

QUARTERLY REPORT No. 3 of 2025

by the

TRANSPORT COMPLAINTS UNIT

of the

TRANSPORT ADVISORY COMMITTEE

for the period

1 July 2025 – 30 September 2025

Hotline : 2889 9999

Faxline No. : 2577 1858

Website : www.tcu.gov.hk

E-mail : info@tcu.gov.hk

CONTENTS

Chapter		Page
1	Major Areas of Complaints and Suggestions	3-11
2	Major Events and Noteworthy Cases	12-16
3	Feature Article	17-23

LIST OF ANNEXES

Annex		
A	Complaints and Suggestions Received by TCU	24-27
B	Trends of Complaints and Suggestions Received by TCU	28-31
C	Summary of Results of Investigations into Complaints and Suggestions	32-33
D	Public Suggestions Taken on Board by Relevant Government Departments/Public Transport Operators	34-35
E	Complaints and Suggestions on Public Transport Services	36-38
F	Complaints and Suggestions on the Services of Kowloon Motor Bus, Citybus (U&NT and Lantau), Long Win Bus, New Lantao Bus and Cross-harbour Bus Services in the Past Eight Quarters	39-45
G	Complaints and Suggestions on Taxi Services in the Past Eight Quarters	46
H	Breakdown of Complaints and Suggestions on Taxi Services	47
I	Complaints and Suggestions on Traffic and Road Conditions	48-49
J	Complaints and Suggestions on Major Improper Driving Behaviours regarding Public Transport Services (2020 -2024)	50
K	Breakdown of Complaints and Suggestions about Improper Driving Behaviour of Public Transport Drivers	51-56
L	How to Make Suggestions and Complaints to the Transport Complaints Unit	57

Chapter 1 Major Areas of Complaints and Suggestions¹

This is the third quarterly report for 2025 covering the period from 1 July to 30 September 2025.

Yearly and Quarterly Trends

2. During the quarter, the Transport Complaints Unit (TCU) received 11 842² complaints and suggestions, including 346³ pure suggestions. About 77% (9 167) of the cases were received through TCU Complaint/Suggestion Webforms and email, 23% (2 665) 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 13.0%² as compared with 10 476 cases in the previous quarter and a decrease of 18.4%² as compared with 14 519⁴ 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 346³ pure suggestions received, 267 were about public transport services, of which 243 were related to franchised bus services. There were 72 cases on traffic conditions. A breakdown of all the pure suggestions received during the quarter is shown at Annex A(iii).

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

² Among the 11 842 complaints and suggestions, a total of 136 complaints were received from one complainant. The number of complaints not including these cases is 11 706, representing an increase of 11.7% when compared with 10 476 cases in the previous quarter and a decrease of 8.7% when compared with 12 821 cases (see footnote 4) in the same quarter in 2024. A breakdown of the complaints not including these cases is at Annex A(i)(b).

³ Among the 346 pure suggestions, 176 were received from a member of the public.

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

4. A graph showing the trends of complaints and suggestions received by TCU in the past ten years (2015-2024) is at Annex B(i). Another graph showing the trends of complaints and suggestions received, by quarter, since the second quarter of 2021 is at Annex B(ii).

5. During the quarter, investigations into 13 655 cases (including some outstanding cases from previous quarters) were completed. Of these, 11 311 cases (83%) were found to be substantiated, two cases (less than 1%) unsubstantiated, and the remaining 2 342 cases (17%) 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 2025, the Police reported the latest developments on 458⁵ cases previously referred to them. Among these cases, 19⁵ drivers were summonsed.

6. During the same period, relevant government departments and public transport operators took on board 10 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 10 519⁶ cases, representing an increase of 12.1% as compared with 9 384 cases in the previous quarter and a decrease of 20.1%⁶ as compared with 13 160⁷ 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 second quarter of 2021 is at Annex E(ii).

⁵ The figures include the taxi cases in paragraph 22.

⁶ The number of complaints represents a decrease of 11.0% when compared with 11 814 cases (see footnote 7) in the same quarter in 2024.

⁷ 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.

Franchised Bus Services

8. A total of 4 564⁸ complaints and suggestions on franchised bus services were received during the quarter, representing an increase of 11.9% as compared with 4 078 cases in the previous quarter and a decrease of 26.8%⁸ as compared with 6 232⁹ cases in the same quarter in 2024.

9. There were 2 498 cases on the services of The Kowloon Motor Bus Company (1933) Limited (KMB), as compared with 2 424 cases in the previous quarter and 4 036¹⁰ cases in the same quarter in 2024. Among the 2 498 cases, 308 (or 12.3%) were about the adequacy of service and 2 104 (or 84.2%) were about the standard of service.

10. There were 779 cases on the services of the Citybus Limited (Franchise for the Urban and New Territories bus network) (CTB (U&NT)), as compared with 656 cases in the previous quarter and 794¹¹ cases in the same quarter in 2024. Among the 779 cases, 72 (or 9.2%) were about the adequacy of service while 688 (or 88.3%) were about the standard of service.

11. There were 196 cases on the services of the Citybus Limited (Franchise for Airport and North Lantau Bus Network) (CTB (Lantau)), as compared with 162 cases in the previous quarter and 267¹² cases in the same quarter in 2024. Among the 196 cases, 19 (or 9.7%) were about the adequacy of service while 173 (or 88.3%) were about the standard of service.

12. There were 228 cases on the services of the Long Win Bus Company Limited (LWB), as compared with 210 cases in the previous quarter and

⁸ The number of complaints represents a decrease of 10.6% when compared with 5 107 cases (see footnote 9) in the same quarter in 2024.

⁹ 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.

¹⁰ Among the 4 036 complaints and suggestions, a total of 1 032 complaints were received from four complainants. The number of complaints not including these cases is 3 004.

¹¹ Among the 794 complaints and suggestions, a total of 15 complaints were received from one complainant. The number of complaints not including these cases is 779.

¹² 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.

318¹³ cases in the same quarter in 2024. Of the 228 cases, 19 (or 8.3%) were about the adequacy of service and 203 (or 89.0%) were about the standard of service.

13. There were 101 cases on the services of the New Lantao Bus Company (1973) Limited (NLB), as compared with 80 cases in the previous quarter and 105 cases in the same quarter in 2024. Of the 101 cases, 14 (or 13.9%) were about the adequacy of service and 84 (or 83.2%) were about the standard of service.

14. There were 762 cases on the cross-harbour bus services¹⁴, as compared with 546 cases in the previous quarter and 712¹⁵ cases in the same quarter in 2024. Of the 762 cases, 98 (or 12.9%) were about the adequacy of service and 647 (or 84.9%) 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 167 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 98 and 254¹⁶ respectively.

¹³ Among the 318 complaints and suggestions, a total of 55 complaints were received from one complainant. The number of complaints not including these cases is 263.

¹⁴ 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.

¹⁵ Among the 712 complaints and suggestions, a total of eight complaints were received from two complainants. The number of complaints not including these cases is 704.

¹⁶ Among the 254 complaints and suggestions, a total of 92 complaints were received from two complainants. The number of complaints not including these cases is 162.

Public Light Bus Services

17. A total of 2 590 complaints and suggestions on public light bus (PLB) services were received in this quarter, representing an increase of 17.6% as compared with 2 203 cases in the previous quarter and a decrease of 4.4% as compared with 2 710 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, 94.7% or 2 453 cases were on green minibus (GMB) services, representing an increase of 18.2% as compared with 2 076 cases in the previous quarter and a decrease of 5.3% as compared with 2 591 cases in the same quarter in 2024. Among the 2 453 cases, 178 (or 7.3%) were about the adequacy of service and 2 236 (or 91.2%) were about the standard of service.

19. The remaining 5.3% or 137 cases were on the services provided by red minibuses (RMB), representing an increase of 7.9% as compared with 127 cases in the previous quarter and an increase of 15.1% as compared with 119 cases in the same quarter in 2024.

Taxi Services

20. A total of 2 804 cases on taxi services were received in this quarter, representing an increase of 0.7% as compared with the previous quarter and a decrease of 18.4% 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 2 804 cases received, 2 702 (96.4%) were related to taxi driver malpractice, as compared with 2 682 such cases (96.3%) 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 723 such cases (26.8%) were referred to the Police.

22. During the quarter, the Police reported the latest developments on 331 cases previously referred to them. These cases are categorised as follows –

	<u>No. of Cases</u>		<u>Percentage</u>	
(a) Summoned	12	(20)	4	(4)
(b) Withdrawn by complainants	161	(232)	49	(51)
(c) Evidence considered insufficient by the Police for further processing	158	(201)	48	(44)
	<u>331 (453)</u>		<u>100 (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 20 summonsed cases in the previous quarter, one taxi driver was fined \$450 for crossing continuous double white lines, one taxi driver was fined \$600 for failing to comply with traffic signals and another taxi driver was fined \$320 for driving taxi without being securely fastened with seat belt¹⁷.

Rail Services

24. A total of 322 complaints and suggestions on rail services were received. The corresponding figures for the previous quarter and the same quarter in 2024 were 175 and 486¹⁸ respectively. Of the 322 cases, 296 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).

¹⁷ Results of the remaining summonsed cases were not yet available as at end September 2025.

¹⁸ 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 72 complaints and suggestions on ferry services in this quarter. The corresponding figures for the previous quarter and the same quarter in 2024 were 46 and 40 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 144 complaints recorded in this quarter about traffic congestion/obstruction, as compared with 111 cases in the previous quarter and 492¹⁹ 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	27	(22)
Kowloon	38	(44)
New Territories	76	(44)
Others (e.g. general issues and tunnel areas)	3	(1)
Total	144	(111)

(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 Sai Kung (23 cases), Yau Tsim Mong (20 cases) and Yuen Long (14 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).

¹⁹ 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.

29. There were 108 complaints and suggestions on traffic management and 36 requests for additional traffic signs and aids in this quarter. As a comparison, there were 85 and 38 such cases in the previous quarter, and 82 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 57 complaints about road maintenance, as compared with 36 cases in the previous quarter and 40 cases in the same quarter in 2024. Among the 57 cases, 41 cases were related to road conditions and 16 cases were related to traffic signs and aids.

32. Districts which attracted relatively more complaints about road conditions were Yuen Long and Sai Kung (seven cases each) and Kwun Tong (six cases). Districts which attracted relatively more complaints about traffic signs and aids were Eastern (five cases), Kowloon City and Sham Shui Po (three cases each).

Enforcement

33. There were 905²⁰ complaints about traffic regulations enforcement in this quarter, representing an increase of 21.8% when compared with 743 cases in the previous quarter and an increase of 40.7% when compared with 643 cases in the same quarter in 2024. They were mainly requests for action against illegal parking (391 cases), disobeying traffic signs/schemes (210²¹ cases), prolonged

²⁰ Among the 905 complaints and suggestions, a total of 136 complaints were received from one complainant. The number of complaints not including these cases is 769, representing an increase of 3.5% when compared with 743 cases in the previous quarter and an increase of 19.6% when compared with 643 cases in the same quarter in 2024.

²¹ Among the 210 complaints and suggestions, a total of 82 complaints were received from one complainant. The number of complaints not including these cases is 128.

waiting causing obstruction (100²² cases) and jumping red light/failing to give way to pedestrians/traffic (77²³ 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 (52 cases), Sha Tin (49 cases), Yuen Long (33 cases) and Sham Shui Po (31 cases).

²² Among the 100 complaints and suggestions, a total of 26 complaints were received from one complainant. The number of complaints not including these cases is 74.

²³ Among the 77 complaints and suggestions, one complaint was received from one complainant. The number of complaints not including these cases is 76.

Chapter 2 Major Events and Noteworthy Cases

Transport Complaints Unit Sub-committee Meeting

At the quarterly meeting of the TCU Sub-committee on 3 September 2025, Members discussed –

- (a) Complaints and Suggestions about Real-time Bus Arrival Information of Franchised Bus Services and Green Minibus Services;
- (b) Complaints and Suggestions about Airport Bus Services;
- (c) Complaints and Suggestions about Conduct and Performance of Staff (including Drivers) regarding Public Transport Services; and
- (d) TCU Quarterly Report No. 2 of 2025.

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

- (a) Complaints and Suggestions about Conduct and Performance of Staff (including Drivers) regarding Public Transport Services; and
- (b) TCU Quarterly Report No. 2 of 2025.

Concerns about road safety at the junction of Lockhart Road and Luard Road in Wan Chai

3. A member of the public raised concerns about the traffic conditions at the junction of Lockhart Road and Luard Road. The complainant was of the view that the road section had been experiencing traffic congestion for a long time, especially during peak hours. The complainant considered that the junction lacked basic traffic management facilities, including (i) the absence of yellow box marking, leading to vehicles stopping and parking at the intersection and obstructing the passage of other vehicles; (ii) no traffic surveillance cameras

had been installed, resulting in a lack of enforcement and monitoring mechanisms; and (iii) the lack of regular patrols by traffic police, causing failure to address violations in a timely manner. The complainant believed that this situation not only jeopardized the safety of road users but also posed a potential risk of traffic accidents to the public. The complainant requested that the relevant government departments should take effective measures as soon as possible to improve the traffic situation there.

4. The case was referred to the Transport Department (TD) for follow-up actions. In response, the TD indicated that they had earlier commissioned the Highways Department (HyD) to carry out works to add yellow box markings at the junction of Lockhart Road and Luard Road. The HyD was currently arranging the relevant works and anticipated completing the markings by February 2026.

5. The TD further advised that the CCTV system currently managed by the TD for traffic control and monitoring was used only for real-time monitoring of traffic conditions and handling of traffic incidents. Therefore, the TD did not record or store CCTV footage, nor could the system be used for monitoring and recording drivers' behaviour or for law enforcement purposes. As such, the TD was unable to consider the complainant's suggestion of installing a camera system at the above mentioned location.

6. The TD had noted the occasional congestion problems in the vicinity of the junction of Lockhart Road and Luard Road caused by illegal parking/stopping. The TD had already relayed these observations to the Police requesting enhanced patrols and enforcement. If members of the public encountered any suspected illegal vehicle parking that affected pedestrian safety, they were advised to notify the Police immediately for on-site handling. Nevertheless, the TD would continue to monitor the situation at the relevant location and where necessary and feasible, explore potential optimization measures.

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

Complaint about excessive no-stopping zones at Kai Tak Sports Park

8. A member of the public complained about the excessive no-stopping zones at the Kai Tak Sports Park (KTSP). He was of the view that the excessive no-stopping zones had caused inconvenience to taxi drivers and motorists to pick up/drop off passengers at the KTSP.

9. The case was referred to the TD for investigation and follow-up actions. In response, the TD replied that during large-scale events at the KTSP, considering that traffic in the vicinity of the KTSP was expected to be relatively heavy, and to support the Police's implementation of crowd and traffic management, the TD had been advising visitors heading to the KTSP should opt for public transport and avoid driving or taking private cars.

10. The TD advised that to further facilitate visitors taking taxis to the KTSP, starting from June this year, the KTSP opened the taxi drop-off and pick-up zones at the Kai Tak Stadium for taxi use during large-scale events. Besides, during large-scale events, motorists with parking need may purchase parking voucher in advance to reserve parking spaces at the Kai Tak Arena car park. At other times, the KTSP had already opened taxi drop-off and pick-up zones, private car drop-off and pick-up zones, and car parks at the Kai Tak Stadium and Kai Tak Arena for use by individuals traveling to the KTSP. Additionally, individuals with special needs could contact Kai Tak Sports Park Ltd. in advance to make appropriate drop-off and pick-up arrangements.

11. The TD further advised that Shing Kai Road within the Kai Tak area served as a primary distributor in the district, easily connecting to district distributor and surrounding areas. The current 24-hour no-stopping restrictions on relevant road were in place to prevent vehicles from stopping for drop-off, pick-up, or other activities that could affect traffic in the area. The TD would continue to monitor the traffic situation in the district.

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

Complaints about traffic congestion at Clear Water Bay Road

13. Members of the public complained about the severe traffic congestion on Clear Water Bay Road during morning rush hours. They observed that the congestion problems had worsened significantly this year, with the complete blockage from Sheung Yeung Village to the Silverstrand roundabout. This congestion adversely affected the daily commuters and residents. They requested the TD to implement improvement work at the roundabout and introduce a franchised bus service so as to improve the commuting experience for residents along Clear Water Bay Road.

14. The cases were referred to the TD for follow-up actions. In response, the TD, having consulted the HyD, stated that they had issued a work request to the HyD to carry out road improvement works to provide an exclusive left-turn lane from Clear Water Bay Road (northbound) to Hang Hau Road (southbound). This measure would enable the Clear Water Bay Road northbound vehicles to enter Hang Hau Road more quickly without entering the roundabout.

15. The TD also advised that in order to reduce the traffic impact of the temporary traffic arrangement implemented during the works, the road improvement works would be carried out in three stages. The HyD was currently carrying out preparation works, and the first stage of the road improvement works was expected to be completed in the fourth quarter of 2025.

16. The TD added that since different stages of works would involve diversion of underground utilities and tree removal, the government would review the progress and formulate temporary traffic arrangements for subsequent stages based on the latest traffic conditions. It was targeted that the exclusive left-turn traffic lane could be provided before the commencement of the school year in the third quarter of 2026, and the entire project would be completed by mid-2027.

17. Meanwhile, the TD had been closely monitoring the operation of public transport services and changes in passenger demand in the Clear Water Bay area. The TD would also review the public transport service levels and discuss service adjustment with the public transport operators to meet the passenger demand. At present, franchised bus route Nos. KMB 91 and

KMB 91S, connecting Clear Water Bay area to the Hang Hau, Kwun Tong, Choi Hung and Diamond Hill MTR Station, were available. According to the recent monitoring survey conducted, the occupancy rates of KMB routes Nos. 91 and 91S were approximately 40% during the peakiest one hour in the morning on weekdays. The TD considered that the franchised bus service in the Clear Water Bay area was generally adequate for meeting the passenger demand.

18. The TD would continue to monitor the public transport service level and passenger demand in the Clear Water Bay area. The TD's reply was conveyed to the members of the public who made no further comments.

Complaints and Suggestions about Improper Driving Behaviour regarding Public Transport Services

Background

On average, around 11.7 million passenger journeys were made every day using the public transport (PT) system in Hong Kong, which includes railways, trams, buses, minibuses, taxis and ferries, in 2024. PT services remain a prime issue among the complaints and suggestions received by TCU. In 2024, 45 402²⁴ complaints and suggestions about PT services were received, accounting for 89%²⁴ of the total number of cases (51 046²⁵). Among these 45 402²⁴ cases, improper driving behaviour was one of the major areas of concern with 7 314 cases received in 2024.

2. This article focuses on complaints and suggestions about improper driving behaviour regarding PT services as safety is always a crucial consideration in the operation of PT services.

Complaint/Suggestion Statistics

3. The trend of complaints and suggestions about improper driving behaviour regarding PT services in the past five years is as follows –

<u>Year</u>	<u>No. of Complaints/Suggestions</u>	<u>Difference</u>
2020	3 389 (2 420)	-
2021	5 086 (3 734)	+50.1%
2022	4 555 (3 299)	-10.4%
2023	6 105 (4 484)	+34.0%

²⁴ Among the 45 402 complaints and suggestions, a total of 4 229 complaints were received from seven complainants. The number of complaints not including these cases is 41 173, accounting for 91% of the total number of cases (45 131) (see footnote 25).

²⁵ Among the 51 046 complaints and suggestions, a total of 5 915 complaints were received from nine complainants. The number of complaints not including these cases is 45 131.

2024	7 314 (5 340)	+19.8%
2025 (up to 30 September 2025)	5 926	-

(Note: No. of cases received in January - September of previous years are in brackets.)

4. A total of 5 926 complaints and suggestions about improper driving behaviour regarding PT services were received during the period from January to September 2025. This represents an increase of 11.0% when compared with 5 340 cases received in the same period in 2024. A breakdown by transport mode is as follows –

<u>Transport Mode</u>	<u>No. of Complaints/Suggestions</u>		<u>Difference</u>
	<u>2024 Jan – Sep</u>	<u>2025 Jan - Sep</u>	
Franchised bus	2 200	2 394	+194 (+8.8%)
Taxi	1 847	2 069	+222 (+12.0%)
Green minibus	1 008	1 197	+189 (+18.8%)
Red minibus	124	127	+3 (+2.4%)
Non-franchised bus	71	68	-3 (-4.2%)
Mass Transit Railway (including Light Rail)	71	50	-21 (-29.6%)
Tram	14	18	+4 (+28.6%)
Ferry	5	3	-2 (-40.0%)
Total	5 340	5 926	+586 (+11.0%)

5. Of these 5 926 cases, the complainants were mostly concerned about the following improper acts –

- (a) slow driving;
- (b) driving speedily;
- (c) picking up/setting down passenger in restricted area/out of line;

- (d) starting before passengers safely alighted/boarded;
- (e) using mobile phone while driving;
- (f) changing lanes abruptly/overtaking on solid line; and
- (g) failing to give way to pedestrians/traffic.

A graph showing the trends of the number of cases received concerning the above major improper acts in the past five years (2020 – 2024) is at Annex J. Detailed breakdowns by nature of the improper driving behaviours regarding PT services are at Annexes K(a) and (b). Breakdowns by transport modes receiving more complaints are shown in Annexes K(c) – (f).

Measures to Improve the Situation

6. All the complaints received about improper driving behaviour of PT drivers were referred to the respective operators, the Transport Department (TD) or the Police for investigation.

7. If the complainants agree to be witnesses, the cases will be referred to the Police for further investigation. During the period from January to September 2025, 914 out of the 5 926 cases about improper driving behaviour were referred to the Police for consideration of prosecution action. So far, investigation had been completed on 326 of these cases, the results of which are as follows –

	<u>No. of Cases</u>	<u>Percentage</u>
(a) Summoned	8	2%
(b) Withdrawn by complainants	156	48%
(c) Evidence considered insufficient by the Police for further processing	162	50%
Total	326	100%

Franchised Bus Services

8. To support safe driving, franchised bus operators have increasingly adopted comprehensive training and advanced technology to improve bus captains' driving skills, driving attitude and safety awareness. In addition to

training for new recruits, all franchised bus operators provide training for in-service bus captains from time to time, including refresher courses, new bus route/type training and remedial training.

9. Major bus operators have deployed driver management systems across their fleets to monitor driving behaviour and provide real-time alerts on improper driver behaviour, such as speeding, harsh braking and acceleration to bus captains. The systems also provide feedback to bus captains to promote continuous improvement of their driving behaviour. Bus captains exhibiting improper driving behaviour or involved in serious traffic accidents would be reminded, coached or disciplined. They may also be required to attend remedial training. Additionally, franchised bus operators have also widely installed advanced driver assistance system and driver monitoring system, featuring anti-collision alerts, lane deviation warnings, and fatigue detection on their fleets to further mitigate safety risks. Besides technological measures, bus operators have strengthened safe driving practice through targeted training, internal communications and regular reminders to bus captains.

10. The franchised bus operators continue to arrange plain-clothed staff to conduct covert checks and on-board monitoring to monitor bus captains' driving manner, compliance with traffic signals/signs and service manner. If needed, the operators will take disciplinary actions and arrange training. The TD has also requested all franchised bus operators to improve and strengthen their internal monitoring systems to better oversee bus captains' safe driving and service performance while creating a better working environment for bus captains.

Public Light Bus Services

11. The TD attaches great importance to enhancing public light bus (PLB) safety, and has adopted a multi-pronged approach in this regard. In the past few years, the Government introduced a number of safety-related legislative and licensing requirements, including the mandatory installation of electronic data recording device, speed display device and speed limiter; installation of handle at the top corner (facing the aisle) of the aisle seats inside the vehicle compartment for newly registered PLBs; the mandatory pre-service course for all applicants of the PLB driving licence; as well as the addition of licensing requirement for newly registered PLB on or after 1 September 2023 to install the Seat Belt Fastening Detection and Alert System.

12. Moreover, the TD has been maintaining close communication with the PLB trade through regular trade conferences, publication of PLB Newsletters and PLB Road Safety Seminars, etc., with a view to working together in

enhancing the safety of PLBs. The TD will continue working with the Police to conduct the PLB Road Safety Seminar regularly, with the emphasis on common improper behaviours and malpractices. Specifically pinpointing cases with the highest complaint figures, the TD and the Police will remind the participants of the serious consequences of speeding, changing lanes abruptly and dashing through traffic lights by showing accident videos and court cases in the seminars. The TD will continue to encourage the PLB operators to arrange more frontline drivers to attend the PLB Road Safety Seminars.

13. Besides, the TD will also carry out regular and ad-hoc surveys for RMB and GMB services. If drivers' malpractices jeopardising road safety are found, the TD will remind the concerned operator/vehicle owner to rectify the situation and refer the case to the Police to consider stepping up the enforcement action on concerned routes. The TD will also examine the safety-related devices on PLBs in the annual inspection and whenever necessary if the TD receives complaints related to safety-related devices or finds possible malfunction of these devices. For GMB routes with persistent complaints against safety-related devices, the TD would conduct interviews with the GMB operators and consider issuing reminder letters to them as appropriate. The TD would also request the GMB operators to submit their action plans for improvement and closely monitor the progress. GMB operators will also be reminded that these malpractices would possibly have a bearing on the mid-term review and the duration of the roll-over period of the concerned passenger service licences.

14. As an on-going task, the TD will continue to maintain close communication with the PLB trade to promote safe and proper driving with a view to enhancing the overall service quality.

Taxi Services

15. 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-Driver-Offence Points (TDOP) system and a two-tier penalty system for certain taxi-driver-related offences, in order to combat taxi drivers' illegal acts and strengthen the deterrent effect against repeat offenders. The relevant legislative proposal was passed by the Legislative Council and is in effect.

16. In addition, with a view to enhancing taxi services, the Government has mandated the installation of Journey Recording Systems, including in-vehicle cameras, dash cameras and global navigation satellite systems, on all taxis. 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.

17. Separately, the Government introduced the taxi fleet regime last year to encourage the trade to adopt a more professional and systematic approach to manage their fleets and drivers, in order to enhance the quality of taxi services and the overall image of the taxi industry.

18. Besides, the TD developed an internal database which assists the TD in 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 taxi owners and drivers being repeatedly complained against, the TD would provide their particulars to the Police for appropriate follow-up investigation and enforcement actions. The TD would also request the Police to step up enforcement actions at black spots to combat offences when necessary.

Others

19. The TD launches the “Safe Driving and Health Campaign” annually to encourage commercial vehicle drivers to continuously pay attention to safe driving and their health through a series of publicity and education activities with a view to enhancing road safety. Relevant road safety messages have also been publicised in publicity leaflets, transport trades’ newsletters, Road Safety Bulletins and variable message signs on strategic roads. These publicity leaflets, newsletters and Road Safety Bulletins are also available on homepages of the TD and Road Safety Council.

20. The Police has always paid close attention to the safety of public service vehicles and the related accidents. The Police will continue to take rigorous enforcement action against unsafe and irresponsible driving behaviour under the Selected Traffic Enforcement Priorities and also to review enforcement strategies from time to time with a view to raising public service vehicles drivers’ awareness of driving safety and reducing traffic accidents.

21. The Police has been rolling out different initiatives to enhance the effectiveness of traffic enforcement. Starting from August 2025, members of the public can report non-urgent traffic contraventions (except illegal parking) by uploading relevant videos or photographs via Motorist Misbehaviour (MM) in the e-Report Centre Platform of the Hong Kong Police App. Since the launch

of this project, responses were very encouraging.

22. Apart from enforcement actions, the Police will engage with the TD and the Road Safety Council (RSC) as well as stakeholders in both public and private sectors in launching various publicity and education activities to raise the safety awareness of road users including drivers of public service vehicles. The Police will also engage the community through publicity and other activities with a view to increasing road users' awareness of road safety and changing their irresponsible behaviour and attitudes that may cause accidents or dangers to other road users.

23. TCU should continue to closely monitor and follow up with the departments and transport operators concerned on complaints about improper driving behaviour in PT services.

Complaints and Suggestions Received by TCU

<u>Nature of Complaint/Suggestion</u> ⁽¹⁾⁽²⁾	Same quarter in 2024 <u>(1.7.24-30.9.24)</u>		Previous quarter <u>(1.4.25-30.6.25)</u>		Current quarter <u>(1.7.25-30.9.25)</u>	
I. Public Transport Services						
(a) Adequacy of service	782	[202]	502	[136]	756	[224]
(b) Standard of service	12 115	[12]	8 622	[9]	9 468	[32]
(c) General	263	[4]	260	[5]	295	[11]
	13 160	[218] (91%)	9 384	[150] (90%)	10 519	[267] (89%)
II. Traffic Conditions						
(a) Traffic congestion/obstruction	492		111	[1]	144	[8]
(b) Traffic management	82	[5]	85	[12]	108	[47]
(c) Additional traffic signs and aids	41	[6]	38	[5]	36	[16]
(d) Parking facilities	14	[1]	15	[2]	11	[1]
	629	[12] (4%)	249	[20] (2%)	299	[72] (3%)
III. Road Maintenance						
(a) Road conditions	26		26		41	
(b) Traffic signs and aids	14		9		16	
(c) Carriageway markings	-		1		-	
	40	(<1%)	36	(<1%)	57	(<1%)
IV. Enforcement						
(a) Illegal parking	401		412		391	[2]
(b) Other enforcement matters	242		331		514	[1]
	643	(4%)	743	(7%)	905	[3] (8%)
V. Miscellaneous	47	(<1%)	64	[7] (<1%)	62	[4] (<1%)
Total	14 519	[230] (100%)	10 476	[177] (100%)	11 842	[346] (100%)

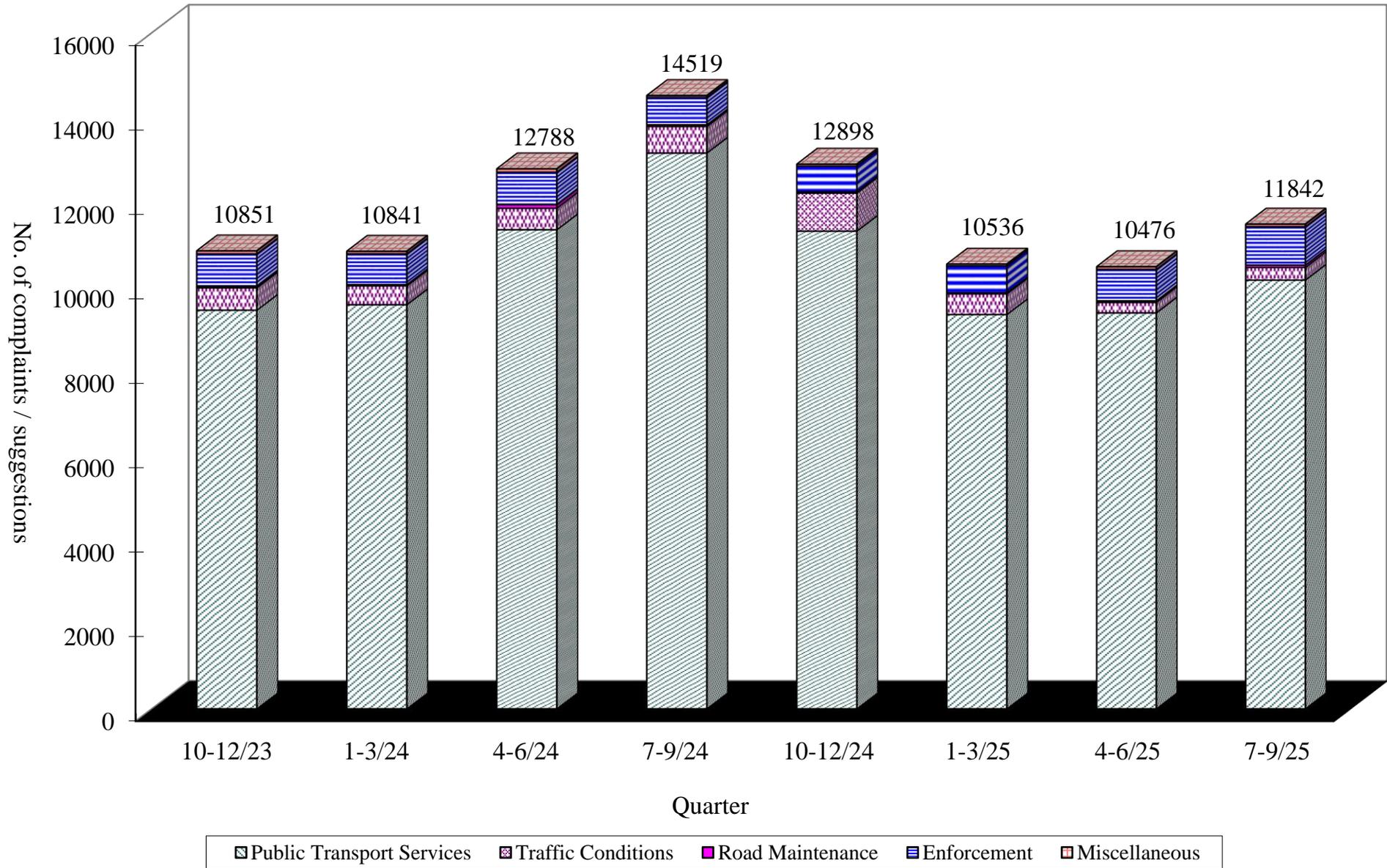
- Notes :
- (1) Figures in square brackets are the number of pure suggestions received in the quarter. The figures have been included in the overall number of cases received. Among the 202, 136 and 224 pure suggestions relating to adequacy of service, 148, 85 and 159 about public transport routeing were 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⁾	<u>Same quarter in 2024 (1.7.24-30.9.24)</u>		<u>Previous quarter (1.4.25-30.6.25)</u>		<u>Current quarter (1.7.25-30.9.25)</u>	
I. Public Transport Services						
(a) Adequacy of service	782	[202]	502	[136]	756	[224]
(b) Standard of service	10 769	[12]	8 622	[9]	9 468	[32]
(c) General	263	[4]	260	[5]	295	[11]
	11 814	[218] (92%)	9 384	[150] (90%)	10 519	[267] (90%)
II. Traffic Conditions						
(a) Traffic congestion/obstruction	140		111	[1]	144	[8]
(b) Traffic management	82	[5]	85	[12]	108	[47]
(c) Additional traffic signs and aids	41	[6]	38	[5]	36	[16]
(d) Parking facilities	14	[1]	15	[2]	11	[1]
	277	[12] (2%)	249	[20] (2%)	299	[72] (3%)
III. Road Maintenance						
(a) Road conditions	26		26		41	
(b) Traffic signs and aids	14		9		16	
(c) Carriageway markings	-		1		-	
	40	(<1%)	36	(<1%)	57	(<1%)
IV. Enforcement						
(a) Illegal parking	401		412		391	[2]
(b) Other enforcement matters	242		331		378	[1]
	643	(5%)	743	(7%)	769	[3] (7%)
V. Miscellaneous	47	(<1%)	64	[7] (<1%)	62	[4] (<1%)
Total	12 821⁽⁴⁾	[230] (100%)	10 476	[177] (100%)	11 706⁽⁵⁾	[346] (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 202, 136 and 224 pure suggestions relating to adequacy of service, 148, 85 and 159 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 1 698 complaints from seven complainants were excluded.
 - (5) A total of 136 complaints from one complainant were excluded.

Complaints and Suggestions Received by TCU



**Pure Suggestions Received by TCU
(July – September 2025)**

Nature of Suggestion⁽¹⁾

(I) Public Transport Services	Vehicular Transport				Rail	Waterborne	Sub-total
	FB	NFB	PLB	Taxi	Transport	Transport	
(a) Adequacy of Service							
(1) Frequency/carrying capacity	8 [3]	-	2 [1]	-	1	-	11 [4]
(2) Routeing	183 [159]	1	1	-	-	-	185 [159]
(3) Hours of operation	14 [7]	-	-	-	-	-	14 [7]
(4) Provision of stop	10 [3]	-	4	-	-	-	14 [3]
	215 [172]	1	7 [1]	-	1	-	224 [173]
(b) Standard of Service							
(1) Regularity of service	-	-	1	-	-	-	1
(2) Adherence to routeing	-	-	-	-	-	-	-
(3) Improper driving behaviour	-	-	-	-	-	-	-
(4) Conduct & performance of staff	-	-	-	1	-	-	1
(5) Overcharging	-	-	-	-	-	-	-
(6) Cleanliness	-	-	-	-	-	-	-
(7) Conditions of vehicle/vessel	-	-	-	-	1	-	1
(8) Passenger services & facility	23 [2]	-	2	3	1	-	29 [2]
	23 [2]	-	3	4	2	-	32 [2]
(c) General ⁽²⁾	5 [1]	-	1	5	-	-	11 [1]
Sub-total of (I) this quarter	243 [175]	1	11 [1]	9	3	0	267 [176]
Sub-total of (I) previous quarter	136 [90]	3 [2]	5 [1]	3	2	1	150 [93]
Sub-total of (I) same quarter in 2024	202 [164]	3 [2]	8	1	4 [1]	0	218 [167]
(II) Traffic Conditions							
(a) Traffic Congestion/Obstruction							8
(b) Traffic Management							47
(c) Additional Traffic Signs & Aids							16
(d) Parking Facilities							1
Sub-total of (II) this quarter							72
Sub-total of (II) previous quarter							20
Sub-total of (II) same quarter in 2024							12
(III) Road Maintenance							-
(IV) Enforcement							3
(V) Miscellaneous							4
Total this quarter							346 [176]
Total previous quarter							177 [93]
Total same quarter in 2024							230 [167]

Legend

FB - Franchised Buses

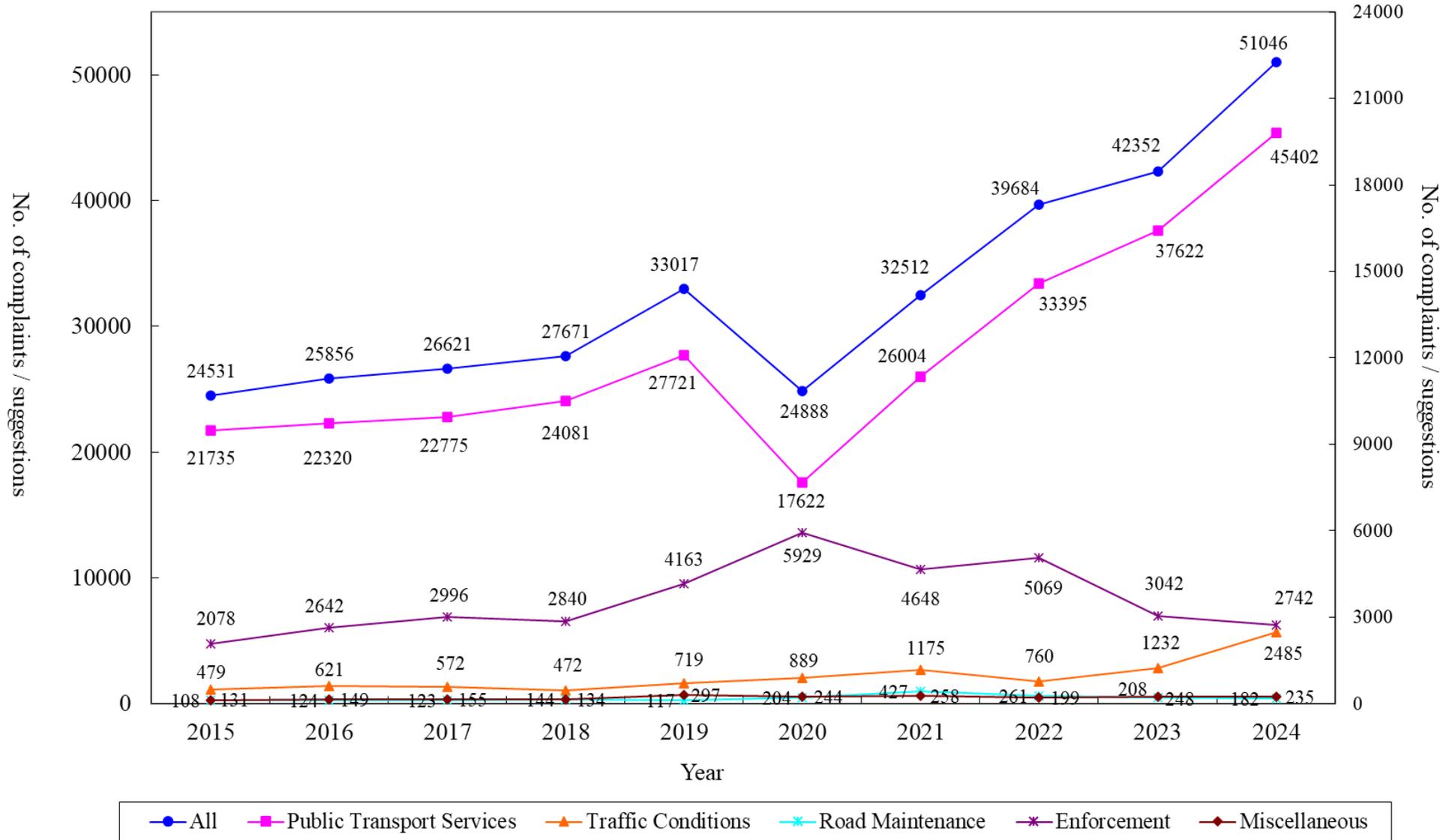
NFB - Non-franchised Buses

PLB - Public Light Buses

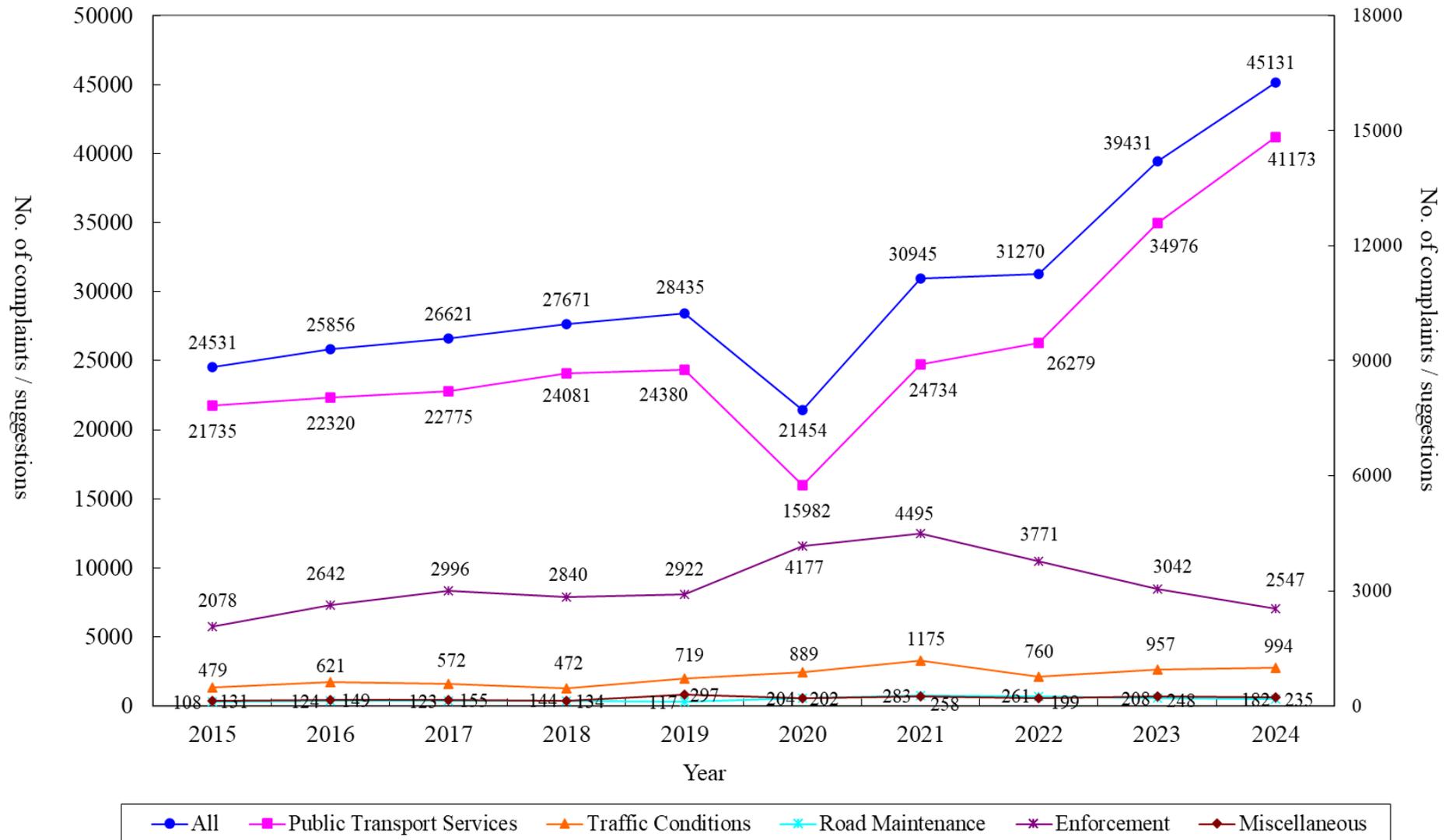
Notes : (1) Figures in square brackets are the number of pure suggestions received from a member of the public in the quarter. The figures have been included in the overall number of pure suggestions received.

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

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



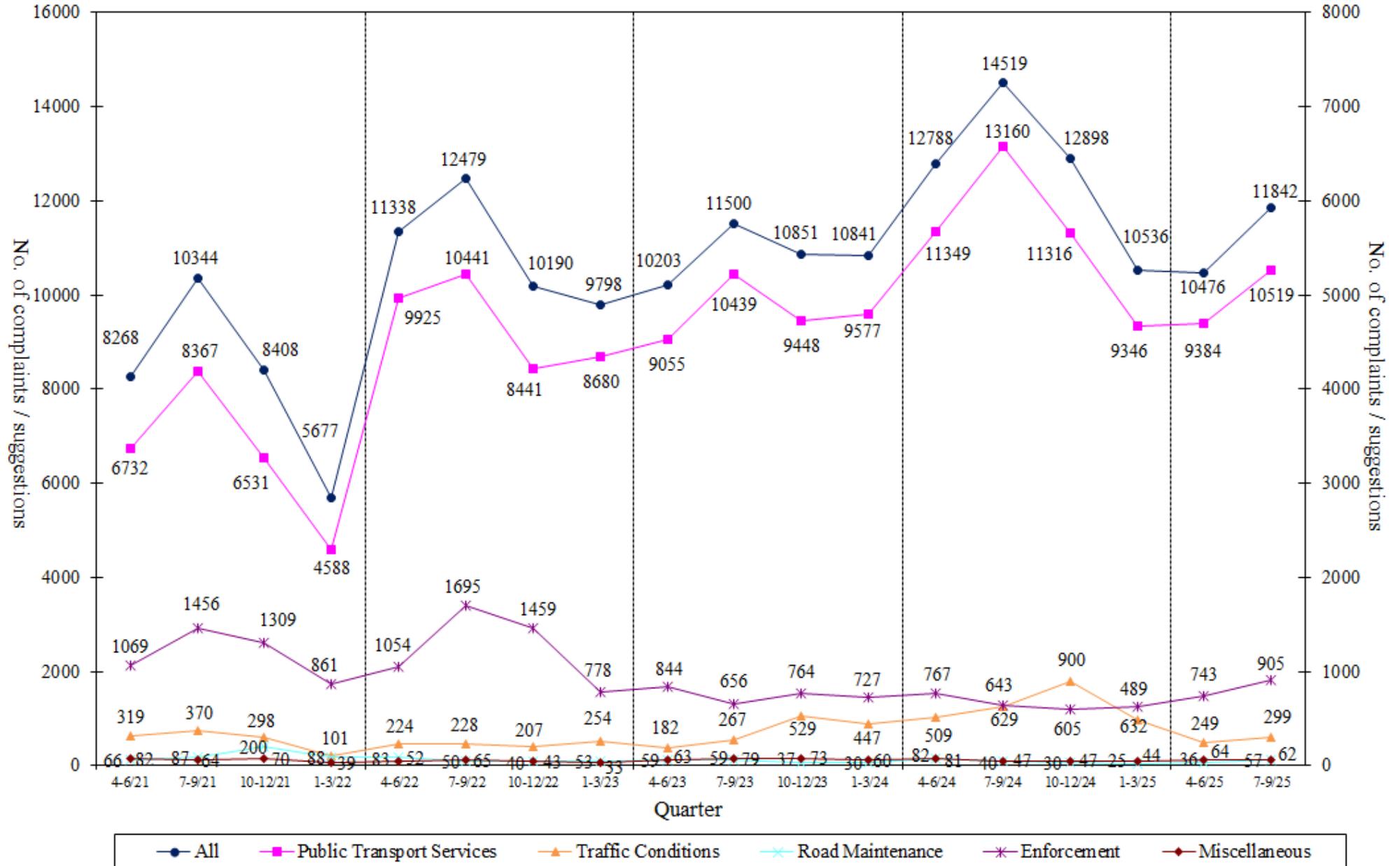
Trends of Complaints and Suggestions Received by TCU⁽¹⁾
(2015 - 2024)



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.

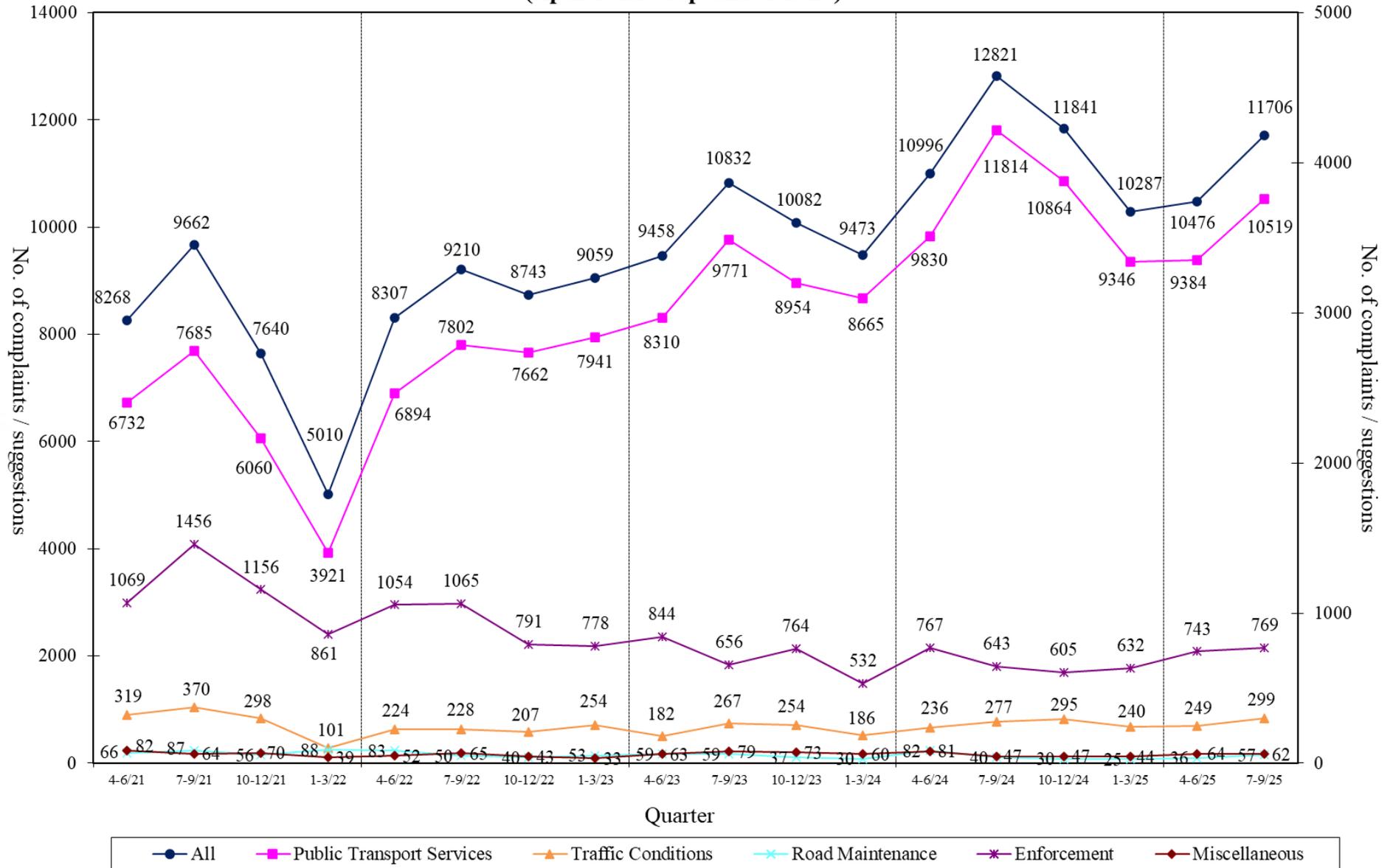
**Trends of Complaints and Suggestions Received by TCU
(April 2021 - September 2025)**

Annex B(ii)(a)



Trends of Complaints and Suggestions Received by TCU⁽¹⁾
(April 2021 - September 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
(July – September 2025)**

Outcome of Investigation Nature of Complaint/ Suggestion	A1	A2	B	C	Total
	I. Public Transport Services				
(a) Adequacy of service	-	377	-	-	377
(b) Standard of service	349	9 769	2	2 258	12 378
(c) General	3	168	-	9	180
	352	10 314	2	2 267	12 935
II. Traffic Conditions					
(a) Traffic congestion/obstruction	2	63	-	-	65
(b) Traffic management	1	51	-	-	52
(c) Additional traffic signs/aids	2	25	-	-	27
(d) Parking facilities	1	8	-	-	9
	6	147	-	-	153
III. Road Maintenance					
(a) Road conditions	10	12	-	-	22
(b) Traffic signs and aids	3	4	-	-	7
(c) Carriageway markings	-	-	-	-	-
	13	16	-	-	29
IV. Enforcement					
(a) Illegal parking	205	58	-	6	269
(b) Other enforcement matters	1	160	-	69	230
	206	218	-	75	499
V. Miscellaneous	3	36	-	-	39
Total	580 (4%)	10 731 (79%)	2 (<1%)	2 342 (17%)	13 655 (100%)
	11 311 (83%)				

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 2025)**

Outcome of Investigation Mode of Transport	A1	A2	B	C	Total
The Kowloon Motor Bus Company (1933) Limited	134	6 077	-	34	6 245
Citybus Limited (Franchise (U&NT))	-	438	1	-	439
Citybus Limited (Franchise (Lantau))	-	104	-	-	104
New Lantao Bus Company (1973) Limited	-	67	-	-	67
Long Win Bus Company Limited	-	314	-	-	314
Cross-harbour Bus Services	40	862	-	2	904
Non-franchised Bus Services	2	100	-	-	102
Green Minibus	172	715	-	9	896
Red Minibus	-	73	-	-	73
Taxi	2	1 312	-	2 220	3 534
MTR Corporation Limited (Excluding Light Rail)	2	184	1	2	189
MTR Corporation Limited (Light Rail)	-	25	-	-	25
The Hongkong Tramways Limited	-	12	-	-	12
Sun Ferry Services Company Limited	-	6	-	-	6
The “Star” Ferry Company Limited	-	16	-	-	16
Minor Ferries	-	9	-	-	9
Total	352 (3%)	10 314 (80%)	2 (<1%)	2 267 (18%)	12 935 (100%)
	10 666 (83%)				

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 2025)

I. Public Transport Services

- Remove the railing at a bus stop at Ngau Tau Kok Bus Terminus to facilitate passengers boarding.

II. Traffic Management

Hong Kong Island

- Increase the pedestrian green time of the traffic lights for crossing Oi Lai Street to facilitate pedestrians crossing the road.
- Establish a U-turn area for special event at Lung Wo Road near the Hong Kong Convention and Exhibition Centre.
- Adjust the traffic signal setting at the junction of Connaught Road West and Eastern Street near Qualipak Tower to provide more green time for traffic travelling from Connaught Road West westbound towards the Western Harbour Crossing between 7pm and 8pm from Mondays to Saturdays to improve traffic flow.

Kowloon

- Adjust the sound level of the electronic audible traffic signal at the junction of Tat Chee Avenue and To Yuen Street to minimise noise nuisance to nearby residents.
- Increase the pedestrian green time of the traffic lights at the junction of Boundary Street and Grampian Road to facilitate pedestrians crossing the road.

- Increase the pedestrian green time of the traffic lights at the junction of Hing Tin Street and Tak Tin Street during morning rush hours to facilitate pedestrians crossing the road.

New Territories

- Adjust the time setting of the traffic lights at the junction of Tin Shui Road and Tin Sau Road to improve traffic flow.
- Adjust the time setting of traffic signal at the junction of Che Kung Miu Road and Tin Sam Street and increase the pedestrian green time to facilitate pedestrians crossing the road.
- Adjust the traffic signal setting at the junction of Clear Water Bay Road and Ngan Ying Road to provide more green time for traffic travelling from Clear Water Bay Road northbound (Kowloon bound) between 5pm and 7.30pm from Mondays to Fridays to improve traffic flow.

Complaints and Suggestions on Public Transport Services
(July – September 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	134	33	5	12	9	18	13	167	-	-	15	8	-	1	2	1	418
(2) Routeing	140	35	8	1	8	67	2	2	-	-	-	1	-	-	-	-	264
(3) Hours of operation	16	2	1	-	-	8	-	2	-	-	1	-	-	-	-	1	31
(4) Provision of stops	18	2	5	1	2	5	3	7	-	-	-	-	-	-	-	-	43
Sub-total	308	72	19	14	19	98	18	178	-	-	16	9	-	1	2	2	756
(B) <u>Standard of Service</u>																	
(1) Regularity of service	773	192	44	21	93	230	36	641	-	-	19	3	2	2	2	8	2066
(2) Adherence to routeing	14	7	5	3	7	8	1	79	-	531	-	-	1	-	-	1	657
(3) Improper driving behavior	468	147	37	19	29	149	30	415	45	738	12	6	11	-	1	-	2107
(4) Conduct & performance of staff (including drivers)	501	262	66	34	45	170	46	802	41	1015	55	4	10	6	3	5	3065
(5) Overcharging	10	9	1	2	1	3	1	98	9	418 *	3	-	-	-	1	-	556
(6) Cleanliness	10	-	-	-	2	4	-	46	2	18	2	-	-	-	-	-	84
(7) Conditions of vehicles/vessels	21	10	2	1	2	11	7	37	5	10	6	1	-	1	-	1	115
(8) Passenger services & facilities	307	61	18	4	24	72	18	118	1	12	143	6	1	7	18	8	818
Sub-total	2104	688	173	84	203	647	139	2236	103	2742	240	20	25	16	25	23	9468
(C) General	86	19	4	3	6	17	10	39	34	62	9	2	1	-	2	1	295
Total this quarter	2498	779	196	101	228	762	167	2453	137	2804	265	31	26	17	29	26	10519
Grand-total	(4564)						(5561)				(322)			(72)			
Total previous quarter	2424	656	162	80	210	546	98	2076	127	2784	132	26	17	13	19	14	9384
Total same quarter in 2024	4036	794	267	105	318	712	254	2591	119	3438	385	75	26	12	17	11	13160

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

(July – September 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	134	33	5	12	9	18	13	167	-	-	15	8	-	1	2	1	418
(2) Routeing	140	35	8	1	8	67	2	2	-	-	-	1	-	-	-	-	264
(3) Hours of operation	16	2	1	-	-	8	-	2	-	-	1	-	-	-	-	1	31
(4) Provision of stops	18	2	5	1	2	5	3	7	-	-	-	-	-	-	-	-	43
Sub-total	308	72	19	14	19	98	18	178	-	-	16	9	-	1	2	2	756
(B) Standard of Service																	
(1) Regularity of service	773	192	44	21	93	230	36	641	-	-	19	3	2	2	2	8	2066
(2) Adherence to routeing	14	7	5	3	7	8	1	79	-	531	-	-	1	-	-	1	657
(3) Improper driving behavior	468	147	37	19	29	149	30	415	45	738	12	6	11	-	1	-	2107
(4) Conduct & performance of staff (including drivers)	501	262	66	34	45	170	46	802	41	1015	55	4	10	6	3	5	3065
(5) Overcharging	10	9	1	2	1	3	1	98	9	418*	3	-	-	-	1	-	556
(6) Cleanliness	10	-	-	-	2	4	-	46	2	18	2	-	-	-	-	-	84
(7) Conditions of vehicles/vessels	21	10	2	1	2	11	7	37	5	10	6	1	-	-	-	1	115
(8) Passenger services & facilities	307	61	18	4	24	72	18	118	1	12	143	6	1	7	18	8	818
Sub-total	2104	688	173	84	203	647	139	2236	103	2742	240	20	25	16	25	23	9468
(C) General	86	19	4	3	6	17	10	39	34	62	9	2	1	-	2	1	295
Total this quarter	2498	779	196	101	228	762	167	2453	137	2804	265	31	26	17	29	26	10519
Grand-total	(4564)						(5561)				(322)			(72)			
Total previous quarter	2424	656	162	80	210	546	98	2076	127	2784	132	26	17	13	19	14	9384
Total same quarter in 2024	3004 ⁽¹⁾	779 ⁽¹⁾	252 ⁽¹⁾	105	263 ⁽¹⁾	704 ⁽¹⁾	162 ⁽¹⁾	2591	119	3438	291 ⁽¹⁾	40 ⁽¹⁾	26	12	17	11	11814

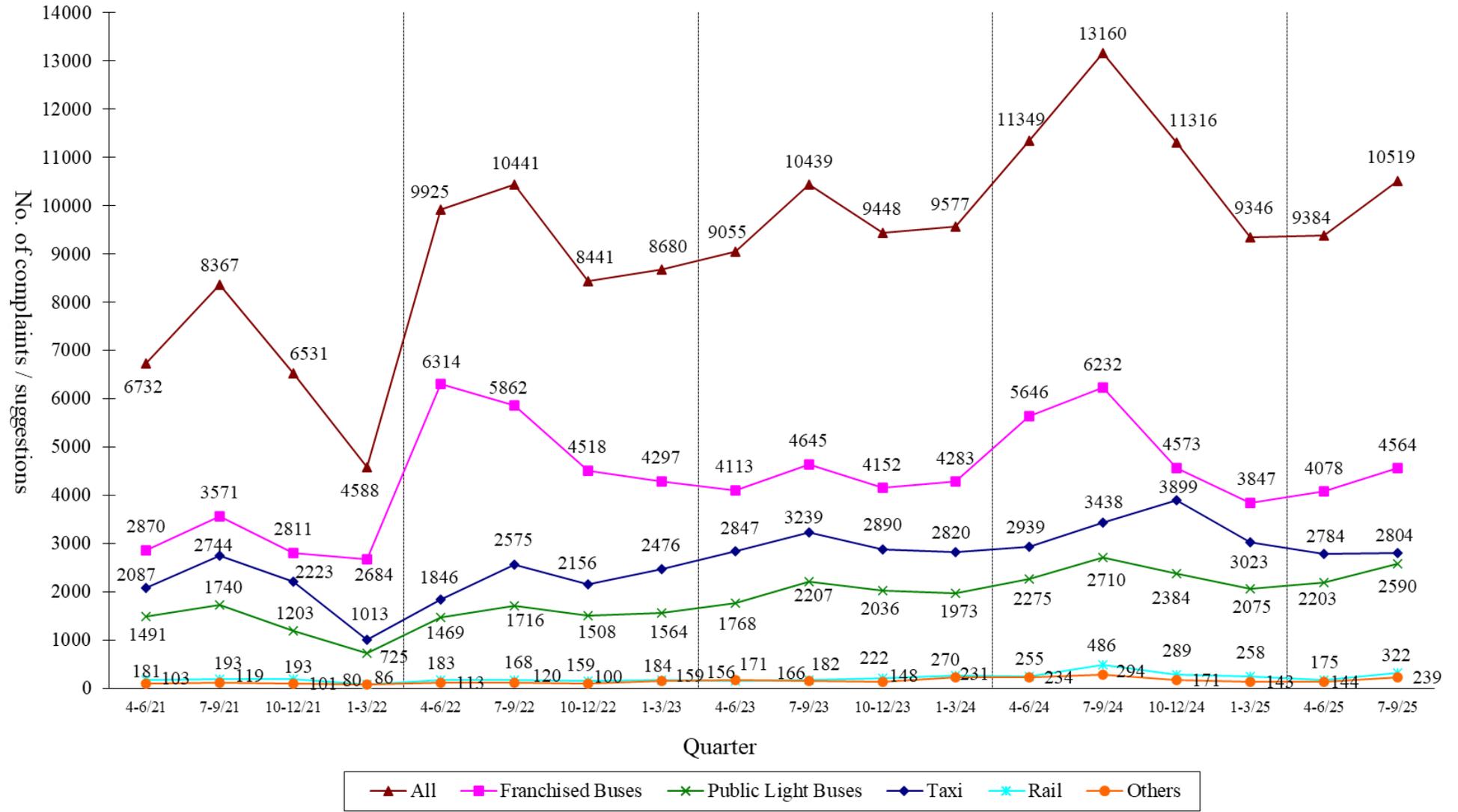
Legend

- 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 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

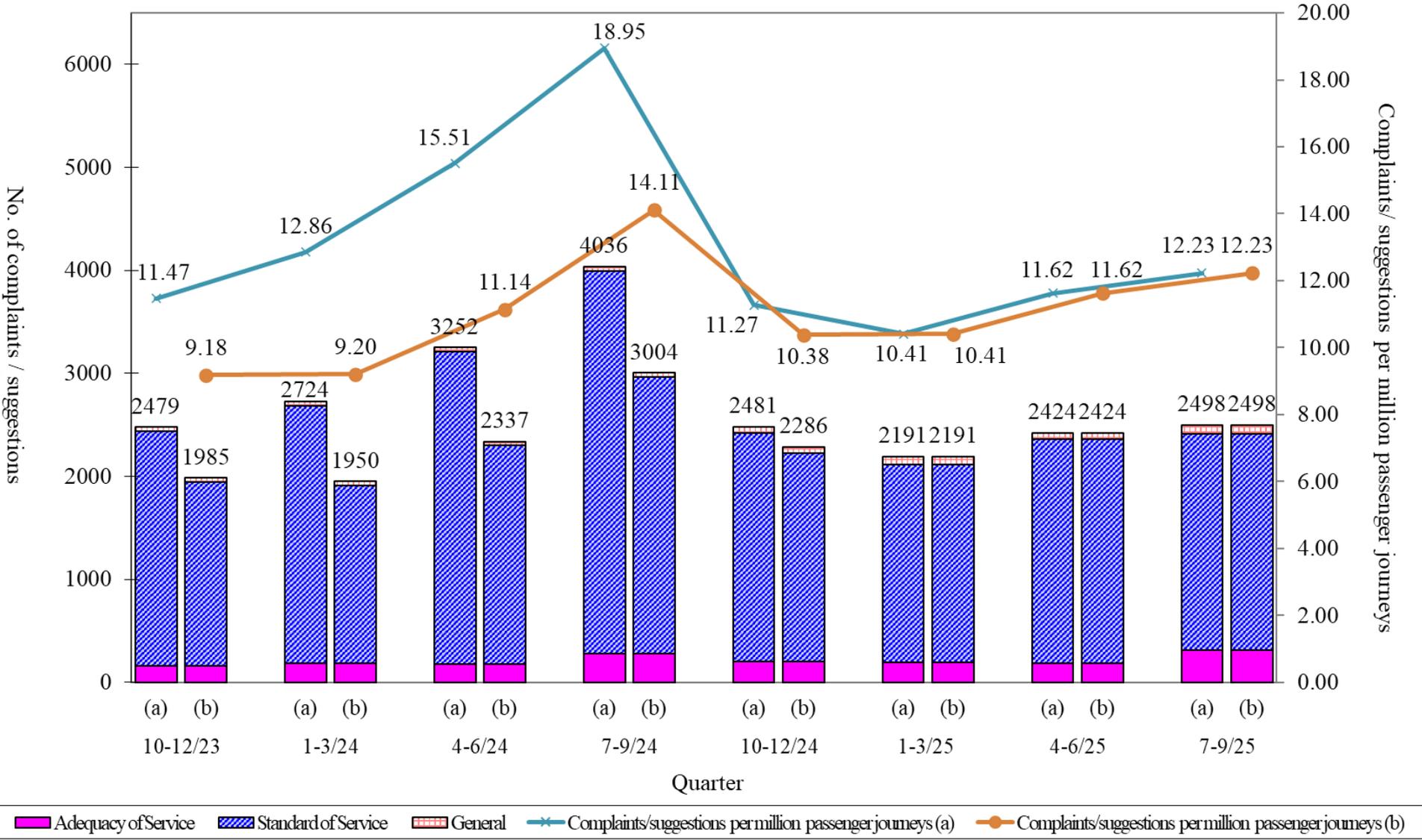
* Including taximeter irregularities

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.

Trends of Complaints and Suggestions on Public Transport Services
(April 2021 - September 2025)

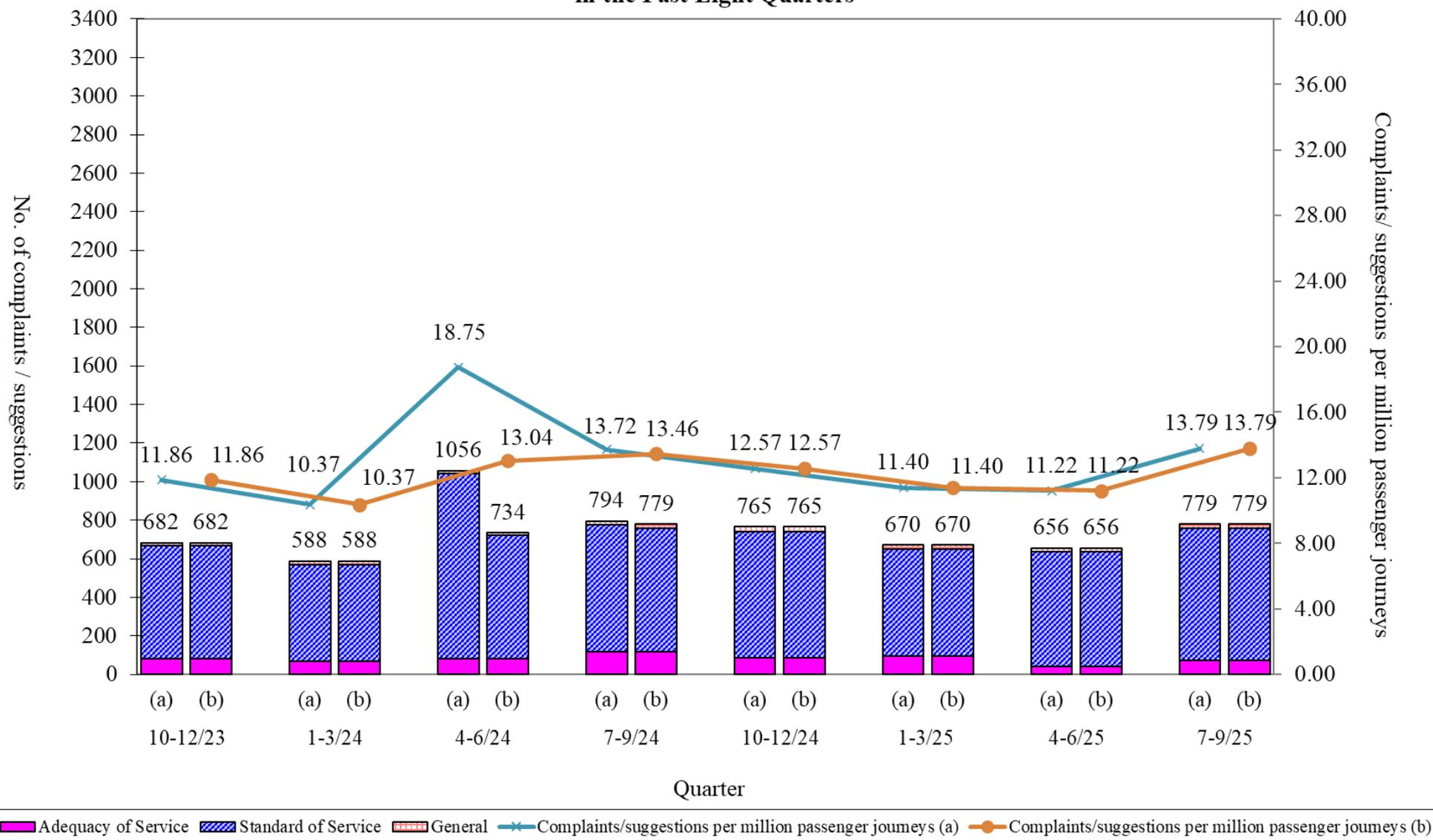


**Complaints and Suggestions on the Services of Kowloon Motor Bus Company (1933) Limited
in the Past Eight Quarters**



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

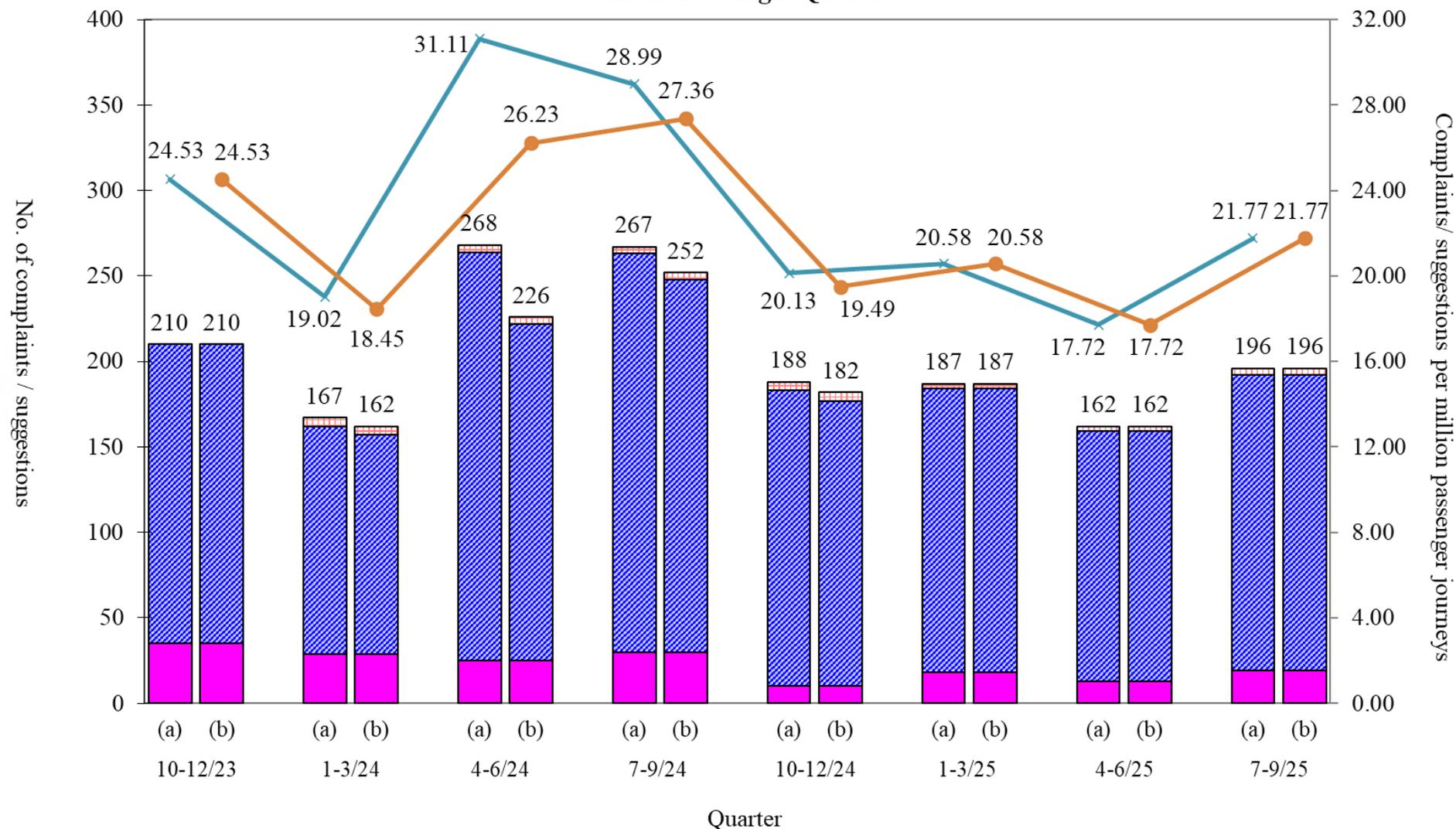
**Complaints and Suggestions on the Services of Citybus Limited
(Franchise for the Urban and New Territories bus network)
in the Past Eight Quarters**



Notes : (a) Complaints received from all complainants.

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

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

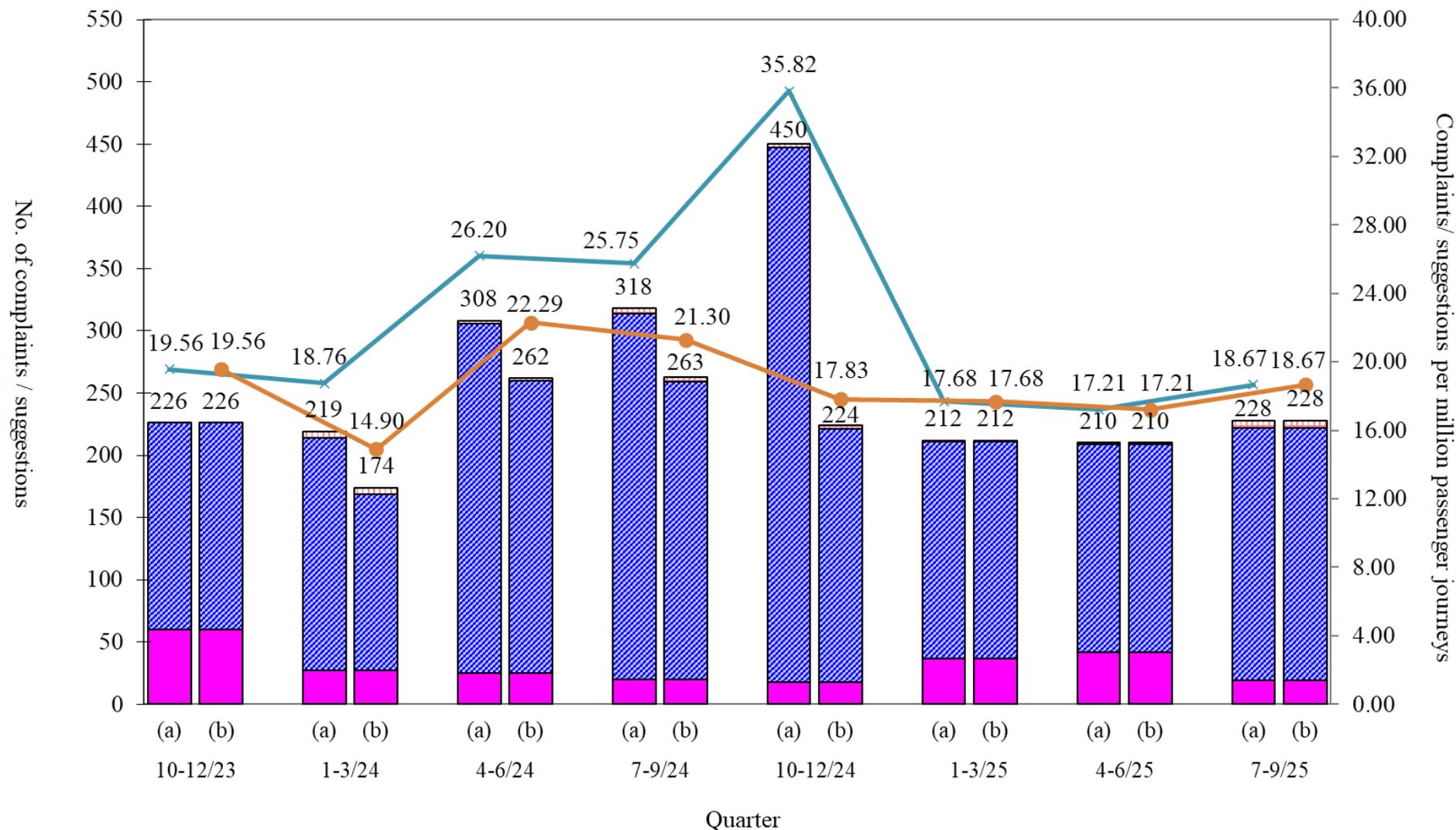


■ Adequacy of Service
 ■ Standard of Service
 ■ General
 —x— Complaints/suggestions per million passenger journeys (a)
 —o— Complaints/suggestions per million passenger journeys (b)

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.

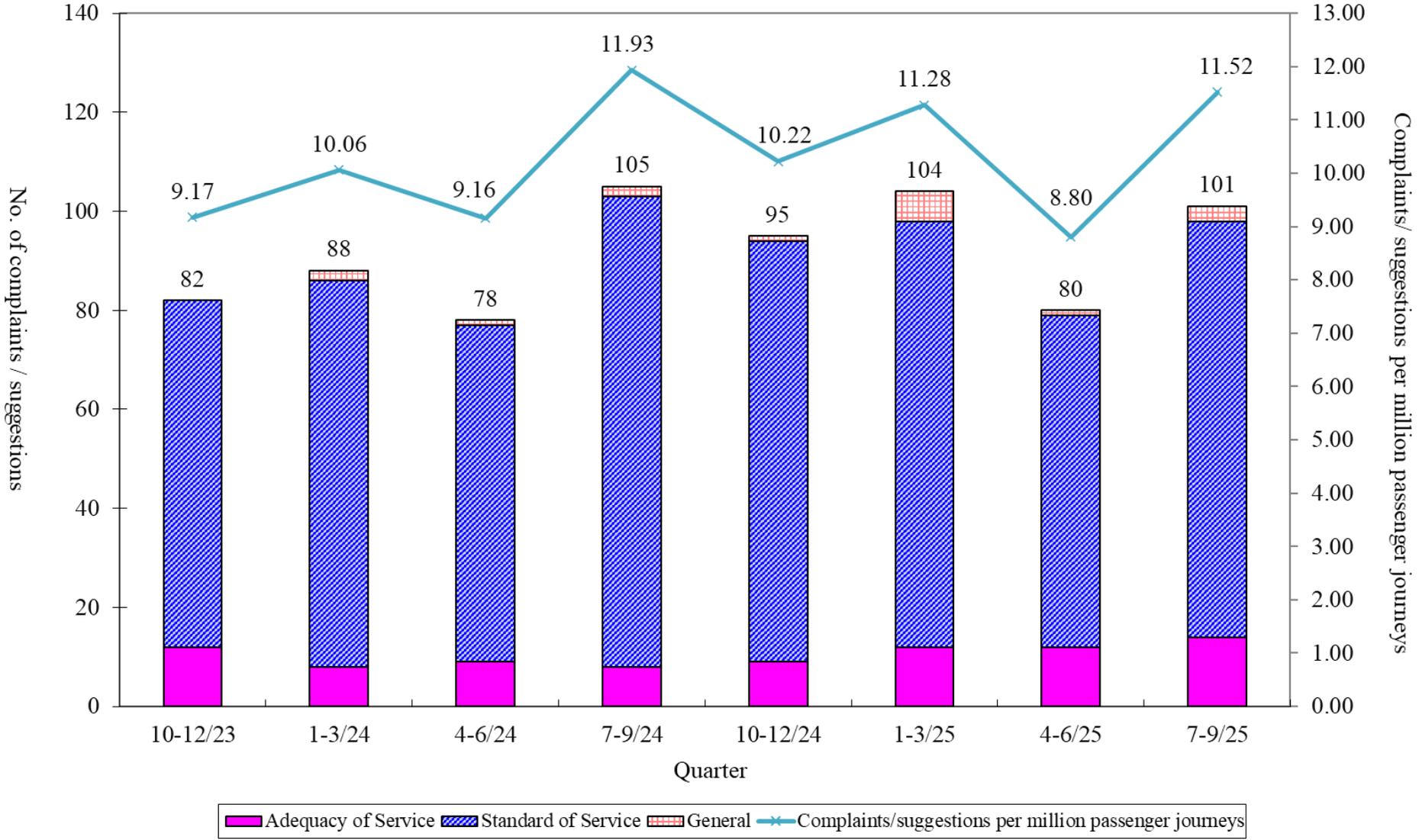
**Complaints and Suggestions on the Services of Long Win Bus Company Limited
in the Past Eight Quarters**



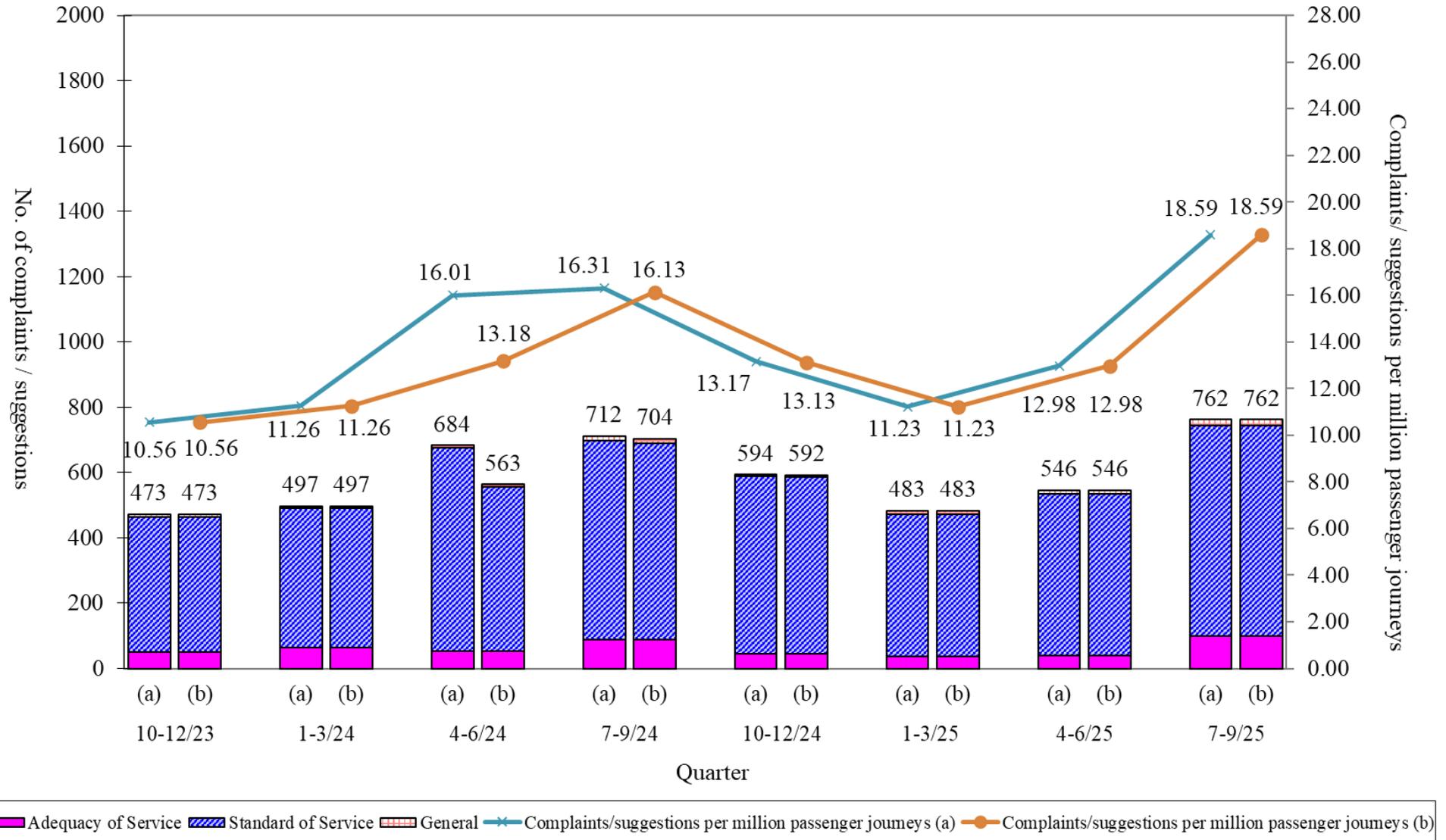
■ Adequacy of Service
 ■ Standard of Service
 ■ General
 — Complaints/suggestions per million passenger journeys (a)
 — Complaints/suggestions per million passenger journeys (b)

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 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.

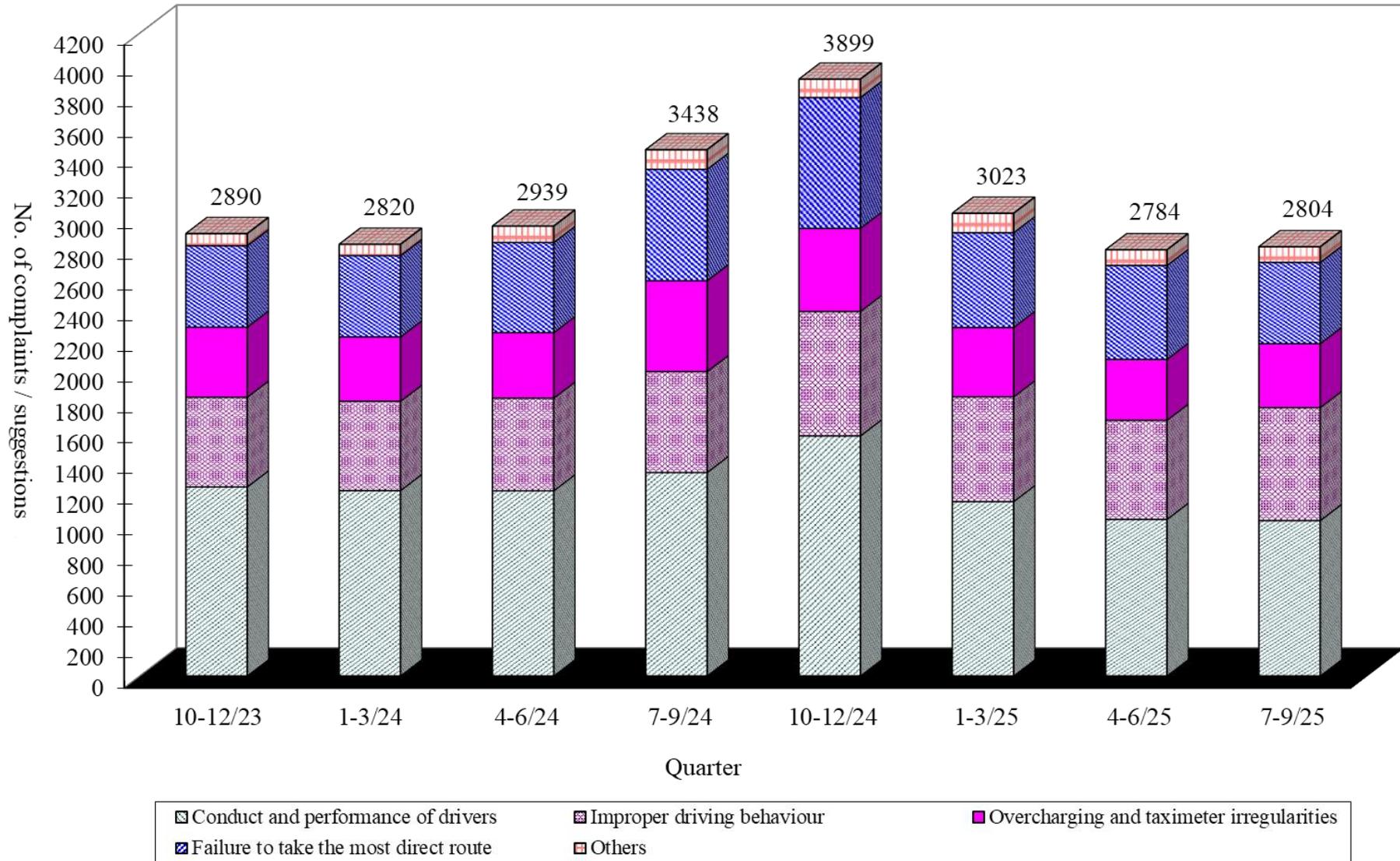
(b) The complaints received from individual complainants, who made more than 100 complaints in a quarter, were excluded.

Breakdown of Complaints and Suggestions on Franchised Bus Services
(July – September 2025)

<u>Bus Company</u>	<u>Number of complaints/ suggestions</u>	<u>Number of complaints/ suggestions per million passenger journeys</u>
The Kowloon Motor Bus Company (1933) Limited (KMB)	2 498	12.23
Citybus Limited (Franchise for the Urban and New Territories bus network) (CTB(U&NT))	779	13.79
Citybus Limited (Franchise for Airport and North Lantau bus network) (CTB(Lantau))	196	21.77
New Lantao Bus Company (1973) Limited (NLB)	101	11.52
Long Win Bus Company Limited (LWB)	228	18.67
Cross-harbour Bus Services ⁽¹⁾ (XHT)	762	18.59
Total	4 564	13.76

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 (1.7.24-30.9.24)</u>	<u>Previous quarter (1.4.25-30.6.25)</u>	<u>Current quarter (1.7.25-30.9.25)</u>
(a) Conduct and performance of drivers			
(i) Behaving other than in a civil & orderly manner	598	467	429
(ii) Refusing hire	618	469	485
(iii) Soliciting passengers	1	2	6
(iv) Refusing to drive to destination	89	74	69
(v) Failure to display driver identity plate	21	10	22
(vi) Failure to display driver identity plate properly	2	1	4
Sub-total	1 329	1 023	1 015
(b) Improper driving behaviour	659	647	738
(c) Overcharging	529	333	370
(d) Taximeter irregularities	65	65	48
(e) Failure to take the most direct route	728	614	531
(f) Others*	128	102	102
Total	3 438	2 784	2 804

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

Complaints and Suggestions on Traffic and Road Conditions
(July – September 2025)

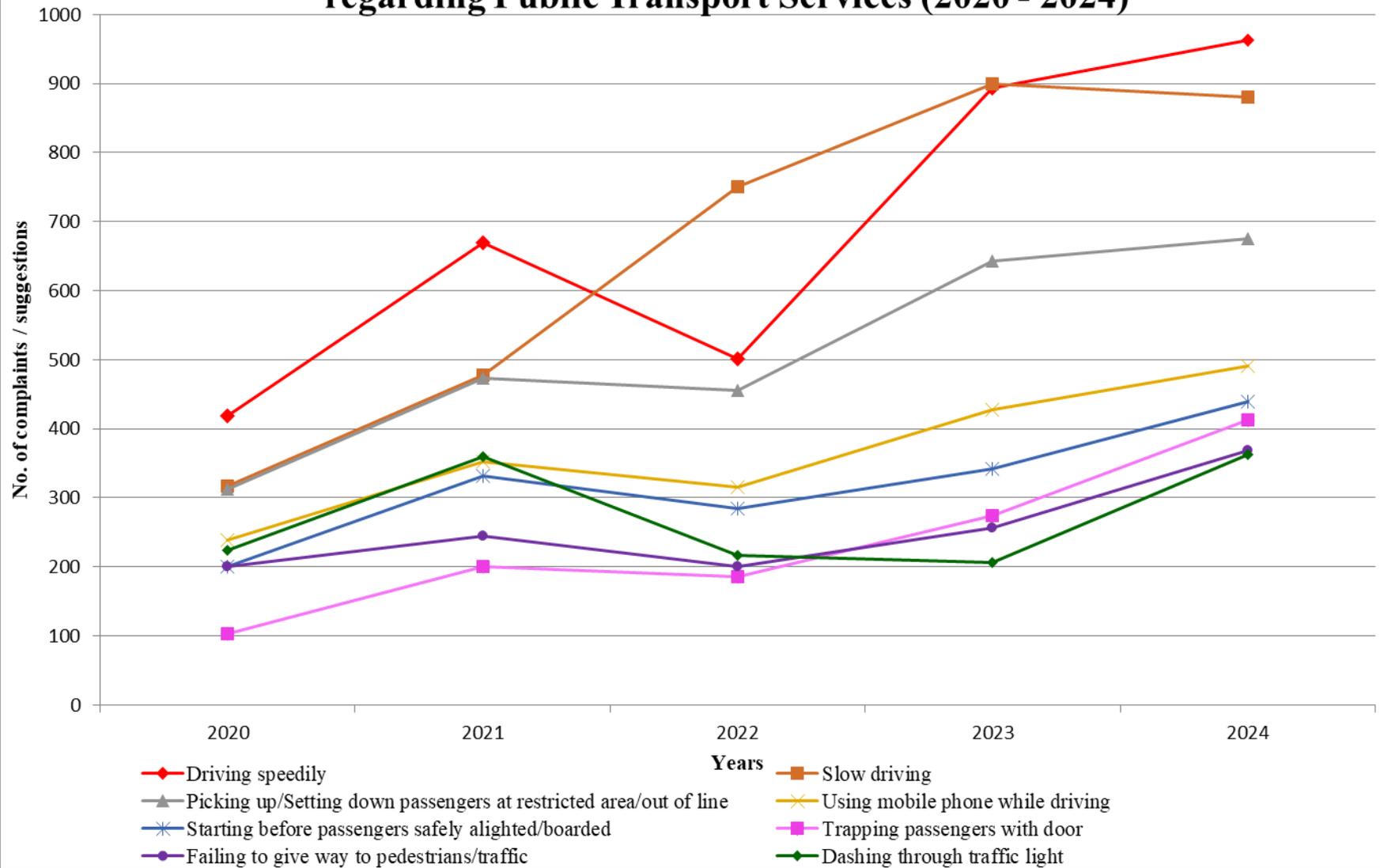
District Nature of Complaint/Suggestion	Hong Kong Island				Kowloon					New Territories								Others (e.g. general issues and tunnel areas)	Total	
	Eastern	Wan Chai	Central & Western	Southern	Kwun Tong	Wong Tai Sin	Kowloon City	Sham Shui Po	Yau Tsim Mong	North	Tai Po	Sha Tin	Yuen Long	Tuen Mun	Tsuen Wan	Kwai Tsing	Sai Kung			Islands
<u>Traffic Conditions</u>																				
(a) Traffic congestion/obstruction	4	10	7	6	11	1	5	1	20	12	5	5	14	6	4	4	23	3	3	144
(b) Traffic management	4	3	5	-	12	3	8	2	11	6	6	11	9	4	7	4	4	7	2	108
(c) Additional traffic signs and aids	1	1	-	2	6	1	3	1	1	-	1	2	6	4	1	-	1	3	2	36
(d) Parking facilities	-	-	-	-	2	-	2	-	2	2	-	-	-	1	-	-	-	1	1	11
Sub-total	9	14	12	8	31	5	18	4	34	20	12	18	29	15	12	8	28	14	8	299
<u>Road Maintenance</u>																				
(a) Road conditions	2	-	-	-	6	-	2	1	1	2	1	2	7	1	4	4	7	-	1	41
(b) Traffic signs & aids	5	1	-	-	1	1	3	3	1	-	-	-	-	-	1	-	-	-	-	16
(c) Carriageway markings	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Sub-total	7	1	-	-	7	1	5	4	2	2	1	2	7	1	5	4	7	-	1	57
<u>Enforcement</u>																				
(a) Illegal parking	25	21	16	13	25	10	21	31	52	8	14	49	33	13	20	17	14	9	-	391
(b) Other enforcement matters	53	12	20	11	53	6	21	55	47	17	9	42	127	6	10	-	9	8	8	514
Sub-total	78	33	36	24	78	16	42	86	99	25	23	91	160	19	30	17	23	17	8	905
Total	94	48	48	32	116	22	65	94	135	47	36	111	196	35	47	29	58	31	17	1261

Complaints and Suggestions on Traffic and Road Conditions⁽¹⁾
(July – September 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	10	7	6	11	1	5	1	20	12	5	5	14	6	4	4	23	3	3	144
(b) Traffic management	4	3	5	-	12	3	8	2	11	6	6	11	9	4	7	4	4	7	2	108
(c) Additional traffic signs and aids	1	1	-	2	6	1	3	1	1	-	1	2	6	4	1	-	1	3	2	36
(d) Parking facilities	-	-	-	-	2	-	2	-	2	2	-	-	-	1	-	-	-	1	1	11
Sub-total	9	14	12	8	31	5	18	4	34	20	12	18	29	15	12	8	28	14	8	299
<u>Road Maintenance</u>																				
(a) Road conditions	2	-	-	-	6	-	2	1	1	2	1	2	7	1	4	4	7	-	1	41
(b) Traffic signs & aids	5	1	-	-	1	1	3	3	1	-	-	-	-	-	1	-	-	-	-	16
(c) Carriageway markings	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Sub-total	7	1	-	-	7	1	5	4	2	2	1	2	7	1	5	4	7	-	1	57
<u>Enforcement</u>																				
(a) Illegal parking	25	21	16	13	25	10	21	31	52	8	14	49	33	13	20	17	14	9	-	391
(b) Other enforcement matters	19	12	20	11	26	6	21	23	46	17	9	41	86	6	10	-	9	8	8	378
Sub-total	44	33	36	24	51	16	42	54	98	25	23	90	119	19	30	17	23	17	8	769
Total	60	48	48	32	89	22	65	62	134	47	36	110	155	35	47	29	58	31	17	1125

Note : (1) 136 complaints about other enforcement matters received from one complainant during the quarter were excluded. Please see [Annex I\(i\)](#) with these complaints included.

Complaints and Suggestions on Major Improper Driving Behaviours regarding Public Transport Services (2020 - 2024)



**Breakdown of Complaints and Suggestions about
Improper Driving Behaviour of Public Transport Drivers**

<u>Nature of Complaint/Suggestion</u>	<u>2023</u>	<u>2024</u>	<u>Difference</u>	
1. Driving speedily	894	963	+69	(+7.7%)
2. Slow driving	899	881	-18	(-2.0%)
3. Picking up/Setting down passengers at restricted area/out of line	643	675	+32	(+5.0%)
4. Using mobile phone while driving	427	491	+64	(+15.0%)
5. Starting before passengers safely alighted/boarded	342	439	+97	(+28.4%)
6. Trapping passengers with door	274	413	+139	(+50.7%)
7. Failing to give way to pedestrians/traffic	257	368	+111	(+43.2%)
8. Dashing through traffic light	207	362	+155	(+74.9%)
9. Changing lanes abruptly/Overtaking on solid line	258	337	+79	(+30.6%)
10. Picking up/setting down passengers at a distance from bus stop	210	321	+111	(+52.9%)
11. Braking suddenly	288	315	+27	(+9.4%)
12. Jerky driving	225	305	+80	(+35.6%)
13. Disobeying traffic signs/schemes	203	190	-13	(-6.4%)
14. Listening to audio programmes/Watching audio-visual programmes while driving	87	154	+67	(+77.0%)
15. Overloading	96	130	+34	(+35.4%)
16. Talking while driving	89	88	-1	(-1.1%)
17. Drowsing while driving	101	80	-21	(-20.8%)
18. Driving too close to another vehicle	57	72	+15	(+26.3%)
19. Making U/right/left turn suddenly	34	36	+2	(+5.9%)
20. Opening door while taxi in motion	51	32	-19	(-37.3%)
21. Others	463	662	+199	(+43.0%)
Total	6 105	7 314	+1 209	(+19.8%)

**Breakdown of Complaints and Suggestions about
Improper Driving Behaviour regarding Public Transport Services**

<u>Nature of Complaint/Suggestion</u>	<u>2024 Jan - Sep</u>	<u>2025 Jan - Sep</u>	<u>Difference</u>	
1. Slow driving	690	785	+95	(+13.8%)
2. Driving speedily	699	728	+29	(+4.1%)
3. Picking up/Setting down passengers at restricted area/out of line	499	587	+88	(+17.6%)
4. Starting before passengers safely alighted/boarded	304	373	+69	(+22.7%)
5. Using mobile phone while driving	340	364	+24	(+7.1%)
6. Changing lanes abruptly/Overtaking on solid line	246	323	+77	(+31.3%)
7. Failing to give way to pedestrians/traffic	243	304	+61	(+25.1%)
8. Trapping passengers with door	302	290	-12	(-4.0%)
9. Braking suddenly	232	254	+22	(+9.5%)
10. Jerky driving	219	237	+18	(+8.2%)
11. Dashing through traffic light	270	231	-39	(-14.4%)
12. Picking up/setting down passengers at a distance from bus stop	254	229	-25	(-9.8%)
13. Disobeying traffic signs/schemes	139	166	+27	(+19.4%)
14. Listening to audio programmes/ Watching audio-visual programmes while driving	108	125	+17	(+15.7%)
15. Overloading	94	98	+4	(+4.3%)
16. Drowsing while driving	60	82	+22	(+36.7%)
17. Talking while driving	64	65	+1	(+1.6%)
18. Driving too close to another vehicle	48	51	+3	(+6.3%)
19. Turning on radio too loud	14	37	+23	(+164.3%)
20. Opening door while taxi in motion	26	32	+6	(+23.1%)
21. Others	489	565	+76	(+15.5%)
Total	5 340	5 926	+586	(+11.0%)

**Breakdown of Complaints and Suggestions about
Improper Driving Behaviour of Franchised Bus Drivers**

<u>Nature of Complaint/Suggestion</u>	<u>2024 Jan - Sep</u>	<u>2025 Jan - Sep</u>	<u>Difference</u>	
1. Slow driving	632	676	+44	(+7.0%)
2. Picking up/Setting down passengers at restricted area/out of line	240	298	+58	(+24.2%)
3. Picking up/setting down passengers at a distance from bus stop	186	165	-21	(-11.3%)
4. Trapping passengers with door	138	151	+13	(+9.4%)
5. Driving speedily	140	136	-4	(-2.9%)
6. Changing lanes abruptly/Overtaking on solid line	108	126	+18	(+16.7%)
7. Braking suddenly	103	121	+18	(+17.5%)
8. Failing to give way to pedestrians/traffic	74	101	+27	(+36.5%)
9. Starting before passengers safely alighted/boarded	66	94	+28	(+42.4%)
10. Jerky driving	72	90	+18	(+25.0%)
11. Dashing through traffic light	93	83	-10	(-10.8%)
12. Disobeying traffic signs/schemes	47	47	-	-
13. Talking while driving	38	33	-5	(-13.2%)
14. Overloading	31	30	-1	(-3.2%)
15. Others	232	243	+11	(+4.7%)
Total	2 200	2 394	+194	(+8.8%)

**Breakdown of Complaints and Suggestions about
Improper Driving Behaviour of Green Minibus Drivers**

<u>Nature of Complaint/Suggestion</u>	<u>2024 Jan - Sep</u>	<u>2025 Jan - Sep</u>	<u>Difference</u>	
1. Starting before passengers safely alighted/boarded	150	188	+38	(+25.3%)
2. Driving speedily	139	158	+19	(+13.7%)
3. Picking up/Setting down passengers at restricted area/out of line	119	153	+34	(+28.6%)
4. Trapping passengers with door	92	73	-19	(-20.7%)
5. Using mobile phone while driving	49	58	+9	(+18.4%)
6. Picking up/setting down passengers at a distance from bus stop	65	55	-10	(-15.4%)
7. Changing lanes abruptly/Overtaking on solid line	23	51	+28	(+121.7%)
8. Failing to give way to pedestrians/traffic	42	49	+7	(+16.7%)
9. Dashing through traffic light	45	43	-2	(-4.4%)
10. Overloading	43	39	-4	(-9.3%)
11. Braking suddenly	22	30	+8	(+36.4%)
12. Slow driving	19	30	+11	(+57.9%)
13. Jerky driving	28	29	+1	(+3.6%)
14. Listening to audio programmes/ Watching audio-visual programmes while driving	25	29	+4	(+16.0%)
15. Talking while driving	22	29	+7	(+31.8%)
16. Others	125	183	+58	(+46.4%)
Total	1 008	1 197	+189	(+18.8%)

**Breakdown of Complaints and Suggestions about
Improper Driving Behaviour of Red Minibus Drivers**

<u>Nature of Complaint/Suggestion</u>	<u>2024 Jan - Sep</u>	<u>2025 Jan - Sep</u>	<u>Difference</u>	
1. Overloading	15	17	+2	(+13.3%)
2. Driving speedily	27	15	-12	(-44.4%)
3. Using mobile phone while driving	12	12	-	-
4. Starting before passengers safely alighted/boarded	3	12	+9	(+300.0%)
5. Picking up/Setting down passengers at restricted area/out of line	13	11	-2	(-15.4%)
6. Slow driving	2	9	+7	(+350.0%)
7. Changing lanes abruptly/Overtaking on solid line	7	7	-	-
8. Failing to give way to pedestrians/traffic	5	7	+2	(+40.0%)
9. Dashing through traffic light	7	3	-4	(-57.1%)
10. Trapping passengers with door	5	3	-2	(-40.0%)
11. Listening to audio programmes/ Watching audio-visual programmes while driving	3	3	-	-
12. Driving too close to another vehicle	1	3	+2	(+200.0%)
13. Turning on radio too loud	-	3	+3	-
14. Others	24	22	-2	(-8.3%)
Total	124	127	+3	(+2.4%)

**Breakdown of Complaints and Suggestions about
Improper Driving Behaviour of Taxi Drivers**

<u>Nature of Complaint/Suggestion</u>	<u>2024 Jan – Sep</u>	<u>2025 Jan – Sep</u>	<u>Difference</u>	
1. Driving speedily	383	411	+28	(+7.3%)
2. Using mobile phone while driving	244	263	+19	(+7.8%)
3. Failing to give way to pedestrians/traffic	118	143	+25	(+21.2%)
4. Changing lanes abruptly/Overtaking on solid line	104	137	+33	(+31.7%)
5. Picking up/Setting down passengers at restricted area/out of line	110	114	+4	(+3.6%)
6. Jerky driving	106	111	+5	(+4.7%)
7. Dashing through traffic light	117	96	-21	(-17.9%)
8. Braking suddenly	85	93	+8	(+9.4%)
9. Listening to audio programmes/ Watching audio-visual programmes while driving	75	91	+16	(+21.3%)
10. Disobeying traffic signs / schemes	68	91	+23	(+33.8%)
11. Starting before passengers safely alighted/boarded	79	73	-6	(-7.6%)
12. Slow driving	28	60	+32	(+114.3%)
13. Drowsing while driving	39	51	+12	(+30.8%)
14. Opening door while taxi in motion	26	32	+6	(+23.1%)
15. Trapping passengers with door	29	30	+1	(+3.4%)
16. Others	236	273	+37	(+15.7%)
Total	1 847	2 069	+222	(+12.0%)

**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.