

QUARTERLY REPORT No. 4 of 2025

by the

TRANSPORT COMPLAINTS UNIT

of the

TRANSPORT ADVISORY COMMITTEE

for the period

1 October 2025 – 31 December 2025

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CONTENTS

Chapter		Page
1	Major Areas of Complaints and Suggestions	4-12
2	Major Events and Noteworthy Cases	13-16
3	Feature Article	17-29

LIST OF ANNEXES

Annex		
A	Complaints and Suggestions Received by TCU	30-33
B	Trends of Complaints and Suggestions Received by TCU	34-37
C	Summary of Results of Investigations into Complaints and Suggestions	38-39
D	Public Suggestions Taken on Board by Relevant Government Departments/Public Transport Operators	40-41
E	Complaints and Suggestions on Public Transport Services	42-44
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	45-51
G	Complaints and Suggestions on Taxi Services in the Past Eight Quarters	52
H	Breakdown of Complaints and Suggestions on Taxi Services	53
I	Complaints and Suggestions on Traffic and Road Conditions	54-55
J	Complaints and Suggestions Received by TCU during 2021 - 2025	56-57
K	Complaints and Suggestions on Franchised Bus Services	58-59
L	Complaints and Suggestions on Non-franchised Bus Services	60
M	Complaints and Suggestions on Green Minibus Services	61

N	Complaints and Suggestions on Red Minibus Services	62
O	Complaints and Suggestions on Taxi Services	63
P	Complaints and Suggestions on Rail Services	64
Q	Complaints and Suggestions on Ferry Services	65
R	Complaints about Traffic Congestion/Obstruction during 2021 - 2025	66
S	Complaints about Illegal Parking during 2021 - 2025	67
T	Complaints about Enforcement Matters (other than Illegal Parking) during 2021 - 2025	68
U	How to Make Suggestions and Complaints to the Transport Complaints Unit	69

Chapter 1 Major Areas of Complaints and Suggestions¹

This is the fourth quarterly report for 2025 covering the period from 1 October to 31 December 2025.

Yearly and Quarterly Trends

2. During the quarter, the Transport Complaints Unit (TCU) received 11 601² complaints and suggestions, including 311³ pure suggestions. About 74% (8 530) of the cases were received through TCU Complaint/Suggestion Webforms and email, 26% (3 059) 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 2.0%² as compared with 11 842⁴ cases in the previous quarter and a decrease of 10.1%² as compared with 12 898⁵ 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 311³ pure suggestions received, 239³ were about public transport services, of which 197 were related to franchised bus services. There were 48 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 11 601 complaints and suggestions, a total of 271 complaints were received from two complainant. The number of complaints not including these cases is 11 330, representing a decrease of 3.2% when compared with 11 706 cases (see footnote 4) in the previous quarter and a decrease of 4.3% when compared with 11 841 cases (see footnote 5) in the same quarter in 2024. A breakdown of the complaints not including these cases is at Annex A(i)(b).

³ Among the 311 pure suggestions, 120 were received from a member of the public.

⁴ 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.

⁵ Among the 12 898 complaints and suggestions, a total of 1 057 complaints were received from three complainants. The number of complaints not including these cases is 11 841.

4. A graph showing the trends of complaints and suggestions received by TCU in the past ten years (2016-2025) is at Annex B(i). Another graph showing the trends of complaints and suggestions received, by quarter, since the third quarter of 2021 is at Annex B(ii).

5. During the quarter, investigations into 14 186 cases (including some outstanding cases from previous quarters) were completed. Of these, 11 443 cases (81%) were found to be substantiated, five cases (less than 1%) unsubstantiated, and the remaining 2 738 cases (19%) not pursuable due to lack of evidence. A summary of the results of investigations is at Annex C. If the complainants agree to be witnesses, the cases will be referred to the Police for further investigation. During the period from October to December 2025, the Police reported the latest developments on 695⁶ cases previously referred to them. Among these cases, 20⁶ drivers were summonsed.

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

Public Transport Services

7. Complaints and suggestions on public transport services accounted for 10 120⁷ cases, representing a decrease of 3.8% as compared with 10 519 cases in the previous quarter and a decrease of 10.6%⁷ as compared with 11 316⁸ 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 third 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 6.8% when compared with 10 864 cases (see footnote 8) in the same quarter in 2024.

⁸ Among the 11 316 complaints and suggestions, a total of 452 complaints were received from two complainants. The number of complaints not including these cases is 10 864.

Franchised Bus Services

8. A total of 4 406⁹ complaints and suggestions on franchised bus services were received during the quarter, representing a decrease of 3.5% as compared with 4 564 cases in the previous quarter and a decrease of 3.7%⁹ as compared with 4 573¹⁰ cases in the same quarter in 2024.

9. There were 2 357 cases on the services of The Kowloon Motor Bus Company (1933) Limited (KMB), as compared with 2 498 cases in the previous quarter and 2 481¹¹ cases in the same quarter in 2024. Among the 2 357 cases, 250 (or 10.6%) were about the adequacy of service and 2 052 (or 87.1%) were about the standard of service.

10. There were 825 cases on the services of the Citybus Limited (Franchise for the Urban and New Territories bus network) (CTB (U&NT)), as compared with 779 cases in the previous quarter and 765 cases in the same quarter in 2024. Among the 825 cases, 89 (or 10.8%) were about the adequacy of service while 709 (or 85.9%) were about the standard of service.

11. There were 186 cases on the services of the Citybus Limited (Franchise for Airport and North Lantau Bus Network) (CTB (Lantau)), as compared with 196 cases in the previous quarter and 188¹² cases in the same quarter in 2024. Among the 186 cases, 18 (or 9.7%) were about the adequacy of service while 161 (or 86.6%) were about the standard of service.

12. There were 249 cases on the services of the Long Win Bus Company Limited (LWB), as compared with 228 cases in the previous quarter and 450¹³ cases in the same quarter in 2024. Of the 249 cases, 26 (or 10.4%) were

⁹ The number of complaints represents an increase of 6.3% when compared with 4 144 cases (see footnote 10) in the same quarter in 2024.

¹⁰ Among the 4 573 complaints and suggestions, a total of 429 complaints were received from two complainants. The number of complaints not including these cases is 4 144.

¹¹ Among the 2 481 complaints and suggestions, a total of 195 complaints were received from one complainant. The number of complaints not including these cases is 2 286.

¹² Among the 188 complaints and suggestions, a total of six complaints were received from one complainant. The number of complaints not including these cases is 182.

¹³ Among the 450 complaints and suggestions, a total of 226 complaints were received from two complainants. The number of complaints not including these cases is 224.

about the adequacy of service and 218 (or 87.6%) were about the standard of service.

13. There were 118 cases on the services of the New Lantao Bus Company (1973) Limited (NLB), as compared with 101 cases in the previous quarter and 95 cases in the same quarter in 2024. Of the 118 cases, 18 (or 15.3%) were about the adequacy of service and 100 (or 84.7%) were about the standard of service.

14. There were 671 cases on the cross-harbour bus services¹⁴, as compared with 762 cases in the previous quarter and 594¹⁵ cases in the same quarter in 2024. Of the 671 cases, 62 (or 9.2%) were about the adequacy of service and 598 (or 89.1%) 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 132 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 167 and 144¹⁶ respectively.

Public Light Bus Services

17. A total of 2 499 complaints and suggestions on public light bus (PLB) services were received in this quarter, representing a decrease of 3.5% as compared with 2 590 cases in the previous quarter and an increase of 4.8% as

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 594 complaints and suggestions, a total of two complaints were received from one complainant. The number of complaints not including these cases is 592.

¹⁶ Among the 144 complaints and suggestions, a total of 23 complaints were received from one complainant. The number of complaints not including these cases is 121.

compared with 2 384 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, 95.1% or 2 377 cases were on green minibus (GMB) services, representing a decrease of 3.1% as compared with 2 453 cases in the previous quarter and an increase of 5.5% as compared with 2 253 cases in the same quarter in 2024. Among the 2 377 cases, 162 (or 6.8%) were about the adequacy of service and 2 163 (or 91.0%) were about the standard of service.

19. The remaining 4.9% or 122 cases were on the services provided by red minibuses (RMB), representing a decrease of 10.9% as compared with 137 cases in the previous quarter and a decrease of 6.9% as compared with 131 cases in the same quarter in 2024.

Taxi Services

20. A total of 2 759 cases on taxi services were received in this quarter, representing a decrease of 1.6% as compared with the previous quarter and a decrease of 29.2% 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 2 759 cases received, 2 590 (93.9%) were related to taxi driver malpractice, as compared with 2 702 such cases (96.4%) 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 790 such cases (30.5%) were referred to the Police.

22. During the quarter, the Police reported the latest developments on 504 cases previously referred to them. These cases are categorised as follows –

	<u>No. of Cases</u>		<u>Percentage</u>	
(a) Summoned	14	(12)	3	(4)
(b) Withdrawn by complainants	182	(161)	36	(49)
(c) Evidence considered insufficient by the Police for further processing	308	(158)	61	(48)
	<hr/> 504 (331) <hr/>		<hr/> 100 (100) <hr/>	

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

It is noted that 97% 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, a taxi driver was convicted of traffic offence by the court¹⁷. The taxi driver was fined \$450 for failing to comply with road markings.

Rail Services

24. A total of 282 complaints and suggestions on rail services were received. The corresponding figures for the previous quarter and the same quarter in 2024 were 322 and 289 respectively. Of the 282 cases, 262 were on the services of MTRCL. A detailed breakdown of the nature of complaints and suggestions on rail services is at Annex E(i)(a).

Ferry Services

25. There were 42 complaints and suggestions on ferry services in this quarter. The corresponding figures for the previous quarter and the same quarter in 2024 were 72 and 27 respectively. A detailed breakdown of the nature of complaints and suggestions on ferry services is at Annex E(i)(a).

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

Traffic Conditions

26. There were 244¹⁸ complaints recorded in this quarter about traffic congestion/obstruction, as compared with 144 cases in the previous quarter and 703¹⁹ 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	33	(27)
Kowloon	40	(38)
New Territories	167 ²⁰	(76)
Others (e.g. general issues and tunnel areas)	4	(3)
Total	244¹⁸	(144)

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

27. Based on the number of complaints received, districts most affected by traffic congestion/obstruction were Kwai Tsing (113²¹ cases), Yau Tsim Mong (15 cases) and Central and Western (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 linked to vehicle obstruction, inadequate traffic management measures and insufficient enforcement (e.g. illegal parking, unauthorised obstruction, traffic light phasing, traffic lane arrangements, road works and restricted zones).

29. There were 95 complaints and suggestions on traffic management and 56 requests for additional traffic signs and aids in this quarter. As a comparison,

¹⁸ Among the 244 complaints and suggestions, a total of 110 complaints were received from one complainant. The number of complaints not including these cases is 134.

¹⁹ Among the 703 complaints and suggestions, a total of 605 complaints were received from two complainants. The number of complaints not including these cases is 98.

²⁰ Among the 167 complaints and suggestions, a total of 110 complaints were received from one complainant. The number of complaints not including these cases is 57.

²¹ Among the 113 complaints and suggestions, a total of 110 complaints were received from one complainant. The number of complaints not including these cases is three.

there were 108 and 36 such cases in the previous quarter, and 100 and 82 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 48 complaints about road maintenance, as compared with 57 cases in the previous quarter and 30 cases in the same quarter in 2024. Among the 48 cases, 15 cases were related to road conditions, 31 cases were related to traffic signs and aids and two cases were related to carriageway markings.

32. The districts which attracted relatively more complaints about road conditions was Kowloon City (four cases). Districts which attracted relatively more complaints about traffic signs and aids were Sham Shui Po (six cases), Kwun Tong (five cases) and Yuen Long (four cases).

Enforcement

33. There were 955²² complaints about traffic regulations enforcement in this quarter, representing an increase of 5.5% when compared with 905²³ cases in the previous quarter and an increase of 57.9% when compared with 605 cases in the same quarter in 2024. They were mainly requests for action against illegal parking (390 cases), disobeying traffic signs/schemes (260²⁴ cases), jumping red

²² Among the 955 complaints and suggestions, a total of 161 complaints were received from one complainant. The number of complaints not including these cases is 794, representing an increase of 3.3% when compared with 769 cases (see footnote 23) in the previous quarter and an increase of 31.2% when compared with 605 cases in the same quarter in 2024.

²³ 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.

²⁴ Among the 260 complaints and suggestions, a total of 138 complaints were received from one complainant. The number of complaints not including these cases is 122.

light/failing to give way to pedestrians/traffic (105²⁵ cases) and prolonged waiting causing obstruction (104²⁶ 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 Kowloon City (42 cases), Sha Tin (41 cases), Yuen Long (35 cases) and Yau Tsim Mong (29 cases).

²⁵ Among the 105 complaints and suggestions, a total of two complaints were received from one complainant. The number of complaints not including these cases is 103.

²⁶ Among the 104 complaints and suggestions, a total of 21 complaints were received from one complainant. The number of complaints not including these cases is 83.

Chapter 2 Major Events and Noteworthy Cases

Transport Complaints Unit Sub-committee Meeting

At the quarterly meeting of the TCU Sub-committee on 5 November 2025, Members discussed –

- (a) Complaints on Hotline Services of Public Transport Operators;
- (b) Complaints and Suggestions about Traffic Management and Requests for Additional Traffic Signs and Aids;
- (c) Complaints and Suggestions about Improper Driving Behaviour regarding Public Transport Services; and
- (d) TCU Quarterly Report No. 3 of 2025.

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

- (a) Complaints and Suggestions about Improper Driving Behaviour regarding Public Transport Services; and
- (b) TCU Quarterly Report No. 3 of 2025.

Concerns about road safety at Cheung Hong Street in North Point

3. A member of the public raised concerns about the traffic conditions at Cheung Hong Street in North Point. The complainant was of the view that the street's steep gradient, combined with heavy pedestrian traffic, had contributed to multiple traffic incidents in the past, including runaway vehicle cases. These incidents had posed significant risks to pedestrians, residents, and road users in this densely populated district. He urged the relevant government departments to take effective measures as soon as possible to improve the traffic situation and recommended extending the "24-hour No Parking Restriction Zone" in the area concerned.

4. The case was referred to the Transport Department (TD) for follow-up action. In response, the TD stated that it planned to extend the existing “24-hour No Parking Restriction Zone” from 22 Cheung Hong Street near Continental Building to 18 Cheung Hong Street near the Education University of Hong Kong – North Point Study Centre and from 10 Cheung Hong Street near Kar Man House to 12 Cheung Hong Street near Kar On House. This extension aimed to regulate loading and unloading activities along Cheung Hong Street.

5. The TD also advised that local consultation was carried out in August 2025 and no objections were received. The TD had issued a work request to the Highways Department for arrangement of the works. The works was completed in December 2025.

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

Complaint about obstruction to the pedestrian crossing at the junction of Choi Hung Road and Tai Yau Street

7. A member of the public complained about obstruction and safety risks at the signalised pedestrian crossing at the junction of Choi Hung Road and Tai Yau Street, which was undergoing road widening works. The installation of water-filled barriers at the site had narrowed the pedestrian passageway. Pedestrians were forced to walk close to traffic lanes, leading to potential hazards and congestion during peak hours. He requested the relevant government departments to carry out improvement measures to alleviate the situation.

8. The case was referred to the TD for investigation and follow-up actions. In response, the TD replied that road improvement works on a section of Choi Hung Road were being carried out by the Housing Department (HD). The improvement works included widening the existing pedestrian crossing on Choi Hung Road near Tai Yau Street. The HD was implementing temporary traffic arrangements (TTA) at the subject junction to facilitate the road improvement works.

9. After reviewing the TTA jointly by the TD, the Police and the HD's contractor, the contractor was urged to adjust the works area to widen the pedestrian crossing. The TD further advised that the contractor widened the pedestrian crossing on 18 December 2025 and the TD would closely monitor the traffic conditions at the subject junction and adjust the traffic light signal timings as needed to facilitate pedestrians crossing the road.

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

Complaint about traffic congestion in Yuen Long

11. A member of the public complained about traffic congestion on Tai Tong Road leading to Yuen Long Town during morning rush hours. The complainant observed that the red minibuses (RMBs) were not stopping at Wah Yuen due to the congestion. He was of the view that large vehicles should be restricted from entering residential areas in Yuen Long.

12. The case was referred to the TD for follow-up actions. In response, the TD explained that Public Light Bus (Non-scheduled) Services (i.e. RMBs) were not operated on fixed routes. Operators could choose the most suitable route to reach their destination according to traffic conditions, provided they complied with traffic regulations.

13. Regarding the issue of setting up restricted zones to limit the entry of large vehicles on Tai Tong Road, the TD generally needed to consider various factors, including road design, traffic conditions, nearby land use and planning, the availability of alternative routes, the number of affected vehicles and the impact of traffic diversion on other roads. Taking all these into account, the TD currently had no plans to set up restricted zones on Tai Tong Road to limit the entry of large vehicles.

14. The TD further advised that in order to support regional development, the government had recently completed the widening of a section of Tai Tong Road near the Tai Kei Leng Road junction, expanding the original single

northbound lane to two lanes so as to enhance the operational efficiency of the intersection.

15. Additionally, the government had planned new roads and improvements to existing roads in the Yuen Long South Development Area. Upon completion of these projects, the new roads would facilitate east-west traffic flow within the Yuen Long South Development Area. Vehicles from the new development area and nearby regions would be able to use the new roads to reach the rebuilt Tong Yan San Tsuen Interchange or the rebuilt Tin Shui Wai West Interchange, connecting directly to Yuen Long Highway without detouring through roads north of Yuen Long Highway (such as Kung Um Road, Kiu Hing Road, and Shap Pat Heung Road), thereby alleviating traffic pressure within Yuen Long.

16. The widening of Tai Kei Leng Road and Long Hon Road would improve traffic flow towards the Shap Pat Heung Interchange, thereby facilitating travel for residents in Yuen Long District and the Yuen Long South Development Area. The TD mentioned that some of these projects were currently in progress.

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

Chapter 3 Feature Article

Overview of Complaints and Suggestions Received in 2025²⁷

Overall Trend

TCU received 44 455²⁸ complaints and suggestions in 2025. Among these, 1 022²⁹ were pure suggestions. The number of cases recorded a decrease of 12.9% when compared with 51 046³⁰ cases received in 2024. A breakdown of the complaints and suggestions received by TCU in the past five years is at Annex J(i). A breakdown of the cases received in 2025 by category is as follows –

<u>Nature of Complaint/Suggestion</u>	<u>2024</u>	<u>2025</u>	<u>Difference</u>
Public Transport Services	45 402 ³¹	39 369	-13.3%
Traffic Conditions	2 485 ³²	1 444 ³³	-41.9%
Road Maintenance	182	166	-8.8%

²⁷ The numbers of complaints received from individual complainants, who made more than 100 complaints during a quarter, are given in relevant footnotes.

²⁸ Among the 44 455 complaints and suggestions, a total of 656 complaints were received from two complainants. The number of complaints not including these cases is 43 799, representing a decrease of 3.0% when compared with 45 131 cases (see footnote 30) in 2024. A breakdown of the complaints not including these cases is at Annex J(ii).

²⁹ Among these pure suggestions, 449 pure suggestions about public transport routing were received from a member of the public.

³⁰ 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.

³¹ 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.

³² Among the 2 485 complaints and suggestions, a total of 1 491 complaints were received from two complainants. The number of complaints not including these cases is 994.

³³ Among the 1 444 complaints and suggestions, a total of 359 complaints were received from one complainant. The number of complaints not including these cases is 1 085, representing an increase of 9.2% when compared with 994 cases (see footnote 32) in 2024.

Enforcement	2 742 ³⁴	3 235 ³⁵	+18.0%
Miscellaneous ³⁶	235	241	+2.6%
Total	51 046³⁰	44 455²⁸	-12.9%

Public Transport Services

2. Public transport services remained the major area of concern. In 2025, 39 369 complaints and suggestions were received, accounting for 89% of the total number of cases. Among these, 831²⁹ were pure suggestions. The number of cases in this category recorded a decrease of 13.3% as compared with 45 402³¹ cases in 2024. A breakdown of the complaints and suggestions by mode of transport is as follows –

<u>Mode of Transport</u>	<u>2024</u>	<u>2025</u>	<u>Difference</u>
Franchised Buses	20 734 ³⁷	16 895	-18.5%
Non-franchised Buses	811 ³⁸	505	-37.7%
Green Minibuses	8 865	8 873	+0.1%
Red Minibuses	477	494	+3.6%
Taxis	13 096	11 370	-13.2%
Rail Transport	1 300 ³⁹	1 037	-20.2%
Ferries	119	195	+63.9%
Total	45 402³¹	39 369	-13.3%

³⁴ Among the 2 742 complaints and suggestions, a total of 195 complaints were received from one complainant. The number of complaints not including these cases is 2 547.

³⁵ Among the 3 235 complaints and suggestions, a total of 297 complaints were received from one complainant. The number of complaints not including these cases is 2 938, representing an increase of 15.4% when compared with 2 547 cases (see footnote 34) in 2024.

³⁶ These are mainly related to general transport matters such as road safety.

³⁷ Among the 20 734 complaints and suggestions, a total of 3 824 complaints were received from six complainants. The number of complaints not including these cases is 16 910.

³⁸ Among the 811 complaints and suggestions, a total of 276 complaints were received from two complainants. The number of complaints not including these cases is 535.

³⁹ Among the 1 300 complaints and suggestions, a total of 129 complaints were received from one complainant. The number of complaints not including these cases is 1 171.

Franchised Bus Services

3. There were 16 895 cases on franchised bus services in 2025, representing a decrease of 18.5% as compared with 20 734³⁷ cases in 2024. Most complaints were about regularity of service, conduct and performance of staff and improper driving behaviour. A breakdown of the 16 895 cases by individual franchised bus companies (FBCs) and a detailed breakdown of these cases are at Annex K.

4. There was a decrease in the number of complaints about regularity of service (from 9 656⁴⁰ cases in 2024 to 5 043 cases in 2025, representing a decrease of 47.8%). There were increases in the numbers of complaints about conduct and performance of staff (from 4 106⁴¹ cases in 2024 to 4 239 cases in 2025, representing an increase of 3.2%), improper driving behaviour (from 2 871 cases in 2024 to 3 251 cases in 2025, representing an increase of 13.2%) as well as passenger services and facilities (from 1 578 cases in 2024 to 1 677 cases in 2025, representing an increase of 6.3%).

5. The decrease in number of complaints about regularity of service were largely due to the decrease in number of complaint cases against The Kowloon Motor Bus Company (1933) Limited (KMB) (from 6 673 cases to 2 994 cases) and Citybus Limited (Franchise for the Urban and New Territories bus network) (Citybus (U&NT)) (from 1 234 cases to 794 cases). All other FBCs and Cross-harbour Bus Services also recorded a decrease in number of complaints about regularity of service.

6. Regarding the increase in complaints about improper driving behavior and conduct and performance of staff, the TD has requested the FBCs to closely monitor the situations and follow up with the drivers concerned if necessary. The FBCs were also requested to strengthen their trainings for bus drivers on areas such as customer service and driving behaviour. As for the cases related to passenger services and facilities, about half of the cases are related to

⁴⁰ Among the 9 656 complaints and suggestions, a total of 3 611 complaints were received from five complainants. The number of complaints not including these cases is 6 045.

⁴¹ Among the 4 106 complaints and suggestions, a total of 213 complaints were received from one complainant. The number of complaints not including these cases is 3 893.

information dissemination. These cases mainly concerned inaccurate estimated times of arrival (ETA) for individual bus routes, as well as malfunctioning or inaccurate information displayed on panels installed at bus stops or on buses. The cases have been referred to the relevant FBCs for investigation and follow-up. The TD has also requested FBCs to implement measures to improve the accuracy of ETA system.

Non-franchised Bus Services

7. There were 505 cases on non-franchised bus services in 2025, representing a decrease of 37.7% as compared with 811³⁸ in 2024. A detailed breakdown of the 505 cases received in 2025 is at Annex L. The TD will continue to monitor the situation and work with the operators closely in enhancing their service as and when necessary.

Public Light Bus Services

8. A total of 9 367 complaints and suggestions on public light bus (PLB) services were received in 2025, representing an increase of 0.3% as compared with 9 342 cases in 2024.

9. There were 8 873 cases on green minibus (GMB) services, representing an increase of 0.1% when compared with 8 865 cases in 2024. The increase was mainly attributable to the increase in complaints on improper driving behaviour and staff conduct and performance. A detailed breakdown of the 8 873 cases is at Annex M.

10. There were 494 cases on red minibus (RMB) services, representing an increase of 3.6% when compared with 477 cases in 2024. A detailed breakdown of the 494 cases is at Annex N.

11. All the complaints and suggestions on PLB services were referred to the TD or the Police for follow-up actions as appropriate. There was an increase in overall number of complaints received in 2025 as compared to 2024. Among

the GMB complaint cases received, the majority of the cases were about conduct and performance of staff (including drivers), regularity of service and improper driving behaviour. For RMB cases, the complaints mainly comprise the categories of conduct and performance of staff (including drivers) and improper driving behavior.

12. While it is noted that the number of complaints and suggestions about PLB services and GMB services in 2025 is similar to that received in 2024, there is a mild increase in the number of complaints and suggestions about RMB services in 2025 (increased by a monthly average of about 1.6 cases compared to the number received in 2024). Apart from pre-service training course for new PLB drivers and imported drivers, the TD will continue to maintain 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 conduct and performance of the staff (including drivers) and improving driving behaviour of PLB drivers. Besides, if drivers' malpractices that jeopardise road safety are found, the TD will remind the relevant operator/vehicle owner to rectify the situation and refer the case to the Police for consideration of enhanced enforcement action on the affected routes. The TD will also continue to look into each complaint case and, if necessary, conduct ad hoc surveys to ascertain the service level of the route(s) concerned and to follow up with the operator(s) to rectify the problems.

Taxi Services

13. There were 11 370 cases on taxi services in 2025, representing a decrease of 13.2% when compared with 13 096 cases in 2024. The decrease was mainly due to the decrease in complaints on the taxi drivers refusing hire, failing to take the most direct route, overcharging and behaving other than in a civil and orderly manner. A detailed breakdown of the 11 370 cases is at Annex O.

14. In view of the public aspiration for better taxi service quality and safety, the Government implemented a series of measures over the past years to enhance the overall quality of personalised point-to-point transport services and promote

the healthy development of the taxi industry in the long run. With a view to strengthening the deterrent effect against malpractices of taxi drivers, the Government introduced the two-tier penalty system and the Taxi-Driver-Offence Points (TDOP) system for certain taxi-driver-related offences. The two tier-penalty system took effect on 22 December 2023, while the TDOP system took effect on 22 September 2024. As of 23 February 2026, 165 taxi drivers were convicted of, or become liable to, a fixed penalty for a related offence and incurred points under the TDOP system.

15. In addition, to improve the taxi service quality, the TD has reminded the trade through different channels, including regular trade conferences, safe driving seminars and letters to the trade and newsletter. For those taxi owners and drivers who have been repeatedly involved in malpractices or other serious taxi-driver-related offences, such as overcharging and refusing hire, the TD would provide their particulars to the Police for investigation and prosecution actions as appropriate. The TD would also request the Police to step up enforcement actions at the black spots against malpractices when necessary.

16. The Police has been taking enforcement actions against taxi driver malpractice. Key tasks include enhancing patrols at black spots and conducting intelligence-led operations. If members of the public encounter any taxi driver malpractice, such as overcharging, refusing hire and soliciting, they are strongly encouraged to report the incident to the Police with details, such as date, time, location and taxi registration numbers, for investigation. The Police will take prosecution action if there is sufficient evidence. It is believed that it would continuously pose deterrent effect to the taxi drivers.

17. Besides, to leverage the use of technology in enhancing the overall quality of taxi service, the Government has introduced legislative amendments to mandate the installation of journey recording systems in all taxi compartments, as well as the provision of electronic payment means by all taxi drivers starting from 1 April 2026 to provide passengers with more options for fare payment.

Rail Services

18. There were 1 037 cases on rail services in 2025, which represents a decrease of 20.2% when compared with 1 300³⁹ cases in 2024. There was a decrease in the number of complaints about services of MTRCL (from 1 226⁴² cases in 2024 to 958 cases in 2025, representing a decrease of 21.9%). A breakdown of the 1 037 cases by individual railway companies is at Annex P.

19. The number of complaints against MTRCL services in 2025 decreased compared with that in 2024, mainly due to fewer cases related to passenger services and facilities as well as conduct and performance of staff, specifically, temperature of MTR stations during hot weather, as well as staff attitude in relation to by-laws enforcement and responses to passenger inquiries. The reduction in complaints regarding temperature was attributed to MTRCL's effort to install over 100 additional mobile ventilation devices across its network in 2025 to enhance air circulation and mitigate the impact of hot weather. As for the staff performance, MTRCL has continued its monitoring effort and reminded its front-line staff to pay attention to their attitude, especially when taking enforcement actions against the possible violation of the by-laws. The TD has reminded MTRCL to continuously monitor the situation closely and carry out improvement measures as appropriate.

Ferry Services

20. There were 195 cases on ferry services in 2025, representing an increase of 63.9% when compared with 119 cases in 2024. A breakdown of the 195 cases by individual ferry companies is at Annex Q. The increase in complaints was mainly attributed to an increase in the number of cases concerning passenger services and facilities, conduct and performance of staff and regularity of service. Ferry operators concerned have been urged to provide more training and guidance to its front-line staff, strengthen their vessel maintenance, deploy suitable vessels to suit passengers' and operational needs and enhance their passenger services and facilities where appropriate. Ferry

⁴² Among the 1 226 complaints and suggestions, a total of 129 complaints were received from one complainant. The number of complaints not including these cases is 1 097.

operators have also been urged to take appropriate measures such as deploying additional staff to maintain the order of ferry piers during peak festive periods and special event days and enhancing the signage at the piers to facilitate the boarding and alighting of passengers.

Traffic Conditions

21. In 2025, 1 444³³ complaints and suggestions about traffic conditions were received, accounting for about 3% of the total number of cases. The number of cases in this category recorded a decrease of 41.9% as compared with 2 485³² cases in 2024.

Traffic Congestion/Obstruction

22. Of the 1 444³³ cases received, 849⁴³ (59%) were related to traffic congestion/obstruction. This represents a decrease of 55.5% as compared with 1 907⁴⁴ cases in 2024. A breakdown of the complaints about traffic congestion/obstruction by district is at Annex R. In 2025, districts which attracted relatively more complaints are –

<u>District</u>	<u>No. of Complaints</u>		<u>Difference</u>
	<u>2024</u>	<u>2025</u>	
Kwai Tsing	1 023 ⁴⁵	369 ⁴⁶	-63.9%
Yau Tsim Mong	152 ⁴⁷	69	-54.6%
Yuen Long	29	44	+51.7%

⁴³ Among the 849 complaints and suggestions, a total of 359 complaints were received from one complainant. The number of complaints not including these cases is 490, representing an increase of 17.8% when compared with 416 cases (see footnote 44) in 2024.

⁴⁴ Among the 1 907 complaints and suggestions, a total of 1 491 complaints were received from two complainants. The number of complaints not including these cases is 416.

⁴⁵ Among the 1 023 complaints and suggestions, a total of 1 011 complaints were received from one complainant. The number of complaints not including these cases is 12.

⁴⁶ Among the 369 complaints and suggestions, a total of 359 complaints were received from one complainant. The number of complaints not including these cases is 10, representing a decrease of 16.7% when compared with 12 cases (see footnote 45) in 2024.

⁴⁷ Among the 152 complaints and suggestions, a total of 111 complaints were received from one complainant. The number of complaints not including these cases is 41.

23. Factors contributing to the complaints about traffic congestion/obstruction in 2025 are broken down as follows –

<u>Factor</u>	<u>No. of Complaints</u>		<u>Difference</u>
	<u>2024</u>	<u>2025</u>	
Vehicle obstruction	1 748 ⁴⁸	639 ⁴⁹	-63.4%
Traffic management	82	92	+12.2%
Road works	37	38	+2.7%
Others	40	80	+100.0%
Total	1 907⁴⁴	849⁴³	-55.5%

24. All the complaints and suggestions concerning traffic congestion/obstruction were referred to the TD, the Police, the Highways Department and other relevant departments for consideration and follow-up actions. Of the 849⁴³ cases received, 639⁴⁹ (75%) were related to vehicle obstruction. The number of cases represents a decrease of 63.4% as compared with 1 748⁴⁸ cases in 2024. In 2025, the TD continued to implement the following measures to alleviate traffic congestion –

- (a) vetting proposals on and monitoring the effectiveness of temporary traffic arrangements to minimise congestion caused by road works;
- (b) installation of new traffic lights and adjustment of existing traffic signals;
- (c) re-routeing of traffic to improve circulation;
- (d) introduction of traffic restrictions;
- (e) realignment of carriageways and adjustment of road junction layouts; and

⁴⁸ Among the 1 748 complaints and suggestions, a total of 1 491 complaints were received from two complainants. The number of complaints not including these cases is 257.

⁴⁹ Among the 639 complaints and suggestions, a total of 359 complaints were received from one complainant. The number of complaints not including these cases is 280, representing an increase of 8.9% when compared with 257 cases (see footnote 48) in 2024.

- (f) provision of lay-bys to facilitate loading/unloading activities.

Traffic Management

25. In 2025, there were 375 complaints and suggestions on traffic management matters (excluding those causing congestion). These cases were related to traffic light phasing and traffic lane arrangements. The number of cases represents an increase of 17.6% as compared with 319 cases in 2024.

Additional Traffic Signs and Aids

26. TCU received 166 requests for additional traffic signs and aids in 2025. This represents a decrease of 10.8% as compared with 186 cases in 2024.

Parking Facilities

27. There were 54 complaints and suggestions on parking facilities in 2025. This represents a decrease of 26.0% as compared with 73 cases in 2024.

Road Maintenance

28. In 2025, 166 complaints and suggestions about road maintenance were received, accounting for less than 1% of the total number of cases. The number of cases in this category recorded a decrease of 8.8% as compared with 182 cases in 2024.

Enforcement

29. In 2025, 3 235⁵⁰ complaints about enforcement matters were received, accounting for about 7% of the total number of cases. The number of cases in this category recorded an increase of 18.0% as compared with 2 742⁵¹ cases in 2024.

Illegal Parking

30. In 2025, districts which attracted relatively more complaints about illegal parking are –

<u>District</u>	<u>No. of Complaints</u>		<u>Difference</u>
	<u>2024</u>	<u>2025</u>	
Sha Tin	259 ⁵²	178 ⁵²	-31.3%
Yau Tsim Mong	147	159	+8.2%
Yuen Long	151	126	-16.6%
Kowloon City	132	114	-13.6%

A breakdown of the complaints by district is at Annex S.

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

⁵⁰ Among the 3 235 complaints and suggestions, a total of 297 complaints were received from one complainant. The number of complaints not including these cases is 2 938, representing an increase of 15.4% when compared with 2 547 cases (see footnote 51) in 2024.

⁵¹ Among the 2 742 complaints and suggestions, a total of 195 complaints were received from one complainant. The number of complaints not including these cases is 2 547.

⁵² Among the 259 and 178 complaints and suggestions, 158 and 56 complaints relating to the same street were received from anonymous complainants. The respective number of complaints not including these cases is 101 and 122.

vehicles concerned may be towed away to ensure the smooth traffic flow.

32. Following the passing of the “Electronic Traffic Enforcement (Miscellaneous Amendments) Bill 2023” by the Legislative Council in June 2024, the Police has implemented traffic fixed penalty notices digitalisation and launched the “eTraffic Ticket Platform” on 15 June 2025. By taking more efficient traffic enforcement actions, it may effectively deter the drivers from committing traffic offences and foster good driving attitude, which is conducive to reducing illegal parking incidents, thereby alleviating traffic congestion in the long run.

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

Other Enforcement Matters

34. In 2025, districts which attracted relatively more complaints about motorists/pedestrians failing to comply with traffic regulations are –

<u>District</u>	<u>No. of Complaints</u>		<u>Difference</u>
	<u>2024</u>	<u>2025</u>	
Yuen Long	334	234	-29.9%
Yau Tsim Mong	123	196	+59.3%
Sham Shui Po	46	191	+315.2%

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

35. All cases complaining motorists/pedestrians failing to comply with traffic regulations were referred to the Police for investigation. Some cases

were also referred to the TD for consideration on whether suitable traffic management measures could be introduced to improve the situation.

Complaints and Suggestions Received by TCU

<u>Nature of Complaint/Suggestion</u> ⁽¹⁾⁽²⁾	Same quarter in 2024 (1.10.24-31.12.24)		Previous quarter (1.7.25-30.9.25)		Current quarter (1.10.25-31.12.25)	
I. Public Transport Services						
(a) Adequacy of service	582	[106]	756	[224]	664	[194]
(b) Standard of service	10 491	[12]	9 468	[32]	9 140	[23]
(c) General	243	[5]	295	[11]	316	[22]
	11 316	[123] (88%)	10 519	[267] (89%)	10 120	[239] (87%)
II. Traffic Conditions						
(a) Traffic congestion/obstruction	703		144	[8]	244	[2]
(b) Traffic management	100	[10]	108	[47]	95	[25]
(c) Additional traffic signs and aids	82	[5]	36	[16]	56	[18]
(d) Parking facilities	15	[1]	11	[1]	12	[3]
	900	[16] (7%)	299	[72] (3%)	407	[48] (4%)
III. Road Maintenance						
(a) Road conditions	21		41		15	
(b) Traffic signs and aids	6		16		31	[2]
(c) Carriageway markings	3		-		2	
	30	(<1%)	57	(<1%)	48	[2] (<1%)
IV. Enforcement						
(a) Illegal parking	341		391	[2]	390	[8]
(b) Other enforcement matters	264		514	[1]	565	[8]
	605	(5%)	905	[3] (8%)	955	[16] (8%)
V. Miscellaneous	47	[3] (<1%)	62	[4] (<1%)	71	[6] (<1%)
Total	12 898	[142] (100%)	11 842	[346] (100%)	11 601	[311] (100%)

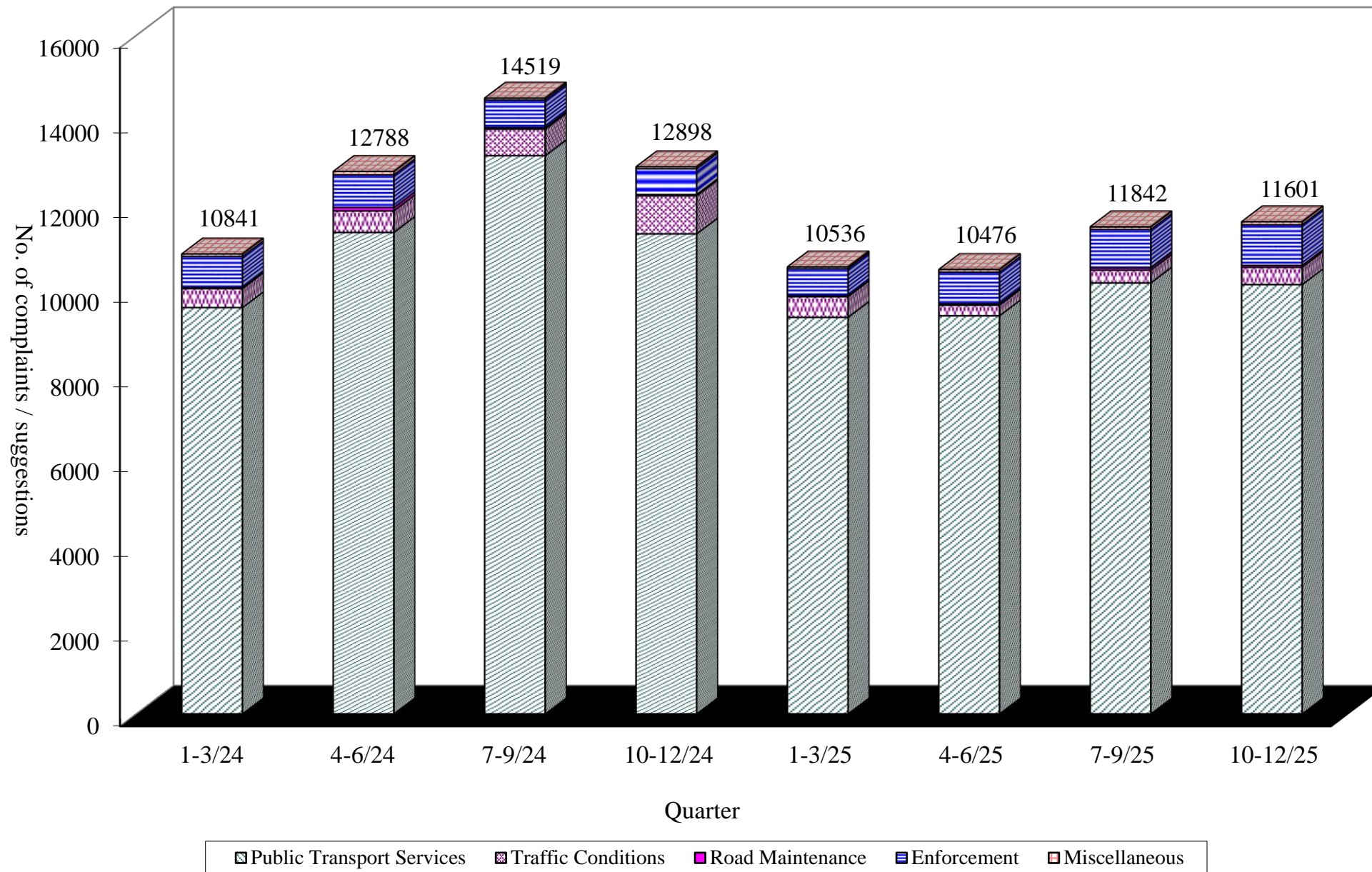
- Notes :
- (1) Figures in square brackets are the number of pure suggestions received in the quarter. The figures have been included in the overall number of cases received. Among the 106, 224 and 194 pure suggestions relating to adequacy of service, 76, 159 and 106 about public transport routeing were 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>(1.10.24-31.12.24)</u>	Previous quarter <u>(1.7.25-30.9.25)</u>	Current quarter <u>(1.10.25-31.12.25)</u>
I. Public Transport Services			
(a) Adequacy of service	582 [106]	756 [224]	664 [194]
(b) Standard of service	10 039 [12]	9 468 [32]	9 140 [23]
(c) General	243 [5]	295 [11]	316 [22]
	10 864 [123] (92%)	10 519 [267] (90%)	10 120 [239] (89%)
II. Traffic Conditions			
(a) Traffic congestion/obstruction	98	144 [8]	134 [2]
(b) Traffic management	100 [10]	108 [47]	95 [25]
(c) Additional traffic signs and aids	82 [5]	36 [16]	56 [18]
(d) Parking facilities	15 [1]	11 [1]	12 [3]
	295 [16] (2%)	299 [72] (3%)	297 [48] (3%)
III. Road Maintenance			
(a) Road conditions	21	41	15
(b) Traffic signs and aids	6	16	31 [2]
(c) Carriageway markings	3	-	2
	30 (<1%)	57 (<1%)	48 [2] (<1%)
IV. Enforcement			
(a) Illegal parking	341	391 [2]	390 [8]
(b) Other enforcement matters	264	378 [1]	404 [8]
	605 (5%)	769 [3] (7%)	794 [16] (7%)
V. Miscellaneous	47 [3] (<1%)	62 [4] (<1%)	71 [6] (<1%)
Total	11 841⁽⁴⁾ [142] (100%)	11 706⁽⁵⁾ [346] (100%)	11 330⁽⁶⁾ [311] (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 106, 224 and 194 pure suggestions relating to adequacy of service, 76, 159 and 106 about public transport routeing were received from a member of the public.
 - (3) Percentage figures in brackets represent the proportion of a category of complaints/suggestions to the total number of cases received in the quarter.
 - (4) A total of 1 057 complaints from three complainants were excluded.
 - (5) A total of 136 complaints from one complainant were excluded.
 - (6) A total of 271 complaints from two complainants were excluded.

Complaints and Suggestions Received by TCU



**Pure Suggestions Received by TCU
(October – December 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	15	[4]	2	[1]	2	-	3	22	[5]			
(2) Routeing	131	[100]	1	[1]	7	[4]	-	1	[1]	2	142	[106]
(3) Hours of operation	12	[5]	-	-	-	-	-	-	-	12	[5]	
(4) Provision of stop	16	[1]	-	-	2	-	-	-	-	18	[1]	
	174	[110]	3	[2]	11	[4]	-	4	[1]	2	194	[117]
(b) Standard of Service												
(1) Regularity of service	1	-	-	-	1	-	-	-	-	-	2	-
(2) Adherence to routeing	1	[1]	-	-	-	-	-	-	-	-	1	[1]
(3) Improper driving behaviour	-	-	-	-	2	1	-	-	-	-	3	-
(4) Conduct & performance of staff	-	-	-	-	-	-	-	-	-	-	-	-
(5) Overcharging	-	-	-	-	-	-	-	-	-	-	-	-
(6) Cleanliness	-	-	-	-	-	-	-	-	-	-	-	-
(7) Conditions of vehicle/vessel	1	-	-	-	1	-	-	-	-	-	2	-
(8) Passenger services & facility	12	-	1	-	1	-	1	-	-	-	15	-
	15	[1]	1	-	5	1	1	-	-	-	23	[1]
(c) General ⁽²⁾	8	[1]	-	-	1	13	-	-	-	-	22	[1]
Sub-total of (I) this quarter	197	[112]	4	[2]	17	[4]	14	5	[1]	2	239	[119]
Sub-total of (I) previous quarter	243	[175]	1	-	11	[1]	9	3	-	0	267	[176]
Sub-total of (I) same quarter in 2024	107	[85]	0	-	8	[1]	6	2	-	0	123	[86]
(II) Traffic Conditions												
(a) Traffic Congestion/Obstruction											2	
(b) Traffic Management											25	
(c) Additional Traffic Signs & Aids											18	
(d) Parking Facilities											3	
Sub-total of (II) this quarter											48	
Sub-total of (II) previous quarter											72	
Sub-total of (II) same quarter in 2024											16	
(III) Road Maintenance											2	
(IV) Enforcement											16	
(V) Miscellaneous											6	[1]
Total this quarter											311	[120]
Total previous quarter											346	[176]
Total same quarter in 2024											142	[86]

Legend

FB - Franchised Buses

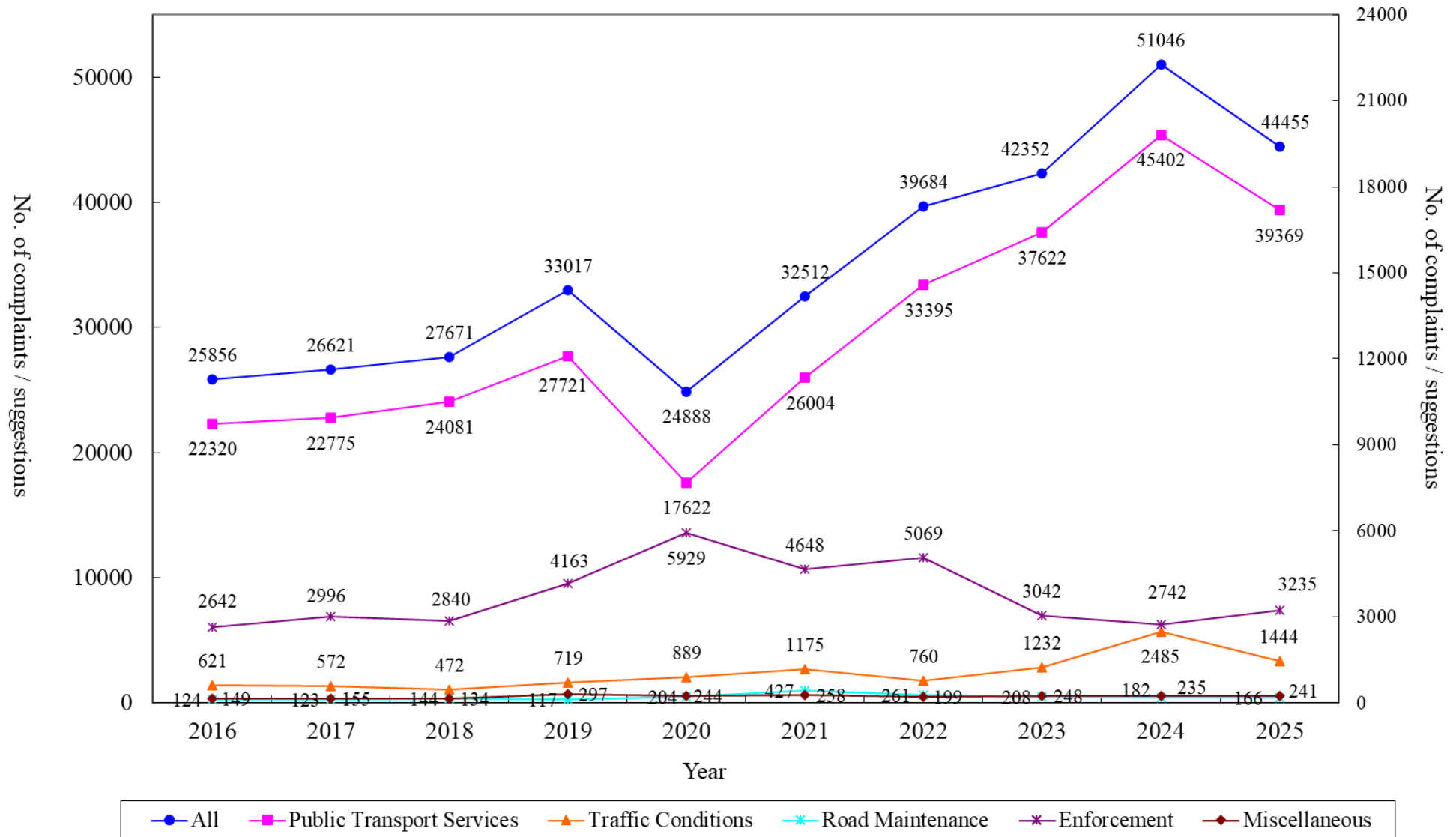
NFB - Non-franchised Buses

PLB - Public Light Buses

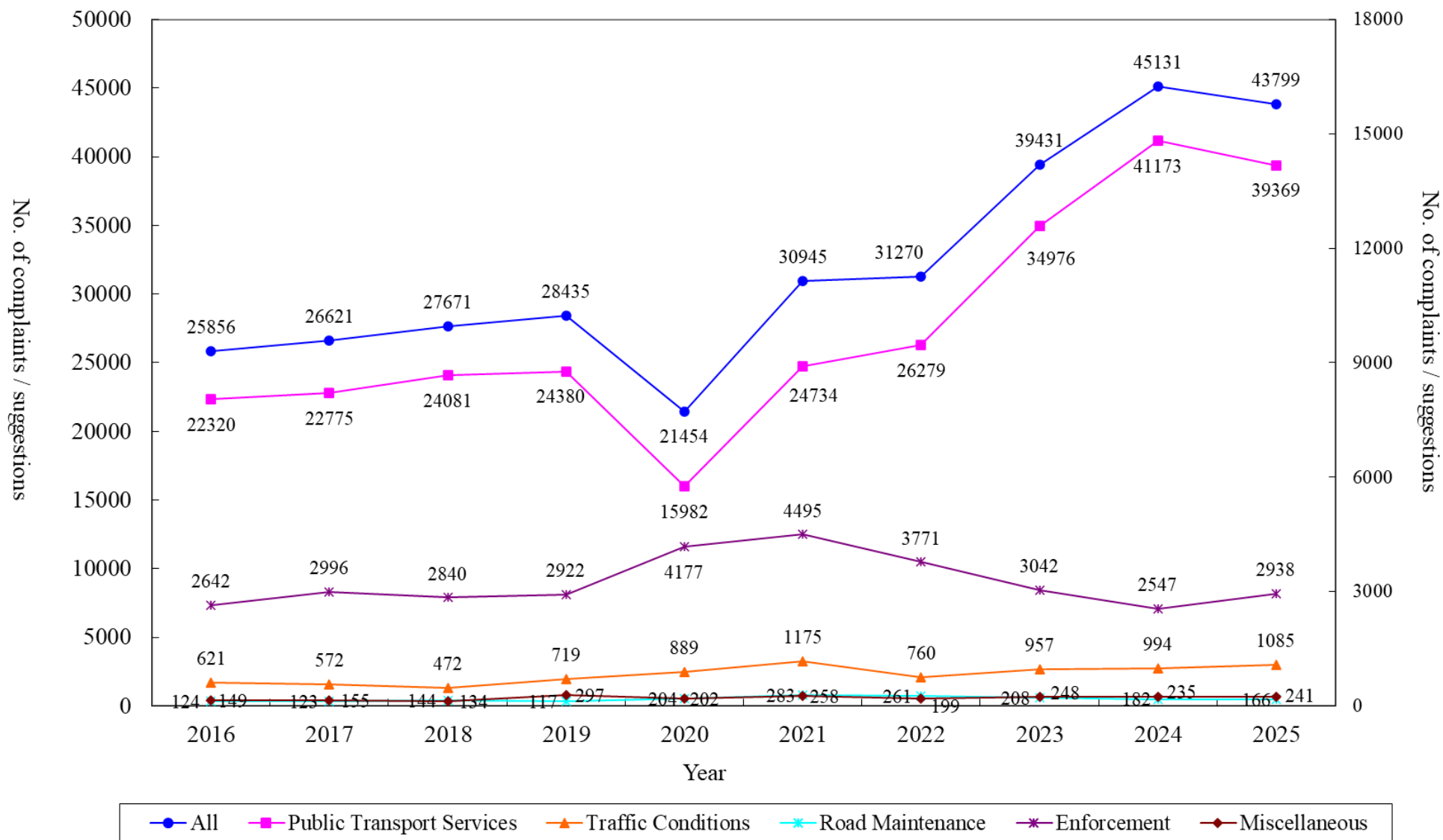
Notes : (1) Figures in square brackets are the number of pure suggestions received from a member of the public in the quarter. The figures have been included in the overall number of pure suggestions received.

(2) These are mainly related to obstruction and illegal parking by public transport vehicles.

**Trends of Complaints and Suggestions Received by TCU
(2016 - 2025)**



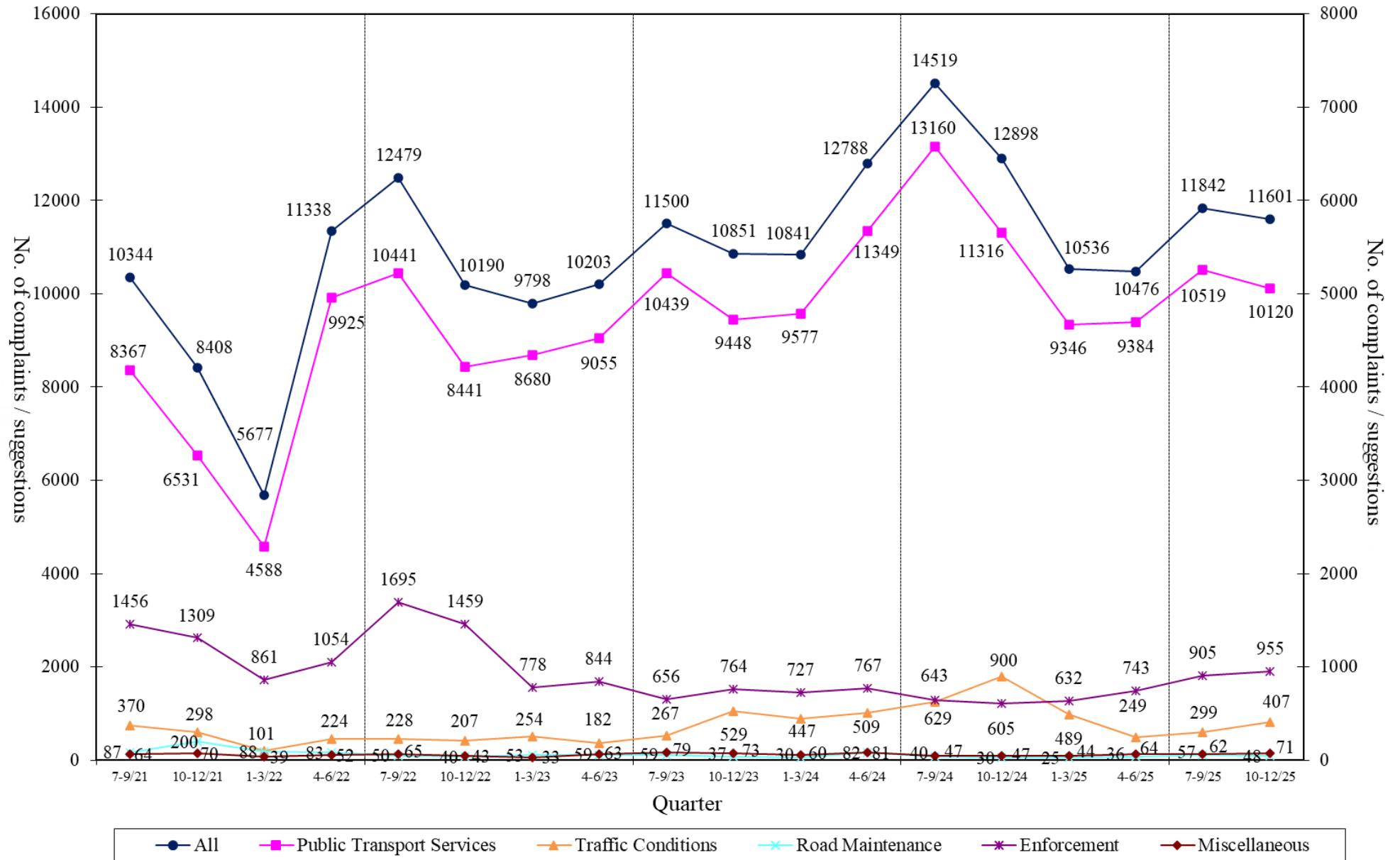
Trends of Complaints and Suggestions Received by TCU⁽¹⁾
(2016 - 2025)



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

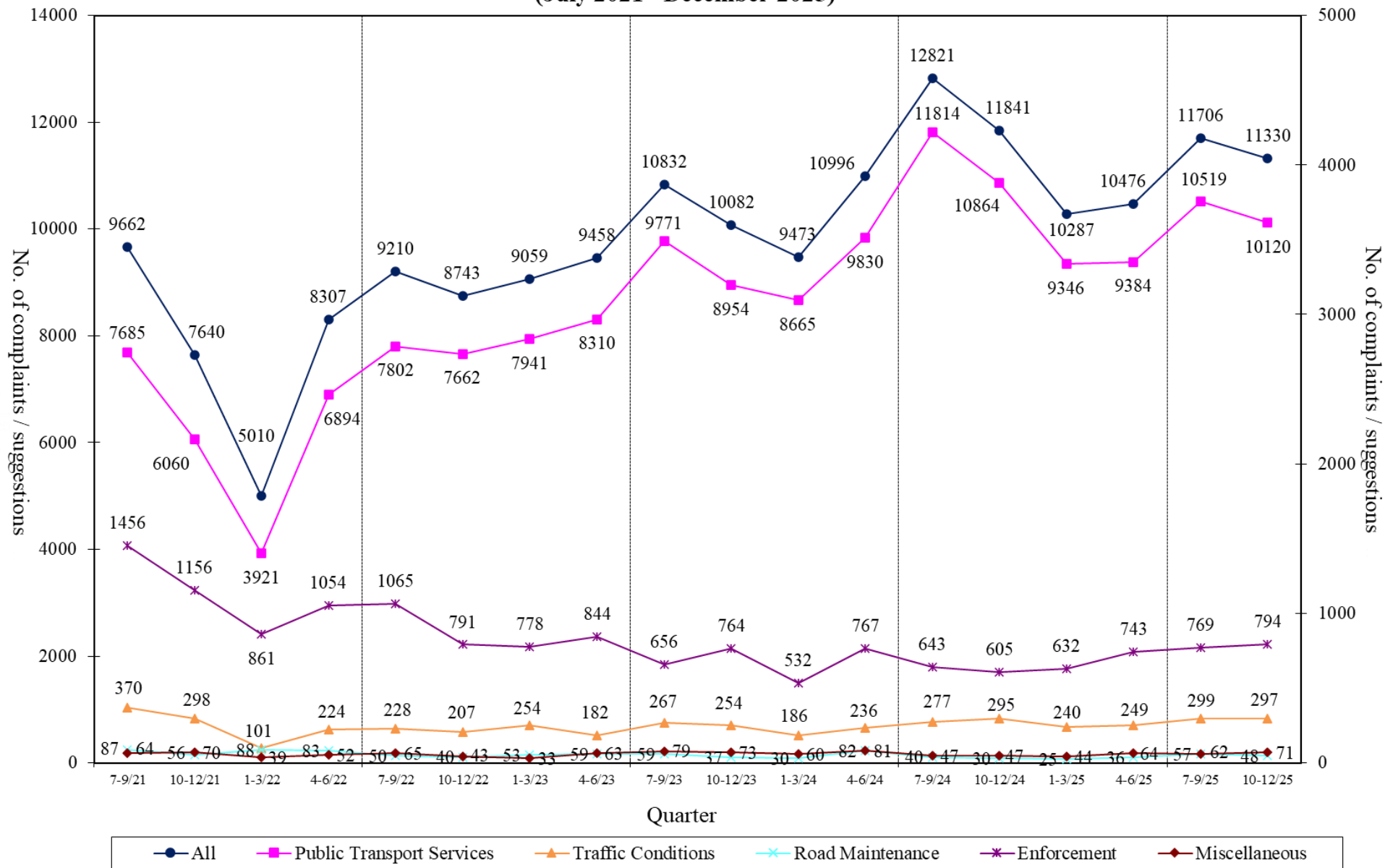
**Trends of Complaints and Suggestions Received by TCU
(July 2021 - December 2025)**

Annex B(ii)(a)



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

Outcome of Investigation Nature of Complaint/ Suggestion	A1	A2	B	C	Total
	I. Public Transport Services				
(a) Adequacy of service	2	875	-	-	877
(b) Standard of service	553	7 730	5	2 583	10 871
(c) General	1	300	-	28	329
	556	8 905	5	2 611	12 077
II. Traffic Conditions					
(a) Traffic congestion/obstruction	337	692	-	-	1 029
(b) Traffic management	8	82	-	-	90
(c) Additional traffic signs/aids	1	29	-	-	30
(d) Parking facilities	-	13	-	-	13
	346	816	-	-	1 162
III. Road Maintenance					
(a) Road conditions	10	35	-	-	45
(b) Traffic signs and aids	8	12	-	-	20
(c) Carriageway markings	-	-	-	-	-
	18	47	-	-	65
IV. Enforcement					
(a) Illegal parking	302	110	-	9	421
(b) Other enforcement matters	5	269	-	118	392
	307	379	-	127	813
V. Miscellaneous	5	64	-	-	69
Total	1 232 (9%)	10 211 (72%)	5 (<1%)	2 738 (19%)	14 186 (100%)
	11 443 (81%)				

Legend

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

**Summary of Results of Investigations into
Complaints and Suggestions on Public Transport Services
(October – December 2025)**

Outcome of Investigation Mode of Transport	A1	A2	B	C	Total
The Kowloon Motor Bus Company (1933) Limited	171	2 305	2	37	2 515
Citybus Limited (Franchise (U&NT))	1	934	-	2	937
Citybus Limited (Franchise (Lantau))	-	209	-	1	210
New Lantao Bus Company (1973) Limited	-	113	-	1	114
Long Win Bus Company Limited	8	205	-	-	213
Cross-harbour Bus Services	50	739	-	2	791
Non-franchised Bus Services	6	168	2	1	177
Green Minibus	309	2 818	1	8	3 136
Red Minibus	-	195	-	1	196
Taxi	5	815	-	2 553	3 373
MTR Corporation Limited (Excluding Light Rail)	5	261	-	3	269
MTR Corporation Limited (Light Rail)	1	34	-	1	36
The Hongkong Tramways Limited	-	30	-	1	31
Sun Ferry Services Company Limited	-	18	-	-	18
The “Star” Ferry Company Limited	-	34	-	-	34
Minor Ferries	-	27	-	-	27
Total	556 (5%)	8 905 (74%)	5 (<1%)	2 611 (22%)	12 077 (100%)
	9 461 (78%)				

Legend

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

Public Suggestions Taken on Board by
Relevant Government Departments/Public Transport Operators
(October – December 2025)

I. Public Transport Services

- Extend the operation hours and adjust the routing of Citybus route no. 55 to meet passenger demand and facilitate the daily commute of the public.
- Extend the operation hours and relocate the terminus of New Lantao Bus route no. 37A to meet passenger demand and facilitate the daily commute of the public.

II. Traffic Management

Kowloon

- Adjust the mounting height of the traffic signs at Waterloo Road Flyover southbound near the People's Liberation Army Kowloon East Barracks to alert motorists.
- Increase the vehicular green time of the traffic lights at Hoi Fan Road westbound and increase the pedestrian green time of the traffic lights at Hoi Fai Road northbound during morning rush hours to alleviate traffic congestion.
- Adjust the volume of the Electronic Audible Traffic Signals at the junction of Cheung Sha Wan Road and Camp Street to minimise disturbance affecting nearby residents.
- Adjust the mounting height of the road sign at Shing Kai Road near the Electrical and Mechanical Services Department Headquarters to enhance the safety of pedestrians.
- Adjust the traffic signal setting at the junction of Cha Kwo Ling Road and Ko Chiu Road to facilitate pedestrians crossing the road.

New Territories

- Increase the pedestrian green time of the traffic lights at the junction of Chung Yan Road near North Lantau Hospital to facilitate pedestrians crossing the road.
- Increase the vehicular green time of the traffic lights at Tat Wan Road at its junctions with Nam Wan Road, Fung Wan Road and Ma Wo Road respectively during morning rush hours to improve traffic flow.
- Adjust the traffic signal setting at the junction of Po Lam Road North and Po Fung Road to improve traffic flow.
- Increase the vehicular green time of the traffic lights at Yi Tung Road southbound at its junction with Tung Chung Waterfront Road and Ying Hei Road during morning and afternoon rush hours to improve traffic flow.
- Increase the vehicular green time of traffic lights at the junction of Kam Sheung Road and Pat Heung Road for improving traffic flows heading towards Kam Sheung Road or Pat Heung Road during peak hours.

Complaints and Suggestions on Public Transport Services
(October – December 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	136	38	3	15	20	20	7	141	-	-	19	3	-	-	-	1	403
(2) Routeing	86	39	12	1	5	28	2	11	-	-	1	-	-	-	-	2	187
(3) Hours of operation	9	1	1	-	-	7	2	4	-	-	-	-	-	-	-	-	24
(4) Provision of stops	19	11	2	2	1	7	2	6	-	-	-	-	-	-	-	-	50
Sub-total	250	89	18	18	26	62	13	162	-	-	20	3	-	-	-	3	664
(B) <u>Standard of Service</u>																	
(1) Regularity of service	790	191	23	31	92	146	23	525	-	-	9	6	1	6	2	7	1852
(2) Adherence to routeing	18	9	1	1	1	8	1	72	-	471	-	-	1	-	-	1	584
(3) Improper driving behavior	430	166	44	10	48	159	32	422	31	762	11	10	5	1	2	-	2133
(4) Conduct & performance of staff (including drivers)	504	278	74	36	54	206	31	859	51	995	76	1	8	2	3	4	3182
(5) Overcharging	8	8	2	2	-	8	3	92	14	362 *	-	1	-	-	1	-	501
(6) Cleanliness	8	-	1	1	-	5	3	46	1	19	3	-	-	-	-	-	87
(7) Conditions of vehicles/vessels	26	8	1	1	2	5	5	84	4	11	4	-	1	1	-	1	154
(8) Passenger services & facilities	268	49	15	18	21	61	15	63	1	11	102	13	2	4	2	2	647
Sub-total	2052	709	161	100	218	598	113	2163	102	2631	205	31	18	14	10	15	9140
(C) General	55	27	7	-	5	11	6	52	20	128	1	2	2	-	-	-	316
Total this quarter	2357	825	186	118	249	671	132	2377	122	2759	226	36	20	14	10	18	10120
Grand-total	(4406)						(5390)				(282)			(42)			
Total previous quarter	2498	779	196	101	228	762	167	2453	137	2804	265	31	26	17	29	26	10519
Total same quarter in 2024	2481	765	188	95	450	594	144	2253	131	3899	221	43	25	11	4	12	11316

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

(October – December 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	136	38	3	15	20	20	7	141	-	-	19	3	-	-	-	1	403
(2) Routeing	86	39	12	1	5	28	2	11	-	-	1	-	-	-	-	2	187
(3) Hours of operation	9	1	1	-	-	7	2	4	-	-	-	-	-	-	-	-	24
(4) Provision of stops	19	11	2	2	1	7	2	6	-	-	-	-	-	-	-	-	50
Sub-total	250	89	18	18	26	62	13	162	-	-	20	3	-	-	-	3	664
(B) Standard of Service																	
(1) Regularity of service	790	191	23	31	92	146	23	525	-	-	9	6	1	6	2	7	1852
(2) Adherence to routeing	18	9	1	1	1	8	1	72	-	471	-	-	1	-	-	1	584
(3) Improper driving behavior	430	166	44	10	48	159	32	422	31	762	11	10	5	1	2	-	2133
(4) Conduct & performance of staff (including drivers)	504	278	74	36	54	206	31	859	51	995	76	1	8	2	3	4	3182
(5) Overcharging	8	8	2	2	-	8	3	92	14	362 *	-	1	-	-	1	-	501
(6) Cleanliness	8	-	1	1	-	5	3	46	1	19	3	-	-	-	-	-	87
(7) Conditions of vehicles/vessels	26	8	1	1	2	5	5	84	4	11	4	-	1	-	-	1	154
(8) Passenger services & facilities	268	49	15	18	21	61	15	63	1	11	102	13	2	4	2	2	647
Sub-total	2052	709	161	100	218	598	113	2163	102	2631	205	31	18	14	10	15	9140
(C) General	55	27	7	-	5	11	6	52	20	128	1	2	2	-	-	-	316
Total this quarter	2357	825	186	118	249	671	132	2377	122	2759	226	36	20	14	10	18	10120
Grand-total	(4406)						(5390)				(282)			(42)			
Total previous quarter	2498	779	196	101	228	762	167	2453	137	2804	265	31	26	17	29	26	10519
Total same quarter in 2024	2286 ⁽¹⁾	765	182 ⁽¹⁾	95	224 ⁽¹⁾	592 ⁽¹⁾	121 ⁽¹⁾	2253	131	3899	221	43	25	11	4	12	10864

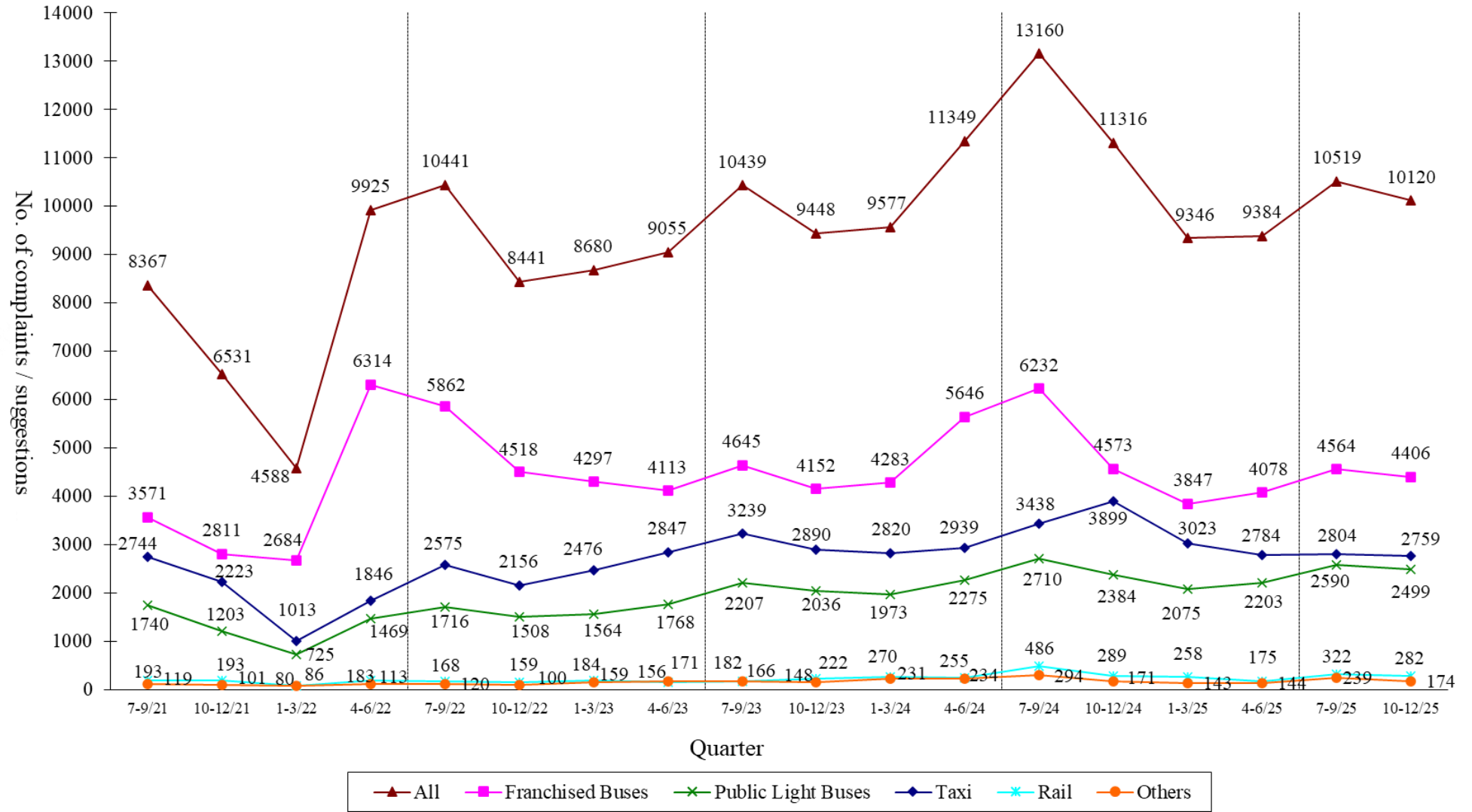
Legend

- 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

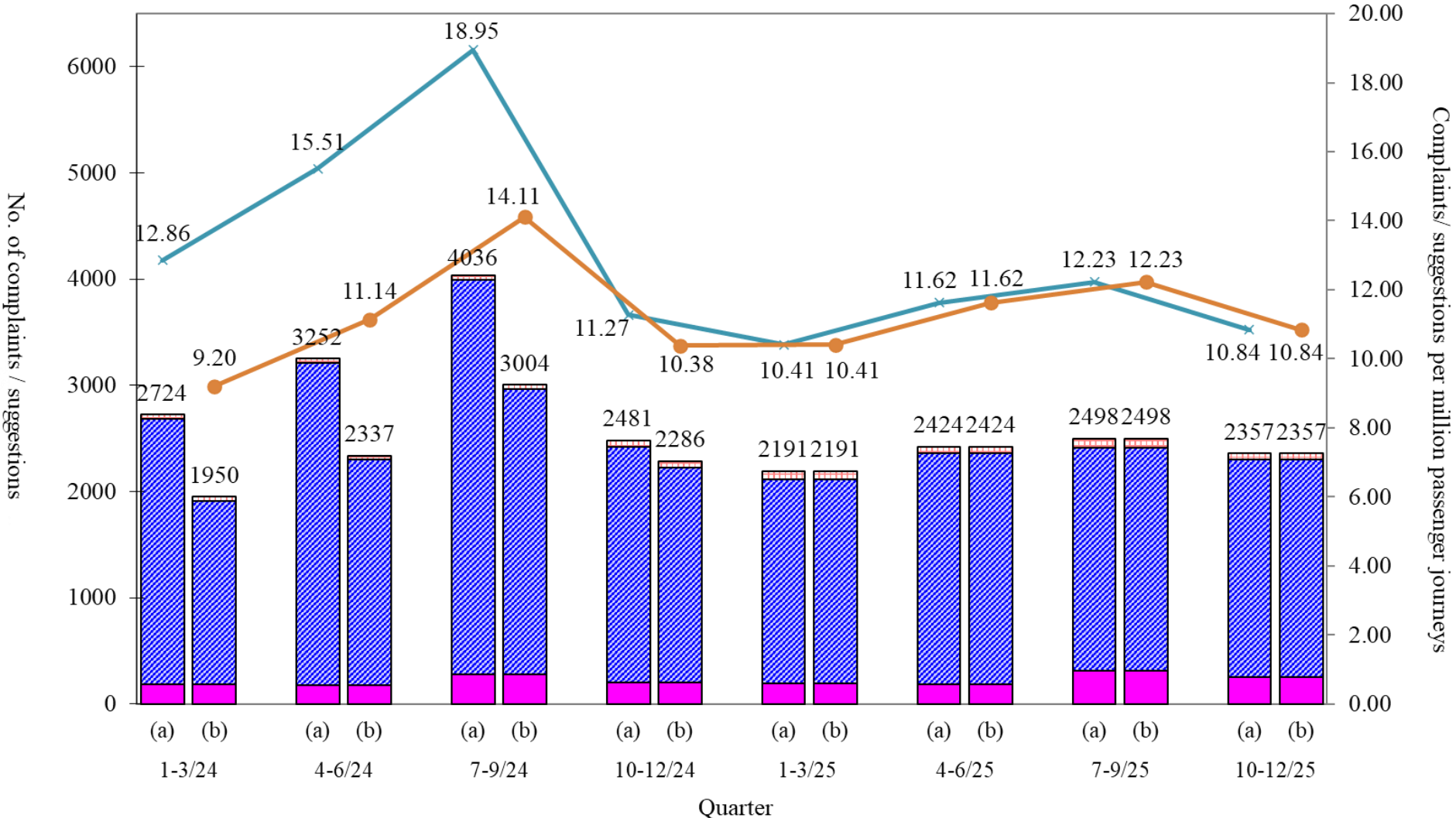
* Including taximeter irregularities

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

Trends of Complaints and Suggestions on Public Transport Services
(July 2021 - December 2025)



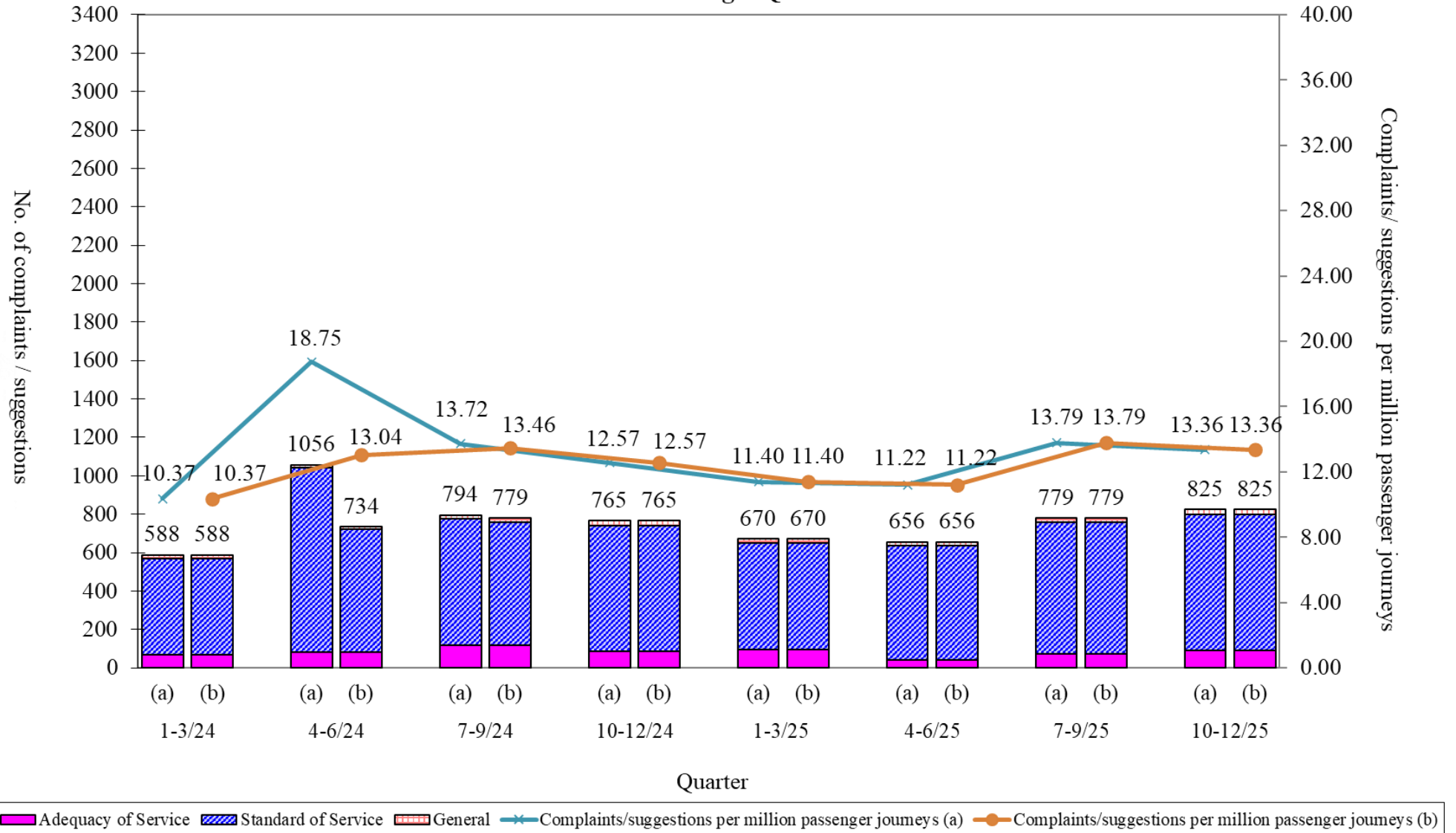
**Complaints and Suggestions on the Services of Kowloon Motor Bus Company (1933) Limited
in the Past Eight Quarters**



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.

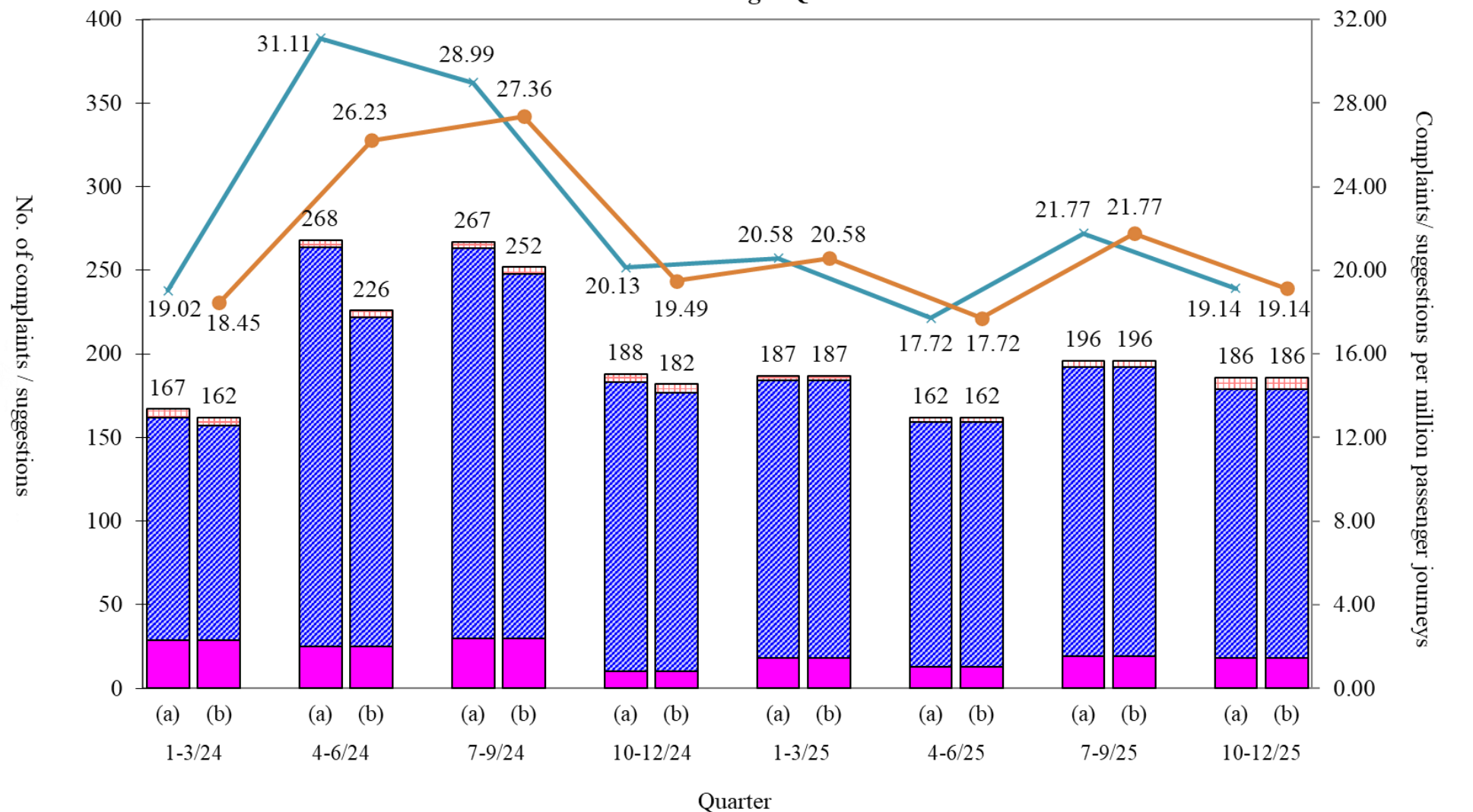
**Complaints and Suggestions on the Services of Citybus Limited
(Franchise for the Urban and New Territories bus network)
in the Past Eight Quarters**

Annex F(ii)



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

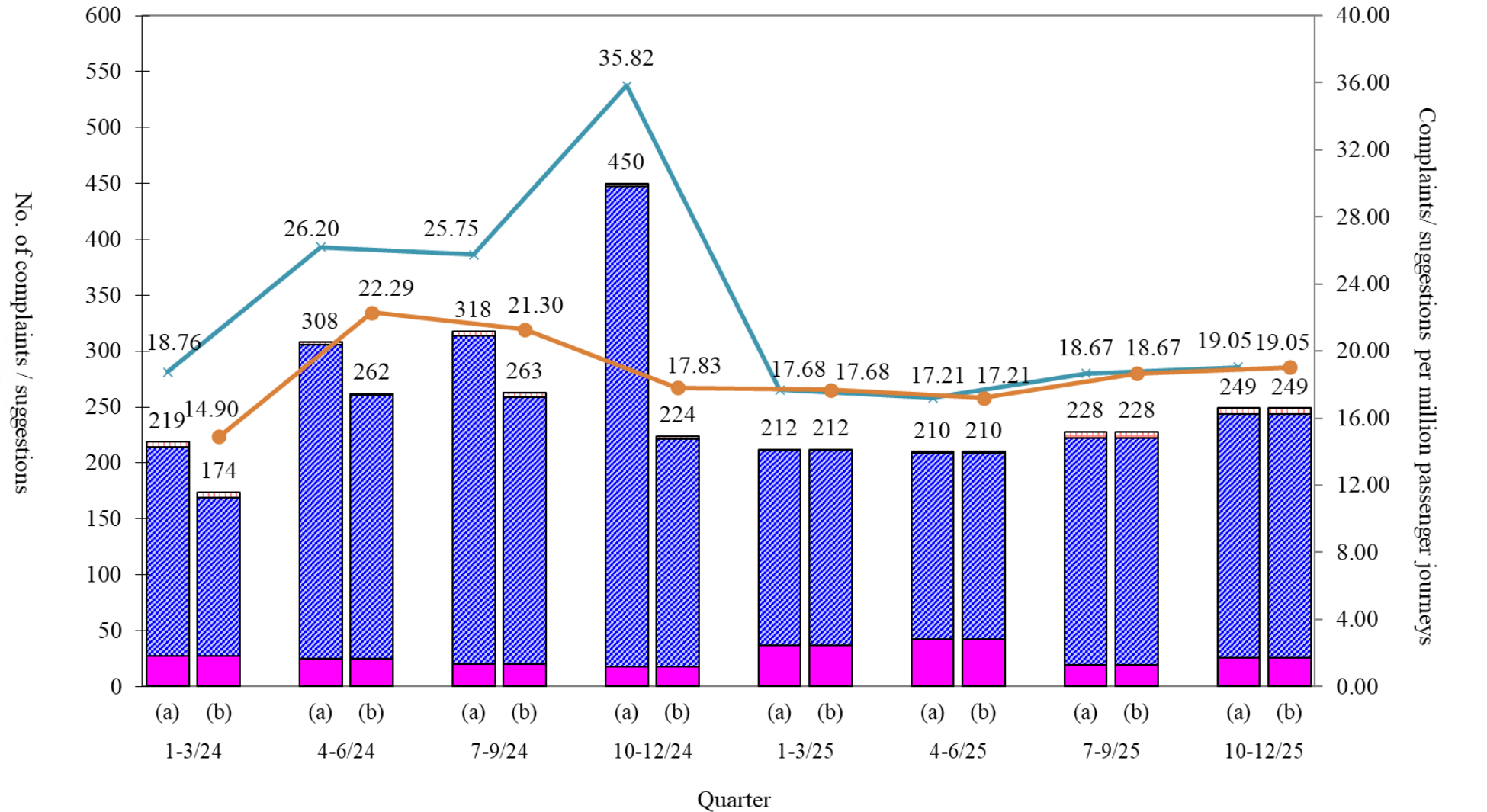
**Complaints and Suggestions on the Services of Citybus Limited
(Franchise for Airport and North Lantau bus network)
in the Past Eight Quarters**



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.

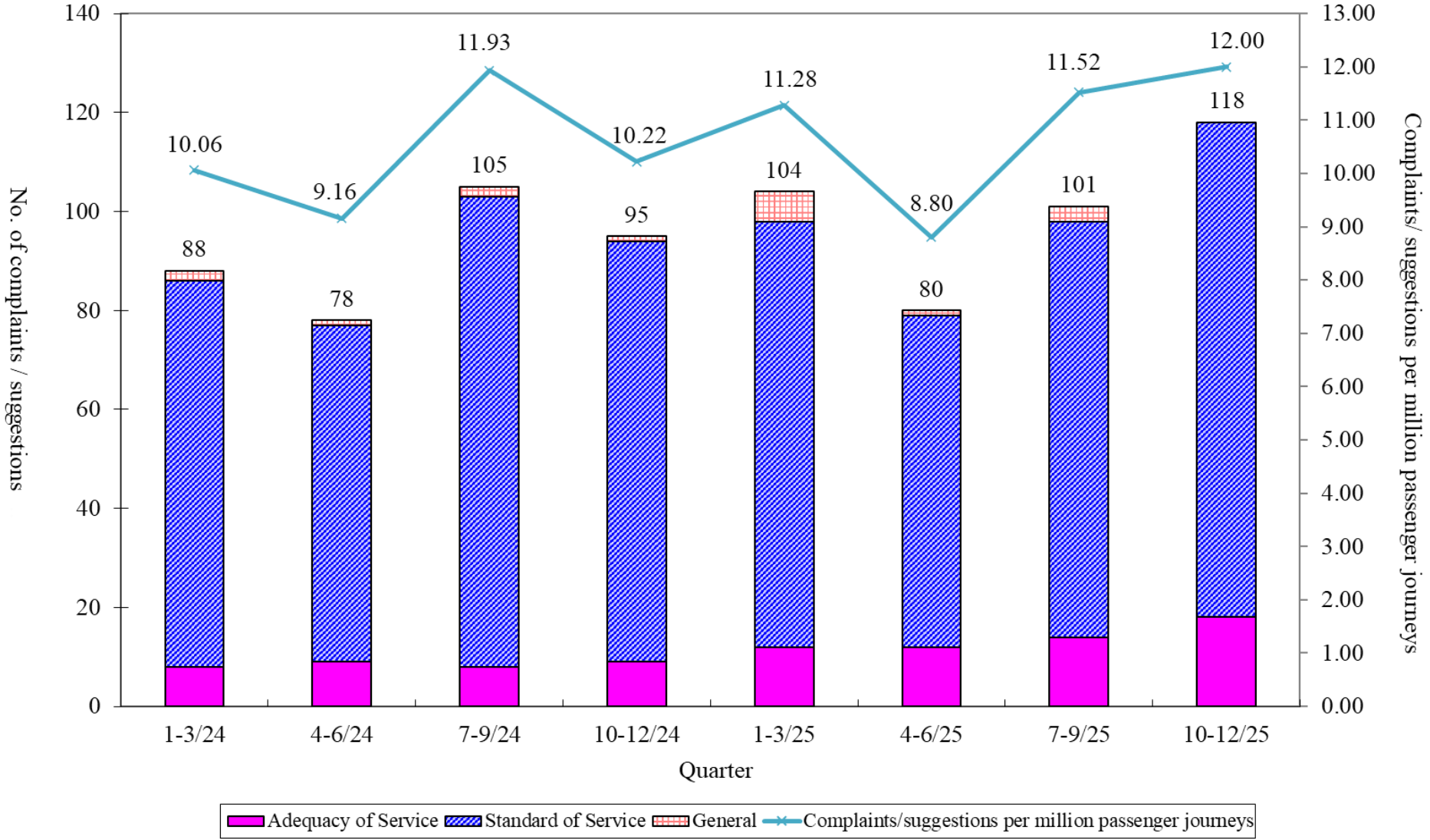
**Complaints and Suggestions on the Services of Long Win Bus Company Limited
in the Past Eight Quarters**



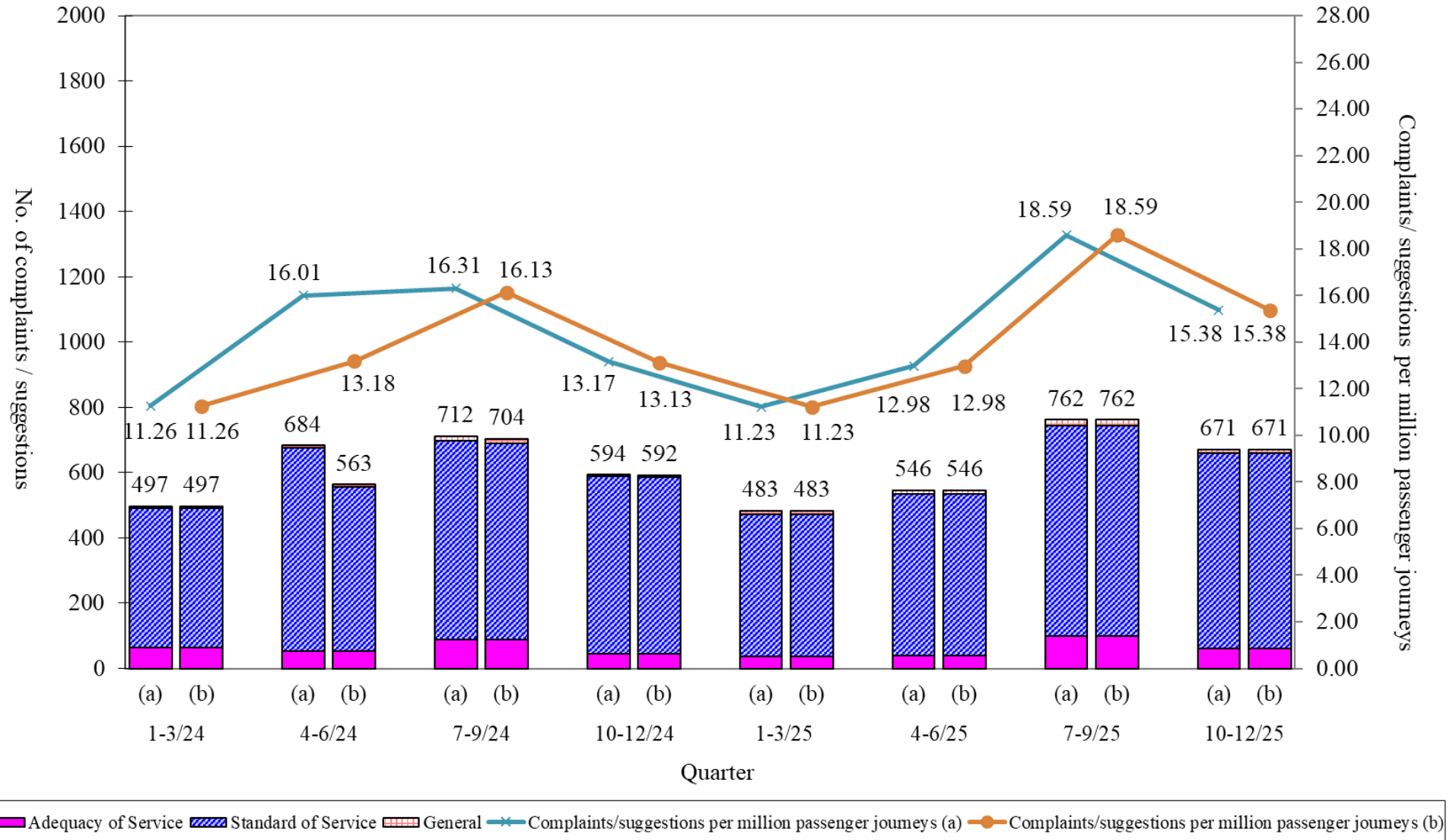
■ Adequacy of Service
 ■ Standard of Service
 ■ General
 — Complaints/suggestions per million passenger journeys (a)
 — Complaints/suggestions per million passenger journeys (b)

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**



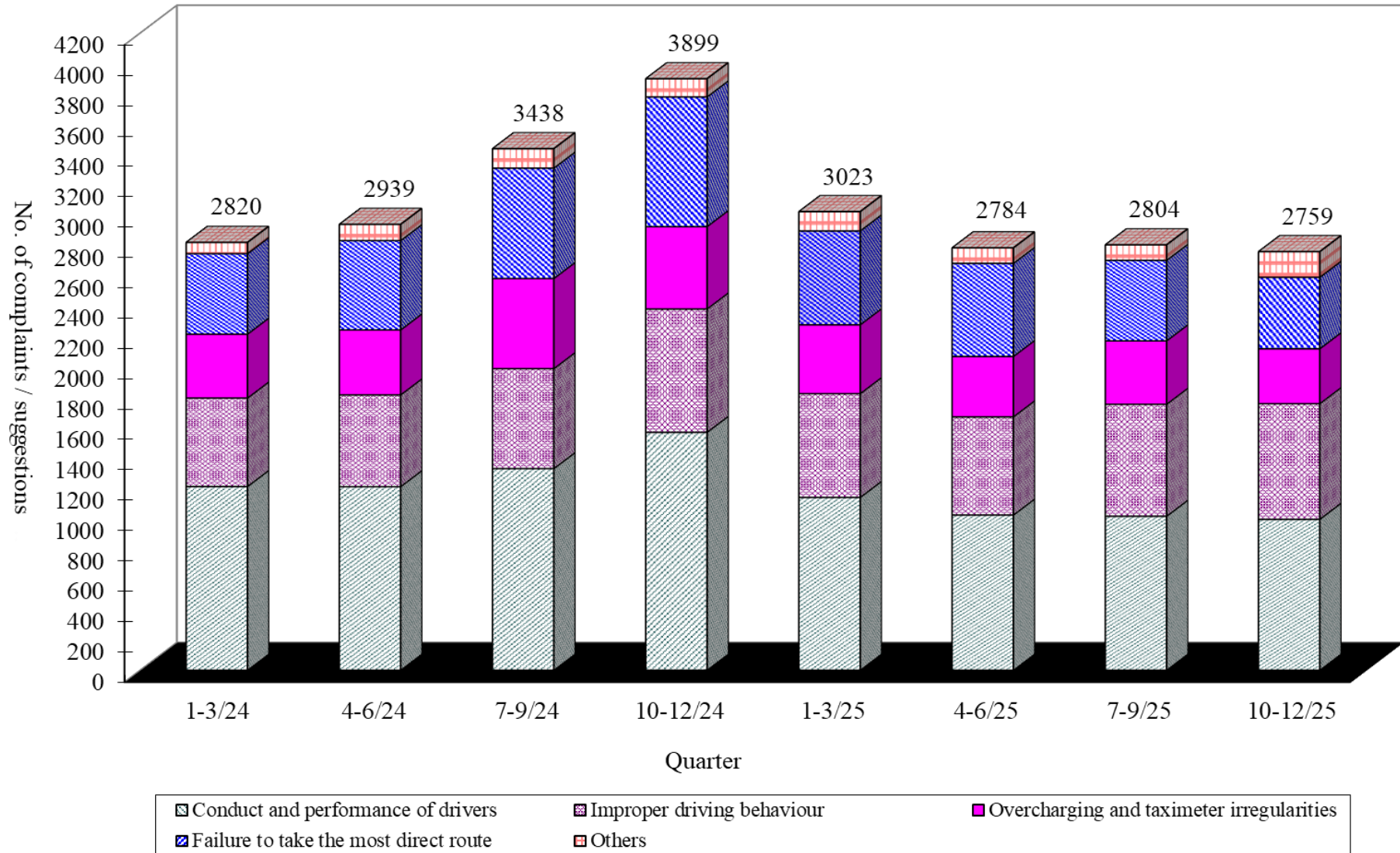
Notes : (a) Complaints received from all complainants.
 (b) The complaints received from individual complainants, who made more than 100 complaints in a quarter, were excluded.

Breakdown of Complaints and Suggestions on Franchised Bus Services
(October – December 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)	2 357	10.84
Citybus Limited (Franchise for the Urban and New Territories bus network) (CTB(U&NT))	825	13.36
Citybus Limited (Franchise for Airport and North Lantau bus network) (CTB(Lantau))	186	19.14
New Lantao Bus Company (1973) Limited (NLB)	118	12.00
Long Win Bus Company Limited (LWB)	249	19.05
Cross-harbour Bus Services ⁽¹⁾ (XHT)	671	15.38
Total	4 406	12.40

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 (1.10.24-31.12.24)</u>	<u>Previous quarter (1.7.25-30.9.25)</u>	<u>Current quarter (1.10.25-31.12.25)</u>
(a) Conduct and performance of drivers			
(i) Behaving other than in a civil & orderly manner	623	429	433
(ii) Refusing hire	795	485	470
(iii) Soliciting passengers	7	6	5
(iv) Refusing to drive to destination	116	69	62
(v) Failure to display driver identity plate	23	22	18
(vi) Failure to display driver identity plate properly	4	4	7
Sub-total	1 568	1 015	995
(b) Improper driving behaviour	813	738	762
(c) Overcharging	484	370	312
(d) Taximeter irregularities	59	48	50
(e) Failure to take the most direct route	855	531	471
(f) Others*	120	102	169
Total	3 899	2 804	2 759

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

Complaints and Suggestions on Traffic and Road Conditions
(October – December 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	9	8	14	2	11	5	8	1	15	12	8	11	12	4	1	113	3	3	4	244
(b) Traffic management	1	2	5	1	14	6	5	5	9	4	4	4	8	4	3	6	3	9	2	95
(c) Additional traffic signs and aids	1	1	2	1	23	-	5	1	-	1	2	5	7	-	3	-	1	3	-	56
(d) Parking facilities	1	1	-	2	2	1	-	1	1	-	-	1	1	-	-	-	-	-	1	12
Sub-total	12	12	21	6	50	12	18	8	25	17	14	21	28	8	7	119	7	15	7	407
<u>Road Maintenance</u>																				
(a) Road conditions	-	1	2	-	2	-	4	-	1	2	-	-	-	-	-	1	2	-	-	15
(b) Traffic signs & aids	1	1	1	2	5	-	3	6	-	1	3	1	4	2	1	-	-	-	-	31
(c) Carriageway markings	-	1	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2
Sub-total	1	3	3	2	8	-	7	6	1	3	3	1	4	2	1	1	2	-	-	48
<u>Enforcement</u>																				
(a) Illegal parking	23	21	22	13	23	11	42	16	29	14	16	41	35	21	15	18	14	14	2	390
(b) Other enforcement matters	45	22	30	14	80	13	65	91	39	12	8	46	35	18	6	10	21	4	6	565
Sub-total	68	43	52	27	103	24	107	107	68	26	24	87	70	39	21	28	35	18	8	955
Total	81	58	76	35	161	36	132	121	94	46	41	109	102	49	29	148	44	33	15	1410

Complaints and Suggestions on Traffic and Road Conditions⁽¹⁾
(October – December 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	9	8	14	2	11	5	8	1	15	12	8	11	12	4	1	3	3	3	4	134
(b) Traffic management	1	2	5	1	14	6	5	5	9	4	4	4	8	4	3	6	3	9	2	95
(c) Additional traffic signs and aids	1	1	2	1	23	-	5	1	-	1	2	5	7	-	3	-	1	3	-	56
(d) Parking facilities	1	1	-	2	2	1	-	1	1	-	-	1	1	-	-	-	-	-	1	12
Sub-total	12	12	21	6	50	12	18	8	25	17	14	21	28	8	7	9	7	15	7	297
<u>Road Maintenance</u>																				
(a) Road conditions	-	1	2	-	2	-	4	-	1	2	-	-	-	-	-	1	2	-	-	15
(b) Traffic signs & aids	1	1	1	2	5	-	3	6	-	1	3	1	4	2	1	-	-	-	-	31
(c) Carriageway markings	-	1	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2
Sub-total	1	3	3	2	8	-	7	6	1	3	3	1	4	2	1	1	2	-	-	48
<u>Enforcement</u>																				
(a) Illegal parking	23	21	22	13	23	11	42	16	29	14	16	41	35	21	15	18	14	14	2	390
(b) Other enforcement matters	18	22	30	14	22	13	65	18	39	12	8	46	32	18	6	10	21	4	6	404
Sub-total	41	43	52	27	45	24	107	34	68	26	24	87	67	39	21	28	35	18	8	794
Total	54	58	76	35	103	36	132	48	94	46	41	109	99	49	29	38	44	33	15	1139

Note : (1) 110 complaints about traffic congestion/obstruction and 161 complaints about other enforcement matters received from two complainants during the quarter were excluded. Please see Annex I(i) with these complaints included.

Complaints and Suggestions Received by TCU during 2021 – 2025

<u>Nature of Complaint/Suggestion</u>	<u>2021</u>		<u>2022</u>		<u>2023</u>		<u>2024</u>		<u>2025</u>	
I. Public Transport Services										
(a) Adequacy of service	2 921	[942]	4 051	[1245]	2 969	[934]	2 451	[682]	2 492	[704]
(b) Standard of service	22 456	[44]	28 599	[47]	33 856	[75]	42 029	[50]	35 734	[79]
(c) General	627	[11]	745	[40]	797	[25]	922	[22]	1 143	[48]
	<u>26 004</u>	<u>[997]</u>	<u>33 395</u>	<u>[1 332]</u>	<u>37 622</u>	<u>[1 034]</u>	<u>45 402</u>	<u>[754]</u>	<u>39 369</u>	<u>[831]</u>
II. Traffic Conditions										
(a) Traffic congestion/ obstruction	783	[17]	448	[14]	761	[17]	1 907	[4]	849	[12]
(b) Traffic management	205	[51]	164	[40]	255	[66]	319	[43]	375	[90]
(c) Additional traffic signs and aids	90	[31]	73	[33]	121	[41]	186	[25]	166	[42]
(d) Parking facilities	97	[13]	75	[17]	95	[11]	73	[6]	54	[6]
	<u>1 175</u>	<u>[112]</u>	<u>760</u>	<u>[104]</u>	<u>1 232</u>	<u>[135]</u>	<u>2 485</u>	<u>[78]</u>	<u>1 444</u>	<u>[150]</u>
III. Road maintenance										
(a) Road conditions	88	[2]	80		113	[4]	88	[1]	96	
(b) Traffic signs and aids	325	[3]	169	[2]	82	[1]	86	[1]	66	[2]
(c) Carriageway markings	14		12	[1]	13		8		4	
	<u>427</u>	<u>[5]</u>	<u>261</u>	<u>[3]</u>	<u>208</u>	<u>[5]</u>	<u>182</u>	<u>[2]</u>	<u>166</u>	<u>[2]</u>
IV. Enforcement										
(a) Illegal parking	3 290	[5]	3 934	[3]	2 042	[5]	1 589	[2]	1 563	[10]
(b) Other enforcement matters	1 358	[9]	1 135	[8]	1 000	[2]	1 153	[1]	1 672	[9]
	<u>4 648</u>	<u>[14]</u>	<u>5 069</u>	<u>[11]</u>	<u>3 042</u>	<u>[7]</u>	<u>2 742</u>	<u>[3]</u>	<u>3 235</u>	<u>[19]</u>
V. Miscellaneous	258	[8]	199	[1]	248	[7]	235	[6]	241	[20]
Total	<u>32 512</u>	<u>[1 136]</u>	<u>39 684</u>	<u>[1 451]</u>	<u>42 352</u>	<u>[1 188]</u>	<u>51 046</u>	<u>[843]</u>	<u>44 455</u>	<u>[1 022]</u>

Note : Figures in square brackets are the number of pure suggestions received in the year. The figures have been included in the overall number of cases received.

Complaints and Suggestions Received by TCU during 2021 - 2025⁽¹⁾

<u>Nature of Complaint/Suggestion</u>⁽²⁾	<u>2021</u>	<u>2022</u>	<u>2023</u>	<u>2024</u>	<u>2025</u>
I. Public Transport Services					
(a) Adequacy of service	2 539 [942]	3 768 [1 245]	2 969 [934]	2 451 [682]	2 492 [704]
(b) Standard of service	21 568 [44]	21 766 [47]	31 210 [75]	37 800 [50]	35 734 [79]
(c) General	627 [11]	745 [40]	797 [25]	922 [22]	1 143 [48]
	24 734⁽³⁾ [997]	26 279⁽⁷⁾ [1 332]	34 976⁽¹⁰⁾ [1 034]	41 173⁽¹³⁾ [754]	39 369 [831]
II. Traffic Conditions					
(a) Traffic congestion/ obstruction	783 [17]	448 [14]	486 ⁽¹¹⁾ [17]	416 ⁽¹⁴⁾ [4]	490 ⁽¹⁷⁾ [12]
(b) Traffic management	205 [51]	164 [40]	255 [66]	319 [43]	375 [90]
(c) Additional traffic signs and aids	90 [31]	73 [33]	121 [41]	186 [25]	166 [42]
(d) Parking facilities	97 [13]	75 [17]	95 [11]	73 [6]	54 [6]
	1 175 [112]	760 [104]	957 [135]	994 [78]	1 085 [150]
III. Road maintenance					
(a) Road conditions	88 [2]	80	113 [4]	88 [1]	96
(b) Traffic signs and aids	181 ⁽⁴⁾ [3]	169 [2]	82 [1]	86 [1]	66 [2]
(c) Carriageway markings	14	12 [1]	13	8	4
	283 [5]	261 [3]	208 [5]	182 [2]	166 [2]
IV. Enforcement					
(a) Illegal parking	3 137 ⁽⁵⁾ [5]	2 636 ⁽⁸⁾ [3]	2 042 [5]	1 589 [2]	1 563 [10]
(b) Other enforcement matters	1 358 [9]	1 135 [8]	1 000 [2]	958 ⁽¹⁵⁾ [1]	1 375 ⁽¹⁸⁾ [9]
	4 495 [14]	3 771 [11]	3 042 [7]	2 547 [3]	2 938 [19]
V. Miscellaneous	258 [8]	199 [1]	248 [7]	235 [6]	241 [20]
Total	30 945⁽⁶⁾ [1 136]	31 270⁽⁹⁾ [1 451]	39 431⁽¹²⁾ [1 188]	45 131⁽¹⁶⁾ [843]	43 799⁽¹⁹⁾ [1 022]

- Notes :**
- (1) Complaints received from individual complainants, who made more than 100 complaints within a quarter, were excluded. Please see [Annex J\(i\)](#) with these complaints included.
 - (2) Figures in square brackets are the number of pure suggestions received in the year. The figures have been included in the overall number of cases received.
 - (3) A total of 1 270 complaints received from two complainants were excluded.
 - (4) A total of 144 complaints received from one complainant were excluded.
 - (5) A total of 153 complaints received from one complainant were excluded.
 - (6) A total of 1 567 complaints received from four complainants were excluded.
 - (7) A total of 7 116 complaints received from 13 complainants were excluded.
 - (8) A total of 1 298 complaints received from one complainant were excluded.
 - (9) A total of 8 414 complaints received from 14 complainants were excluded.
 - (10) A total of 2 646 complaints received from five complainants were excluded.
 - (11) A total of 275 complaints received from one complainant were excluded.
 - (12) A total of 2 921 complaints received from six complainants were excluded.
 - (13) A total of 4 229 complaints received from seven complainants were excluded.
 - (14) A total of 1 491 complaints received from two complainants were excluded.
 - (15) A total of 195 complaints received from one complainant were excluded.
 - (16) A total of 5 915 complaints received from nine complainants were excluded.
 - (17) A total of 359 complaints received from one complainant were excluded.
 - (18) A total of 297 complaints received from one complainant were excluded.
 - (19) A total of 656 complaints received from two complainants were excluded.

Complaints and Suggestions on Franchised Bus Services⁽¹⁾

<u>Bus Company</u>	<u>2024</u>	<u>2025</u>	<u>Difference</u>
The Kowloon Motor Bus Company (1933) Limited (KMB)	12 493 ⁽³⁾ (9 577)	9 470	-24.2% (-1.1%)
Citybus Limited (Franchise 1) (Citybus (F1))	3 203 ⁽⁴⁾ (2 866)	2 930	-8.5% (+2.2%)
Citybus Limited (Franchise 2) (Citybus (F2))	890 ⁽⁵⁾ (822)	731	-17.9% (-11.1%)
New Lantao Bus Company (1973) Limited	366	403	+10.1%
Long Win Bus Company Limited	1 295 ⁽⁶⁾ (923)	899	-30.6% (-2.6%)
Cross-harbour Bus Services ⁽²⁾	2 487 ⁽⁷⁾ (2 356)	2 462	-1.0% (+4.5%)
Total	20 734⁽⁸⁾ (16 910)	16 895	-18.5% (-0.1%)

- Notes : (1) The figures not including complaints received from individual complainants, who made more than 100 complaints within a quarter, are in brackets.
- (2) Complaints and suggestions on cross-harbour bus services cannot be further broken down by bus company as the services are jointly operated by KMB, Citybus and NWFB.
- (3) Among the 12 493 complaints and suggestions, a total of 2 916 complaints were received from four complainants.
- (4) Among the 3 203 complaints and suggestions, a total of 337 complaints were received from two complainants.
- (5) Among the 890 complaints and suggestions, a total of 68 complaints were received from two complainants.
- (6) Among the 1 295 complaints and suggestions, a total of 372 complaints were received from three complainants.
- (7) Among the 2 487 complaints and suggestions, a total of 131 complaints were received from three complainants.
- (8) Among the 20 734 complaints and suggestions, a total of 3 824 complaints were received from six complainants.

Complaints and Suggestions on Franchised Bus Services

<u>Nature of Complaint/Suggestion</u>	<u>2024</u>	<u>2025</u>	<u>Difference</u>
(A) Adequacy of Service			
(1) Frequency	708	720	+1.7%
(2) Routeing	761	761	+0.0%
(3) Hours of operation	80	112	+40.0%
(4) Provision of stops	121	126	+4.1%
Sub-total	1 670	1 719	+2.9%
(B) Standard of Service			
(1) Regularity of service	9 656	5 043	-47.8%
(2) Adherence to routeing	158	169	+7.0%
(3) Improper driving behaviour	2 871	3 251	+13.2%
(4) Conduct and performance of staff (including drivers)	4 106	4 239	+3.2%
(5) Overcharging	106	112	+5.7%
(6) Cleanliness	94	69	-26.6%
(7) Conditions of vehicles	167	156	-6.6%
(8) Passenger services and facilities	1 578	1 677	+6.3%
Sub-total	18 736	14 716	-21.5%
(C) General⁽¹⁾	328	460	+40.2%
Total	20 734⁽²⁾	16 895	-18.5%

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

(2) Among the 20 734 complaints and suggestions, a total of 3 824 complaints were received from six complainants. The number of complaints not including these cases is 16 910.

Complaints and Suggestions on Non-franchised Bus Services

<u>Nature of Complaint/Suggestion</u>	<u>2024</u>	<u>2025</u>	<u>Difference</u>
(A) Adequacy of Service			
(1) Frequency	28	30	+7.1%
(2) Routeing	9	8	-11.1%
(3) Hours of operation	3	3	+0.0%
(4) Provision of stops	3	5	+66.7%
Sub-total	43	46	+7.0%
(B) Standard of Service			
(1) Regularity of service	389	102	-73.8%
(2) Adherence to routeing	8	5	-37.5%
(3) Improper driving behaviour	92	100	+8.7%
(5) Conduct and performance of staff (including drivers)	123	116	-5.7%
(5) Overcharging	6	6	+0.0%
(6) Cleanliness	4	5	+25.0%
(7) Conditions of vehicles	23	22	-4.3%
(8) Passenger services and facilities	74	66	-10.8%
Sub-total	719	422	-41.3%
(C) General⁽¹⁾	49	37	-24.5%
Total	811⁽²⁾	505	-37.7%

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

(2) Among the 811 complaints and suggestions, a total of 276 complaints were received from two complainants. The number of complaints not including these cases is 535.

Complaints and Suggestions on Green Minibus Services

<u>Nature of Complaint/Suggestion</u>	<u>2024</u>	<u>2025</u>	<u>Difference</u>
(A) Adequacy of Service			
(1) Frequency	570	552	-3.2%
(2) Routeing	40	30	-25.0%
(3) Hours of operation	8	14	+75.0%
(4) Provision of stops	37	23	-37.8%
Sub-total	655	619	-5.5%
(B) Standard of Service			
(1) Regularity of service	2 604	2 126	-18.4%
(2) Adherence to routeing	335	301	-10.1%
(3) Improper driving behaviour	1 411	1 619	+14.7%
(4) Conduct and performance of staff (including drivers)	2 903	3 044	+4.9%
(5) Overcharging	305	373	+22.3%
(6) Cleanliness	140	129	-7.9%
(7) Conditions of vehicles	115	183	+59.1%
(8) Passenger services and facilities	284	305	+7.4%
Sub-total	8 097	8 080	-0.2%
(C) General⁽¹⁾	113	174	+54.0%
Total	8 865	8 873	+0.1%

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

Complaints and Suggestions on Red Minibus Services

<u>Nature of Complaint/Suggestion</u>	<u>2024</u>	<u>2025</u>	<u>Difference</u>
(A) Adequacy of Service	-	-	-
(B) Standard of Service			
(1) Regularity of service	-	-	-
(2) Adherence to routeing	-	-	-
(3) Improper driving behaviour	158	158	+0.0%
(4) Conduct and performance of staff (including drivers)	147	165	+12.2%
(5) Overcharging	35	49	+40.0%
(6) Cleanliness	10	6	-40.0%
(7) Conditions of vehicles	3	10	+233.3%
(8) Passenger services and facilities	11	7	-36.4%
Sub-total	364	395	+8.5%
(C) General⁽¹⁾	113	99	-12.4%
Total	477	494	+3.6%

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

Complaints and Suggestions on Taxi Services

<u>Nature of Complaint/Suggestion</u>	<u>2024</u>	<u>2025</u>	<u>Difference</u>
Taxi driver malpractice			
(a) Conduct and performance of drivers			
(i) Behaving other than in a civil & orderly manner	2 125	1 798	-15.4%
(ii) Refusing hire	2 714	1 996	-26.5%
(iii) Soliciting passengers	21	16	-23.8%
(iv) Refusing to drive to destination	369	276	-25.2%
(v) Failure to display driver identity plate	76	72	-5.3%
(vi) Failure to display driver identity plate properly	13	14	+7.7%
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	5 318	4 172	-21.5%
(b) Improper driving behaviour	2 660	2 831	+6.4%
(c) Overcharging	1 777	1 417	-20.3%
(d) Taximeter irregularities	209	215	+2.9%
(e) Failure to take the most direct route	2 703	2 235	-17.3%
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Sub-total	12 667	10 870	-14.2%
Others			
(a) Taxi obstruction	163	198	+21.5%
(b) Miscellaneous ⁽¹⁾	266	302	+13.5%
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Sub-total	429	500	+16.6%
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Total	13 096	11 370	-13.2%

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

Complaints and Suggestions on Rail Services

<u>Railway Company</u>	<u>2024</u>	<u>2025</u>	<u>Difference</u>
Mass Transit Railway Corporation Limited (Excluding Light Rail)	1 045	838	-19.8%
Mass Transit Railway Corporation Limited (Light Rail)	181	120	-33.7%
The Hongkong Tramways Limited	74	79	+6.8%
Total	1 300⁽¹⁾	1 037	-20.2%

Note : (1) Among the 1 300 complaints and suggestions, a total of 129 complaints were received from one complainant. The number of complaints not including these cases is 1 171.

Complaints and Suggestions on Ferry Services

<u>Ferry Company</u>	<u>2024</u>	<u>2025</u>	<u>Difference</u>
Sun Ferry Services Company Limited	36	62	+72.2%
The 'Star' Ferry Company Limited	31	69	+122.6%
Minor Ferries	52	64	+23.1%
Total	119	195	+63.9%

Complaints about Traffic Congestion/Obstruction during 2021 – 2025

<u>District</u>	<u>No. of Complaints</u>				
	<u>2021</u>	<u>2022</u>	<u>2023</u>	<u>2024</u>	<u>2025</u>
Hong Kong					
- Eastern	53	24	28	20	21
- Wan Chai	53	14	21	21	23
- Central & Western	36	16	19	81	39
- Southern	27	15	21	25	23
Kowloon					
- Kwun Tong	74	41	70	36	43
- Wong Tai Sin	28	18	9	13	11
- Kowloon City	53	39	34	333	24
- Sham Shui Po	68	44	22	26	7
- Yau Tsim Mong	68	34	49	152	69
New Territories					
- North	20	20	23	12	27
- Tai Po	35	18	9	15	17
- Sha Tin	67	29	16	25	24
- Yuen Long	58	33	30	29	44
- Tuen Mun	54	51	45	45	29
- Tsuen Wan	43	11	10	9	12
- Kwai Tsing	19	13	323	1 023	369
- Sai Kung	21	18	12	22	40
- Islands	5	7	17	18	19
Others	1	3	3	2	8
Total	783	448	761⁽¹⁾	1 907⁽²⁾	849⁽³⁾

- Notes :** (1) Among the 761 complaints and suggestions, a total of 275 complaints were received from one complainant.
(2) Among the 1 907 complaints and suggestions, a total of 1 491 complaints were received from two complainants.
(3) Among the 849 complaints and suggestions, a total of 359 complaints were received from one complainant.

Complaints about Illegal Parking during 2021 – 2025⁽¹⁾

<u>District</u>		<u>2021</u>	<u>2022</u>	<u>2023</u>	<u>2024</u>	<u>2025</u>
Hong Kong	- Eastern	161(160)	160(135)	103	91	99
	- Wan Chai	167(155)	131	67	51	73
	- Central & Western	340(210)	116(81)	81	78	82
	- Southern	55	79(71)	64	41	70
Kowloon	- Kwun Tong	215	182	169	112	92
	- Wong Tai Sin	77	52	40	47	47
	- Kowloon City	220(218)	1316(163)	247	132	114
	- Sham Shui Po	338(333)	257(251)	165	109	86
	- Yau Tsim Mong	255(253)	266(212)	171	147	159
New Territories	- North	97	103	68	51	54
	- Tai Po	124	86	63	70	57
	- Sha Tin	466	475(458)	315	259	178
	- Yuen Long	218	216	183	151	126
	- Tuen Mun	204	128	78	78	78
	- Tsuen Wan	100	82	52	49	68
	- Kwai Tsing	128	132	66	60	68
	- Sai Kung	92	119	70	33	49
- Islands	23	23	31	23	53	
Others ⁽²⁾		10(9)	11	9	7	10
	Total	3 290 (3 137)	3 934 (2 636)	2 042	1 589	1 563

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

(2) These are mainly related to illegal parking without specification on the locations.

Complaints about Enforcement Matters (other than Illegal Parking)
during 2021 – 2025⁽¹⁾

<u>District</u>		<u>2021</u>	<u>2022</u>	<u>2023</u>	<u>2024</u>	<u>2025</u>
Hong Kong	- Eastern	72	42	46	49	128(67)
	- Wan Chai	74	50	44	41	59
	- Central & Western	57	37	56	57	76
	- Southern	35	16	30	14	45
Kowloon	- Kwun Tong	102	104	83	77	154(69)
	- Wong Tai Sin	68	59	22	32	28
	- Kowloon City	103	65	57	59	112
	- Sham Shui Po	74	59	43	46	191(86)
	- Yau Tsim Mong	132	145	120	123	196(195)
New Territories	- North	28	34	26	29(27)	45
	- Tai Po	62	33	28	31	32
	- Sha Tin	87	94	55	63	172(171)
	- Yuen Long	114	109	213	334(141)	234(190)
	- Tuen Mun	105	74	45	40	48
	- Tsuen Wan	68	46	24	34	24
	- Kwai Tsing	48	49	20	23	25
	- Sai Kung	76	76	54	65	51
	- Islands	21	15	17	18	26
Others		32	28	17	18	26
Total		1 358	1 135	1 000	1 153 (958)	1 672 (1 375)

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

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

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

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

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

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

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