

QUARTERLY REPORT No. 2 of 2025

by the

TRANSPORT COMPLAINTS UNIT

of the

TRANSPORT ADVISORY COMMITTEE

for the period

1 April 2025 – 30 June 2025

Hotline : 2889 9999

Faxline No. : 2577 1858

Website : www.tcu.gov.hk

E-mail : info@tcu.gov.hk

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Chapter 1 Major Areas of Complaints and Suggestions¹

This is the second quarterly report for 2025 covering the period from 1 April to 30 June 2025.

Yearly and Quarterly Trends

2. During the quarter, the Transport Complaints Unit (TCU) received 10 476² complaints and suggestions, including 177³ pure suggestions. About 76% (7 965) of the cases were received through TCU Complaint/Suggestion Webforms and email, 24% (2 502) 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 0.6%² as compared with 10 536⁴ cases in the previous quarter and a decrease of 18.1%² as compared with 12 788⁵ cases in the same quarter in 2024. A breakdown of all the complaints and suggestions received during the quarter is at Annex A.

3. Among the 177³ pure suggestions received, 150 were about public transport services, of which 136 were related to franchised bus services. There were 20 cases on traffic conditions. A breakdown of all the pure suggestions received during the quarter is shown at Annex A(iii).

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

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

² The number of complaints represents an increase of 1.8% when compared with 10 287 (see footnote 4) in the previous quarter and a decrease of 4.7% when compared with 10 996 cases (see footnote 5) in the same quarter in 2024.

³ Among the 177 pure suggestions, 93 were received from a member of the public.

⁴ Among the 10 536 complaints and suggestions, a total of 249 complaints were received from one complainant. The number of complaints not including these cases is 10 287.

⁵ 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.

showing the trends of complaints and suggestions received, by quarter, since the first quarter of 2021 is at Annex B(ii).

5. During the quarter, investigations into 12 250 cases (including some outstanding cases from previous quarters) were completed. Of these, 9 854 cases (80%) were found to be substantiated, five cases (less than 1%) unsubstantiated, and the remaining 2 391 cases (20%) 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 April to June 2025, the Police reported the latest developments on 695⁶ cases previously referred to them. Among these cases, 39⁶ drivers were summonsed.

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

Public Transport Services

7. Complaints and suggestions on public transport services accounted for 9 384⁷ cases, representing an increase of 0.4% as compared with 9 346 cases in the previous quarter and a decrease of 17.3%⁷ as compared with 11 349⁸ cases in the same quarter in 2024. 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 2021 is at Annex E(ii).

⁶ The figures include the taxi cases in paragraph 22.

⁷ The number of complaints represents a decrease of 4.5% when compared with 9 830 cases (see footnote 8) in the same quarter in 2024.

⁸ 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.

Franchised Bus Services

8. A total of 4 078⁹ complaints and suggestions on franchised bus services were received during the quarter, representing an increase of 6.0% as compared with 3 847 cases in the previous quarter and a decrease of 27.8%⁹ as compared with 5 646¹⁰ cases in the same quarter in 2024.

9. There were 2 424 cases on the services of The Kowloon Motor Bus Company (1933) Limited (KMB), as compared with 2 191 cases in the previous quarter and 3 252¹¹ cases in the same quarter in 2024. Among the 2 424 cases, 187 (or 7.7%) were about the adequacy of service and 2 171 (or 89.6%) were about the standard of service.

10. There were 656 cases on the services of the Citybus Limited (Franchise for the Urban and New Territories bus network) (CTB (U&NT)), as compared with 670 cases in the previous quarter and 1 056¹² cases in the same quarter in 2024. Among the 656 cases, 42 (or 6.4%) were about the adequacy of service while 596 (or 90.9%) were about the standard of service.

11. There were 162 cases on the services of the Citybus Limited (Franchise for Airport and North Lantau Bus Network) (CTB (Lantau)), as compared with 187 cases in the previous quarter and 268¹³ cases in the same quarter in 2024. Among the 162 cases, 13 (or 8.0%) were about the adequacy of service while 146 (or 90.1%) were about the standard of service.

12. There were 210 cases on the services of the Long Win Bus Company Limited (LWB), as compared with 212 cases in the previous quarter and

⁹ The number of complaints represents a decrease of 2.9% when compared with 4 200 cases (see footnote 10) in the same quarter in 2024.

¹⁰ 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.

¹¹ 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.

¹² 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.

¹³ 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.

308¹⁴ cases in the same quarter in 2024. Of the 210 cases, 42 (or 20.0%) were about the adequacy of service and 167 (or 79.5%) were about the standard of service.

13. There were 80 cases on the services of the New Lantao Bus Company (1973) Limited (NLB), as compared with 104 cases in the previous quarter and 78 cases in the same quarter in 2024. Of the 80 cases, 12 (or 15.0%) were about the adequacy of service and 67 (or 83.8%) were about the standard of service.

14. There were 546 cases on the cross-harbour bus services ¹⁵, as compared with 483 cases in the previous quarter and 684¹⁶ cases in the same quarter in 2024. Of the 546 cases, 40 (or 7.3%) were about the adequacy of service and 495 (or 90.7%) 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 98 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 2024 were 108 and 206¹⁷ respectively.

¹⁴ 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.

¹⁵ 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.

¹⁶ 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.

¹⁷ 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.

Public Light Bus Services

17. A total of 2 203 complaints and suggestions on public light bus (PLB) services were received in this quarter, representing an increase of 6.2% as compared with 2 075 cases in the previous quarter and a decrease of 3.2% as compared with 2 275 cases in the same quarter in 2024. All of these cases were referred to the Transport Department (TD) or the Police for action.

18. Of the PLB cases received, 94.2% or 2 076 cases were on green minibus (GMB) services, representing an increase of 5.5% as compared with 1 967 cases in the previous quarter and a decrease of 3.8% as compared with 2 157 cases in the same quarter in 2024. Among the 2 076 cases, 133 (or 6.4%) were about the adequacy of service and 1 892 (or 91.1%) were about the standard of service.

19. The remaining 5.8% or 127 cases were on the services provided by red minibuses (RMB), representing an increase of 17.6% as compared with 108 cases in the previous quarter and an increase of 7.6% as compared with 118 cases in the same quarter in 2024.

Taxi Services

20. A total of 2 784 cases on taxi services were received in this quarter, representing a decrease of 7.9% as compared with the previous quarter and a decrease of 5.3% as compared with the same quarter in 2024. A comparison of the complaints and suggestions on taxi services in the past eight quarters is at Annex G.

21. Of the 2 784 cases received, 2 682 (96.3%) were related to taxi driver malpractice, as compared with 2 896 such cases (95.8%) in the previous quarter. Complaints about driver malpractice included improper driving behaviour, failure to take the most direct route, 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 776 such cases (28.9%) were referred to the Police.

22. During the quarter, the Police reported the latest developments on 453 cases previously referred to them. These cases are categorised as follows –

	<u>No. of Cases</u>		<u>Percentage</u>	
(a) Summonsed	20	(12)	4	(3)
(b) Withdrawn by complainants	232	(227)	51	(56)
(c) Evidence considered insufficient by the Police for further processing	201	(169)	44	(41)
	<u>453</u> <u>(408)</u>		<u>100</u> <u>(100)</u>	

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

It is noted that 96% of the cases referred to the Police could not be further pursued because of withdrawal by complainants or insufficient evidence.

23. Among the 12 summonsed cases in the previous quarter, one taxi driver was fined \$320 for not taking all reasonable precautions to ensure safety of passengers of a public bus, public light bus or taxi ¹⁸.

Rail Services

24. A total of 175 complaints and suggestions on rail services were received. The corresponding figures for the previous quarter and the same quarter in 2024 were 258 and 255 respectively. Of the 175 cases, 158 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).

¹⁸ Results of the remaining summonsed cases were not yet available as at end June 2025.

Ferry Services

25. There were 46 complaints and suggestions on ferry services in this quarter. The corresponding figures for the previous quarter and the same quarter in 2024 were 35 and 28 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 111 complaints recorded in this quarter about traffic congestion/obstruction, as compared with 350¹⁹ cases in the previous quarter and 367²⁰ cases in the same quarter in 2024. Congestion/obstruction was reported to have occurred throughout the territory, as illustrated below –

	<u>Number of Complaints</u>	
Hong Kong Island	22	(24)
Kowloon	44	(32)
New Territories	44	(294) ²¹
Others (e.g. general issues and tunnel areas)	1	(0)
Total	111	(350)¹⁹

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

27. Based on the number of complaints received, districts most affected by traffic congestion/obstruction were Yau Tsim Mong (17 cases), Kwun Tong (12 cases) and Central and Western (10 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

¹⁹ Among the 350 complaints and suggestions, a total of 249 complaints were received from one complainant. The number of complaints not including these cases is 101.

²⁰ 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.

²¹ Among the 294 complaints and suggestions, a total of 249 complaints were received from one complainant. The number of complaints not including these cases is 45.

measures and insufficient enforcement (e.g. illegal parking, unauthorised obstruction, traffic light phasing, traffic lane arrangements, road works and restricted zones).

29. There were 85 complaints and suggestions on traffic management and 38 requests for additional traffic signs and aids in this quarter. As a comparison, there were 87 and 36 such cases in the previous quarter, and 81 and 41 in the same quarter in 2024.

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 36 complaints about road maintenance, as compared with 25 cases in the previous quarter and 82 cases in the same quarter in 2024. Among the 36 cases, 26 cases were related to road conditions and 9 cases were related to traffic signs and aids.

32. Districts which attracted relatively more complaints about road conditions were Kwun Tong (nine cases) and Kowloon City (four cases). A district which attracted relatively more complaints about traffic signs and aids was Kowloon City (two cases).

Enforcement

33. There were 743 complaints about traffic regulations enforcement in this quarter, representing an increase of 17.6% when compared with 632 cases in the previous quarter and a decrease of 3.1% when compared with 767 cases in the same quarter in 2024. They were mainly requests for action against illegal parking (412 cases), jumping red light/failing to give way to pedestrians/traffic (97 cases), disobeying traffic signs/schemes (78 cases) and prolonged waiting causing obstruction (71 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 Yau Tsim Mong (47 cases), Sha Tin (35 cases), Yuen Long (33 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 21 May 2025, Members discussed –

- (a) Complaints and Suggestions about Rail Services;
- (b) Complaints and Suggestions about Parking Facilities;
- (c) Complaints and Suggestions about Frequency and Regularity of Franchised Bus Services; and
- (d) TCU Quarterly Report No. 1 of 2025.

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

- (a) Complaints and Suggestions about Frequency and Regularity of Franchised Bus Services; and
- (b) TCU Quarterly Report No. 1 of 2025.

Complaints about inadequate parking spaces in the Southern District

3. A member of the public expressed concerns about the rising demand for motorcycle and private car parking spaces in the Southern District. He urged the Transport Department (TD) to provide more parking spaces for motorcycles and private cars in the Southern District to cater for the demand of residents.

4. The case was referred to the TD for consideration. In response, the TD replied that currently, there were approximately 600 nos. of roadside private car parking spaces and 450 nos. of on-street motorcycle parking spaces in the Southern District. The Aberdeen Car Park, which was managed by the TD,

provided 293 nos. of private car parking spaces and 51 nos. of motorcycle parking spaces. The TD had been providing additional on-street parking spaces at suitable locations while ensuring that traffic flow, road safety and the loading/unloading activities of other road users would not be compromised. To meet with the parking demands in the Southern District, the TD had added around 70 nos. of on-street parking spaces at locations such as Yue Kwong Road, Tin Wan Close, Chung Hom Kok Road, etc. The TD was also considering to add around 60 nos. of roadside private car parking spaces and 40 nos. of on-street motorcycle parking spaces in the Southern District, including Yuet Hoi Street, Stanley Beach Road and Cape Road. Furthermore, the TD was exploring the feasibility to provide on-street motorcycle parking spaces at Heung Yip Road under the South Island Line (East) Mass Transit Railway (MTR) viaduct.

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

Complaint about traffic congestion at Kowloon City Ferry Pier Public Transport Interchange

6. Complaints were received from members of the public about the temporary traffic arrangements and the related traffic congestion problem at the Kowloon City Ferry Pier Public Transport Interchange which was currently under reinstatement works. They requested the relevant government departments to carry out improvement measures so as to alleviate the situation.

7. The case was referred to the Highways Department (HyD) for investigation and follow-up actions. In response, the HyD replied that the Central Kowloon Route Project – Kai Tak West (Contract No. HY/2014/07), under the HyD, was currently carrying out reinstatement works for Kowloon City Ferry Pier Public Transport Interchange at San Ma Tau Street in To Kwa Wan. To facilitate the works, temporary traffic arrangements were implemented in phases at San Ma Tau Street. Related temporary traffic management scheme had been reviewed and approved by the Traffic Management and Liaison Group, which comprised representatives from relevant government departments including the HyD, the TD, the Police, bus companies and the project team.

8. Regarding the complainants' comments on the bus alighting situation, the project team had implemented a new phase of temporary traffic arrangements starting from 14 June 2025. The traffic congestion at the concerned location had been improved. The project team had also maintained close communication with bus companies to strengthen the coordination with drivers of bus routes passing through the relevant area to reduce congestion. Additionally, the contractor had deployed traffic wardens on-site to assist motorists to better understand and comply with the temporary traffic arrangements so as to ensure smoother and safer traffic flow.

9. The HyD's replies were conveyed to the members of the public who made no further comments.

Complaint about traffic congestion in the North District

10. A member of the public complained about traffic congestion at Kai Leng Roundabout in the North District. He attributed the traffic congestion to problems with road design and requested the TD to work out measures to alleviate the congestion problem.

11. The case was referred to the TD for investigation. In response, the TD replied that they had been closely monitoring the traffic condition at the Kai Leng Interchange. The TD observed that the traffic flow was relatively high during the morning and evening peak hours.

12. The TD advised that a 4 km long Fanling Bypass (Eastern Section) connecting Fanling North and Fanling Highway was now under construction. Upon its commissioning tentatively in end 2025, the traffic in Fanling Town Centre near Luen Wo Hui could route via Lung Yuek Tau Interchange and the Fanling Bypass (Eastern Section) to and from Fanling Highway, thus bypassing the Kai Leng Interchange and alleviating the traffic situation.

13. Meanwhile, the Government was putting forward the project of So Kwun Po Interchange Improvement Works. The project aimed to construct a new double-lane elevated vehicular bridge of around 700 metres to connect San

Wan Road and Pak Wo Road without routing via the So Kwun Po Interchange. This would achieve traffic diversion while allowing the traffic to bypass the Kai Leng Interchange. The Civil Engineering and Development Department was currently carrying out the detailed design for the So Kwun Po Interchange Improvement Works. The Government would continuously review the latest situation taking into account the latest transport management plan and the priority for project implementation in accordance with the prevailing public works programme for capital works.

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

Chapter 3 Feature Article

Complaints and Suggestions about Conduct and Performance of Staff (including Drivers) regarding Public Transport Services

Background

On average, 12 million passenger journeys are made every day on the PT system in Hong Kong which includes railways, trams, buses, minibuses, taxis and ferries. PT services remain a prime issue among the complaints and suggestions received by TCU. Complaints about conduct and performance of staff account for about 25% of all the cases on PT services since 2020.

Statistics

2. The trend of complaints about conduct and performance of staff of PT services in the past five years is as follows –

<u>Year</u>	<u>No. of Complaints</u>	<u>Difference</u>
2020	4 513 (26%)	-
2021	7 067 (27%)	+56.6%
2022	6 425 (19%)	-9.1%
2023	9 560 (25%)	+48.8%
2024	12 906 (28%)	+35.0%
2025 (up to 30.6.2025)	5 769 (31%)	-

(Note: Percentage figures in brackets represent the proportion of cases to the total number of cases on PT services.)

The breakdown by transport mode of the cases received from January to June 2025 is as follows –

<u>Transport Mode</u>	<u>2024 Jan - Jun</u>	<u>2025 Jan - Jun</u>	<u>Difference</u>
Taxi	2 421	2 162	-10.7%
Franchised Bus	1 650	2 009	+21.8%
Green Minibus	1 300	1 383	+6.4%
Red Minibus	63	73	+15.9%
Mass Transit Railway (excluding Light Rail)	164	72	-56.1%
Others	82	70	-14.6%
Total	5 680	5 769	+1.6%

3. A total of 5 769 complaints about conduct and performance of staff were received during the period from January to June 2025. This represents an increase of 1.6% when compared with 5 680 cases received in the same period last year.

4. Of these 5 769 cases, 2 162 were related to taxi services. The complaints were mostly concerned with the following improper acts –

- (a) Refusing hire;
- (b) Scolding/Insulting/Poor attitude towards passengers; and
- (c) Refusing to drive to destination.

Comparison of the complaints received during the period from January to June 2025 and the same period of 2024 is at Annex J.

5. For the remaining 3 607 cases, they were related to other modes of public transport services. The complaints were mostly concerned with the following improper acts –

- (a) Failing to pick up passengers;
- (b) Scolding/Insulting/Poor attitudes towards passengers; and
- (c) Failing to set down passengers at their designated locations/stops.

Comparison of the complaints received during the period from January to June 2025 and the same period of 2024 is at Annex K(i)-(v). The overall breakdown of cases across various transport modes excluding taxi is at Annex K(i). Breakdowns of cases on individual transport modes are at Annex K(ii)-(v).

Measures to Improve the Situation

6. All the complaints about conduct and performance of staff of PT services were referred to the respective operators, the Transport Department (TD) or the Police for investigation.

Taxi Services

7. The Government has 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, increasing the maximum passenger seating capacity of taxis, and introducing a Taxi-Driver-Offence Points (TDOP) system and a two-tier penalty system for certain taxi-driver-related offences. These measures are launched with a view to providing passengers with a better riding experience, enhancing the overall image of the taxi trade and promoting the healthy development of the taxi industry in the long run.

8. In addition, with a view to enhancing taxi services, the Government has amended the legislation to mandate the installation of Journey Recording Systems (JRSs) in all taxi compartments, and to require all taxi drivers to allow taxi fares to be paid by electronic payment means (e-payment means). Installation of such devices can help caution the few black sheep in the taxi industry against violating the law, and facilitate the follow-up actions and investigations on suspected

malpractices (e.g. overcharging, driving to a destination other than by the most direct practicable route, etc.) by the Police or the TD, thus better protecting the rights of the passengers. The mandatory requirement relating to provision of e-payment means by all taxi drivers will be implemented on 1 April 2026. As regards the requirements concerning JRSs, it is expected that the taxi trade will start installing the JRSs inside taxi compartments in 2026, with a view to completing the installation in early 2027.

9. The TD will continue to make use of different channels to remind taxi drivers to comply with the law, and pay attention to road safety and service quality. At the same time, the TD will work with the Police to raise taxi drivers' awareness of driving safety and combat malpractices of black sheep in the trade by means of law enforcement, publicity and education.

Franchised Bus Services

10. A total of 2 009 cases about conduct and performance of staff on franchised bus services were received during the period from January to June 2025. This represents an increase of 21.8% when compared with 1 650 cases received in the same period last year.

11. The major complaints are related to “failing to pick up passengers” and “scolding/insulting/poor attitude towards passengers”. The TD had referred the cases to the franchised bus operators for investigation and follow-up actions with the concerned bus captains as appropriate, and reminded the operators to continue enhancing the training for bus captains. They had also been required to strengthen the regular monitoring of bus captains' performance. All franchised bus operators will continue to adopt various measures to make improvements in this area. In addition to training for new recruits, the franchised bus operators also provide regular enhancement, refresher and remedial training to existing bus captains, and issue notices to remind their staff to upkeep the service quality from time to time. Besides, the franchised bus operators also arrange regular on-board checks by uniformed staff and plain-clothes staff in order to monitor bus captain's performance and conduct. Follow-up actions including disciplinary actions will be taken whenever required.

Public Light Bus Services

12. A total of 1 456 complaints (i.e. 1 383 cases on green minibus (GMB) and 73 cases on red minibus (RMB)) about conduct and performance of staff on public light bus (PLB) services were received during the period from January to June 2025. This represents a slight increase of 6.8% when compared with 1 363 cases (i.e. 1 300 cases on GMB and 63 cases on RMB) received in the same period last year, representing an increase of 6.4% for GMB and 15.9% for RMB respectively

13. The major complaints on GMB services related to conduct and performances of staff are “failing to pick up passengers” and “poor attitude towards passengers”. The TD noticed that it was probably attributed to the industry-wide manpower shortage problem, which resulted in the increase of part-time drivers who were less experienced in handling customers. To maintain the stability and quality of GMB drivers, the TD continued to implement measures to improve the financial position of GMB operators through service rationalisation to improve the operating environment as well as streamlining the handling of fare increase applications. With a healthier financial position, the GMB operators would be able to offer better remuneration package to attract new entrants while retaining experienced drivers. In addition, with a view to further alleviating the manpower shortage of the trade, the Government announced the Labour Importation Scheme for Transport Sector – PLB/coach trade in June 2023, and approved a total of 900 quotas for imported PLB drivers under the two rounds of applications in September 2023 and July 2024 respectively. According to the TD’s observation and feedback from employers, imported drivers are generally experienced drivers with adequate traffic knowledge. They are able to handle the road conditions in Hong Kong, delivering steady and high-quality services. In parallel, through collaboration of the TD and the Employees Retraining Board (ERB), the ERB as well as PLB operators and third-party training organisations have jointly launched the placement-tied driving training scheme for PLB drivers in December 2024, with a view to encouraging local workers to join the PLB trade. Trainees have been deployed to driving duties for designated GMB routes after obtaining the driving licences starting from April 2025. On the other hand, the TD required GMB operators to strengthen service supervision and conducted surveys to scrutinise the performance of GMB drivers. If malpractice of drivers

such as speeding and driving behaviour jeopardizing passenger safety is found, the TD would refer the cases to the Police for follow up and enforcement actions as appropriate. The TD also reminded the GMB operators to urge their drivers to drive safely and strengthen staff training to improve service quality. For individual GMB routes which repeatedly failed to meet the service requirements, the TD would conduct interview with the GMB operators and issue warning letters to them as appropriate.

14. The majority of RMBs are operated by individuals. It has been the Government's established policy to encourage the conversion of RMBs to GMB operations, with a view to improving their operating conditions and allowing for more effective monitoring by the TD to ensure the service quality. Apart from inviting applications from interested parties (including RMB operators) to operate new GMB routes through the prevailing Green Minibus Operators Selection Exercise, the TD had also approved the direct conversion of two RMB routes meeting conditions as specified by the Government to GMB route operations, with services commenced from March 2025.

15. The TD continues to implement various measures to promote the provision of safe, quality and customer-oriented PLB services. Those measures include publication of newsletters, conducting seminars for PLB drivers to enhance safe driving and customer service, and appealing to the PLB associations and operators to promote safe driving and provision of quality service.

Mass Transit Railway (excluding Light Rail)

16. Regarding conduct and performance of staff, with the effort made on frontline staff training and performance monitoring by the MTR Corporation Limited (MTRCL), the overall number of complaints and suggestions dropped by about 56% for the period between January and June in 2025 when compared with the same period in 2024. Nevertheless, the MTRCL would still continue to reinforce its customer service training for frontline staff with a view to uplifting their service competency.

17. TCU would continue to closely monitor and follow up with the relevant operators and departments concerned regarding complaints about conduct and performance of staff of PT services.

Complaints and Suggestions Received by TCU

<u>Nature of Complaint/Suggestion</u> ⁽¹⁾⁽²⁾	Same quarter in 2024 (1.4.24-30.6.24)			Previous quarter (1.1.25-31.3.25)			Current quarter (1.4.25-30.6.25)		
I. Public Transport Services									
(a) Adequacy of service	531	[172]		570	[150]		502	[136]	
(b) Standard of service	10 591	[10]		8 504	[15]		8 622	[9]	
(c) General	227	[4]		272	[10]		260	[5]	
	11 349	[186]	(89%)	9 346	[175]	(89%)	9 384	[150]	(90%)
II. Traffic Conditions									
(a) Traffic congestion/obstruction	367			350	[1]		111	[1]	
(b) Traffic management	81	[14]		87	[6]		85	[12]	
(c) Additional traffic signs and aids	41	[6]		36	[3]		38	[5]	
(d) Parking facilities	20	[2]		16			15	[2]	
	509	[22]	(4%)	489	[10]	(5%)	249	[20]	(2%)
III. Road Maintenance									
(a) Road conditions	24			14			26		
(b) Traffic signs and aids	56	[1]		10			9		
(c) Carriageway markings	2			1			1		
	82	[1]	(<1%)	25		(<1%)	36		(<1%)
IV. Enforcement									
(a) Illegal parking	513	[1]		370			412		
(b) Other enforcement matters	254			262			331		
	767	[1]	(6%)	632		(6%)	743		(7%)
V. Miscellaneous									
	81	[1]	(<1%)	44	[3]	(<1%)	64	[7]	(<1%)
Total	12 788	[211]	(100%)	10 536	[188]	(100%)	10 476	[177]	(100%)

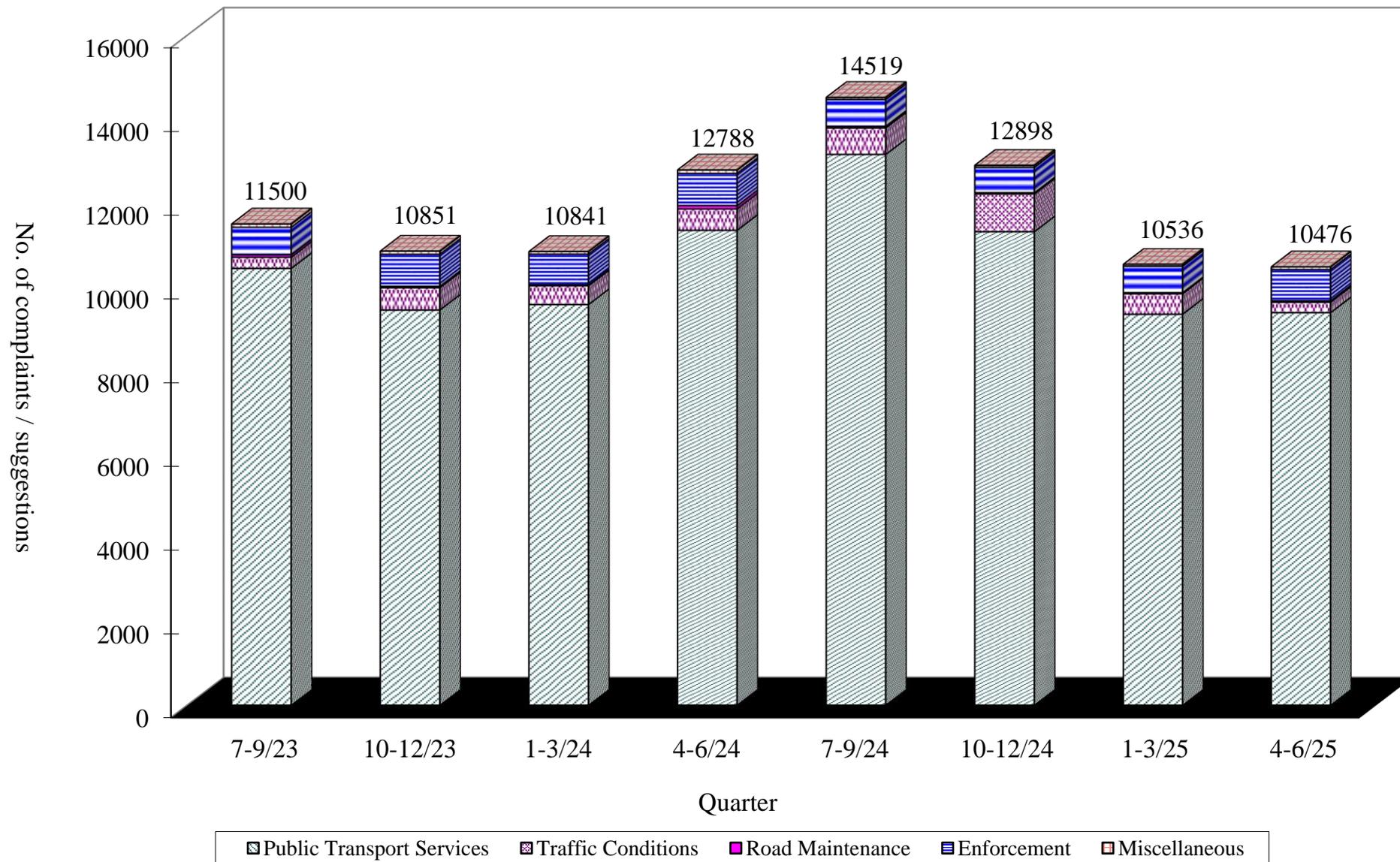
- Notes :
- (1) Figures in square brackets are the number of pure suggestions received in the quarter. The figures have been included in the overall number of cases received. Among the 172, 150 and 136 pure suggestions relating to adequacy of service, 131, 99 and 85 about public transport routeing were 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.

Complaints and Suggestions Received by TCU⁽¹⁾

<u>Nature of Complaint/Suggestion</u>⁽²⁾⁽³⁾	Same quarter in 2024 <u>(1.4.24-30.6.24)</u>		Previous quarter <u>(1.1.25-31.3.25)</u>		Current quarter <u>(1.4.25-30.6.25)</u>	
I. Public Transport Services						
(a) Adequacy of service	531	[172]	570	[150]	502	[136]
(b) Standard of service	9 072	[10]	8 504	[15]	8 622	[9]
(c) General	227	[4]	272	[10]	260	[5]
	9 830	[186] (89%)	9 346	[175] (91%)	9 384	[150] (90%)
II. Traffic Conditions						
(a) Traffic congestion/obstruction	94		101	[1]	111	[1]
(b) Traffic management	81	[14]	87	[6]	85	[12]
(c) Additional traffic signs and aids	41	[6]	36	[3]	38	[5]
(d) Parking facilities	20	[2]	16		15	[2]
	236	[22] (2%)	240	[10] (2%)	249	[20] (2%)
III. Road Maintenance						
(a) Road conditions	24		14		26	
(b) Traffic signs and aids	56	[1]	10		9	
(c) Carriageway markings	2		1		1	
	82	[1] (<1%)	25	(<1%)	36	(<1%)
IV. Enforcement						
(a) Illegal parking	513	[1]	370		412	
(b) Other enforcement matters	254		262		331	
	767	[1] (7%)	632	(6%)	743	(7%)
V. Miscellaneous	81	[1] (<1%)	44	[3] (<1%)	64	[7] (<1%)
Total	10 996⁽⁴⁾	[211] (100%)	10 287⁽⁵⁾	[188] (100%)	10 476	[177] (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 172, 150 and 136 pure suggestions relating to adequacy of service, 131, 99 and 85 about public transport routing were received from a member of the public.
 - (3) Percentage figures in brackets represent the proportion of a category of complaints/suggestions to the total number of cases received in the quarter.
 - (4) A total of 1 792 complaints from five complainants were excluded.
 - (5) A total of 249 complaints from one complainant were excluded.

Complaints and Suggestions Received by TCU



**Pure Suggestions Received by TCU
(April – June 2025)**

Nature of Suggestion⁽¹⁾

(I) Public Transport Services	Vehicular Transport						Rail	Waterborne	Sub-total		
	FB		NFB		PLB		Taxi Transport				
(a) Adequacy of Service											
(1) Frequency/carrying capacity	8	[5]	-		2		-	-	-	10 [5]	
(2) Routeing	107	[82]	3	[2]	1	[1]	-	-	1	112 [85]	
(3) Hours of operation	5	[3]	-		-		-	-	-	5 [3]	
(4) Provision of stop	9		-		-		-	-	-	9	
	129	[90]	3	[2]	3	[1]	-	-	1	136 [93]	
(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	6		-		-		-	2	-	8	
	6	-	-	-	1	2	-	-	-	9	
(c) General ⁽²⁾	1		-		2		2	-	-	5	
Sub-total of (I) this quarter	136	[90]	3	[2]	5	[1]	3	2	1	150 [93]	
Sub-total of (I) previous quarter	151	[117]	1	[1]	12	[2]	4	7	[2]	0	175 [122]
Sub-total of (I) same quarter in 2024	180	[139]	-		3	[1]	1	2		0	186 [140]
(II) Traffic Conditions											
(a) Traffic Congestion/Obstruction										1	
(b) Traffic Management										12	
(c) Additional Traffic Signs & Aids										5	
(d) Parking Facilities										2	
Sub-total of (II) this quarter										20	
Sub-total of (II) previous quarter										10	
Sub-total of (II) same quarter in 2024										22	
(III) Road Maintenance										-	
(IV) Enforcement										-	
(V) Miscellaneous										7	
Total this quarter										177 [93]	
Total previous quarter										188 [122]	
Total same quarter in 2024										211 [140]	

Legend

FB - Franchised Buses

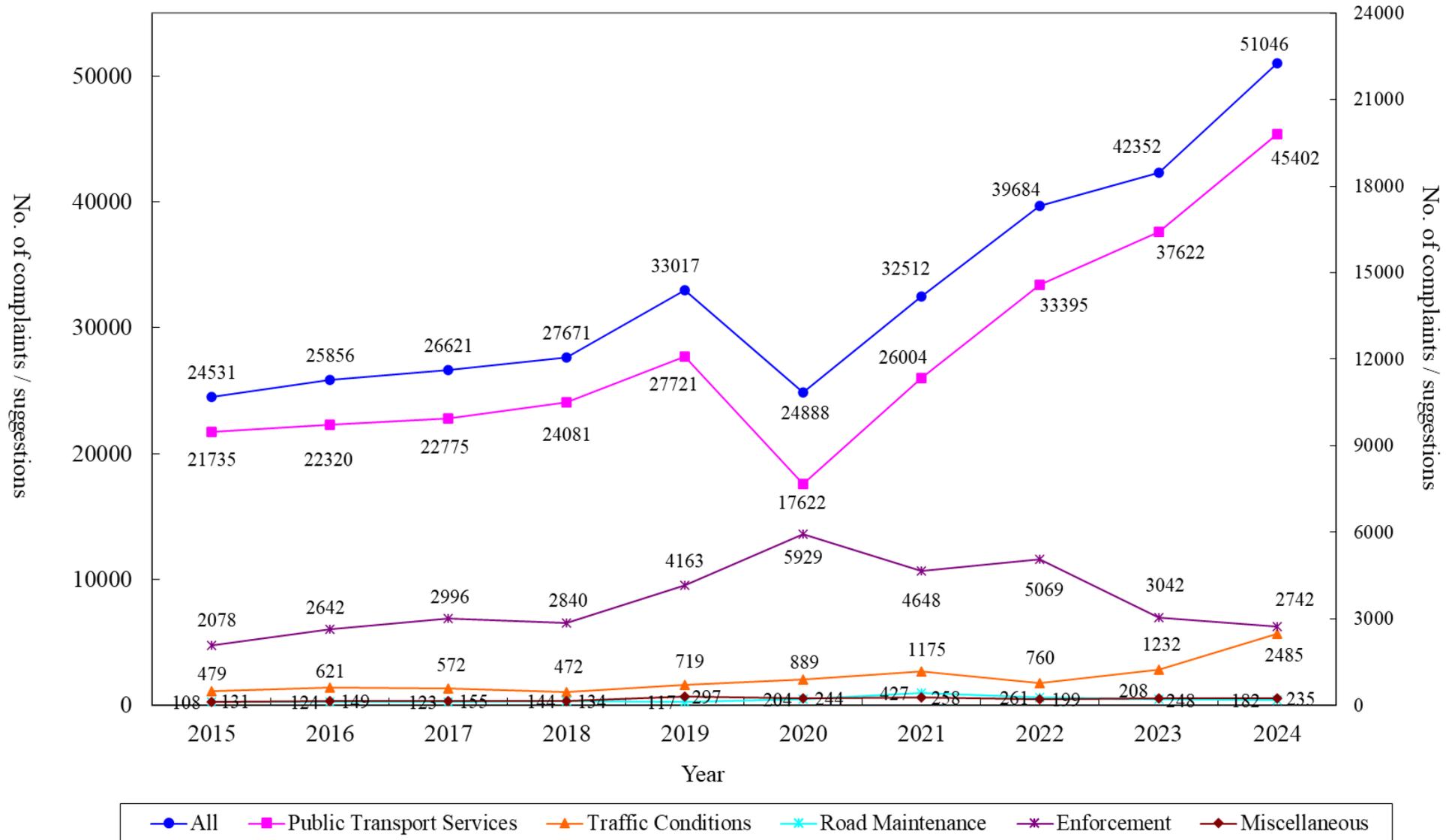
NFB - Non-franchised Buses

PLB - Public Light Buses

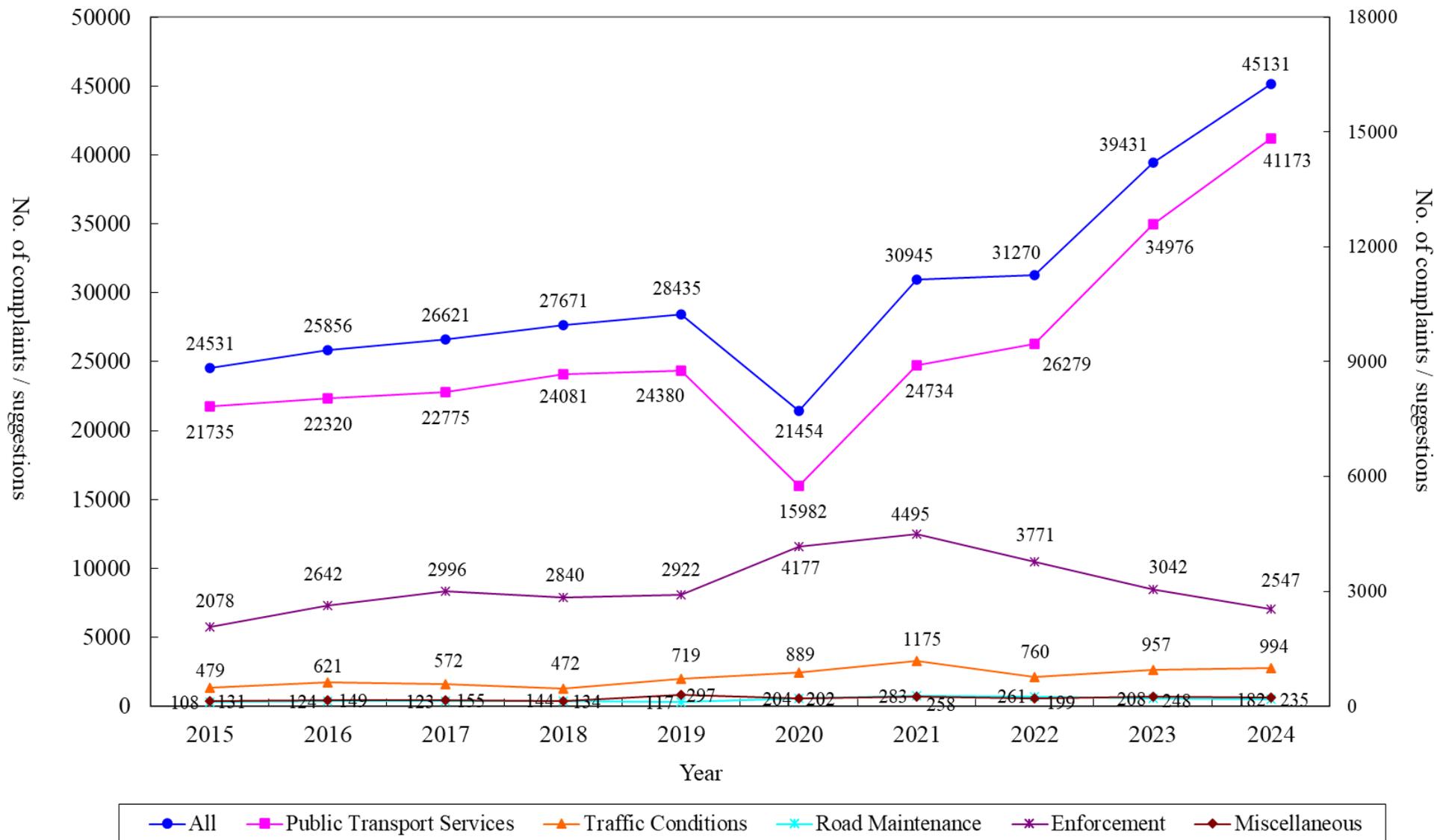
Notes : (1) Figures in square brackets are the number of pure suggestions received from a member of the public in the quarter. The figures have been included in the overall number of pure suggestions received.

(2) These are mainly related to section fares and interchange discounts.

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



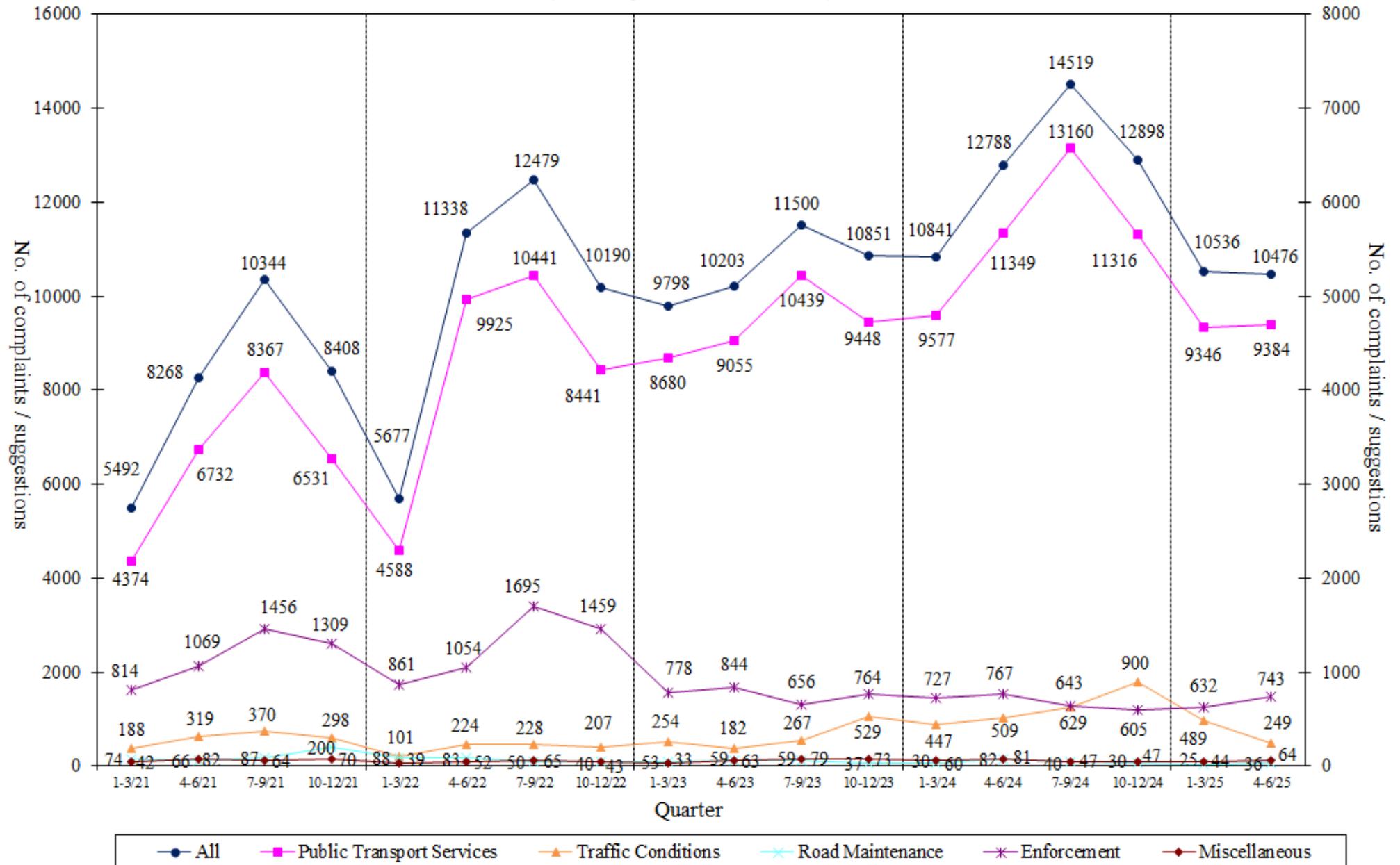
Trends of Complaints and Suggestions Received by TCU⁽¹⁾
(2015 - 2024)



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.

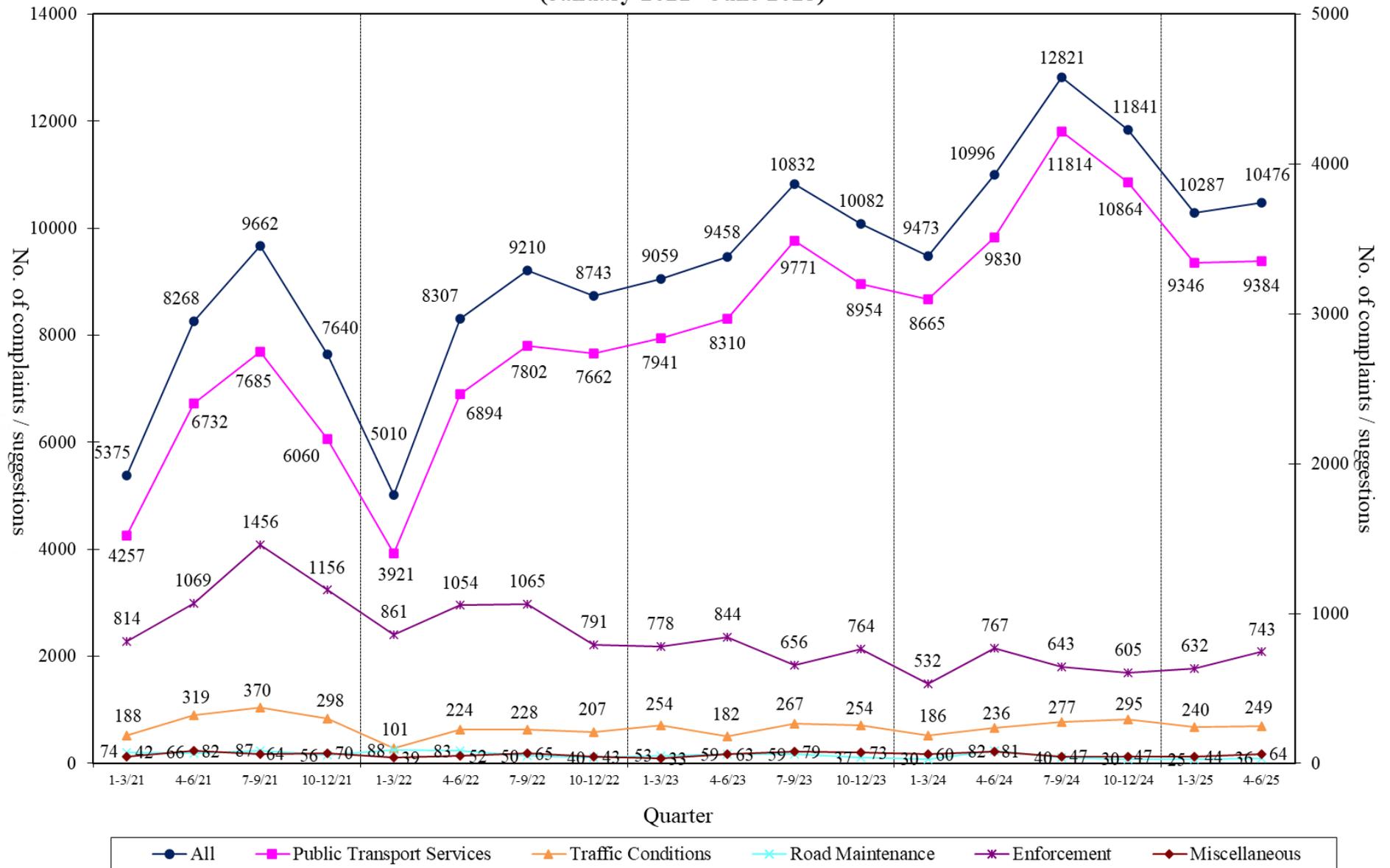
**Trends of Complaints and Suggestions Received by TCU
(January 2021 - June 2025)**

Annex B(ii)(a)



Trends of Complaints and Suggestions Received by TCU⁽¹⁾
(January 2021 - June 2025)

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
(April – June 2025)

Outcome of Investigation Nature of Complaint/ Suggestion	A1	A2	B	C	Total
	I. Public Transport Services				
(a) Adequacy of service	1	645	-	-	646
(b) Standard of service	598	6 836	4	2 229	9 667
(c) General	4	256	-	26	286
	603	7 737	4	2 255	10 599
II. Traffic Conditions					
(a) Traffic congestion/obstruction	7	468	-	7	482
(b) Traffic management	4	100	-	-	104
(c) Additional traffic signs/aids	3	41	-	-	44
(d) Parking facilities	4	17	-	-	21
	18	626	-	7	651
III. Road Maintenance					
(a) Road conditions	2	26	-	-	28
(b) Traffic signs and aids	4	40	-	-	44
(c) Carriageway markings	-	6	-	-	6
	6	72	-	-	78
IV. Enforcement					
(a) Illegal parking	414	131	1	8	554
(b) Other enforcement matters	6	182	-	121	309
	420	313	1	129	863
V. Miscellaneous	2	57	-	-	59
Total	1 049 (9%)	8 805 (72%)	5 (<1%)	2 391 (20%)	12 250 (100%)
	9 854 (80%)				

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
(April – June 2025)**

Outcome of Investigation Mode of Transport	A1	A2	B	C	Total
The Kowloon Motor Bus Company (1933) Limited	204	2 377	1	44	2 626
Citybus Limited (Franchise (U&NT))	-	787	-	-	787
Citybus Limited (Franchise (Lantau))	1	205	-	-	206
New Lantao Bus Company (1973) Limited	-	84	-	-	84
Long Win Bus Company Limited	-	166	-	1	167
Cross-harbour Bus Services	82	520	-	12	614
Non-franchised Bus Services	4	107	1	2	114
Green Minibus	303	1 521	-	28	1 852
Red Minibus	-	125	-	-	125
Taxi	6	1 605	-	2 167	3 778
MTR Corporation Limited (Excluding Light Rail)	3	156	2	1	162
MTR Corporation Limited (Light Rail)	-	24	-	-	24
The Hongkong Tramways Limited	-	16	-	-	16
Sun Ferry Services Company Limited	-	24	-	-	24
The “Star” Ferry Company Limited	-	8	-	-	8
Minor Ferries	-	12	-	-	12
Total	603 (6%)	7 737 (73%)	4 (<1%)	2 255 (21%)	10 599 (100%)
	8 340 (79%)				

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
(April – June 2025)

I. Public Transport Services

- Add two bus stops at Kai Tak Bridge Road and Shing Fung Road for Citybus route nos. 20A, 22, 22D and 22M to meet the demand of passengers.
- Add queue markings at a bus stop outside Kai Tin Shopping Centre to facilitate passengers waiting to board.

II. Traffic Management

Hong Kong Island

- Adjust the linking of the traffic lights at Queen’s Road Central to improve traffic flow.
- Increase the vehicular green time of the traffic lights at Shan Kwong Road northbound at the junction of Shan Kwong Road and Village Road between 2pm and 3pm on weekdays to improve traffic flow.

Kowloon

- Relocate a “Disabled person ahead” traffic sign at Nam Cheong Street to better remind motorists.
- Increase the pedestrian green time of the traffic lights at the junction of Yu Chau Street and Nam Cheong Street to facilitate pedestrians crossing the road.
- Adjust the sound level of the electronic audible traffic signal at the junction of Kiu Kiang Street and Castle Peak Road to minimise noise nuisance to nearby residents.

New Territories

- Increase the vehicular green time of the traffic lights at Tai Chun Kiu Road at its junction with Sha Tin Rural Committee Road and Sha Tin Wai Road from 7.30am to 9.30am from Mondays to Saturdays to improve traffic flow.
- Increase the pedestrian green time of the traffic lights at Castle Peak Road – Castle Peak Bay at its junction with Tsing Hoi Circuit and Hin Fat Lane to facilitate pedestrians crossing the road.
- Increase the pedestrian green time of the traffic lights at Chiu Shun Road at its junction with Ngan O Road during morning and afternoon rush hours from Mondays to Fridays to facilitate pedestrians crossing the road.
- Adjust the signal setting of the traffic lights at Sha Tau Kok Road – Lung Yeuk Tau at its junction with Sui Wan Road to improve traffic flow.

Complaints and Suggestions on Public Transport Services
(April – June 2025)

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) <u>Adequacy of Service</u>																	
(1) Frequency/carrying capacity	75	19	5	7	11	20	6	119	-	-	9	4	3	2	1	2	283
(2) Routeing	84	15	7	-	26	14	3	2	-	-	-	-	-	1	-	1	153
(3) Hours of operation	14	3	1	2	1	5	-	4	-	-	1	-	-	-	-	-	31
(4) Provision of stops	14	5	-	3	4	1	-	8	-	-	-	-	-	-	-	-	35
Sub-total	187	42	13	12	42	40	9	133	-	-	10	4	3	3	1	3	502
(B) <u>Standard of Service</u>																	
(1) Regularity of service	706	231	43	14	79	151	16	517	-	-	6	2	3	-	4	8	1780
(2) Adherence to routeing	15	9	1	-	5	6	2	74	-	614	-	1	-	-	-	-	727
(3) Improper driving behavior	549	115	28	7	28	97	17	385	45	647	8	9	3	-	-	-	1938
(4) Conduct & performance of staff (including drivers)	605	180	57	32	39	168	21	715	39	1023	29	1	5	5	4	-	2923
(5) Overcharging	15	5	2	-	-	2	-	91	13	398 *	2	-	-	1	-	-	529
(6) Cleanliness	11	2	2	1	-	5	1	21	2	18	1	-	1	-	-	-	65
(7) Conditions of vehicles/vessels	13	5	3	1	1	11	3	25	-	9	1	-	1	-	-	-	73
(8) Passenger services & facilities	257	49	10	12	15	55	20	64	3	9	69	8	1	4	9	2	587
Sub-total	2171	596	146	67	167	495	80	1892	102	2718	116	21	14	10	17	10	8622
(C) General	66	18	3	1	1	11	9	51	25	66	6	1	-	-	1	1	260
Total this quarter	2424	656	162	80	210	546	98	2076	127	2784	132	26	17	13	19	14	9384
Grand-total	(4078)						(5085)				(175)			(46)			
Total previous quarter	2191	670	187	104	212	483	108	1967	108	3023	215	27	16	18	11	6	9346
Total same quarter in 2024	3252	1056	268	78	308	684	206	2157	118	2939	214	28	13	10	4	14	11349

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 Lantao Bus Company (1973) Limited
LWB	Long Win Bus Company Limited
XHT	Cross-harbour Bus Services
NFBS	Non-franchised Bus Services
GMB	Green Minibus
RMB	Red Minibus
MTR (Non-LR)	MTR Corporation Limited (Excluding Light Rail)
MTR(LR)	MTR Corporation Limited (Light Rail)
HT	The 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

(April – June 2025)

Annex E(i)(b)

Mode Nature of Complaint/Suggestion	Vehicular Transport						Rail Transport				Waterborne Transport			Total / Sub-total			
	Franchised Buses						NFBS	GMB	RMB	Taxi	MTR (Non-LR)	MTR (LR)	HT		SFS	SF	MF
	KMB	CTB (U&NT)	CTB (Lantau)	NLB	LWB	XHT											
(B) Adequacy of Service																	
(1) Frequency/carrying capacity	75	19	5	7	11	20	6	119	-	-	9	4	3	2	1	2	283
(2) Routeing	84	15	7	-	26	14	3	2	-	-	-	-	-	1	-	1	153
(3) Hours of operation	14	3	1	2	1	5	-	4	-	-	1	-	-	-	-	-	31
(4) Provision of stops	14	5	-	3	4	1	-	8	-	-	-	-	-	-	-	-	35
Sub-total	187	42	13	12	42	40	9	133	-	-	10	4	3	3	1	3	502
(B) Standard of Service																	
(1) Regularity of service	706	231	43	14	79	151	16	517	-	-	6	2	3	-	4	8	1780
(2) Adherence to routeing	15	9	1	-	5	6	2	74	-	614	-	1	-	-	-	-	727
(3) Improper driving behavior	549	115	28	7	28	97	17	385	45	647	8	9	3	-	-	-	1938
(4) Conduct & performance of staff (including drivers)	605	180	57	32	39	168	21	715	39	1023	29	1	5	5	4	-	2923
(5) Overcharging	15	5	2	-	-	2	-	91	13	398 *	2	-	-	1	-	-	529
(6) Cleanliness	11	2	2	1	-	5	1	21	2	18	1	-	1	-	-	-	65
(7) Conditions of vehicles/vessels	13	5	3	1	1	11	3	25	-	9	1	-	1	-	-	-	73
(8) Passenger services & facilities	257	49	10	12	15	55	20	64	3	9	69	8	1	4	9	2	587
Sub-total	2171	596	146	67	167	495	80	1892	102	2718	116	21	14	10	17	10	8622
(C) General	66	18	3	1	1	11	9	51	25	66	6	1	-	-	1	1	260
Total this quarter	2424	656	162	80	210	546	98	2076	127	2784	132	26	17	13	19	14	9384
Grand-total	(4078)						(5085)				(175)			(46)			
Total previous quarter	2191	670	187	104	212	483	108	1967	108	3023	215	27	16	18	11	6	9346
Total same quarter in 2024	2337 ⁽¹⁾	734 ⁽¹⁾	226 ⁽¹⁾	78	262 ⁽¹⁾	563 ⁽¹⁾	133 ⁽¹⁾	2157	118	2939	214	28	13	10	4	14	9830

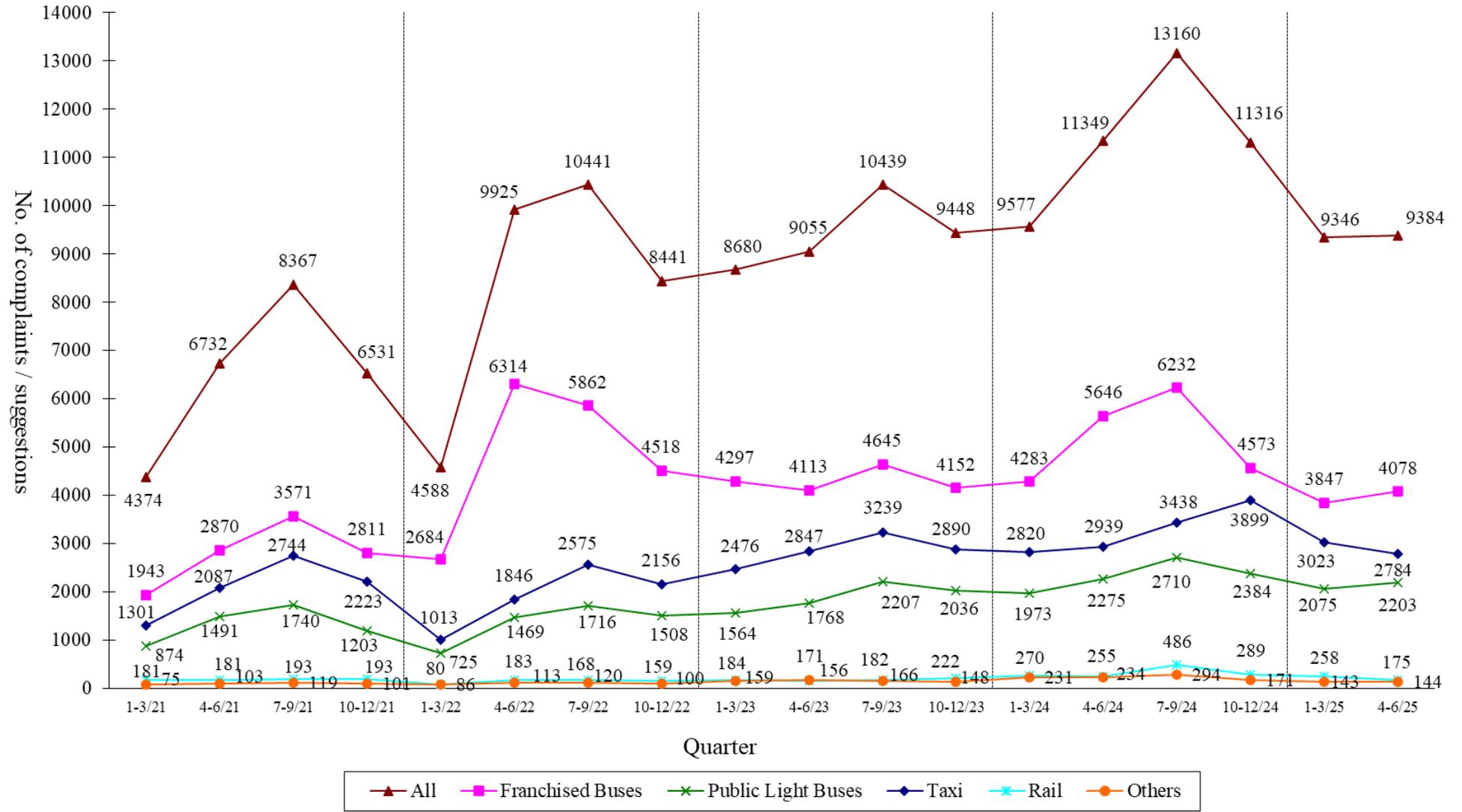
Legend

- 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 the 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

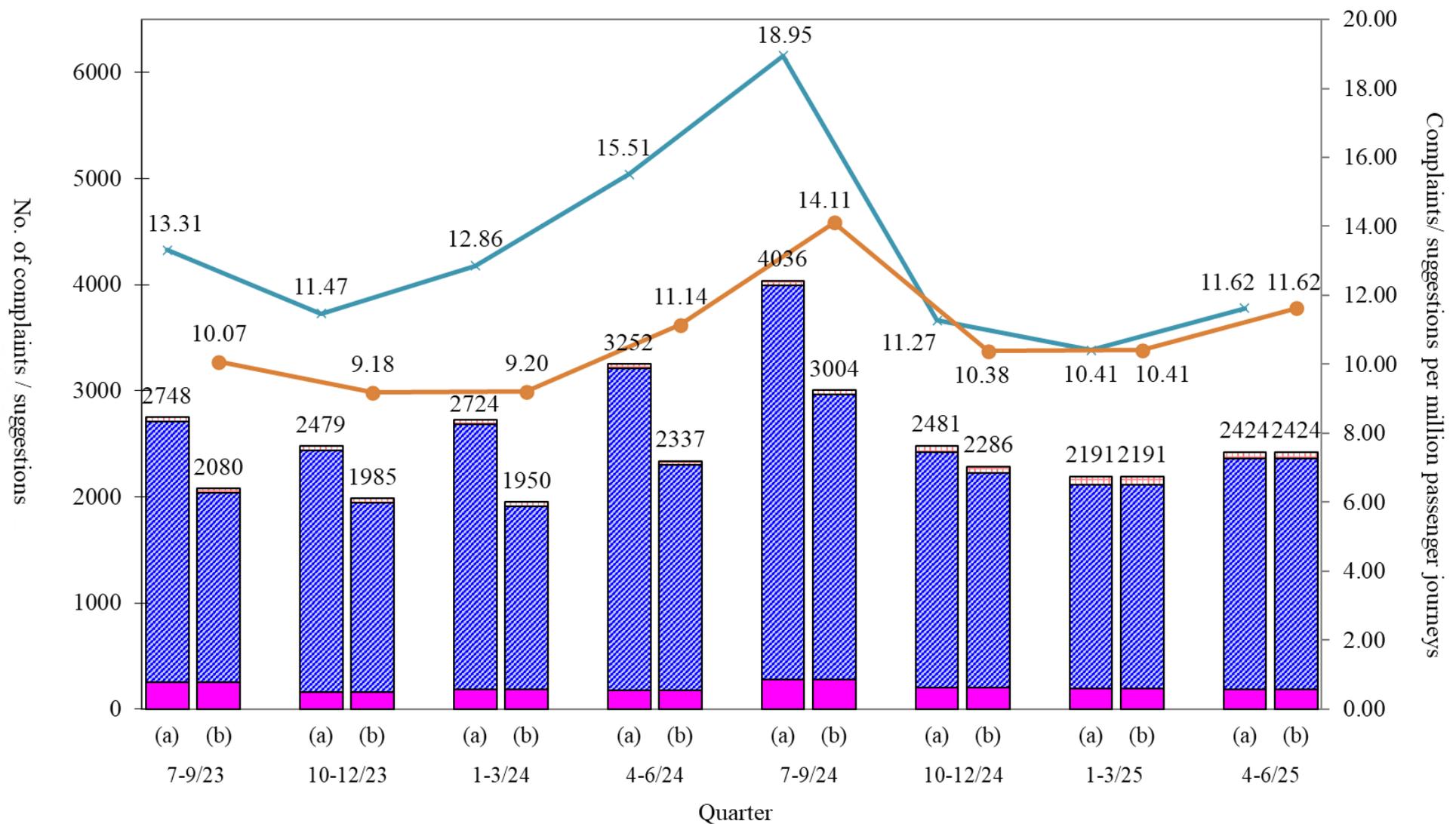
* Including taximeter irregularities

Notes : (1) A total of 1 519 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.

**Trends of Complaints and Suggestions on Public Transport Services
(January 2021 - June 2025)**



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

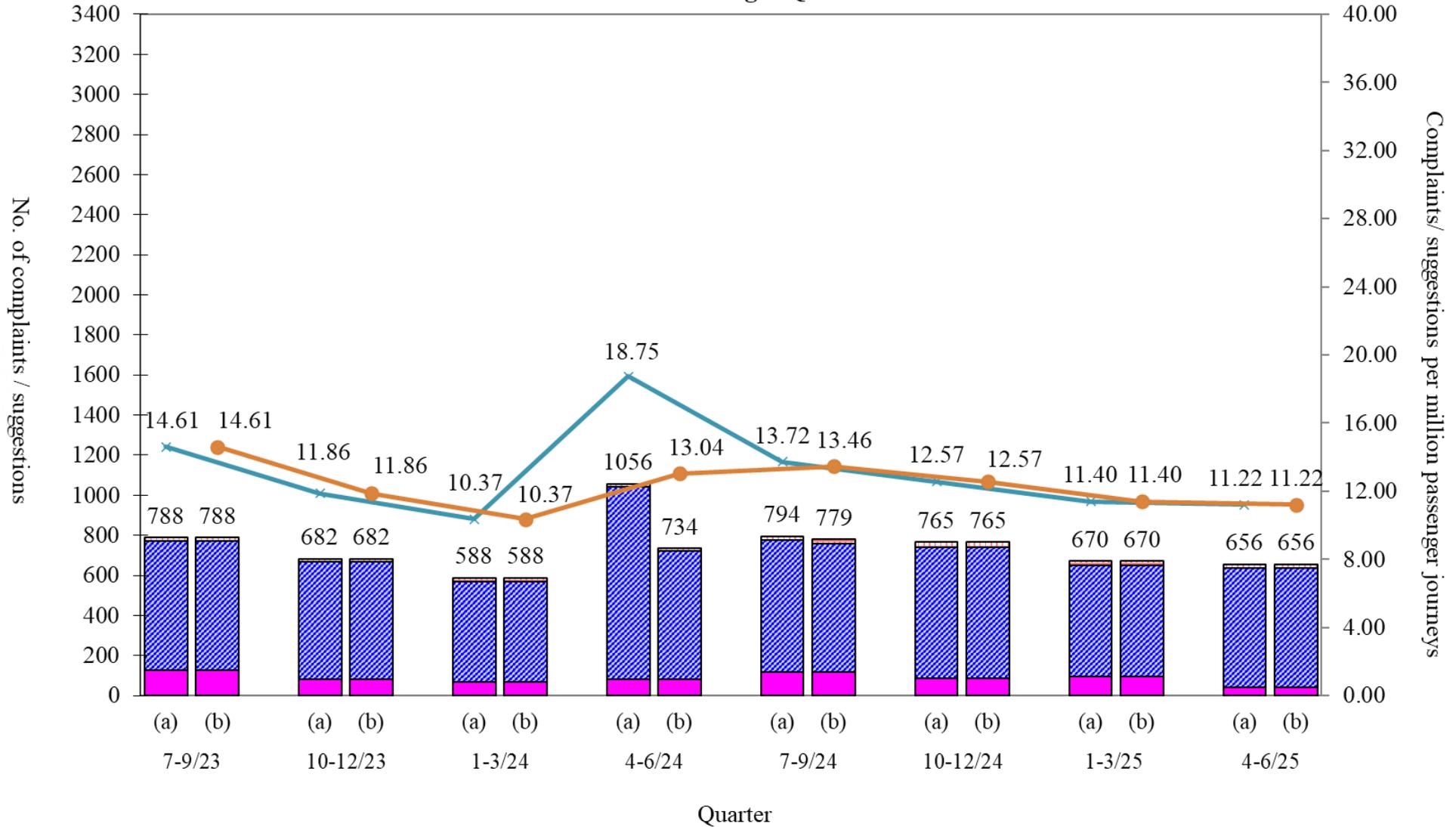


■ Adequacy of Service
 ■ Standard of Service
 ■ General
 —◆— Complaints/suggestions per million passenger journeys (a)
 —●— Complaints/suggestions per million passenger journeys (b)

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)

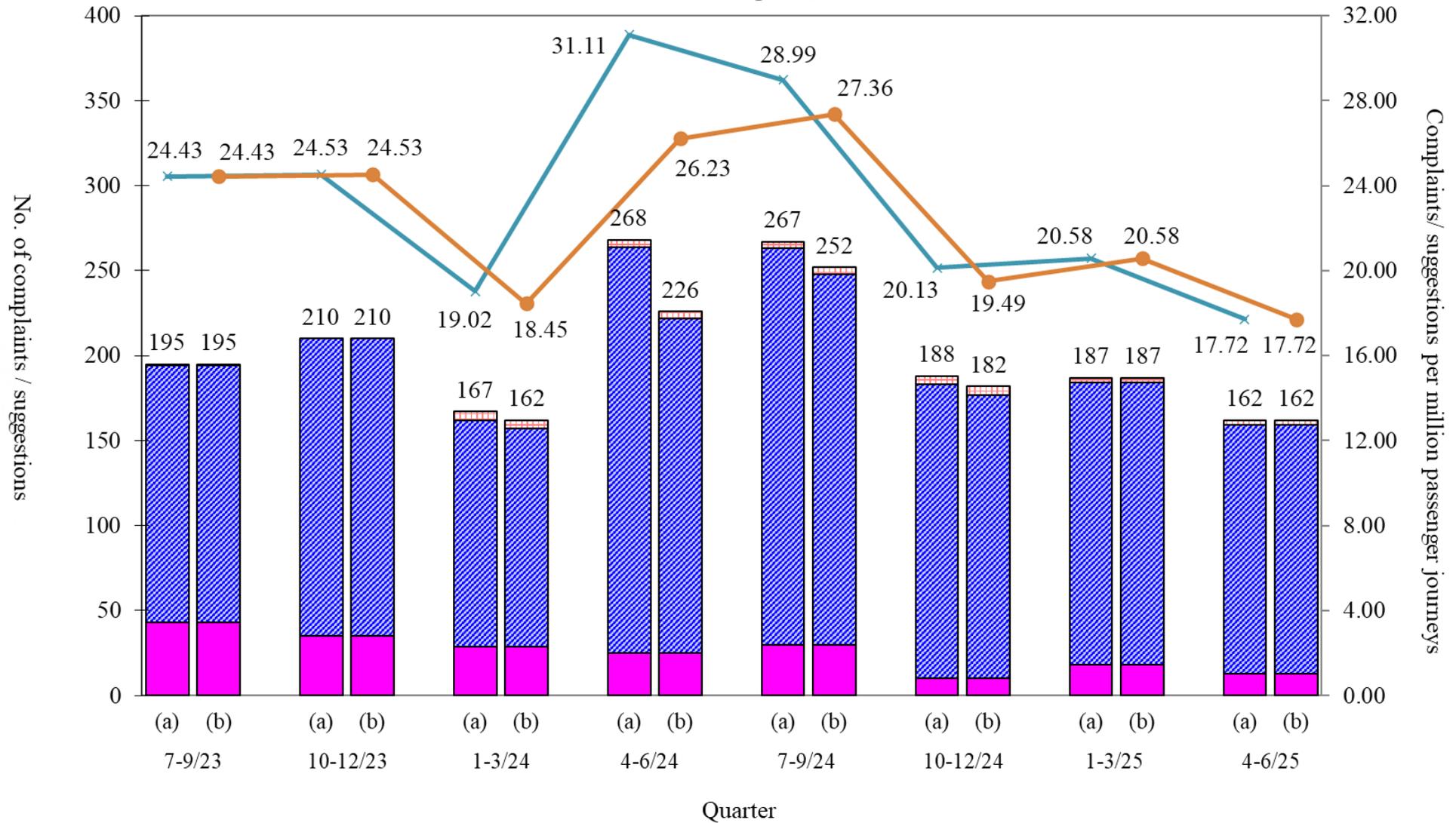


■ Adequacy of Service
 ■ Standard of Service
 ■ General
 —x— Complaints/suggestions per million passenger journeys (a)
 —●— Complaints/suggestions per million passenger journeys (b)

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**

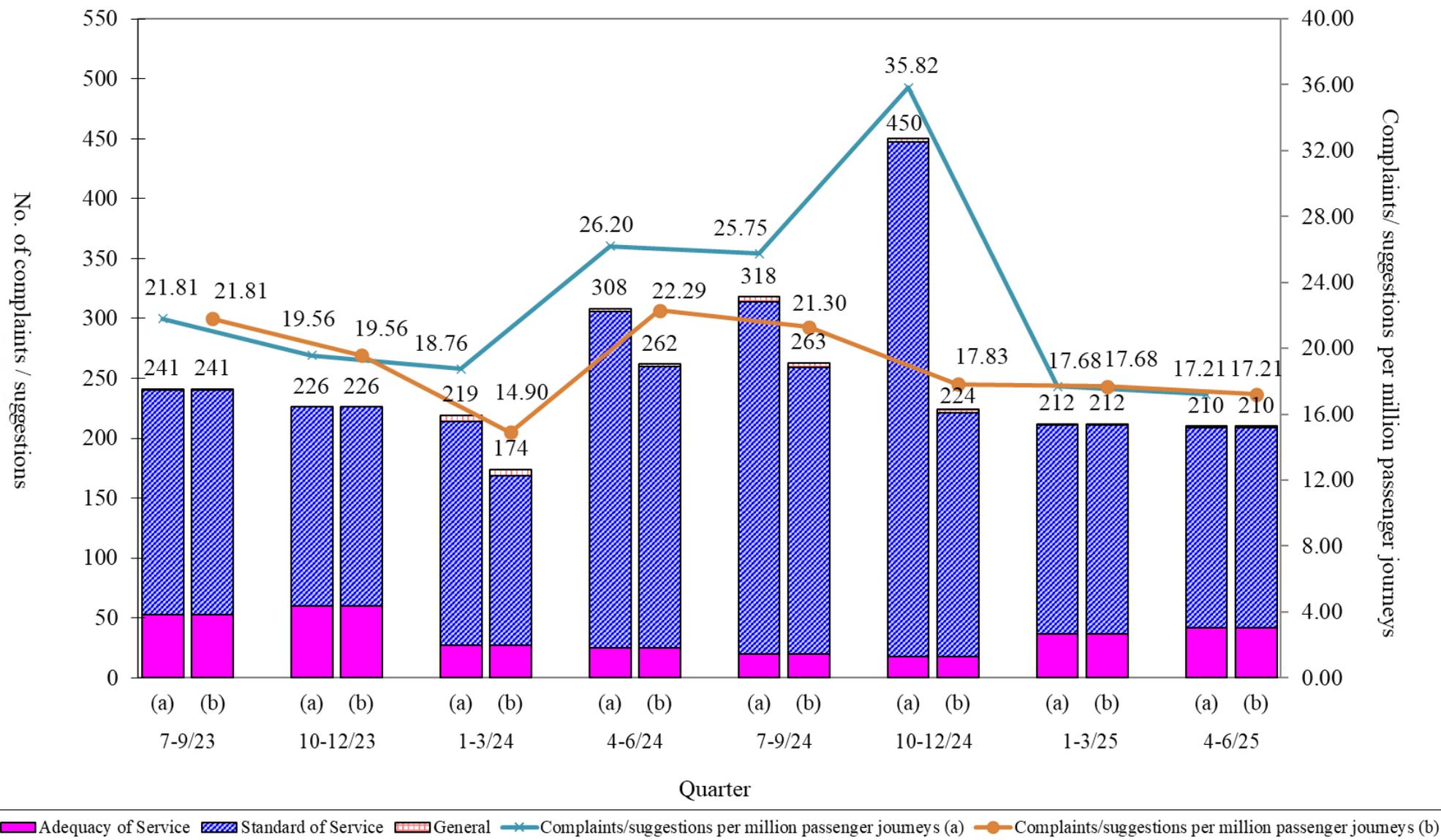


■ Adequacy of Service
 ■ Standard of Service
 ■ General
 ✕ Complaints/suggestions per million passenger journeys (a)
 ● Complaints/suggestions per million passenger journeys (b)

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.

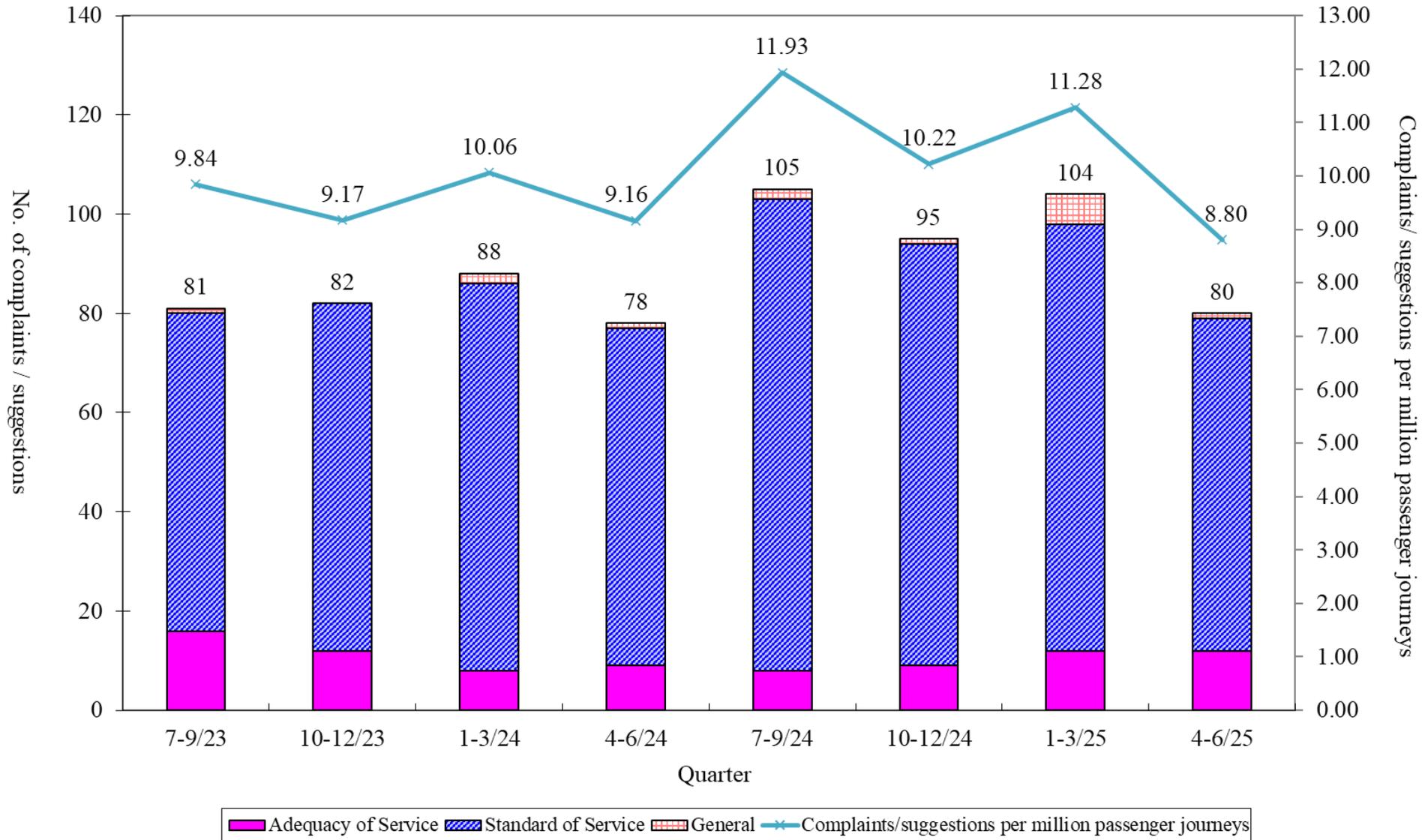
**Complaints and Suggestions on the Services of Long Win Bus Company Limited
in the Past Eight Quarters**



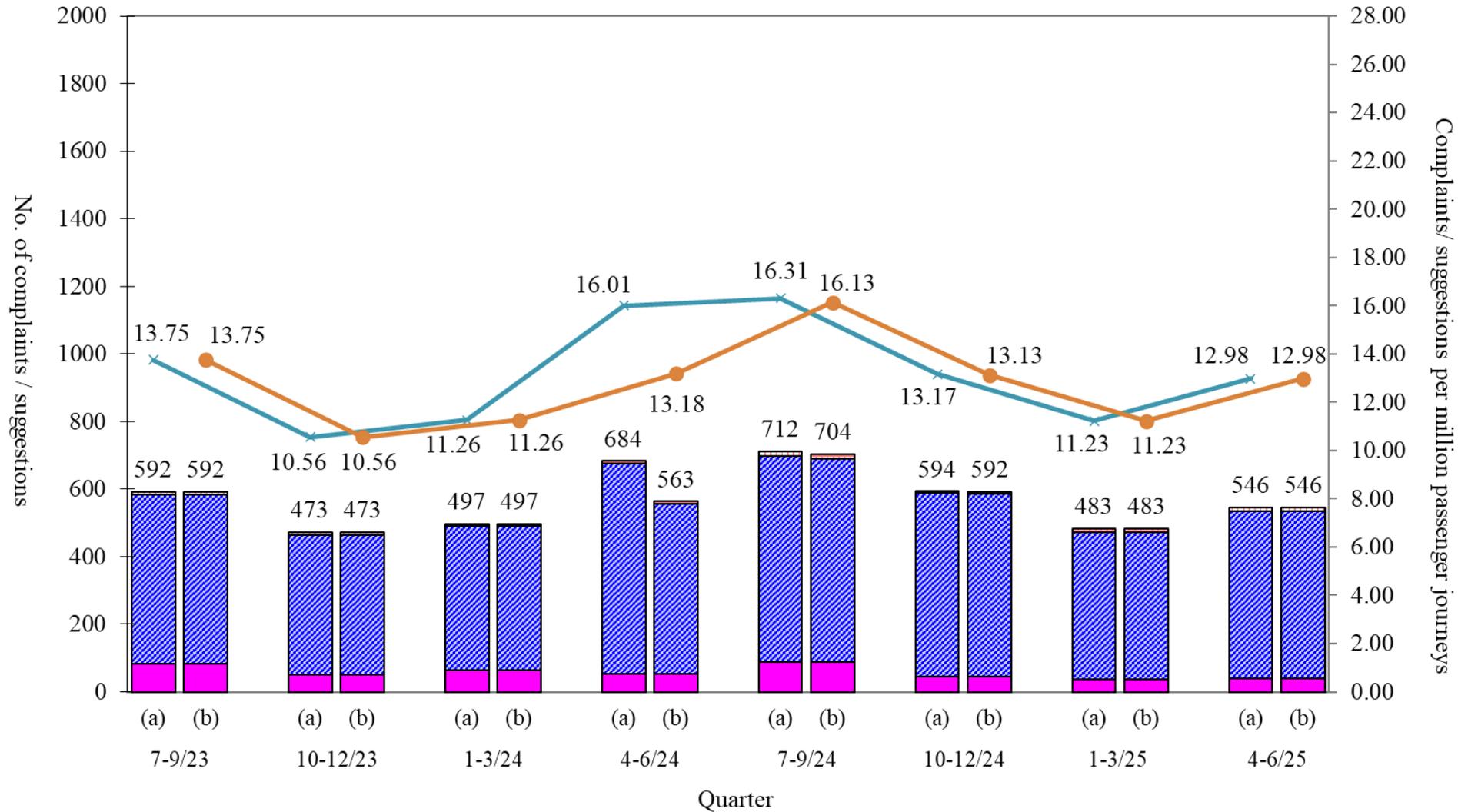
Notes : (a) Complaints received from all complainants.

(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**



■ Adequacy of Service
 ▨ Standard of Service
 ▨ General
 ✕ Complaints/suggestions per million passenger journeys (a)
 ● Complaints/suggestions per million passenger journeys (b)

Notes : (a) Complaints received from all complainants.

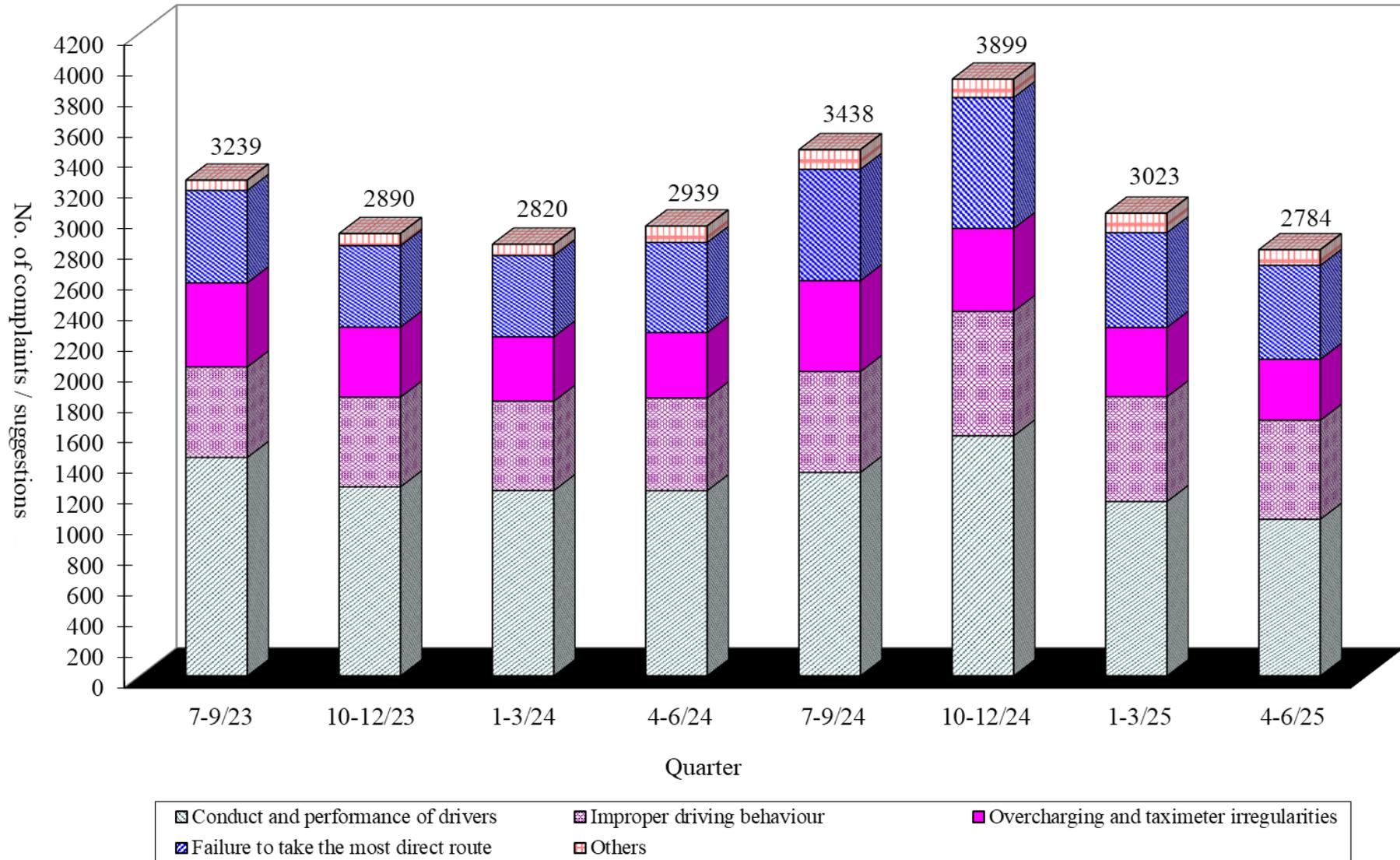
(b) The complaints received from individual complainants, who made more than 100 complaints in a quarter, were excluded.

Breakdown of Complaints and Suggestions on Franchised Bus Services
(April – June 2025)

<u>Bus Company</u>	<u>Number of complaints/suggestions</u>	<u>Number of complaints/suggestions per million passenger journeys⁽²⁾</u>
The Kowloon Motor Bus Company (1933) Limited (KMB)	2 424	11.62
Citybus Limited (Franchise for the Urban and New Territories bus network) (CTB(U&NT))	656	11.22
Citybus Limited (Franchise for Airport and North Lantau bus network) (CTB(Lantau))	162	17.72
New Lantao Bus Company (1973) Limited (NLB)	80	8.80
Long Win Bus Company Limited (LWB)	210	17.21
Cross-harbour Bus Services ⁽¹⁾ (XHT)	546	12.98
Total	4 078	12.01

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).

**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 2024 (1.4.24-30.6.24)</u>	<u>Previous quarter (1.1.25-31.3.25)</u>	<u>Current quarter (1.4.25-30.6.25)</u>
(a) Conduct and performance of drivers			
(i) Behaving other than in a civil & orderly manner	457	469	467
(ii) Refusing hire	636	572	469
(iii) Soliciting passengers	8	3	2
(iv) Refusing to drive to destination	88	71	74
(v) Failure to display driver identity plate	16	22	10
(vi) Failure to display driver identity plate properly	5	2	1
Sub-total	1 210	1 139	1 023
(b) Improper driving behaviour	605	684	647
(c) Overcharging	384	402	333
(d) Taximeter irregularities	44	52	65
(e) Failure to take the most direct route	589	619	614
(f) Others*	107	127	102
Total	2 939	3 023	2 784

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

Complaints and Suggestions on Traffic and Road Conditions
(April – June 2025)

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	4	4	10	4	12	2	9	4	17	2	4	4	8	9	3	1	7	6	1	111
(b) Traffic management	6	3	3	2	10	2	5	7	1	3	4	9	9	6	4	1	2	3	5	85
(c) Additional traffic signs and aids	1	1	-	-	10	4	4	-	2	3	1	2	4	1	-	1	2	1	1	38
(d) Parking facilities	1	-	-	-	-	-	1	1	3	-	-	1	-	-	-	-	1	1	6	15
Sub-total	12	8	13	6	32	8	19	12	23	8	9	16	21	16	7	3	12	11	13	249
<u>Road Maintenance</u>																				
(a) Road conditions	2	-	-	-	9	2	4	-	1	1	-	1	1	2	2	1	-	-	-	26
(b) Traffic signs & aids	-	-	-	1	-	-	2	1	1	1	-	-	-	1	-	1	1	-	-	9
(c) Carriageway markings	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	1
Sub-total	2	-	-	1	9	3	6	1	2	2	-	1	1	3	2	2	1	-	-	36
<u>Enforcement</u>																				
(a) Illegal parking	31	20	22	18	14	15	26	22	47	20	13	35	33	25	21	18	11	18	3	412
(b) Other enforcement matters	13	17	10	5	14	4	12	32	61	11	13	44	42	16	6	6	14	5	6	331
Sub-total	44	37	32	23	28	19	38	54	108	31	26	79	75	41	27	24	25	23	9	743
Total	58	45	45	30	69	30	63	67	133	41	35	96	97	60	36	29	38	34	22	1028

Annex J

Breakdown of Complaints and Suggestions about Conduct and Performance of Staff of Taxi Services

<u>Nature of Complaint/Suggestion</u>	<u>2024 Jan - Jun</u>	<u>2025 Jan - Jun</u>	<u>Difference</u>
1. Behaving other than in a civil and orderly manner	904	936	+3.5%
(a) Scolding/Insulting/Poor attitude towards passengers	743	770	+3.6%
(b) Smoking	18	32	+77.8%
(c) Failing to issue receipt	19	18	-5.3%
(d) Failing to issue receipt properly	15	13	-13.3%
(e) Failing to provide information on route/destination/fare to passengers	12	7	-41.7%
(f) Assaulting Passenger	7	3	-57.1%
(g) Prolonged waiting for passenger	-	1	-
(h) Leaving engine running at terminus	1	-	-100.0%
(i) Others	89	92	+3.4%
2. Refusing hire	1 301	1 041	-20.0%
3. Soliciting passengers	13	5	-61.5%
4. Refusing to drive to destination	164	145	-11.6%
5. Failure to display driver identity plate	32	32	-
6. Failure to display driver identity plate properly	7	3	-57.1%
Total	2 421	2 162	-10.7%

Breakdown of Complaints and Suggestions about Conduct and Performance of Staff of Public Transport Services (Excluding Taxi)

<u>Nature of Complaint/Suggestion</u>	<u>2024 Jan - Jun</u>	<u>2025 Jan - Jun</u>	<u>Difference</u>
1. Failing to pick up passengers	1 788	2 119	+18.5%
2. Scolding/Insulting/Poor attitude towards passengers	555	637	+14.8%
3. Failing to set down passengers at their designated locations/stops	222	254	+14.4%
4. Failing to display identity plate	176	55	-68.8%
5. Regulator scolding/insulting/showing poor attitude towards passengers	45	49	+8.9%
6. Smoking	23	44	+91.3%
7. Prolonged waiting for passengers	26	35	+34.6%
8. Providing inadequate/wrong information on route/destination/fare to passengers	45	34	-24.4%
9. Regulator failing to control passengers/vehicles	38	31	-18.4%
10. Others	341	349	+2.3%
Total	3259	3 607	+10.7%

Annex K(ii)

Breakdown of Complaints and Suggestions about Conduct and Performance of Staff of Franchised Bus Services

<u>Nature of Complaint/Suggestion</u>	<u>2024 Jan - Jun</u>	<u>2025 Jan - Jun</u>	<u>Difference</u>
1. Failing to pick up passengers	928	1 241	+33.7%
2. Scolding/Insulting/Poor attitude towards passengers	240	334	+39.2%
3. Failing to set down passengers at their designated locations/stops	106	115	+8.5%
4. Failing to display identity plate	133	21	-84.2%
5. Regulator failing to control passengers/ vehicles	16	20	+25.0%
6. Providing inadequate/wrong information on route/destination/fare to passengers	9	18	+100.0%
7. Smoking	11	16	+45.5%
8. Regulator scolding/insulting/showing poor attitude towards passengers	22	14	-36.4%
9. Prolonged waiting for passengers	10	8	-20.0%
10. Others	175	222	+26.9%
Total	1 650	2 009	+21.8%

Annex K(iii)

Breakdown of Complaints and Suggestions about Conduct and Performance of Staff of Green Minibus Services

<u>Nature of Complaint/Suggestion</u>	<u>2024 Jan - Jun</u>	<u>2025 Jan - Jun</u>	<u>Difference</u>
1. Failing to pick up passengers	816	835	+2.3%
2. Scolding/Insulting/Poor attitude towards passengers	224	229	+2.2%
3. Failing to set down passengers at their designated locations/stops	94	128	+36.2%
4. Failing to display identity plate	36	29	-19.4%
5. Regulator scolding/insulting/ showing poor attitude towards passengers	17	27	+58.8%
6. Prolonged waiting for passenger	15	21	+40.0%
7. Smoking	7	19	+171.4%
8. Providing inadequate/wrong information on route/ destination/fare to passengers	23	12	-47.8%
9. Regulator failing to control passengers/vehicles	11	9	-18.2%
10. Others	57	74	+29.8%
Total	1 300	1 383	+6.4%

Breakdown of Complaints and Suggestions about Conduct and Performance of Staff of Red Minibus Services

<u>Nature of Complaint/Suggestion</u>	<u>2024 Jan – Jun</u>	<u>2025 Jan – Jun</u>	<u>Difference</u>
1. Scolding/Insulting/Poor attitude towards passengers	19	21	+10.5%
2. Failing to pick up passengers	15	21	+40.0%
3. Smoking	3	7	+133.3%
4. Failure to reach displayed destination	14	6	-57.1%
5. Prolonged waiting for passenger	1	4	+300.0%
6. Providing inadequate/wrong information on route/ destination/fare to passengers	1	1	-
7. Displaying wrong fare/section fare	-	1	-
8. Failing to display identity plate	3	1	-66.7%
9. Failing to display identity plate properly	1	-	-100.0%
10. Others	6	11	+83.3%
Total	63	73	+15.9%

Breakdown of Complaints and Suggestions about Conduct and Performance of Staff of Mass Transit Railway (excluding Light Rail)

<u>Nature of Complaint/Suggestion</u>	<u>2024 Jan – Jun</u>	<u>2025 Jan – Jun</u>	<u>Difference</u>
1. Scolding/Insulting/Poor attitude towards passengers	50	22	-56.0%
2. Regulator scolding/insulting/ showing poor attitude towards passengers	3	5	+66.7%
3. Failing to pick up passengers	1	4	+300.0%
4. Failing to display identity plate	3	3	-
5. Smoking	1	1	-
6. Failing to set down passengers at their designated locations/stops	3	1	-66.7%
7. Regulator failing to control passengers/vehicles	8	1	-87.5%
8. Providing inadequate/wrong information on route/ destination/fare to passengers	11	1	-90.9%
9. Others	84	34	-59.5%
Total	164	72	-56.1%

**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.