints and suggestions on traffic management and 41 requests for additional traffic signs and aids in this quarter. As a comparison, there were 81 and 41 such cases in the previous quarter, and 81 and 27 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 40 complaints about road maintenance, as compared with 82 cases in the previous quarter and 59 cases in the same quarter in 2023. Among the 40 cases, 26 cases were related to road conditions and 14 cases were related to traffic signs and aids.

32. Districts which attracted relatively more complaints about road conditions were Wan Chai, Central and Western, Yuen Long, Tuen Mun and

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<sup>35</sup> Among the 254 complaints and suggestions, a total of 252 complaints were received from one complainant. The number of complaints not including these cases is two.

<sup>36</sup> Among the 70 complaints and suggestions, a total of 59 complaints were received from one complainant. The number of complaints not including these cases is 11.

<sup>37</sup> Among the 46 complaints and suggestions, a total of 38 complaints were received from one complainant. The number of complaints not including these cases is eight.

Kwai Tsing (three cases each). Districts which attracted relatively more complaints about traffic signs and aids were Kwun Tong and Sham Shui Po (two cases each).

### **Enforcement**

33. There were 643 complaints about traffic regulations enforcement in this quarter, representing a decrease of 16.2% when compared with 767 cases in the previous quarter and a decrease of 2.0% when compared with 656 cases in the same quarter in 2023. They were mainly requests for action against illegal parking (401 cases), jumping red light/failing to give way to pedestrians/traffic (66 cases), disobeying traffic signs/schemes (62 cases) and prolonged waiting causing obstruction (59 cases). All these cases were referred to the Police for action. The number of complaints on traffic regulations enforcement broken down by district is at Annex I.

34. Districts which attracted relatively more complaints about illegal parking were Sha Tin (69 cases), Yau Tsim Mong (43 cases), Yuen Long (36 cases), and Eastern (31 cases).

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

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

At the quarterly meeting of the TCU Sub-committee on 11 September 2024, Members discussed –

- (a) Complaints and Suggestions about Traffic Congestion;
- (b) Complaints and Suggestions about Cross-harbour Bus Services;
- (c) Complaints and Suggestions about Public Light Bus Services; and
- (d) TCU Quarterly Report No. 2 of 2024.

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

- (a) Complaints and Suggestions about Public Light Bus Services; and
- (b) TCU Quarterly Report No. 2 of 2024.

### **Suggestion of service adjustment of Citybus route no. A12**

3. Some members of the public raised concerns on the routeing of Citybus route no. A12 (Siu Sai Wan (Island Resort) - Airport (Ground Transportation Centre)) via Western District, which had caused inconvenience to the passengers in Eastern District. They opined that Citybus route no. A10 (Ap Lei Chau (Lee Lok Street) - Airport (Ground Transportation Centre)) had already provided bus services between Western District and the airport, hence suggested cancelling all bus stops of Citybus route no. A12 in Western District so as to provide a more direct bus service for passengers travelling between Eastern District and the airport.

4. The cases were referred to the Transport Department (TD) for

consideration. In response, the TD advised that in order to provide more direct airport bus services for passengers in Eastern District, the TD and the bus company had put forward a proposal to reroute most departures of Citybus route no. A12 both bounds to omit Western District under “Bus Route Planning Programme 2024-2025”. After consulting the Traffic and Transport Committees of the relevant District Councils, the aforementioned service adjustment of Citybus route no. A12 was implemented on 21 July 2024.

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

### **Concerns about inadequate parking spaces for motorcycles at Choi Ying Estate**

6. A member of the public raised concerns about the inadequacy of parking spaces for motorcycles at Choi Ying Estate and nearby area. He complained that the monthly parking spaces for motorcycles at Choi Ying Estate were always full. With high demand but limited parking spaces in car parks nearby, it caused inconvenience to motorcyclists. He urged the TD to provide more parking spaces for motorcycles in the area to cater for the demand of residents.

7. The case was referred to the TD for consideration. In response, the TD advised that the Government’s current policy on the provision of car parking spaces was to accord priority to meet the parking demand for commercial vehicles, and to provide an appropriate number of private car parking spaces if the overall development permits, while not attracting passengers to opt for private vehicles in lieu of public transport, so as to avoid aggravating the road traffic situation.

8. Furthermore, the TD replied that they understood the concern of the member of the public on the need of motorcycle parking spaces at Choi Ying Estate and nearby area. The TD was following up with relevant works department to provide 13 nos. of on-street motorcycle parking spaces at Choi Ha Road opposite to Ying On House for use by the public. The TD had also requested the management office of Choi Ying Estate to explore the feasibility to

provide additional motorcycle parking spaces within the estate boundary to address motorcycle demand induced by residents of the estate.

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

### **Complaint about inadequate service of Kowloon Motor Bus route no. 270A**

10. A member of the public complained about the inadequate service of The Kowloon Motor Bus Company (1933) Limited (KMB) route no. 270A which plied between Sheung Shui and Tsim Sha Tsui East. He found it difficult to get on the bus (Sheung Shui bound) during afternoon peak hours on weekdays as the buses were always full. He expressed dissatisfaction that the bus services provided to the passengers in North District were inadequate to meet the demand of passengers. He requested the TD to review the situation and enhance the service level of KMB route no. 270A to cater for the demand of passengers in North District.

11. The case was referred to the TD for consideration. In response, the TD had conducted site inspections to assess the actual passengers demand and service level of KMB route no. 270A and found that during afternoon peak hours on weekdays, the average frequency of 270A (Sheung Shui bound) was 20 minutes with an average load of 80%. Cases of lost trip were also observed. On this issue, the TD had met with KMB urging them to provide bus services according to the timetable stipulated in the Schedule of Services and to closely monitor the actual passenger demands with a view to catering the needs of commuters through flexible deployment of buses. At the same time, KMB had collected the patronage figures and enhanced the service level by increasing the frequency of route no. 270A to every 12-15 minutes during morning peak hours (Tsim Sha Tsui bound) and every 10-15 minutes during afternoon peak hours (Sheung Shui bound) on weekdays with effect from 23 September 2024 to meet the passenger demand.

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

**Complaints and Suggestions on Taxi Services****Background**

Taxi service is one of the major areas which attract regular complaints. On average, complaints and suggestions on taxi services account for about 30% of all the cases on public transport services.

**Complaint/Suggestion Statistics**

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

<b><u>Year</u></b>	<b><u>No. of complaints/suggestions</u></b>	<b><u>Difference</u></b>
2019	10 318 (33.10)	-
2020	5 355 (22.17)	-48.1% (-33.0%)
2021	8 355 (30.02)	+56.0% (+35.4%)
2022	7 590 (29.24)	-9.2% (-2.6%)
2023	11 452 (43.02)	+50.9% (+47.1%)
2024 (up to 30 September 2024)	9 197 (48.68)	-

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

3. A total of 9 197 complaints and suggestions about taxi services were received during the period from January to September 2024, representing 48.68 complaints/suggestions per million passenger journeys. These figures represent increases of 7.4% and 14.1% respectively when compared with 8 562 cases and 42.65 complaints/suggestions per million passenger journeys



received in the same period in 2023. A breakdown of the nature of complaints and suggestions on taxi services is at Annex J. Among these 9 197 complaints and suggestions, 2 070 taxis (as identified by vehicle registration number) and 133 taxi drivers (as identified by taxi driver identity plate number) had attracted more than one complaint within one year.

4. Of the 9 197 cases received, 8 888 cases (or 97%) were related to taxi driver malpractice, as compared with 8 285 such cases (or 97%) received in the same period in 2023. Among the different categories of taxi driver malpractice, refusing hire (1 919 cases), failure to take the most direct route (1 848 cases), improper driving behaviour (1 847 cases) and drivers behaving other than in a civil and orderly manner (1 502 cases) attracted relatively more complaints.

5. Apart from complaints about taxi driver malpractice, there were 309 cases about taxi obstruction and miscellaneous matters (e.g. conditions of vehicle, passenger services and facilities). Comments on the mechanism for handling complaints about taxi services were also received.

6. During the period from January to September 2024, there were 180 cases related to tourists. The majority of complaints received from tourists were about overcharging (83 cases), failure to take the most direct route (35 cases) and drivers behaving other than in a civil and orderly manner (26 cases).

7. Among the 180 cases related to tourists, 33 cases and 15 cases were related to taxi journeys to and from the Hong Kong International Airport and the West Kowloon Station respectively. Tourist spots such as the Peak and the Peak Tram Lower Terminus (18 cases) and the Hong Kong Disneyland (13 cases) also attracted complaints from tourists.

## **Measures to Improve the Situation**

### ***The Transport Department (TD)'s internal database for consolidating complaint records***

8. The TD has developed an internal database which assists in grasping the overall taxi service quality more effectively, analysing whether there is a rising trend of complaints against individual vehicles or vehicles owned by individual companies, as well as taking appropriate follow-up and targeted actions having regard to the circumstances of individual cases. For those taxi owners and drivers who are being repeatedly complained, the TD would contact the concerned taxi owners/drivers and urge them to make improvement and provide their particulars to the Police for appropriate follow-up investigations and enforcement actions. The TD would also request the Police to step up enforcement actions at the black spots to combat the offences such as overcharging, refusal of hire, etc. when necessary.

### ***Improvement of taxi drivers' behaviours***

9. The Government has been working closely with the taxi trade to assist the trade in enhancing taxi service quality. The TD revamped and established the Committee on Taxi Service Quality (CTSQ) in January 2018, which serves as a multi-party platform for discussing various strategies and measures to drive changes to enhance the service quality of the existing taxis. Since the establishment of CTSQ, the TD has published and updated the "Hong Kong Taxi Service Standard" and the "Hong Kong Taxi Service Guidelines", which set out the conduct and performance expected of taxi drivers. On publicity, the TD also organised the Taxi Service Commendation Scheme to recognise taxi drivers and taxi service management teams with outstanding service so as to enhance the professional image of taxi operators. Besides, the TD has also published the "Taxi Newsletter" to deliver message of service quality to taxi drivers, and organised safe driving seminars from time to time to enhance taxi drivers' awareness of safe and proper driving.

### ***Use of mobile communication devices (MCDs) while driving***

10. The Government notes the public's concern about drivers, particularly taxi drivers, placing several mobile phones on the dashboard while driving and also understands that drivers may have practical needs to use mobile phones or other devices for, for instance, obtaining information about navigation, real-time traffic conditions and parking space, etc. After balancing various considerations including road safety, practical circumstances, needs of the trades, and development of technology as well as making reference to the practices of other places, the TD is currently preparing legislative amendments on regulating the use of MCDs by drivers while driving via imposing restrictions on the number, size and position of MCDs. The TD has consulted the relevant trades and stakeholders, Legislative Council (LegCo) Panel on Transport, Road Safety Research Committee, Road Safety Council (RSC) and Transport Advisory Committee, which generally supported the proposal. The TD is working closely with other relevant departments in law drafting and will timely submit the legislative amendment to the LegCo. Meanwhile, the Government and RSC will continue to adopt a multi-pronged approach, including law enforcement, regulating taxi services, publicity and education, in raising the road safety awareness of drivers (including taxi drivers) and urging drivers to be attentive and avoid using MCDs while driving.

### ***Enhancement of taxi service quality***

11. In response to the widespread views of the community that the Government should strengthen the regulation of taxi services, the Government earlier reviewed the overall taxi operation and management, and put forward a series of measures to enhance taxi services. Such measures include introducing a taxi fleet regime, a Taxi-Driver-Offence Points (TDOP) System and a two-tier penalty system for certain taxi-driver-related offences. The relevant Ordinances were passed by the Legislative Council in December 2023. The two-tier penalty system and TDOP System have taken effect on 22 December 2023 and 22 September 2024 respectively. For the taxi fleet regime, conditional grants of the Taxi Fleet Licence were issued to five applicants in late July 2024, and they are required to complete the gearing-up work and

commence services within one year (i.e. by end-July 2025). The TD has been actively encouraging and assisting the selected taxi fleet operators to commence operation as soon as possible.

12. The Government is open-minded about innovation and technologies that could effectively improve road and driving safety, and welcomes the introduction of advanced driver assistance systems by vehicle manufacturers for various classes of vehicles. In recent years, the TD has already approved a wide range of advanced driver assistance systems, such as Anti-collision Warning, Lane Departure Warning, Blind Spot Warning, Electronic Stability Control, Automatic Emergency Braking System, etc. Some taxi models on the market have been equipped with Anti-collision Warning, Lane Departure Warning, Automatic Emergency Braking System, etc. Vehicle manufacturers and the taxi trade are welcome to introduce new taxi models equipped with advanced driver assistance systems.

13. In terms of legal framework, taxi operation is generally regulated by the Road Traffic Ordinance (Cap. 374) and its subsidiary legislation. The Police continues to accord suitable resources against taxi drivers' malpractice and investigate into related complaints or referrals, while the TD focuses on education and publicity work like promulgation of standards and guidelines to enhance the standard of taxi services through various channels.

14. During the period from January to September 2024, 2 292 cases (or 26%) on taxi driver malpractice were referred to the Police for further investigation<sup>38</sup> if the complainants agreed to be witnesses. When encountering any taxi drivers' malpractice, such as overcharging, refusing hire and soliciting passengers, members of the public are strongly encouraged to report the incidents to the Police with details, such as date, time, location and taxi registration numbers. The Police will investigate into related complaints, and take actions should the evidence supports further actions.

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<sup>38</sup> During the period from January to June 2024, the Police reported the investigation results on 1 180 cases previously referred to them. The results are provided in paragraph 22 of Chapter 1 of TCU Quarterly Reports No. 1 and No. 2 of 2024 respectively.

15. As regards complaints about taxi obstruction and miscellaneous matters (309 cases), all these cases were referred to the relevant authorities for action. For example, in the case of taxi obstruction, the TD was invited to consider traffic management measures to address the problem.

16. TCU will continue to closely monitor and follow up with the departments concerned regarding complaints and suggestions on taxi services.

**Complaints and Suggestions Received by TCU**

<b><u>Nature of Complaint/Suggestion</u></b> <sup>(1)(2)</sup>	<b><u>Same quarter in 2023 (1.7.23-30.9.23)</u></b>			<b><u>Previous quarter (1.4.24-30.6.24)</u></b>			<b><u>Current quarter (1.7.24-30.9.24)</u></b>		
<b>I. Public Transport Services</b>									
(a) Adequacy of service	836	[206]		531	[172]		782	[202]	
(b) Standard of service	9 438	[16]		10 591	[10]		12 115	[12]	
(c) General	165	[3]		227	[4]		263	[4]	
	<b>10 439<sup>(3)</sup></b>	<b>[225]</b>	<b>(91%)</b>	<b>11 349<sup>(3)</sup></b>	<b>[186]</b>	<b>(89%)</b>	<b>13 160<sup>(3)</sup></b>	<b>[218]</b>	<b>(91%)</b>
<b>II. Traffic Conditions</b>									
(a) Traffic congestion/obstruction	143	[1]		367			492		
(b) Traffic management	81	[22]		81	[14]		82	[5]	
(c) Additional traffic signs and aids	27	[5]		41	[6]		41	[6]	
(d) Parking facilities	16	[2]		20	[2]		14	[1]	
	<b>267</b>	<b>[30]</b>	<b>(2%)</b>	<b>509</b>	<b>[22]</b>	<b>(4%)</b>	<b>629</b>	<b>[12]</b>	<b>(4%)</b>
<b>III. Road Maintenance</b>									
(a) Road conditions	36	[3]		24			26		
(b) Traffic signs and aids	20			56	[1]		14		
(c) Carriageway markings	3			2			-		
	<b>59</b>	<b>[3]</b>	<b>(&lt;1%)</b>	<b>82</b>	<b>[1]</b>	<b>(&lt;1%)</b>	<b>40</b>		<b>(&lt;1%)</b>
<b>IV. Enforcement</b>									
(a) Illegal parking	461			513	[1]		401		
(b) Other enforcement matters	195	[1]		254			242		
	<b>656</b>	<b>[1]</b>	<b>(6%)</b>	<b>767</b>	<b>[1]</b>	<b>(6%)</b>	<b>643</b>		<b>(4%)</b>
<b>V. Miscellaneous</b>									
	<b>79</b>	<b>[1]</b>	<b>(&lt;1%)</b>	<b>81</b>	<b>[1]</b>	<b>(&lt;1%)</b>	<b>47</b>		<b>(&lt;1%)</b>
<b>Total</b>	<b>11 500<sup>(3)</sup></b>	<b>[260]</b>	<b>(100%)</b>	<b>12 788<sup>(3)</sup></b>	<b>[211]</b>	<b>(100%)</b>	<b>14 519<sup>(3)</sup></b>	<b>[230]</b>	<b>(100%)</b>

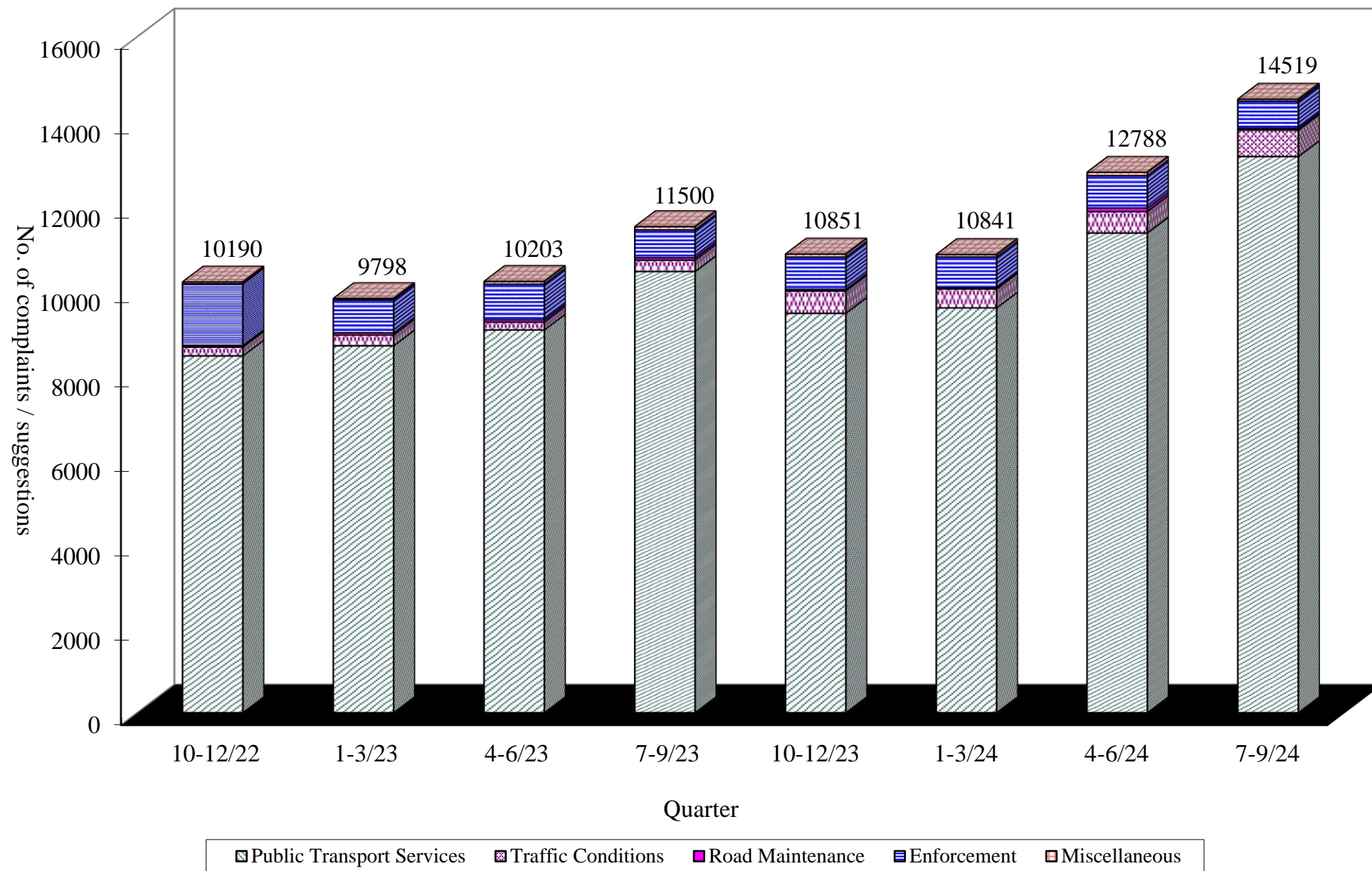
- Notes :**
- (1) Figures in square brackets are the number of pure suggestions received in the quarter. The figures have been included in the overall number of cases received. Among the 206, 172 and 202 pure suggestions relating to adequacy of service, 154, 131 and 148 about public transport routeing 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<sup>(1)</sup>**

<b><u>Nature of Complaint/Suggestion<sup>(2)(3)</sup></u></b>	<b><u>Same quarter in 2023 (1.7.23-30.9.23)</u></b>		<b><u>Previous quarter (1.4.24-30.6.24)</u></b>		<b><u>Current quarter (1.7.24-30.9.24)</u></b>	
<b>I. Public Transport Services</b>						
(a) Adequacy of service	836	[206]	531	[172]	782	[202]
(b) Standard of service	8 770	[16]	9 072	[10]	10 769	[12]
(c) General	165	[3]	227	[4]	263	[4]
	<b>9 771</b>	<b>[225]</b> (90%)	<b>9 830</b>	<b>[186]</b> (89%)	<b>11 814</b>	<b>[218]</b> (92%)
<b>II. Traffic Conditions</b>						
(a) Traffic congestion/obstruction	143	[1]	94		140	
(b) Traffic management	81	[22]	81	[14]	82	[5]
(c) Additional traffic signs and aids	27	[5]	41	[6]	41	[6]
(d) Parking facilities	16	[2]	20	[2]	14	[1]
	<b>267</b>	<b>[30]</b> (2%)	<b>236</b>	<b>[22]</b> (2%)	<b>277</b>	<b>[12]</b> (2%)
<b>III. Road Maintenance</b>						
(a) Road conditions	36	[3]	24		26	
(b) Traffic signs and aids	20		56	[1]	14	
(c) Carriageway markings	3		2		-	
	<b>59</b>	<b>[3]</b> (<1%)	<b>82</b>	<b>[1]</b> (<1%)	<b>40</b>	(<1%)
<b>IV. Enforcement</b>						
(a) Illegal parking	461		513	[1]	401	
(b) Other enforcement matters	195	[1]	254		242	
	<b>656</b>	<b>[1]</b> (6%)	<b>767</b>	<b>[1]</b> (7%)	<b>643</b>	(5%)
<b>V. Miscellaneous</b>						
	<b>79</b>	<b>[1]</b> (<1%)	<b>81</b>	<b>[1]</b> (<1%)	<b>47</b>	(<1%)
<b>Total</b>	<b>10 832<sup>(4)</sup></b>	<b>[260]</b> (100%)	<b>10 996<sup>(5)</sup></b>	<b>[211]</b> (100%)	<b>12 821<sup>(6)</sup></b>	<b>[230]</b> (100%)

- Notes :**
- (1) The complaints received from individual complainants, who made more than 100 complaints in a quarter, were excluded. The figures concerned were given in relevant footnotes. Please see Annex A(i)(a) with these complaints included.
  - (2) Figures in square brackets are the number of pure suggestions received in the quarter. The figures have been included in the overall number of cases received. Among the 206, 172 and 202 pure suggestions relating to adequacy of service, 154, 131 and 148 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 668 complaints from two complainants were excluded.
  - (5) A total of 1 792 complaints from five complainants were excluded.
  - (6) A total of 1 698 complaints from seven complainants were excluded.

## Complaints and Suggestions Received by TCU





**Pure Suggestions Received by TCU  
(July – September 2024)**

**Nature of Suggestion<sup>(1)</sup>**

(I) Public Transport Services	Vehicular Transport				Rail Transport		Waterborne Transport		Sub-total
	FB		NFB	PLB	Taxi				
(a) Adequacy of Service									
(1) Frequency/carrying capacity	3	[1]	-	1	-	1	[1]	-	5 [2]
(2) Routeing	167	[146]	2	[2]	5	-	1	-	175 [148]
(3) Hours of operation	13	[10]	-	-	-	-	-	-	13 [10]
(4) Provision of stop	7	[2]	-	2	-	-	-	-	9 [2]
	190	[159]	2	[2]	8	-	2	[1]	202 [162]
(b) Standard of Service									
(1) Regularity of service	-		-	-	-	-	-	-	-
(2) Adherence to routeing	-		-	-	-	-	-	-	-
(3) Improper driving behaviour	-		-	-	-	-	-	-	-
(4) Conduct & performance of staff	-		-	-	-	-	-	-	-
(5) Overcharging	-		-	-	-	-	-	-	-
(6) Cleanliness	-		-	-	-	-	-	-	-
(7) Conditions of vehicle/vessel	1		-	-	-	-	-	-	1
(8) Passenger services & facility	9	[3]	-	-	-	2	-	-	11 [3]
	10	[3]	-	-	-	2	-	-	12 [3]
(c) General <sup>(2)</sup>	2	[2]	1	-	1	-	-	-	4 [2]
<b>Sub-total of (I) this quarter</b>	<b>202</b>	<b>[164]</b>	<b>3</b>	<b>[2]</b>	<b>8</b>	<b>1</b>	<b>4</b>	<b>[1]</b>	<b>218 [167]</b>
Sub-total of (I) previous quarter	180	[139]	0		3	[1]	1	2	0 186 [140]
Sub-total of (I) same quarter in 2023	203	[171]	0		15	[1]	0	7	[5] 0 225 [177]
<b>(II) Traffic Conditions</b>									
(a) Traffic Congestion/Obstruction									-
(b) Traffic Management									5
(c) Additional Traffic Signs & Aids									6
(d) Parking Facilities									1
<b>Sub-total of (II) this quarter</b>									<b>12</b>
Sub-total of (II) previous quarter									22
Sub-total of (II) same quarter in 2023									30
<b>(III) Road Maintenance</b>									-
<b>(IV) Enforcement</b>									-
<b>(V) Miscellaneous</b>									-
<b>Total this quarter</b>									<b>230 [167]</b>
Total previous quarter									211 [140]
Total same quarter in 2023									260 [177]

**Legend**

FB - Franchised Buses

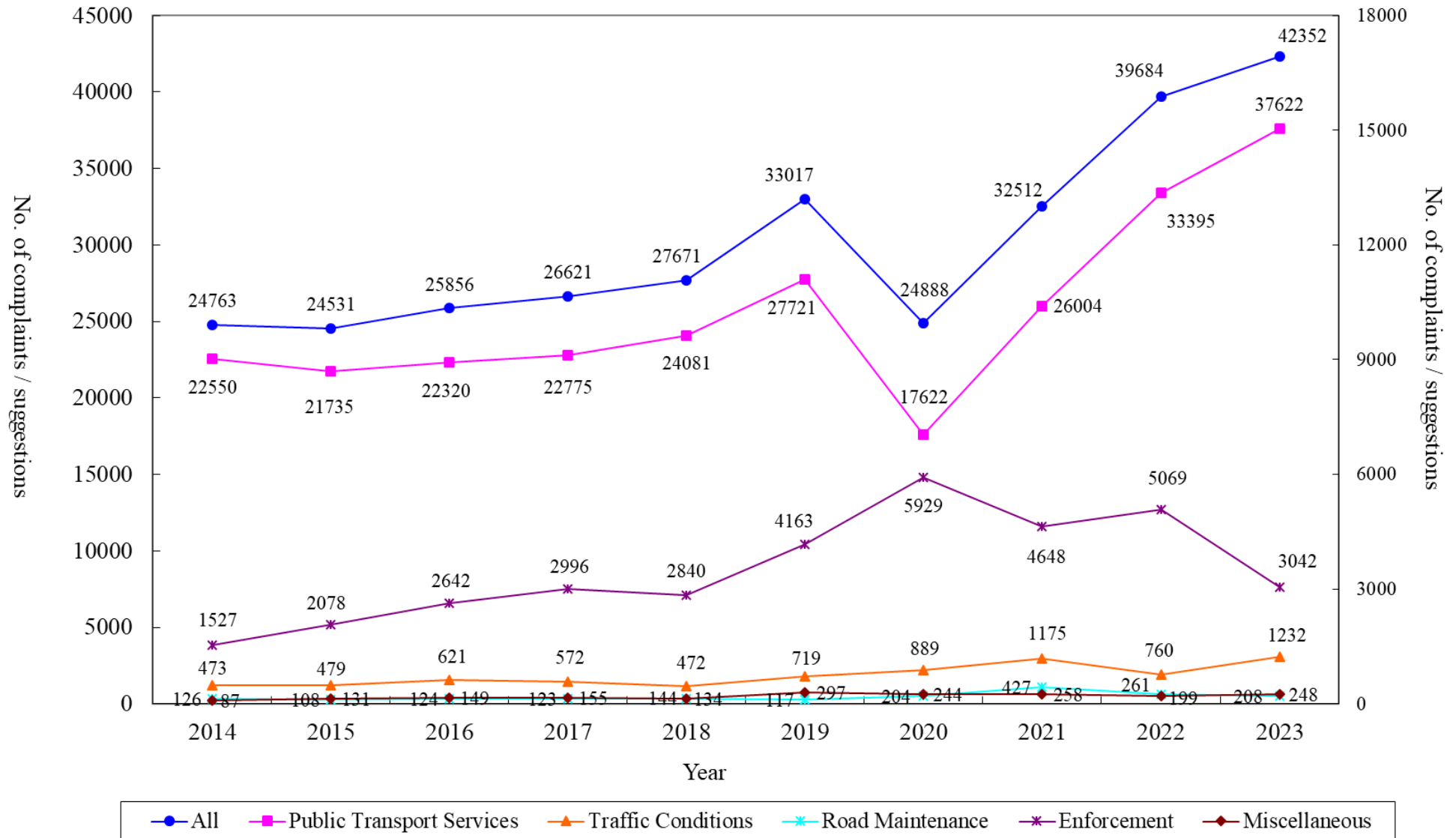
NFB - Non-franchised Buses

PLB - Public Light Buses

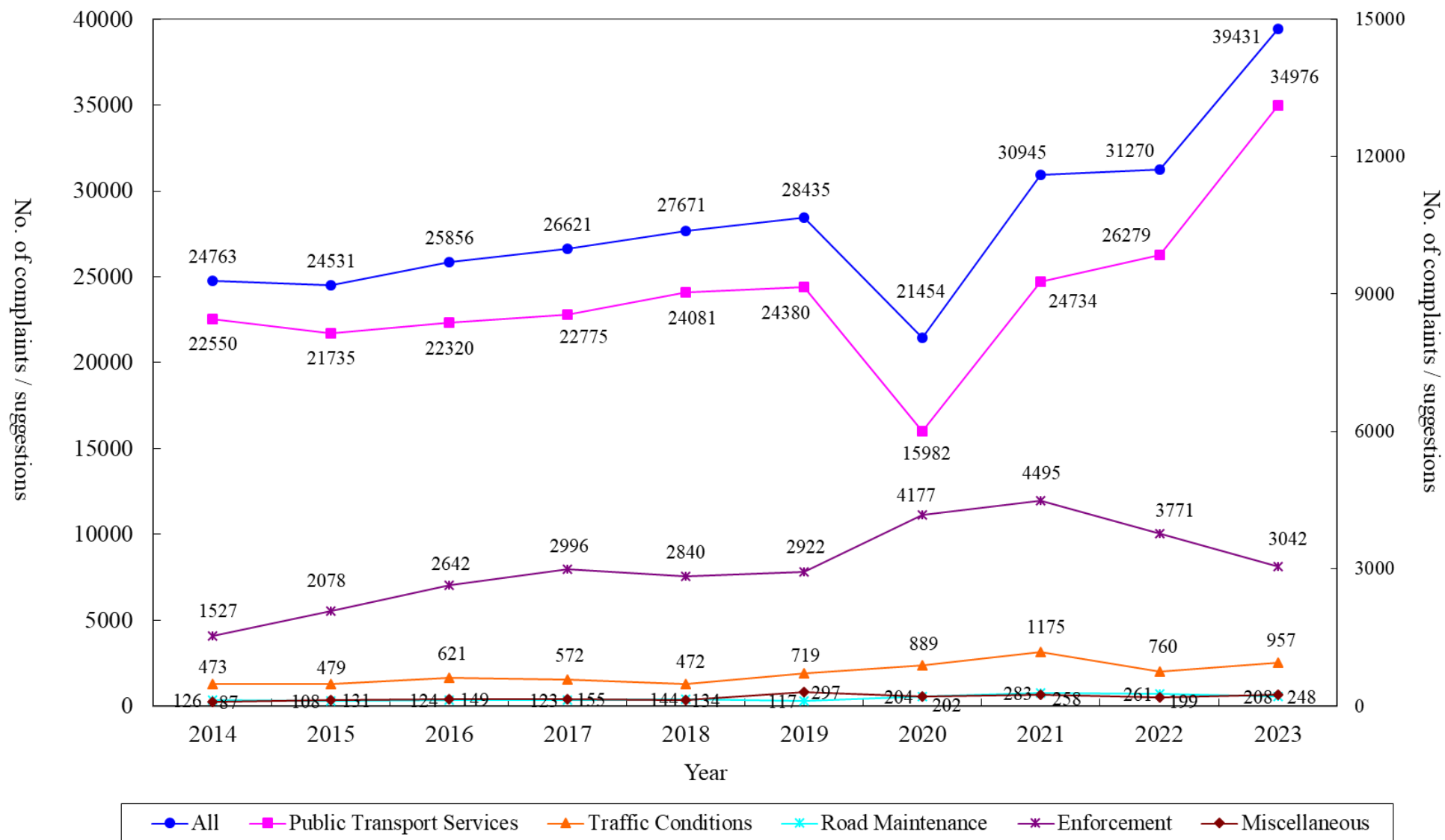
**Notes :** (1) Figures in square brackets are the number of pure suggestions received from a member of the public in the quarter. The figures have been included in the overall number of pure suggestions received.

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

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



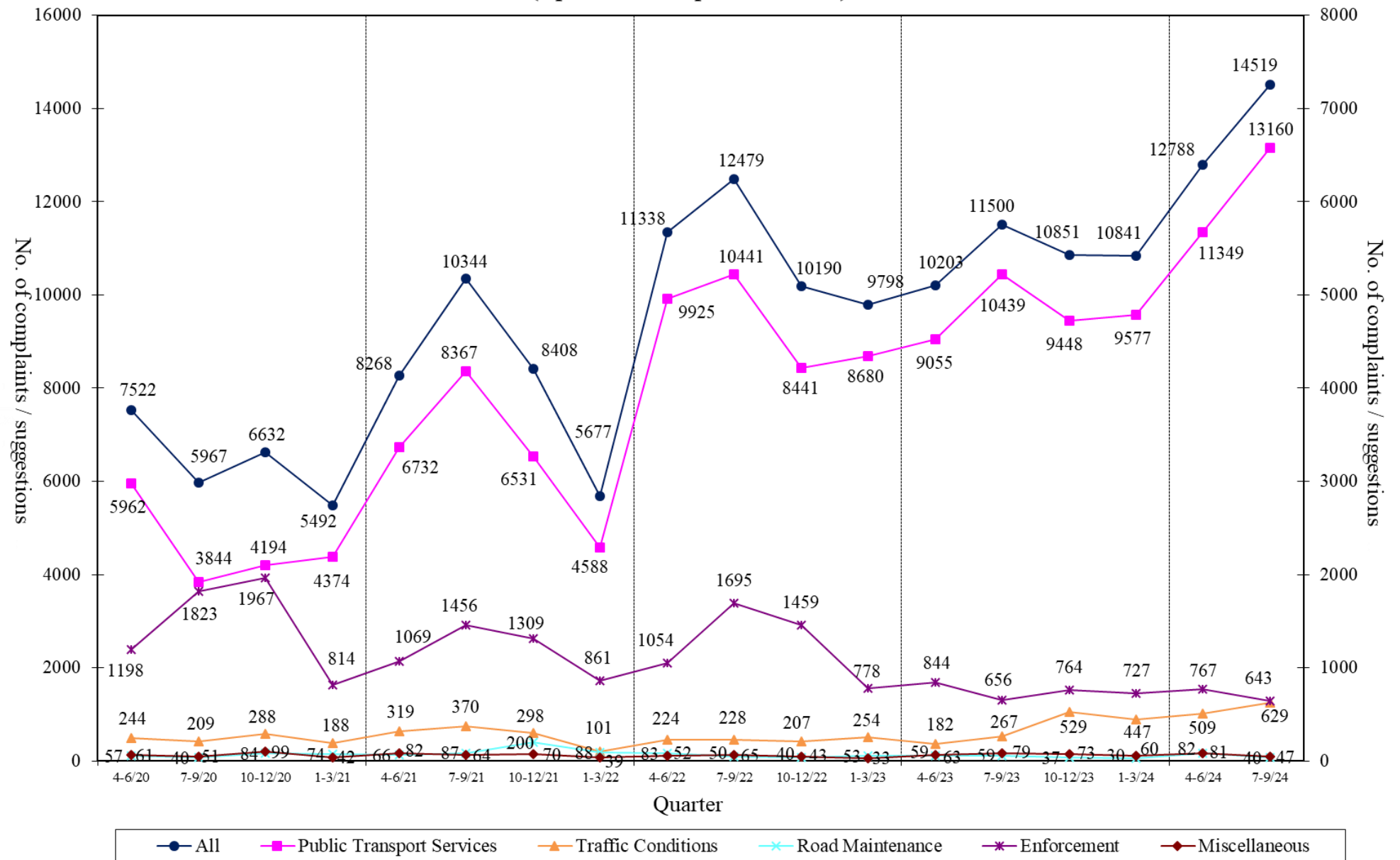
### Trends of Complaints and Suggestions Received by TCU<sup>(1)</sup> (2014 - 2023)



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

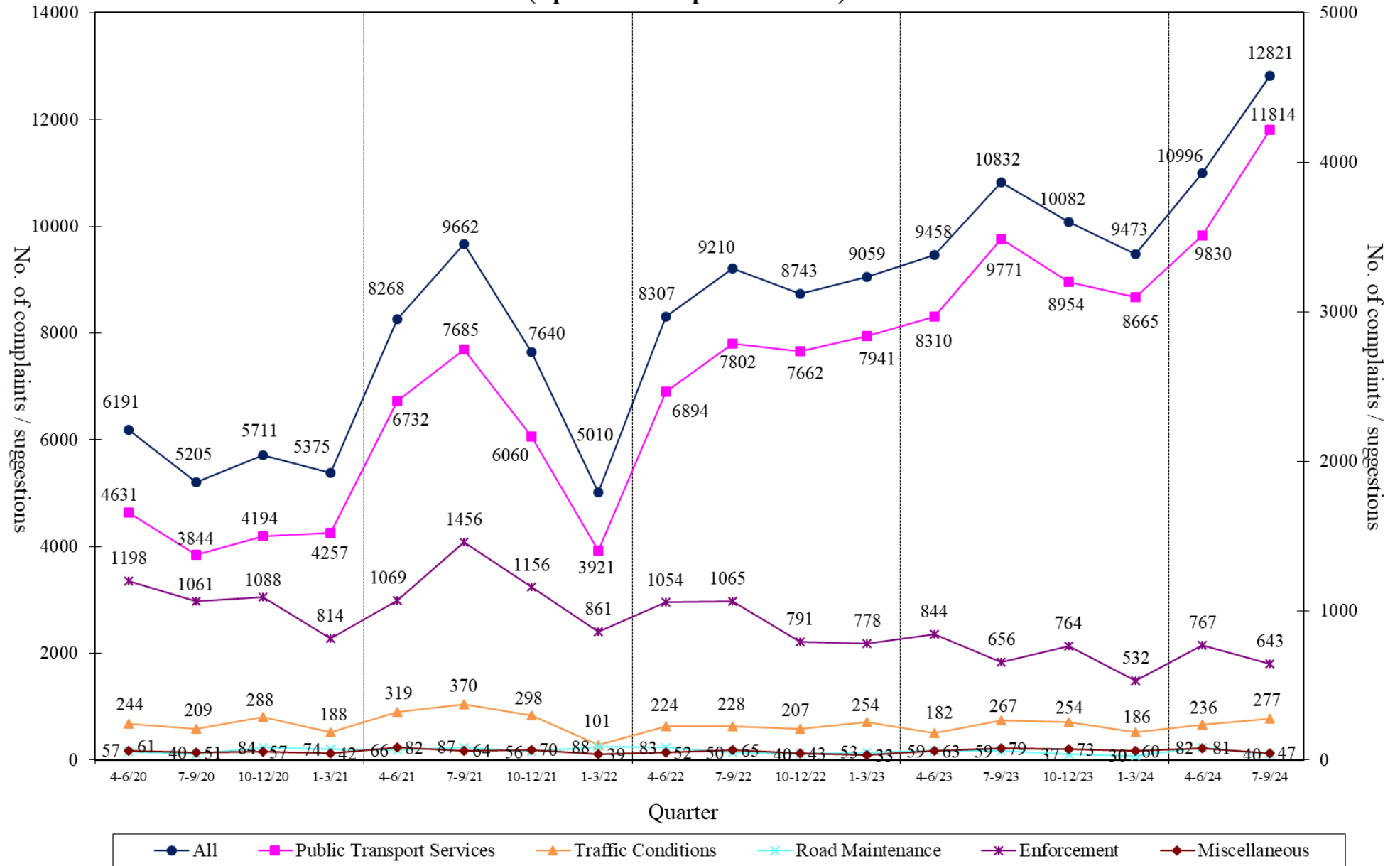
**Trends of Complaints and Suggestions Received by TCU**  
(April 2020 - September 2024)

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



**Trends of Complaints and Suggestions Received by TCU<sup>(1)</sup>**  
(April 2020 - September 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**  
**(July – September 2024)**

Outcome of Investigation  Nature of Complaint/ Suggestion	A1	A2	B	C	Total
<b>I. Public Transport Services</b>					
(a) Adequacy of service	1	476	-	1	478
(b) Standard of service	475	6 275	2	470	7 222
(c) General	-	182	-	1	183
	<b>476</b>	<b>6 933</b>	<b>2</b>	<b>472</b>	<b>7 883</b>
<b>II. Traffic Conditions</b>					
(a) Traffic congestion/obstruction	6	117	-	-	123
(b) Traffic management	2	56	-	-	58
(c) Additional traffic signs/aids	1	36	-	-	37
(d) Parking facilities	1	13	-	-	14
	<b>10</b>	<b>222</b>	<b>-</b>	<b>-</b>	<b>232</b>
<b>III. Road Maintenance</b>					
(a) Road conditions	3	18	-	-	21
(b) Traffic signs and aids	22	34	-	-	56
(c) Carriageway markings	-	1	-	-	1
	<b>25</b>	<b>53</b>	<b>-</b>	<b>-</b>	<b>78</b>
<b>IV. Enforcement</b>					
(a) Illegal parking	302	137	-	3	442
(b) Other enforcement matters	5	130	-	39	174
	<b>307</b>	<b>267</b>	<b>-</b>	<b>42</b>	<b>616</b>
<b>V. Miscellaneous</b>	<b>1</b>	<b>53</b>	<b>-</b>	<b>-</b>	<b>54</b>
<b>Total</b>	<b>819</b> <b>(9%)</b>	<b>7 528</b> <b>(85%)</b>	<b>2</b> <b>(&lt;1%)</b>	<b>514</b> <b>(6%)</b>	<b>8 863</b> <b>(100%)</b>
	<b>8 347</b> <b>(94%)</b>				

**Legend**

- A1 - Substantiated (Action completed/in hand)  
A2 - Substantiated (Action requiring further consideration)  
B - Unsubstantiated  
C - Non-pursuable

**Summary of Results of Investigations into  
Complaints and Suggestions on Public Transport Services  
(July – September 2024)**

<div>Outcome of Investigation</div> <div>Mode of Transport</div>	A1	A2	B	C	Total
The Kowloon Motor Bus Company (1933) Limited	222	2 149	-	35	2 406
Citybus Limited (Franchise (U&NT))	1	993	-	4	998
Citybus Limited (Franchise (Lantau))	-	250	-	-	250
New Lantao Bus Company (1973) Limited	-	70	-	-	70
Long Win Bus Company Limited	1	264	-	-	265
Cross-harbour Bus Services	-	622	-	-	622
Non-franchised Bus Services	-	192	1	-	193
Green Minibus	245	1 573	-	13	1 831
Red Minibus	-	90	-	2	92
Taxi	3	374	1	418	796
MTR Corporation Limited (Excluding Light Rail)	2	270	-	-	272
MTR Corporation Limited (Light Rail)	2	46	-	-	48
The Hongkong Tramways Limited	-	18	-	-	18
Sun Ferry Services Company Limited	-	9	-	-	9
The “Star” Ferry Company Limited	-	6	-	-	6
Minor Ferries	-	7	-	-	7
Total	476 (6%)	6 933 (88%)	2 (<1%)	472 (6%)	7 883 (100%)
	7 409 (94%)				

**Legend**

- A1 - Substantiated (Action completed/in hand)  
A2 - Substantiated (Action requiring further consideration)  
B - Unsubstantiated  
C - Non-pursuable

**Public Suggestions Taken on Board by**  
**Relevant Government Departments/Public Transport Operators**  
**(July – September 2024)**

**I. Public Transport Services**

- Relocate green minibus stops at Pik Wan Road northbound near Hong Pak Court to improve traffic flow.
- Set up a taxi stand at Sham Mong Road near Hoi Tat Estate to facilitate waiting of taxis.
- Enhance Kowloon Motor Bus route no. 288B service during morning rush hours to meet the demand of passengers.

**II. Traffic Management**

***Hong Kong Island***

- Adjust the setting of pedestrian push buttons of the traffic lights at the junction of A Kung Ngam Road and Chai Wan Road to facilitate pedestrians crossing the road.
- Add transverse yellow bar markings and a “Stop 15m” traffic sign at Wong Nai Chung Road near Sports Road to alert motorists to slow down and stop ahead.
- Increase the pedestrian green time of the traffic lights at Garden Road and Lower Albert Road to facilitate pedestrians crossing the road.

***Kowloon***

- Shorten the waiting time for pedestrian green light of a set of traffic lights at Renfrew Road outside the Shaw Tower of Hong Kong Baptist University to facilitate pedestrians crossing the road.



- Increase the vehicular green time of the traffic lights at Fat Kwong Street at its junction with Chung Hau Street in the evening on Mondays to Fridays to improve traffic flow.
- Increase the pedestrian flashing green time of the traffic lights at Tung Chau Street at its junction with Hing Wah Street West to facilitate pedestrians crossing the road.

### *New Territories*

- Increase the vehicular green time of the traffic lights for turning from Lung Fat Street to Lung Mun Road to improve traffic flow.
- Increase the pedestrian green time of the traffic lights at Tin Shui Road at its junction with access road to Grandeur Terrace and Tin Heng Estate Bus Terminus to facilitate pedestrians crossing the road.
- Increase the pedestrian green time of the traffic lights at Po Yap Road at its junction with Tong Yin Street to facilitate pedestrians crossing the road.

**Complaints and Suggestions on Public Transport Services**  
( July – September 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	134	47	11	5	11	22	9	166	-	-	19	6	1	2	-	-	433
(2) Routeing	124	51	10	1	7	57	3	18	-	-	1	-	-	-	-	-	272
(3) Hours of operation	11	11	4	-	1	6	-	2	-	-	-	-	-	-	-	-	35
(4) Provision of stops	12	7	5	2	1	4	1	10	-	-	-	-	-	-	-	-	42
Sub-total	281	116	30	8	20	89	13	196	-	-	20	6	1	2	-	-	782
(B) Standard of Service																	
(1) Regularity of service	2200	232	94	28	156	183	121	784	-	-	15	6	3	5	4	4	3835
(2) Adherence to routeing	15	7	4	3	5	11	1	108	-	728	1	-	-	-	-	-	883
(3) Improper driving behavior	509	121	21	21	31	112	29	367	38	659	19	5	11	1	1	1	1946
(4) Conduct & performance of staff (including drivers)	600	205	71	23	67	202	36	847	30	1329	60	1	6	1	3	1	3482
(5) Overcharging	13	6	3	2	1	6	2	85	9	594 *	-	-	-	-	-	-	721
(6) Cleanliness	17	5	5	4	-	6	-	45	3	22	2	1	-	-	2	-	112
(7) Conditions of vehicles/vessels	24	17	2	2	-	6	6	26	1	13	10	2	1	-	1	1	112
(8) Passenger services & facilities	334	66	33	12	34	83	35	89	5	16	249	52	4	3	5	4	1024
Sub-total	3712	659	233	95	294	609	230	2351	86	3361	356	67	25	10	16	11	12115
(C) General	43	19	4	2	4	14	11	44	33	77	9	2	-	-	1	-	263
Total this quarter	4036	794	267	105	318	712	254	2591	119	3438	385	75	26	12	17	11	13160
Grand-total	(6232)						(6402)				(486)			(40)			
Total previous quarter	3252	1056	268	78	308	684	206	2157	118	2939	214	28	13	10	4	14	11349
Total same quarter in 2023	2748	788	195	81	241	592	139	2108	99	3239	142	19	21	8	6	13	10439

**Legend**

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

\* Including taximeter irregularities

# Complaints and Suggestions on Public Transport Services

( July – September 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	134	47	11	5	11	22	9	166	-	-	19	6	1	2	-	-	433
(2) Routeing	124	51	10	1	7	57	3	18	-	-	1	-	-	-	-	-	272
(3) Hours of operation	11	11	4	-	1	6	-	2	-	-	-	-	-	-	-	-	35
(4) Provision of stops	12	7	5	2	1	4	1	10	-	-	-	-	-	-	-	-	42
Sub-total	281	116	30	8	20	89	13	196	-	-	20	6	1	2	-	-	782
(B) Standard of Service																	
(1) Regularity of service	1168	217	79	28	101	175	37	784	-	-	15	6	3	5	4	4	2710
(2) Adherence to routing	15	7	4	3	5	11	1	108	-	728	1	-	-	-	-	-	883
(3) Improper driving behavior	509	121	21	21	31	112	29	367	38	659	19	5	11	1	1	1	1946
(4) Conduct & performance of staff (including drivers)	600	205	71	23	67	202	36	847	30	1329	60	1	6	1	3	1	3482
(5) Overcharging	13	6	3	2	1	6	2	85	9	594 *	-	-	-	-	-	-	721
(6) Cleanliness	17	5	5	4	-	6	-	45	3	22	2	1	-	-	2	-	112
(7) Conditions of vehicles/vessels	24	17	2	2	-	6	6	26	1	13	10	2	1	-	1	1	112
(8) Passenger services & facilities	334	66	33	12	34	83	27	89	5	16	155	17	4	3	5	4	1024
Sub-total	2680	644	218	95	239	601	138	2351	86	3361	262	32	25	10	16	11	10769
(C) General	43	19	4	2	4	14	11	44	33	77	9	2	-	-	1	-	263
Total this quarter	3004 <sup>(1)</sup>	779 <sup>(1)</sup>	252 <sup>(1)</sup>	105	263 <sup>(1)</sup>	704 <sup>(1)</sup>	162 <sup>(1)</sup>	2591	119	3438	291 <sup>(1)</sup>	40 <sup>(1)</sup>	26	12	17	11	11814
Grand-total	(5107)						(6310)				(357)			(40)			
Total previous quarter	2337 <sup>(2)</sup>	734 <sup>(2)</sup>	226 <sup>(2)</sup>	78	262 <sup>(2)</sup>	563 <sup>(2)</sup>	133 <sup>(2)</sup>	2157	118	2939	214	28	13	10	4	14	9830
Total same quarter in 2023	2080 <sup>(3)</sup>	788	195	81	241	592	139	2108	99	3239	142	19	21	8	6	13	9771

### 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

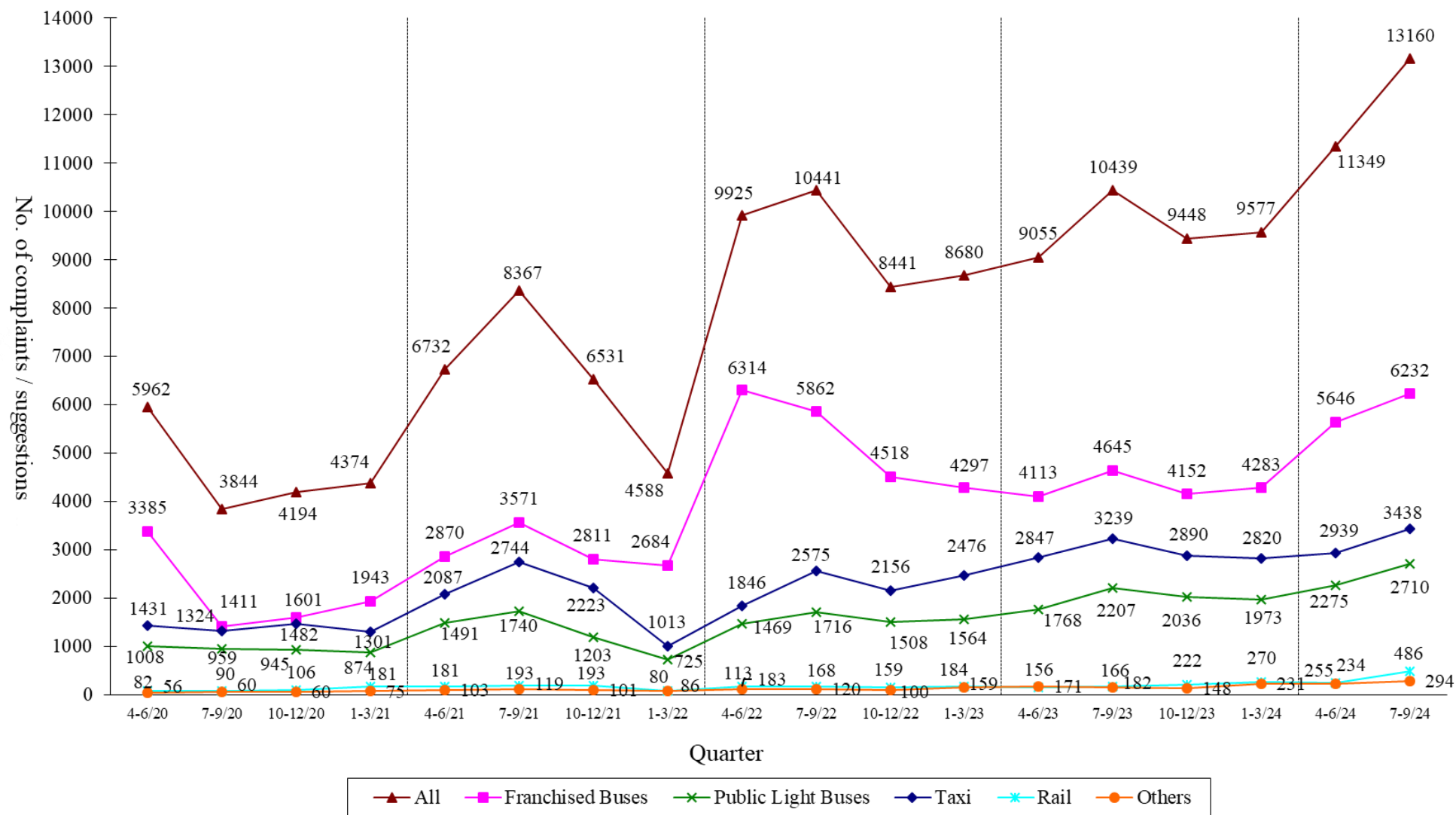
\* Including taximeter irregularities

Notes : (1) A total of 1 346 complaints (1 032 about KMB, 15 about CTB (U&NT), 15 about CTB (Lantau), 55 about LWB, 8 about XHT, 92 about NFBS and 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.

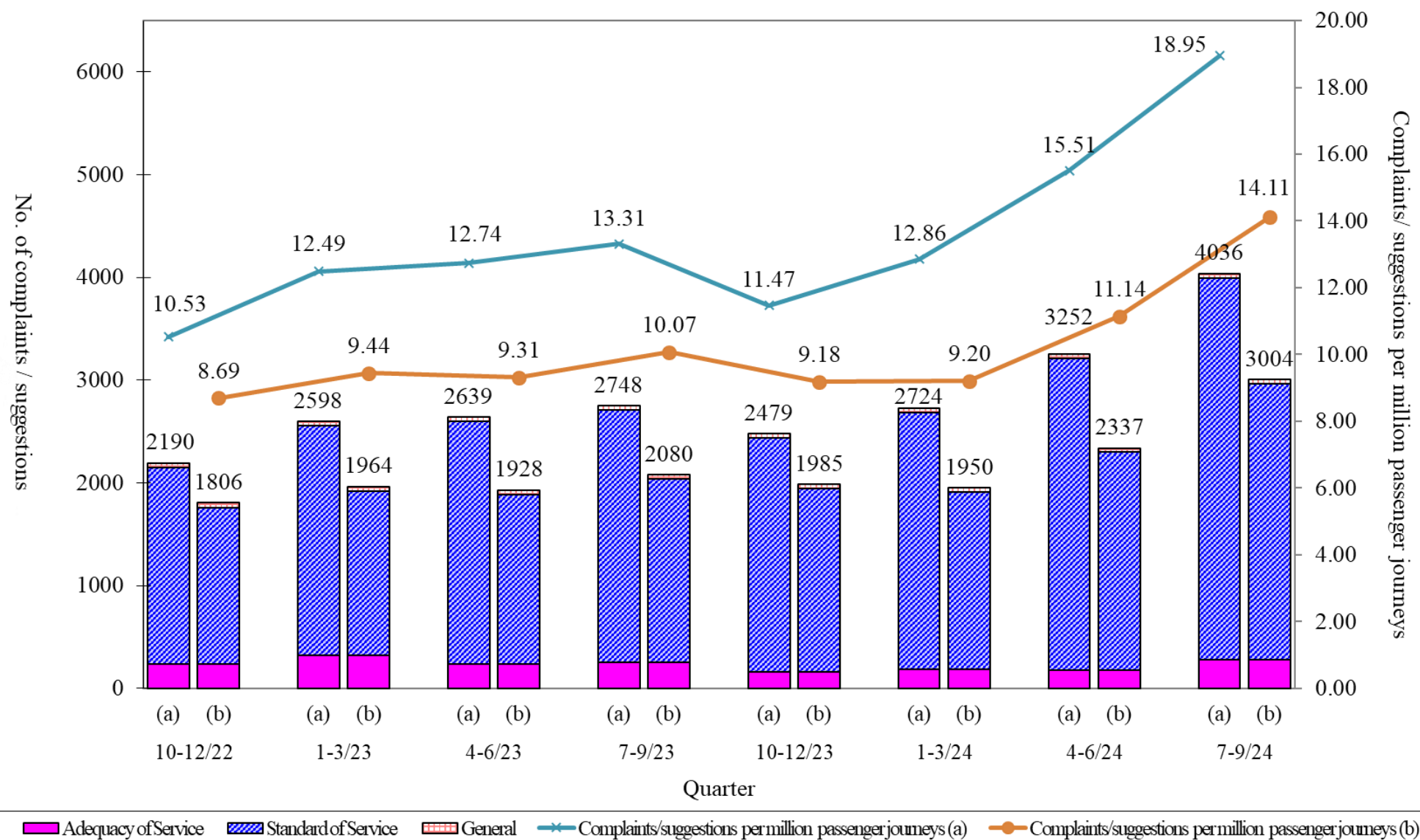
(2) A total of 1 519 complaints (915 about KMB, 322 about CTB (U&NT), 42 about CTB (Lantau), 46 about LWB, 121 about XHT and 73 about NFBS) received from four complainants during the quarter were excluded. Please see Annex E(i)(a) with these complaints included.

(3) A total of 688 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 (April 2020 - September 2024)



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

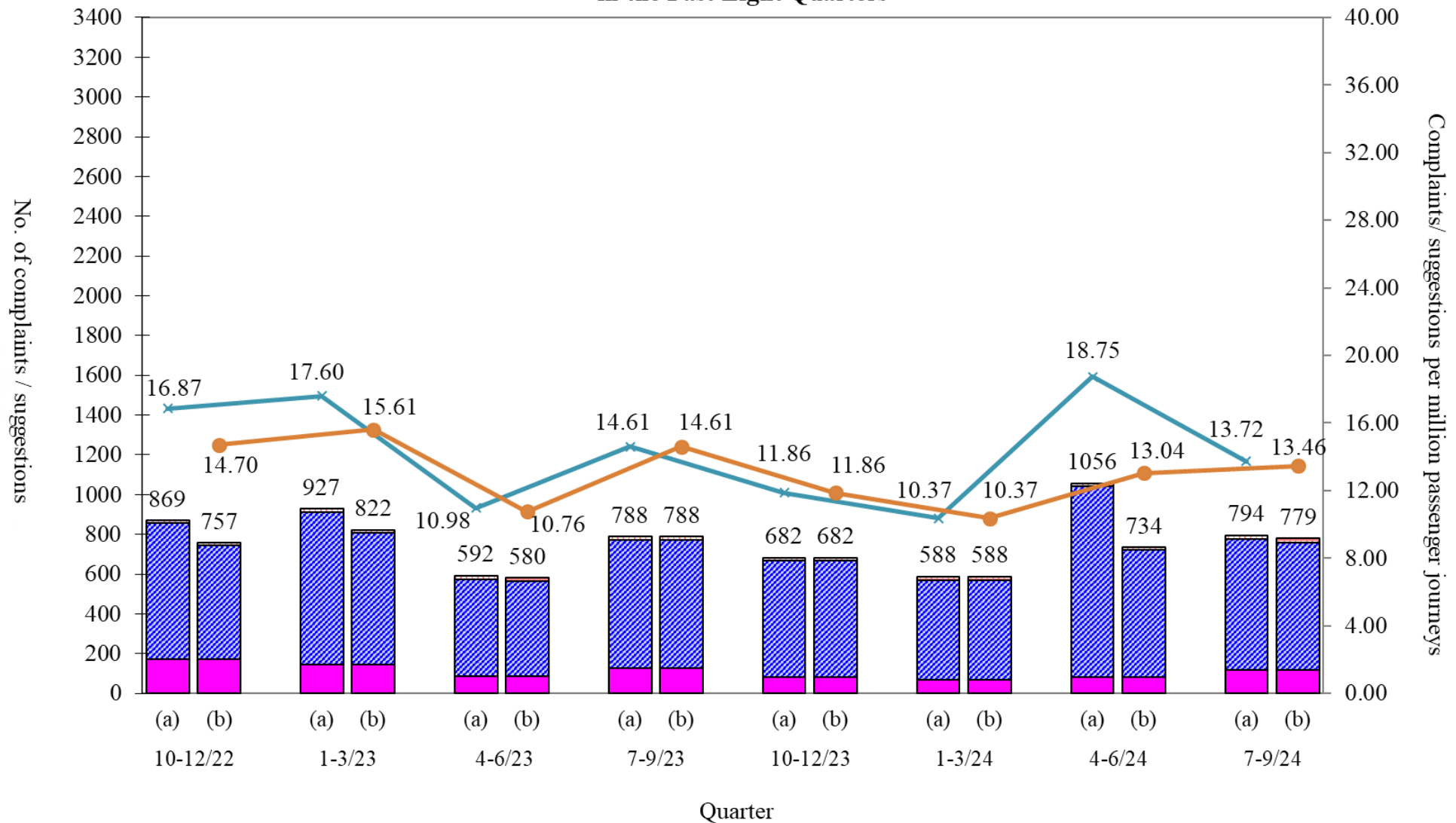


Notes : (a) Complaints received from all complainants.

(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)**

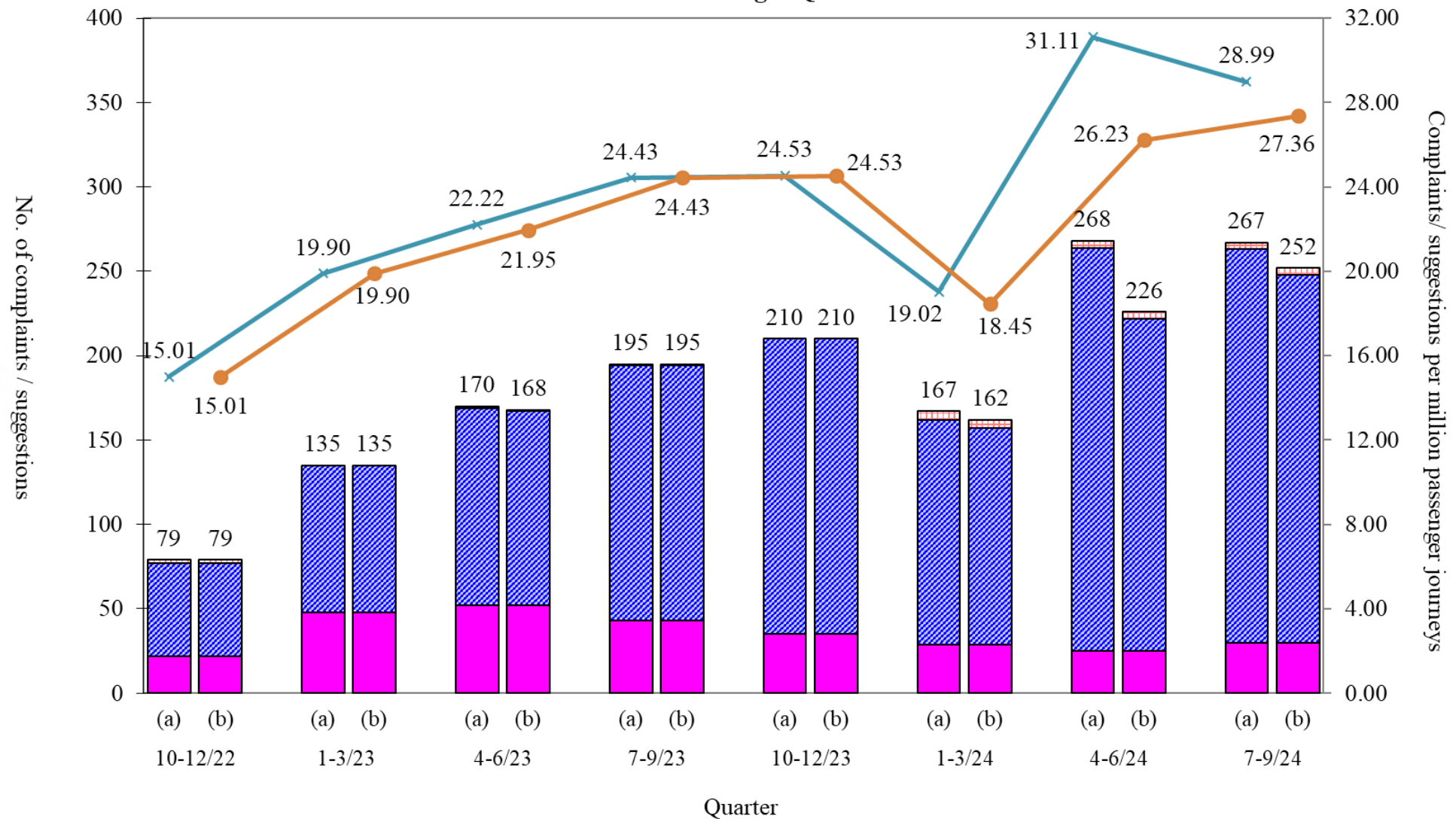


**Notes :** (a) Complaints received from all complainants.

(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)**

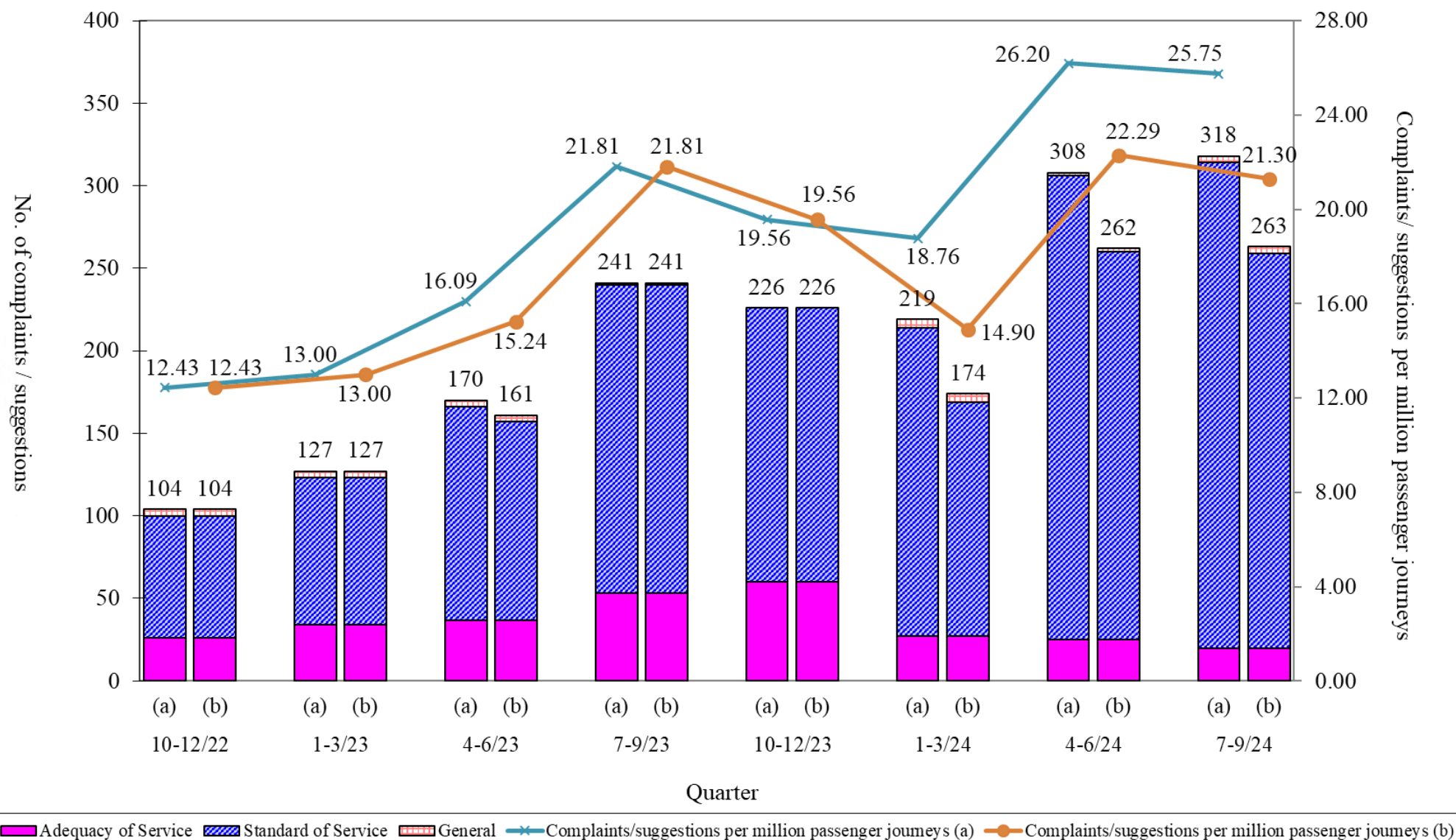


**Notes :** (a) Complaints received from all complainants.

(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

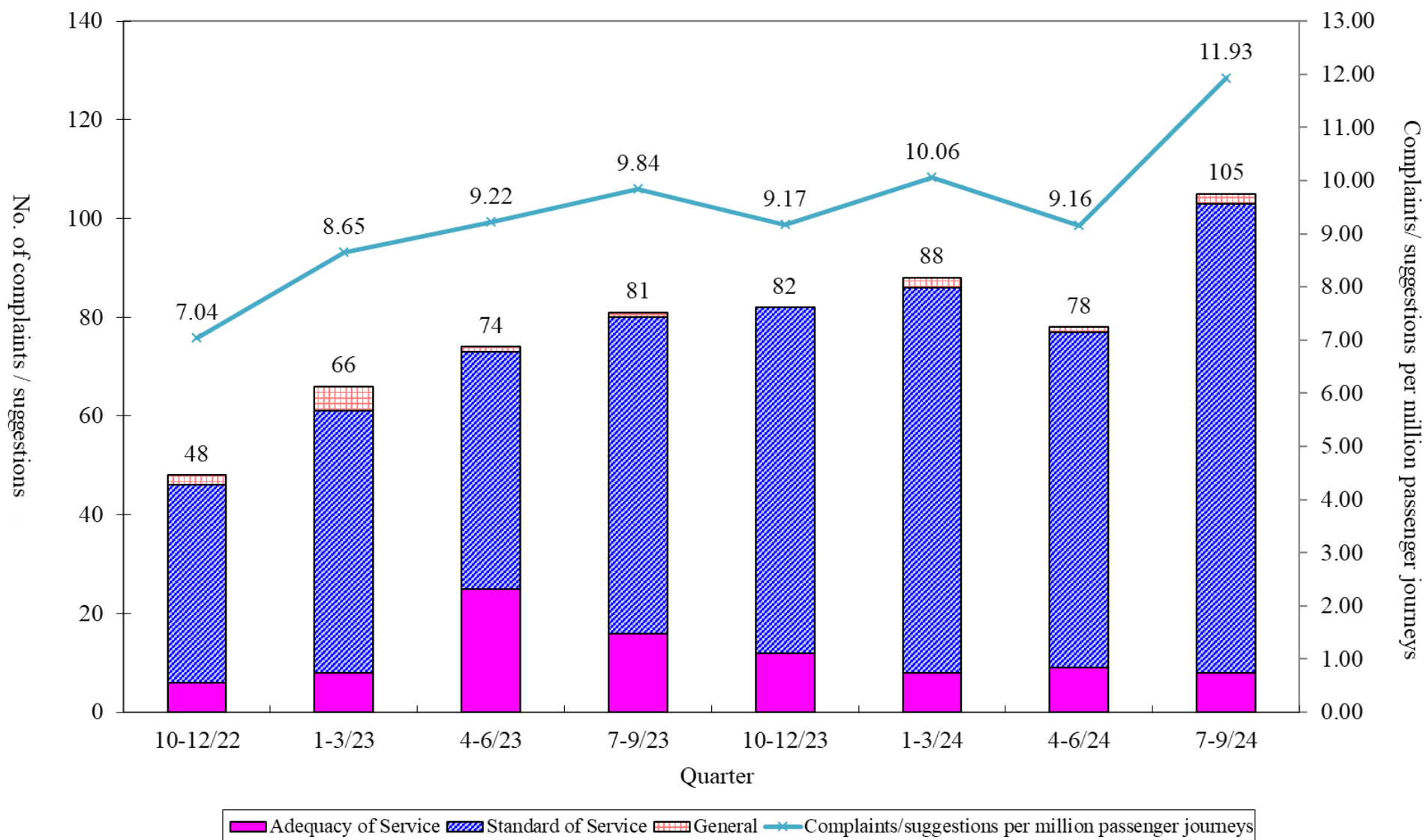


**Notes :** (a) Complaints received from all complainants.

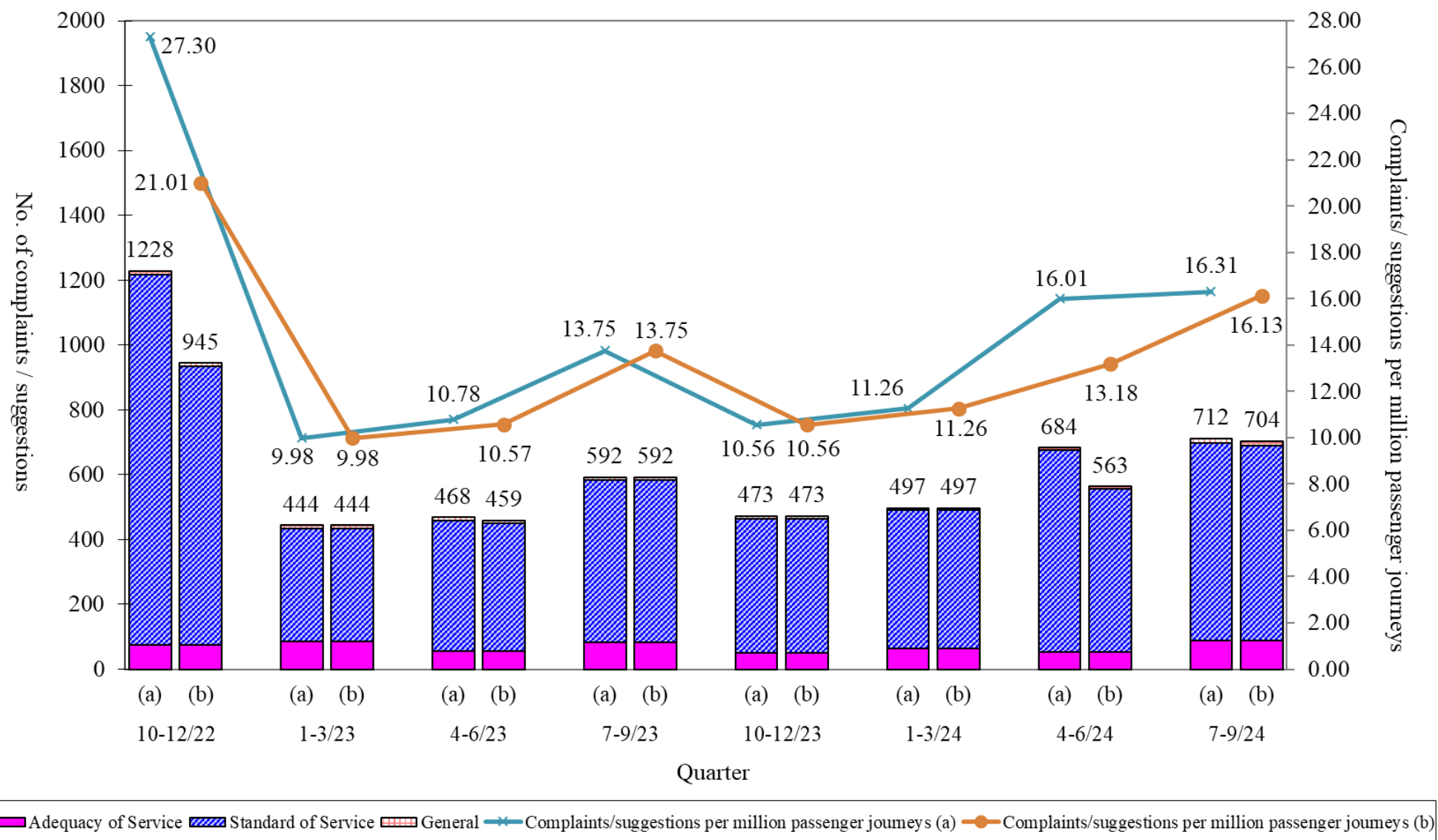
(b) The complaints received from individual complainants, who made more than 100 complaints in a quarter, were excluded.



**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.

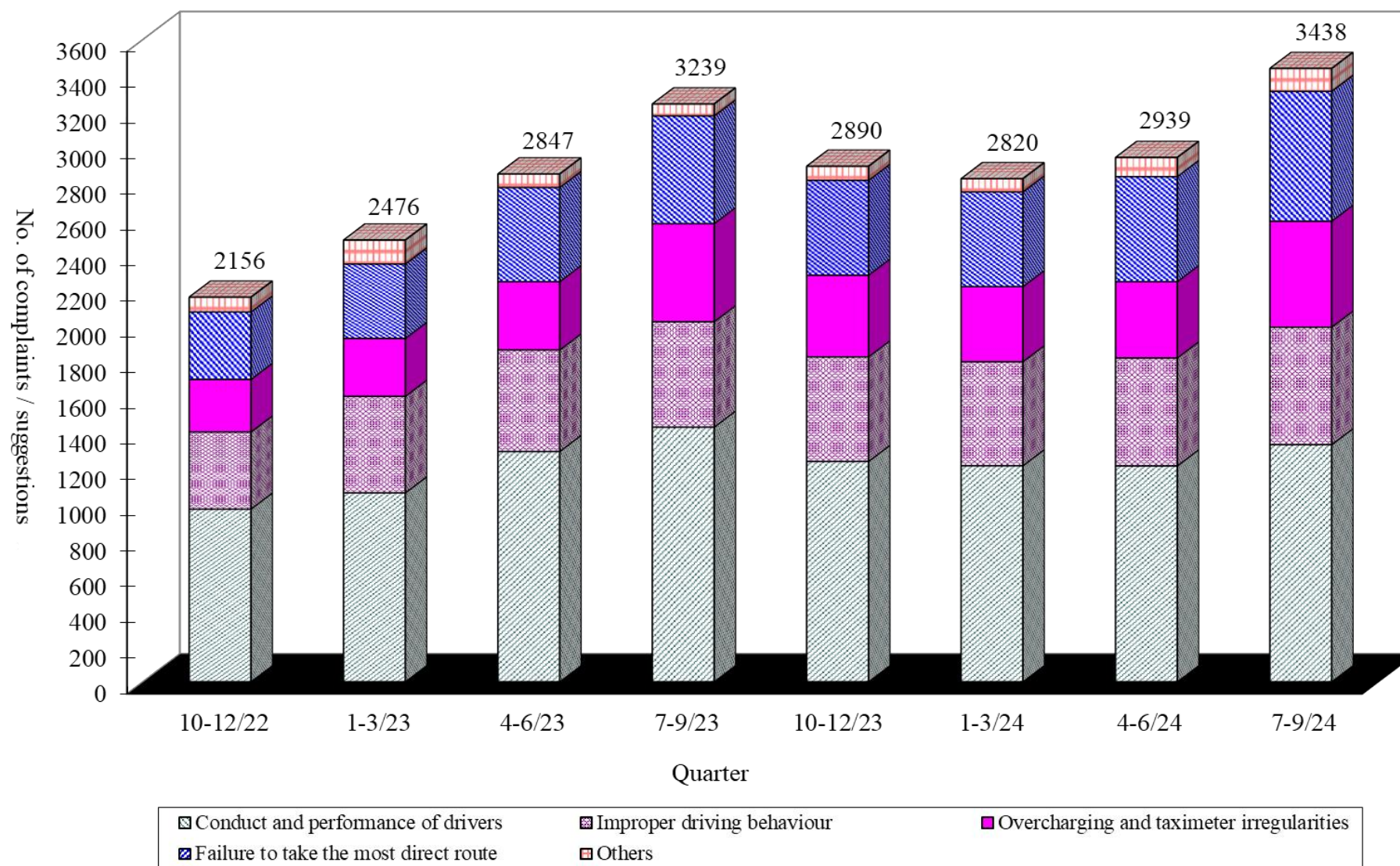
**Breakdown of Complaints and Suggestions on Franchised Bus Services**  
**(July – September 2024)**

<b><u>Bus Company</u></b>	<b><u>Number of complaints/ suggestions<sup>(2)</sup></u></b>	<b><u>Number of complaints/ suggestions per million passenger journeys</u></b>
The Kowloon Motor Bus Company (1933) Limited (KMB)	4 036 (3 004)	18.95 (14.11)
Citybus Limited (Franchise for the Urban and New Territories bus network) (CTB(U&NT))	794 (779)	13.72 (13.46)
Citybus Limited (Franchise for Airport and North Lantau bus network) (CTB(Lantau))	267 (252)	28.99 (27.36)
New Lantau Bus Company (1973) Limited (NLB)	105	11.93
Long Win Bus Company Limited (LWB)	318 (263)	25.75 (21.30)
Cross-harbour Bus Services <sup>(1)</sup> (XHT)	712 (704)	16.31 (16.13)
<b>Total</b>	<b>6 232 (5 107)</b>	<b>18.07 (14.81)</b>

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

(2) A total of 1 125 complaints were received from four complainants. The figures not including these cases are in brackets.

### Complaints and Suggestions on Taxi Services in the Past Eight Quarters



**Breakdown of Complaints and Suggestions on Taxi Services**

<b><u>Nature of Complaint/Suggestion</u></b>	<b><u>Same quarter in 2023 (1.7.23-30.9.23)</u></b>	<b><u>Previous quarter (1.4.24-30.6.24)</u></b>	<b><u>Current quarter (1.7.24-30.9.24)</u></b>
<b>(a) Conduct and performance of drivers</b>			
(i) Behaving other than in a civil & orderly manner	530	457	598
(ii) Refusing hire	773	636	618
(iii) Soliciting passengers	17	8	1
(iv) Refusing to drive to destination	91	88	89
(v) Failure to display driver identity plate	16	16	21
(vi) Failure to display driver identity plate properly	-	5	2
Sub-total	1 427	1 210	1 329
(b) Improper driving behaviour	591	605	659
(c) Overcharging	494	384	529
(d) Taximeter irregularities	56	44	65
(e) Failure to take the most direct route	604	589	728
(f) Others*	67	107	128
<b>Total</b>	<b>3 239</b>	<b>2 939</b>	<b>3 438</b>

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

**Complaints and Suggestions on Traffic and Road Conditions**  
**(July – September 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
<b>Traffic Conditions</b>																				
(a) Traffic congestion/obstruction	9	8	46	9	12	5	70	8	10	3	4	10	11	19	3	254	7	2	2	492
(b) Traffic management	4	3	5	3	8	3	3	3	5	4	1	3	7	8	6	5	4	4	3	82
(c) Additional traffic signs and aids	3	-	1	3	15	3	4	1	-	-	2	2	3	-	1	-	1	-	2	41
(d) Parking facilities	-	-	-	2	1	-	-	2	4	-	-	1	1	-	-	1	2	-	-	14
Sub-total	16	11	52	17	36	11	77	14	19	7	7	16	22	27	10	260	14	6	7	629
<b>Road Maintenance</b>																				
(a) Road conditions	-	3	3	1	2	-	1	-	1	2	1	-	3	3	2	3	1	-	-	26
(b) Traffic signs & aids	1	1	1	-	2	-	1	2	1	1	-	-	1	1	1	-	1	-	-	14
(c) Carriageway markings	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Sub-total	1	4	4	1	4	-	2	2	2	3	1	-	4	4	3	3	2	-	-	40
<b>Enforcement</b>																				
(a) Illegal parking	31	10	19	12	15	14	28	28	43	9	16	69	36	18	16	20	8	7	2	401
(b) Other enforcement matters	14	9	23	2	20	6	15	8	46	7	7	20	12	11	9	6	18	5	4	242
Sub-total	45	19	42	14	35	20	43	36	89	16	23	89	48	29	25	26	26	12	6	643
Total	62	34	98	32	75	31	122	52	110	26	31	105	74	60	38	289	42	18	13	1312

**Complaints and Suggestions on Traffic and Road Conditions<sup>(1)</sup>**  
**(July – September 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	9	8	8	9	12	5	11	5	10	3	4	10	11	19	3	2	7	2	2	140
(b) Traffic management	4	3	5	3	8	3	3	3	5	4	1	3	7	8	6	5	4	4	3	82
(c) Additional traffic signs and aids	3	-	1	3	15	3	4	1	-	-	2	2	3	-	1	-	1	-	2	41
(d) Parking facilities	-	-	-	2	1	-	-	2	4	-	-	1	1	-	-	1	2	-	-	14
Sub-total	16	11	14	17	36	11	18	11	19	7	7	16	22	27	10	8	14	6	7	277
<u>Road Maintenance</u>																				
(a) Road conditions	-	3	3	1	2	-	1	-	1	2	1	-	3	3	2	3	1	-	-	26
(b) Traffic signs & aids	1	1	1	-	2	-	1	2	1	1	-	-	1	1	1	-	1	-	-	14
(c) Carriageway markings	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Sub-total	1	4	4	1	4	-	2	2	2	3	1	-	4	4	3	3	2	-	-	40
<u>Enforcement</u>																				
(a) Illegal parking	31	10	19	12	15	14	28	28	43	9	16	69	36	18	16	20	8	7	2	401
(b) Other enforcement matters	14	9	23	2	20	6	15	8	46	7	7	20	12	11	9	6	18	5	4	242
Sub-total	45	19	42	14	35	20	43	36	89	16	23	89	48	29	25	26	26	12	6	643
Total	62	34	60	32	75	31	63	49	110	26	31	105	74	60	38	37	42	18	13	960

Note : (1) 352 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 on Taxi Services**

**Nature of Complaint/Suggestion**

		<b><u>2023</u></b>	<b><u>2024</u></b>	
		<b><u>Jan - Sep</u></b>	<b><u>Jan - Sep</u></b>	<b><u>Difference</u></b>
<b>Taxi driver malpractice</b>				
(a)	Conduct and performance of drivers			
(i)	Behaving other than in a civil and orderly manner	1 330	1 502	(+12.9%)
(ii)	Refusing hire	2 144	1 919	(-10.5%)
(iii)	Soliciting passengers	22	14	(-36.4%)
(iv)	Refusing to drive to destination	233	253	(+8.6%)
(v)	Failure to display driver identity plate	44	53	(+20.5%)
(vi)	Failure to display driver identity plate properly	4	9	(+125.0%)
		3 777	3 750	(-0.7%)
(b)	Improper driving behaviour	1 701	1 847	(+8.6%)
(c)	Overcharging	1 112	1 293	(+16.3%)
(d)	Taximeter irregularities	146	150	(+2.7%)
(e)	Failure to take the most direct route	1 549	1 848	(+19.3%)
<b>Sub-total</b>		<b>8 285</b>	<b>8 888</b>	<b>(+7.3%)</b>
<b>Others</b>				
(a)	Taxi obstruction	125	121	(-3.2%)
(b)	Miscellaneous	152	188	(+23.7%)
<b>Sub-total</b>		<b>277</b>	<b>309</b>	<b>(+11.6%)</b>
<b>Total<sup>(1)</sup></b>		<b>8 562</b>	<b>9 197</b>	<b>(+7.4%)</b>
		<b>[42.65]</b>	<b>[48.68]</b>	<b>[+14.1%]</b>

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



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

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

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

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

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

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