

**QUARTERLY REPORT No. 3 of 2009**

**by the**

**TRANSPORT COMPLAINTS UNIT**

**of the**

**TRANSPORT ADVISORY COMMITTEE**

**for the period**

**1 July 2009 – 30 September 2009**

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## Chapter 1

## Major Areas of Complaints and Suggestions

This is the third quarterly report for 2009 covering the period from 1 July to 30 September 2009.

### Yearly and Quarterly Trends

2. During the quarter, the Transport Complaints Unit (TCU) received 4 701 complaints and suggestions, including 41 pure suggestions, from 4 101 clients. About 77% (3 142) of the clients lodged their complaints/suggestions by telephone and the remaining 23% (959) by e-mail, fax or mail. The number of cases represents an increase of 16.3% as compared with 4 042 cases in the previous quarter but a decrease of 14.1% as compared with 5 475 cases in the same quarter last year. A breakdown of all the complaints and suggestions received during the quarter is at Annex A.

3. A graph showing the trends of complaints and suggestions received by TCU in the past ten years (1999-2008) is at Annex B(i). Another graph showing the trends of complaints and suggestions received, by quarters, since 2005 is at Annex B(ii).

4. During the current quarter, investigations into 4 052 cases (including some outstanding cases from previous quarters) were completed. Of these, 2 646 cases (65%) were found to be substantiated, 281 cases (7%) unsubstantiated, and the remaining 1 125 cases (28%) not pursuable due to lack of evidence. A summary of the results of investigations is at Annex C.

5. During the same period, relevant government departments and organisations took on board 42 suggestions made by the public to enhance public transport services and improve traffic conditions. A summary of the cases is at Annex D. The Chairman of the TCU Sub-Committee has issued appreciation letters to the proponents of these suggestions who provided their contact details.

### Public Transport Services

6. Complaints and suggestions on public transport services accounted for 3 958 cases, which represents an increase of 24.2% as compared with the previous quarter but a decrease of 10.1% as compared with the same quarter last year. 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 quarters, since 2005 is at Annex E(ii).

## **Franchised Bus Services**

7. A total of 840 complaints and suggestions on franchised bus services were received during the quarter, which represents an increase of 53.8% as compared with the previous quarter but a decrease of 8.4% as compared with the same quarter last year.

8. There were 368 cases on the services of Kowloon Motor Bus (KMB), as compared with 232 cases in the previous quarter and 440 cases in the same quarter last year. Among the 368 cases, 58 (or 16%) were about the adequacy of service and 295 (or 80%) were about the standard of service.

9. There were 125 cases on the services of Citybus (Franchise 1), as compared with 91 cases in the previous quarter and 114 cases in the same quarter last year. Among the 125 cases, 12 (or 10%) were about the adequacy of service while 110 (or 88%) were about the standard of service.

10. There were 106 cases on the services of New World First Bus (NWFB), as compared with 72 cases in the previous quarter and 113 cases in the same quarter last year. Among the 106 cases, five (or 5%) were about the adequacy of service and 100 (or 94%) were about the standard of service.

11. Comparisons of the complaints/suggestions related to KMB, Citybus (Franchise 1) and NWFB in the past eight quarters are at Annex F.

## **Public Light Bus Services**

12. A total of 979 complaints and suggestions on public light bus (PLB) services were received in this quarter, which represents an increase of 40.7% as compared with the previous quarter and an increase of 6.5% as compared with the same quarter last year. All these cases were referred to the Transport Department (TD) or the Police for action.

13. Of the PLB cases received, 87% or 854 cases were on green minibus services. The number of cases received in the previous quarter and the same quarter last year were 597 and 819 respectively. Among the 854 cases, 119 (or 14%) were about the adequacy of service and 726 (or 85%) were about the standard of service.

14. The remaining 13% or 125 cases were on the services provided by red minibuses. The number of cases received in the previous quarter and the same quarter last year were 99 and 100 respectively. Among the 125 cases, 113 (or 90%) were about the standard of service.

## **Taxi Services**

15. A total of 1 988 cases on taxi services were received in this quarter, which represents an increase of 13.1% as compared with the previous quarter but a decrease of 14.7% as compared with the same quarter last year. A comparison of the complaints and suggestions on taxi services in the past eight quarters is at Annex G.

16. Of the 1 988 cases received, 1 898 (95%) were related to taxi driver malpractice, as compared with 1 657 such cases (94%) in the previous quarter. Complaints about driver malpractice included drivers behaving other than in a civil and orderly manner, refusing hire, improper driving behaviour, overcharging, taximeter irregularities and failure to take the most direct and practicable route, 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 court witnesses. During the quarter, a total of 332 such cases (17%) were referred to the Police.

17. During the quarter, the Police reported the latest developments on 263 cases previously referred to them. These cases are categorised as follows -

	<b><u>No. of Cases</u></b>	<b><u>Percentage</u></b>
(a) Summoned	34 (48)	13 (17.5)
(b) Withdrawn by complainants	89 (117)	34 (42.5)
(c) Evidence considered insufficient by the Police for further processing	140 (111)	53 (40.0)
	<b><u>263 (276)</u></b>	<b><u>100 (100)</u></b>

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

It is noted that 87% of these cases could not be further pursued because of withdrawal by complainants or insufficient evidence.

## **Rail Services**

18. A total of 122 complaints and suggestions on rail services were received. Corresponding figures for the previous quarter and the same quarter last year were 163 and 193 respectively. Of the 122 cases, 119 were on the services of Mass Transit Railway.

## **Ferry Services**

19. There were 12 complaints and suggestions on ferry services in this quarter. Corresponding figures for the previous quarter and the same quarter last year were nine and 27 respectively. Among these 12 cases, four were on the services of New World First Ferry and one on the services of 'Star' Ferry.

## **Traffic Conditions**

20. There were 80 complaints recorded in this quarter about traffic congestion, as compared with 55 cases in the previous quarter and 111 cases in the same quarter last year. Congestion was reported to have occurred at a total of 62 locations throughout the territory, as illustrated below -

	<b><u>Number of Complaints</u></b>		<b><u>Number of Locations</u></b>	
Hong Kong Island	18	(26)	15	(23)
Kowloon	36	(14)	24	(12)
New Territories	25	(14)	22	(12)
Others	1	(1)	1	(1)
<b>Total</b>	<b>80</b>	<b>(55)</b>	<b>62</b>	<b>(48)</b>

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

21. Based on the number of complaints received, the districts most affected by traffic congestion were Kwun Tong (12 cases), Yau Tsim Mong (12 cases) and Central and Western (eight cases). The number of complaints and suggestions on traffic and road conditions broken down by district is at Annex I.

22. Complaints about traffic congestion were mainly attributable to vehicle obstruction, traffic engineering matters (e.g. traffic light phasing, traffic lane arrangements and restricted zones) and road works.

23. There were 72 complaints and suggestions on traffic management and 19 requests for additional traffic signs and aids in this quarter. As a comparison, there were 66 and 26 such cases in the previous quarter, and 72 and 22 in the same quarter last year.

24. Complaints about traffic congestion and suggestions to improve traffic management, including the addition of traffic signs and aids, were referred to the relevant authorities for consideration.

### **Road Maintenance**

25. During the quarter, there were 64 complaints about road maintenance, as compared with 57 cases for the previous quarter and 100 cases for the same quarter last year. Among the 64 cases, 44 were related to road conditions while 20 were related to malfunctioning of traffic lights and damaged traffic signs.

26. The districts which attracted relatively more complaints about road maintenance were Sham Shui Po (nine cases) and Central and Western (seven cases).

### **Enforcement**

27. There were 442 complaints about traffic regulation enforcement in this quarter, which represents a decrease of 22.7% when compared with the previous quarter and a decrease of 33.7% when compared with the same quarter last year. They were mainly requests for action against illegal parking and prolonged waiting causing obstruction. All these cases were referred to the Police for action.

## Chapter 2

## Major Events and Noteworthy Cases

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

At the quarterly meeting of the TCU Sub-Committee on 4 August 2009, Members discussed -

- (a) complaints about enforcement matters;
  - (b) complaints about the use of mobile phone or telecommunications equipment while driving;
  - (c) complaints and suggestions on taxi services; and
  - (d) TCU Quarterly Report No. 2 of 2009.
2. Members agreed that -
- (a) complaints and suggestions on enforcement matters, the use of mobile phone or telecommunications equipment while driving and taxi services should be closely monitored; and
  - (b) TCU Quarterly Report No. 2 of 2009 should be submitted to the Transport Advisory Committee.

### **Complaint about Cycling on Pavement at Hong Ning Road**

3. In July 2009, TCU received a complaint about a cyclist frequently riding on the pavement at Hong Ning Road in the evening and causing danger to pedestrians.

4. As in the case of other drivers, cyclists are subject to the regulation of the Road Traffic Ordinance (Cap. 374) and must obey traffic signs, road markings and traffic rules that apply generally to vehicles. On receipt of the above complaint, the Police paid a number of visits to the location concerned in the following weeks. A cyclist who was caught riding on the pavement was subsequently summonsed for the offence of “riding on a footpath without obvious necessity”. The Police would continue to monitor the situation and take enforcement action whenever necessary.

5. The complainant was informed about the Police’s action. He did not raise any further comments.

### **Complaint about Loading of Vehicles**

6. In July 2009, a member of the public raised concern about the loading of construction materials, including sacks of cement, on goods vehicles. Since loose materials falling from moving vehicles could cause serious or fatal injury to other road users, he stressed that such goods should be properly covered during transportation and that offending drivers should be prosecuted.

7. The Transport Department (TD) advised that the driver of a motor vehicle on a road is required by law to ensure that any load carried must be properly secured, not be carried on the tail board and not touch the ground. The Department has published a 'Code of Practice for the Loading of Vehicles' (the Code) to ensure that operators of goods vehicles are aware of their obligations with regard to the safe transport of goods in accordance with the law, and also to provide guidance as to the most appropriate means of achieving this. As regards the transport of sacks, the Code stipulates that the load should be sheeted and cross lashed.

8. The complaint was also brought to the Police's attention. To address the complainant's concern, the Police would step up surveillance throughout the territory and take necessary enforcement action against offending drivers/vehicles.

9. TCU has conveyed the replies from TD and the Police to the member of the public, who did not have any further comments.

### **Complaint about Jaywalking at Tai Tong Road**

10. A motorist lodged a complaint with TCU in July 2009 about pedestrians weaving between vehicles stopping at a red traffic light at Tai Tong Road. He was concerned that these jaywalkers were endangering themselves as well as other road users.

11. The complaint was referred to the Police for investigation. Besides stepping up patrol at the location in question, the Police also erected educational/warning signboards at the crossing and launched educational/publicity operations with leaflets distributed to the pedestrians. They would continue to regularly monitor the location and take enforcement action as required. TCU has not received any further complaints on the issue so far.

**Complaints and Suggestions on Road Safety Matters****Complaint Statistics**

From July to September 2009, TCU received 896 complaints and suggestions on road safety matters, representing a decrease of 4.3% as compared with 936 cases in the same period last year. A breakdown of these cases is at Annex J. These complaints and suggestions on road safety matters accounted for about 19% of the total number of cases (4 701) received by TCU during the same period.

***Public Transport Services***

2. There were 563 cases in which the complainants expressed concern about the following matters which might pose danger to passengers and other road users -

- (a) driver malpractice (e.g. driving speedily, dashing through traffic lights, changing lanes abruptly);
- (b) obstruction by public transport vehicles (other motorists had to change lanes or load/unload passengers in the middle of the carriageway); and
- (c) others (e.g. condition of vehicles, location of stops).

***Traffic Management***

3. There were 51 cases in which concern was raised about traffic management matters which might lead to accidents. Among these cases, inadequate traffic signs/aids/road markings attracted most complaints, followed by sight-line obstruction and inadequate pedestrian green phase.

## ***Road Maintenance***

4. There were 42 cases in which members of the public registered concern about road maintenance matters which might lead to traffic accidents. Among these cases, damaged road surface, inadequate traffic signs/aids for road works, defective traffic lights and damaged traffic signs/aids attracted most complaints.

## ***Enforcement***

5. There were 80 complaints about illegal parking which caused obstruction and posed danger to motorists as well as pedestrians. There were also 160 cases about motorists/pedestrians failing to observe traffic regulations and posing danger to other road users. Among these cases, disobeying traffic signs/schemes attracted most complaints, followed by prolonged waiting causing obstruction and changing lanes abruptly.

## **Measures to Improve the Situation**

6. All these complaints and suggestions on road safety matters were referred to the Transport Department, the Police, other relevant departments and the public transport operators concerned for investigation and follow-up action. So far, a total of 226 cases have been processed. The response of the authorities concerned was generally positive. Improvement measures were/would be implemented to address public concerns as far as possible.

7. Among the 226 cases processed, there were 159 cases on public transport services. The Police took enforcement action in respect of seven vehicle obstruction cases and would continue to monitor the situation. A total of 138 drivers/operators were placed under observation or warned/reminded by the relevant authorities to ensure the safety of passengers and other road users. Six cases on public light bus (PLB) services (including two cases on driver malpractice) were found to be unsubstantiated and another one on PLB driver malpractice was withdrawn by the complainant. Two cases about taxi driver malpractice were found to be unsubstantiated while three others were withdrawn by the complaints. For the remaining cases, one on ferry staff malpractice was found to be unsubstantiated and the other on bus driver malpractice was withdrawn by the complainant.

8. A total of 23 cases on traffic management and road maintenance matters have been processed. Improvement measures were/would be implemented for 16 cases. Possible solutions to the problems in four other cases have been identified for further consideration by the relevant departments. The remaining three cases were found to be unsubstantiated.

9. A total of 44 complaints on enforcement matters have been processed. The Police took enforcement action in 41 cases and would continue to monitor the situation. For the remaining cases, one was found to be unsubstantiated and the other two were withdrawn by the complainants.

10. TCU will continue to closely monitor and follow up with the departments and transport operators concerned regarding complaints and suggestions on road safety matters.

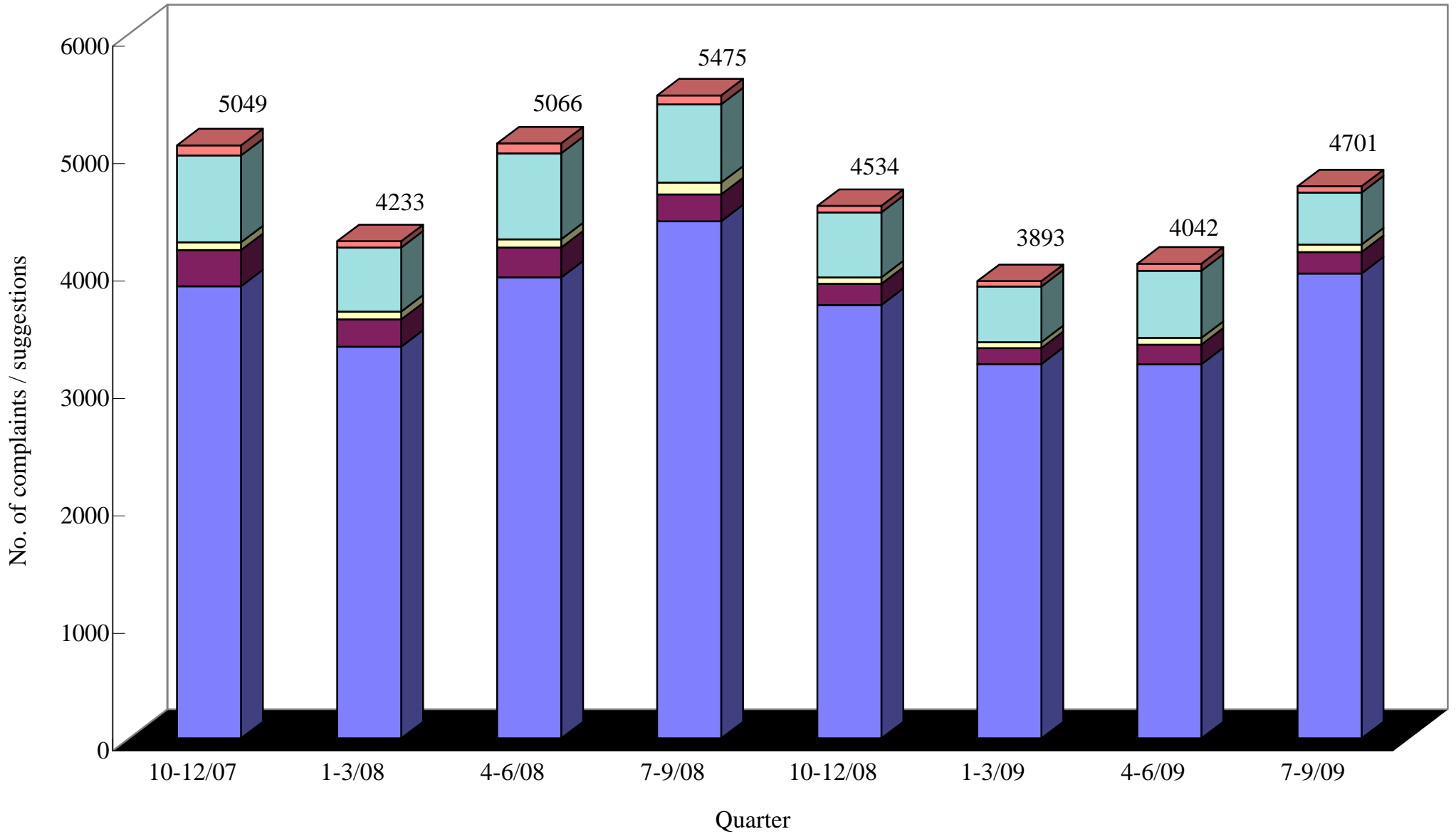
Complaints and Suggestions Received by TCU

<u>Nature of Complaint/Suggestion</u>	<u>Same quarter last year (1.7.08-30.9.08)</u>		<u>Previous quarter (1.4.09-30.6.09)</u>		<u>Current quarter (1.7.09-30.9.09)</u>	
<b>I. Public Transport Services</b>						
(a) Adequacy of service	251	[19]	131	[10]	237	[9]
(b) Standard of service	4 020	[7]	2 899	[6]	3 583	[6]
(c) General	132	[1]	156	[2]	138	[6]
	<b>4 403</b>	<b>[27]</b> (81%)	<b>3 186</b>	<b>[18]</b> (79%)	<b>3 958</b>	<b>[21]</b> (84%)
<b>II. Traffic Conditions</b>						
(a) Traffic congestion	111		55		80	
(b) Traffic management	72	[8]	66	[11]	72	[14]
(c) Additional traffic signs and aids	22	[7]	26	[3]	19	
(d) Parking facilities	24	[3]	20	[6]	12	[1]
	<b>229</b>	<b>[18]</b> (4%)	<b>167</b>	<b>[20]</b> (4%)	<b>183</b>	<b>[15]</b> (4%)
<b>III. Road Maintenance</b>						
(a) Road conditions	51	[1]	25		44	
(b) Traffic signs and aids	43	[1]	28		20	
(c) Carriageway markings	6	[1]	4		-	
	<b>100</b>	<b>[3]</b> (2%)	<b>57</b>		<b>64</b>	<b>(1%)</b>
<b>IV. Enforcement</b>						
(a) Illegal parking	392		304		209	
(b) Other enforcement matters	275		268		233	
	<b>667</b>		<b>572</b>		<b>442</b>	<b>(10%)</b>
<b>V. Miscellaneous</b>	<b>76</b>	<b>[5]</b> (1%)	<b>60</b>	<b>[10]</b> (2%)	<b>54</b>	<b>[5]</b> (1%)
<b>Total</b>	<b>5 475</b>	<b>[53]</b> (100%)	<b>4 042</b>	<b>[48]</b> (100%)	<b>4 701</b>	<b>[41]</b> (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.

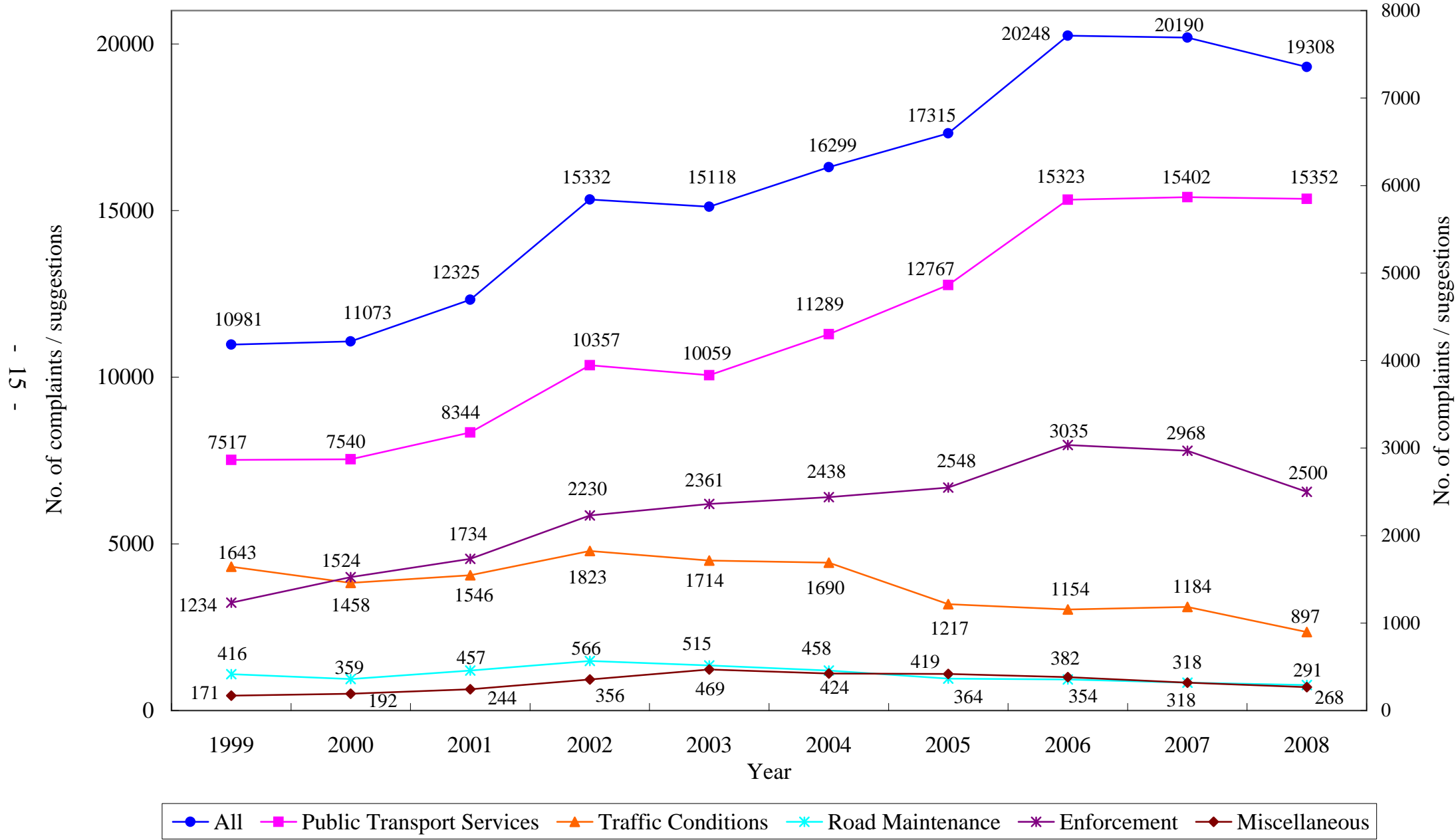
(2) Percentage figures in brackets represent the proportion of a category of complaints/suggestions to the total number of cases received in the quarter.

### Complaints and Suggestions Received by TCU



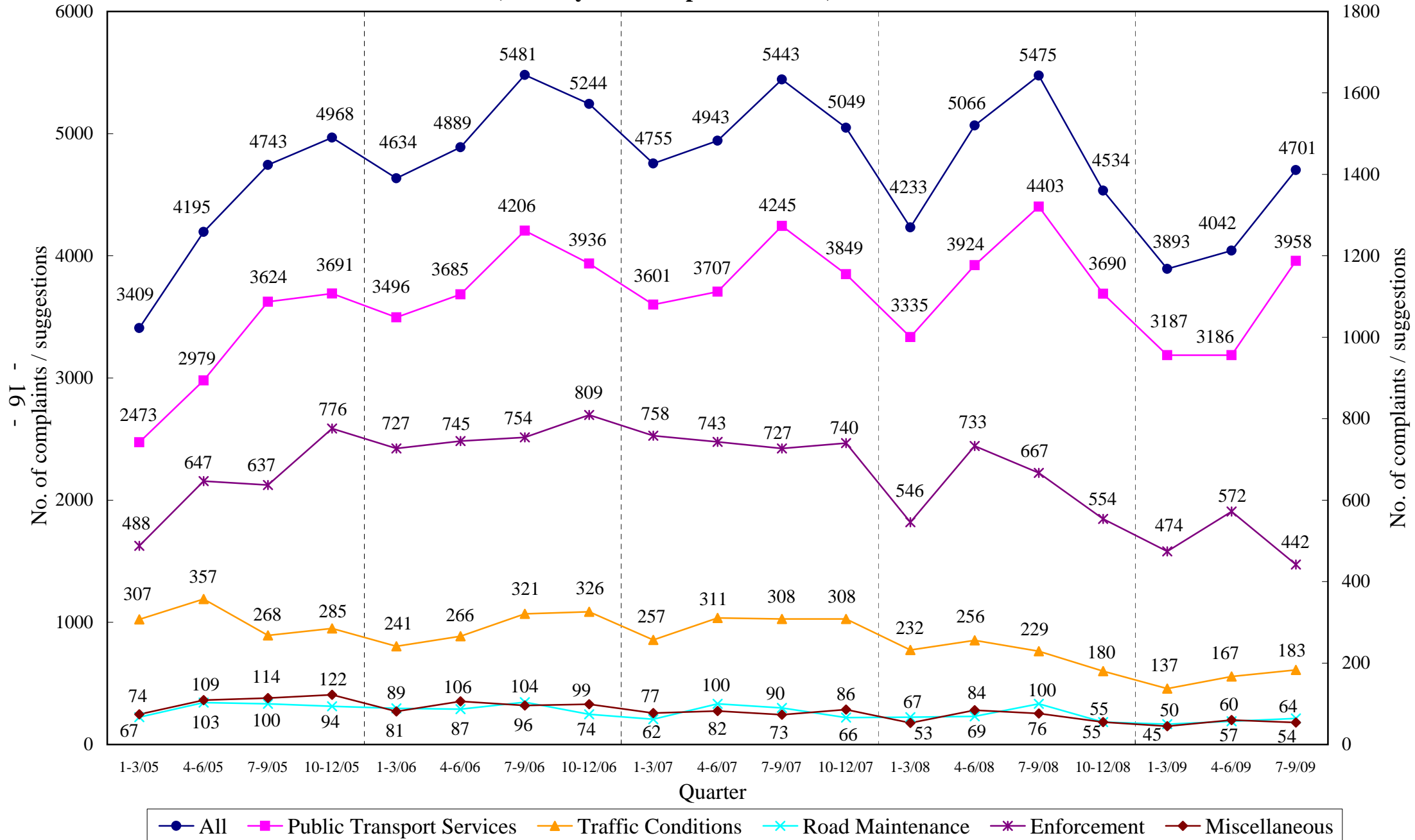
Public Transport Services Traffic Conditions Road Maintenance Enforcement Miscellaneous

**Trends of Complaints and Suggestions Received by TCU  
(1999 - 2008)**



## Trends of Complaints and Suggestions Received by TCU (January 2005 - September 2009)

**Annex B(ii)**



**Summary of Results of Investigations into Complaints and Suggestions**  
**(July – September 2009)**

Outcome of Investigation Nature of Complaint/ Suggestion	A1	A2	B	C	Total
	<b>I. Public Transport Services</b>				
(a) Adequacy of service	5	96	37	-	138
(b) Standard of service	740	1 030	147	1 063	2 980
(c) General	81	52	21	1	155
	<b>826</b>	<b>1 178</b>	<b>205</b>	<b>1 064</b>	<b>3 273</b>
<b>II. Traffic Conditions</b>					
(a) Traffic congestion	17	31	2	-	50
(b) Traffic management	25	7	33	-	65
(c) Additional traffic signs/aids	12	2	11	-	25
(d) Parking facilities	3	1	9	-	13
	<b>57</b>	<b>41</b>	<b>55</b>	<b>-</b>	<b>153</b>
<b>III. Road Maintenance</b>					
(a) Road conditions	29	1	2	1	33
(b) Traffic signs and aids	11	4	5	-	20
(c) Carriageway markings	-	-	1	-	1
	<b>40</b>	<b>5</b>	<b>8</b>	<b>1</b>	<b>54</b>
<b>IV. Enforcement</b>					
(a) Illegal parking	180	82	1	3	266
(b) Other enforcement matters	105	97	3	56	261
	<b>285</b>	<b>179</b>	<b>4</b>	<b>59</b>	<b>527</b>
<b>V. Miscellaneous</b>	<b>19</b>	<b>16</b>	<b>9</b>	<b>1</b>	<b>45</b>
<b>Total</b>	<b>1 227</b> <b>(30%)</b>	<b>1 419</b> <b>(35%)</b>	<b>281</b> <b>(7%)</b>	<b>1 125</b> <b>(28%)</b>	<b>4 052</b> <b>(100%)</b>

**Legend**

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

**Summary of Results of Investigations into**  
**Complaints and Suggestions on Public Transport Services**  
**(July – September 2009)**

Outcome of Investigation Mode of Transport	A1	A2	B	C	Total
Kowloon Motor Bus	120	115	31	3	269
Citybus (Franchise 1)	48	30	19	-	97
Citybus (Franchise 2)	9	10	2	-	21
New World First Bus	47	22	5	-	74
New Lantao Bus	7	-	2	1	10
Long Win Bus	4	6	3	-	13
Cross-harbour Bus Services	55	36	14	-	105
MTR Feeder Bus	2	7	4	-	13
Residents' Services	11	3	2	-	16
Green Minibus	402	185	32	9	628
Red Minibus	49	4	2	12	67
Taxi	53	726	10	1 039	1 828
Mass Transit Railway (Excluding Light Rail)	15	23	72	-	110
Mass Transit Railway (Light Rail)	-	2	4	-	6
Hongkong Tramways	-	1	2	-	3
Peak Tramways	-	-	-	-	-
New World First Ferry	-	2	-	-	2
'Star' Ferry	-	-	-	-	-
Minor Ferries	4	6	1	-	11
<b>Total</b>	<b>826</b> (25%)	<b>1 178</b> (36%)	<b>205</b> (6%)	<b>1 064</b> (33%)	<b>3 273</b> (100%)

**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 Authorities**  
**(July – September 2009)**

**I. Public Transport Services**

- Install queue railings at bus stops at the portal of Aberdeen Tunnel to facilitate passengers.

**II. Traffic Management**

***Hong Kong Island***

- Increase the vehicular green time of traffic lights at North Point Road and Wong Chuk Hang Road to alleviate traffic congestion.
- Increase the vehicular green time of traffic light at King's Road to improve traffic flow.
- Increase the pedestrian green time of traffic lights at King's Road and Chai Wan Road to facilitate pedestrians.
- Add "Keep Clear" road markings at Conduit Road and Nam Long Shan Road to prevent vehicle obstruction.
- Add a pedestrian crossing at Arbuthnot Road to facilitate pedestrians.
- Reduce the height of a street light at Hornsey Road to prevent glare to drivers.
- Add a parking space for the disabled at Tin Wan Street to facilitate disabled drivers.
- Relocate a parking space for the disabled at Tai Hong Street to facilitate disabled drivers.

***Kowloon***

- Extend the intergreen time of traffic lights at Kwun Tong Road to improve road safety.
- Impose "No Stopping Restriction" at Fung Tak Road and Lok Wah Street to prevent vehicle obstruction.

- Impose “No U-turn” restriction at Hammer Hill Road to improve road safety.
- Add a double white line at Po Kong Village Road to regulate lane-cutting activities.
- Add road markings at Peace Avenue to remind pedestrians of the direction of traffic.
- Modify a direction sign at Lung Cheung Road to better guide motorists.
- Add a yellow box at Hung Hom Road to prevent vehicle obstruction.

### *New Territories*

- Increase the vehicular green time of traffic lights at the following locations to alleviate traffic congestion : Tai Chung Kiu Road, Castle Peak Road – Tsuen Wan and Castle Peak Road – Ting Kau.
- Reduce the waiting time for vehicular green phase of traffic lights at the junction of Tin Lung Road and Tin Kwai Road to improve traffic flow.
- Increase the pedestrian green time of traffic light at Ching Hong Road to facilitate pedestrians.
- Reduce the waiting time for pedestrian green phase of traffic lights at Castle Peak Road – So Kwan Wat to facilitate pedestrians.
- Add traffic lights at Yeung Uk Road to improve road safety.
- Relax right-turn restriction at Lei Muk Road to facilitate motorists.
- Add traffic signs at Long Yat Road to remind motorists to slow down.
- Impose “No U-turn” restriction at Mei Wan Street and Pui To Road to enhance road safety.
- Add a traffic sign at the vehicular access from Nina Tower to Yeung Uk Road to remind motorists to give way to other traffic.
- Remove a “Keep Left Unless Overtaking” traffic sign and add arrow road markings at Tolo Highway to avoid confusion to motorists.
- Add lane road markings at Hang Hong Street and Tin Fuk Road to guide motorists.

- Adjust the vehicle detector settings of traffic lights at the junction of Tin Fuk Road and Long Tin Road to improve traffic flow.
- Install a vehicle loop detector at Kam Pok Road to improve traffic flow.
- Prohibit access of vehicles to the East Dam of High Island Reservoir to improve road safety.

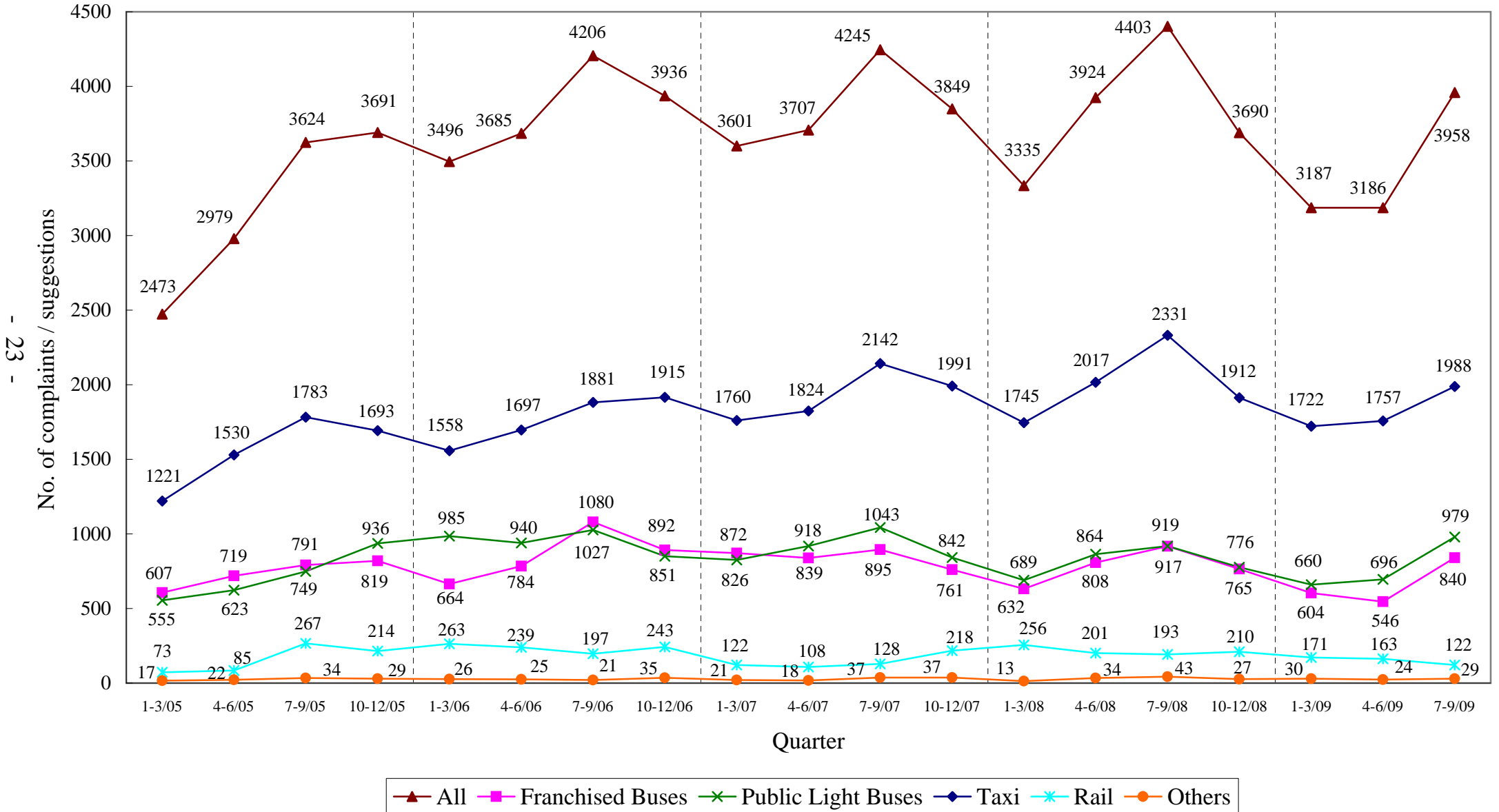
**Complaints and Suggestions on Public Transport Services  
(July – September 2009)**

**Legend**

- KMB** Kowloon Motor Bus
  - CTB1** Citybus (Franchise 1)
  - CTB2** Citybus (Franchise 2)
  - FB** New World First Bus
  - NLB** New Lantao Bus
  - LWB** Long Win Bus
  - XHT** Cross-harbour Bus Services
  - MTRF** MTR Feeder Bus
  - RS** Residents' Services
  - GMB** Green Minibus
  - RMB** Red Minibus
  - MTR1** Mass Transit Railway (Island Line, Kwun Tong Line, Tsuen Wan Line, Tung Chung Line, Disneyland Resort Line, Tsueng Kwan O Line and Airport Express)
  - MTR2** Mass Transit Railway (East Rail Line, West Rail Line and Ma On Shan Line)
  - MTR3** Mass Transit Railway (Light Rail)
  - HT** Hongkong Tramways
  - PT** Peak Tramways
  - FF** New World First Ferry
  - SF** 'Star' Ferry
  - MF** Minor Ferries
- \* Including taximeter irregularities
- # Including 178 complaints from 62 complainants about audio-visual broadcasting on public transport vehicles

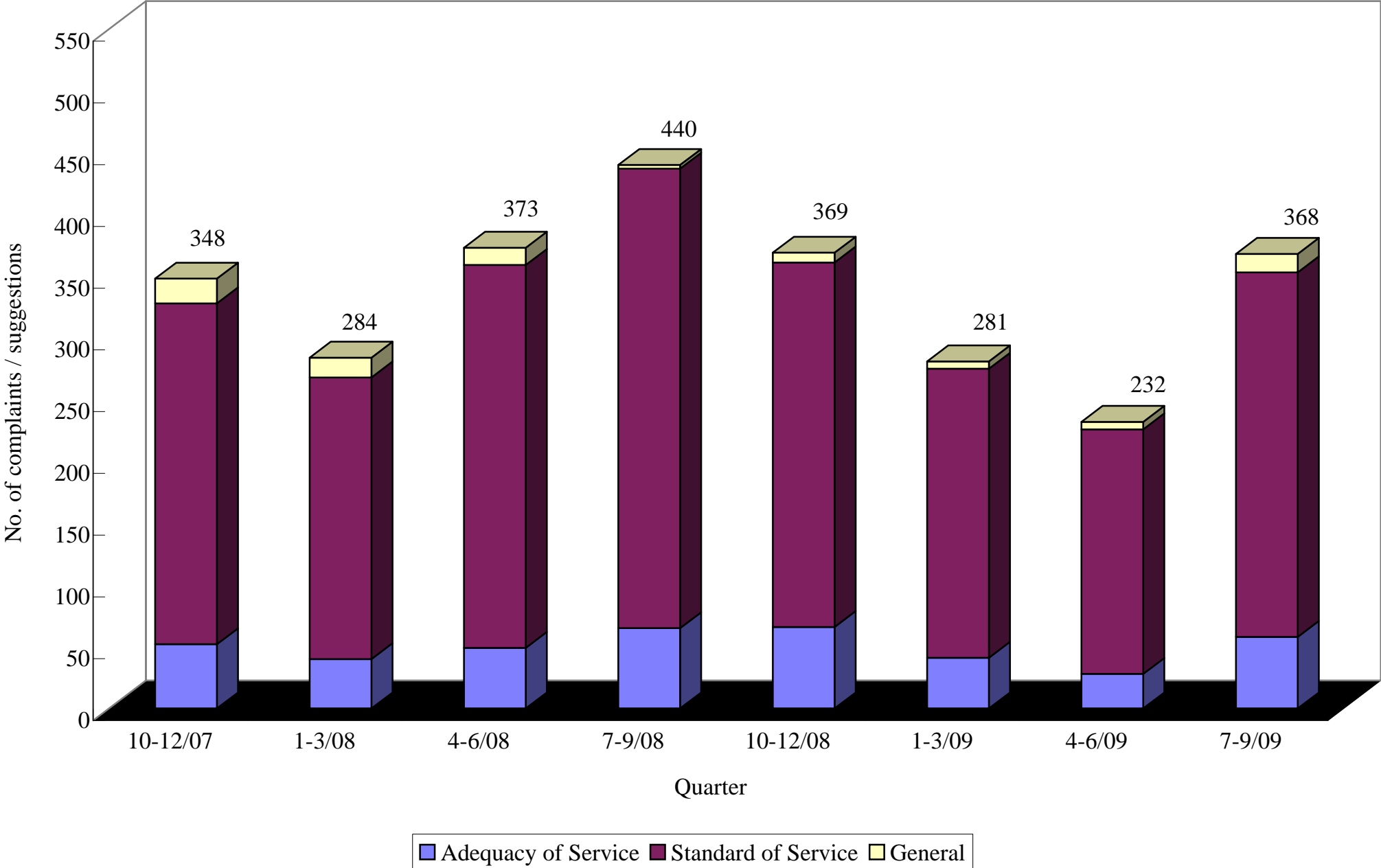
Nature of Complaint/Suggestion	Mode	Vehicular Transport												Rail Transport					Waterborne Transport			Total/ Sub- total		
		Franchised Buses								RS	GMB	RMB	Taxi	MTR1	MTR2	MTR3	HT	PT	FF	SF	MF			
		KMB	CTB1	CTB2	FB	NLB	LWB	XHT	MTRF															
<b>(A) Adequacy of Service</b>																								
(1) Frequency/carrying capacity		25	4	1	2	1	1	6	2	1	95	-	-	8	4	3	-	-	3	-	2			158
(2) Routeing		16	3	1	2	-	1	-	2	1	6	-	-	-	1	-	-	-	-	-	-	-	-	33
(3) Hours of operation		1	1	-	-	-	-	1	-	-	4	-	-	-	1	-	-	-	-	-	-	-	-	8
(4) Provision of stops		16	4	-	1	-	-	1	-	1	14	-	-	-	1	-	-	-	-	-	-	-	-	38
<b>Sub-total</b>		<b>58</b>	<b>12</b>	<b>2</b>	<b>5</b>	<b>1</b>	<b>2</b>	<b>8</b>	<b>4</b>	<b>3</b>	<b>119</b>	<b>-</b>	<b>-</b>	<b>8</b>	<b>7</b>	<b>3</b>	<b>-</b>	<b>-</b>	<b>3</b>	<b>-</b>	<b>2</b>			<b>237</b>
<b>(B) Standard of Service</b>																								
(1) Regularity of service		114	33	3	31	2	5	49	6	1	158	-	-	2	1	3	1	-	-	1	1			411
(2) Adherence to routeing		-	1	-	-	1	-	1	-	1	41	-	416	-	-	-	-	-	-	-	-	-	-	461
(3) Improper driving behaviour		33	10	5	14	2	1	15	-	3	202	60	261	4	1	-	-	-	-	-	2			613
(4) Conduct & performance of staff (including drivers)		44	14	5	7	3	1	24	2	1	257	47	821	9	9	-	1	-	1	-	-			1246
(5) Overcharging		-	-	-	-	-	-	-	-	-	17	2	400*	-	-	-	-	-	-	-	-			419
(6) Cleanliness		2	1	-	1	-	-	2	-	-	8	1	1	-	-	-	-	-	-	-	-			16
(7) Conditions of vehicles/vessels		10	11	1	3	1	3	6	1	1	22	3	9	3	2	-	-	-	-	-	2			78
(8) Passenger services & facilities		92	40	4	44	2	1	71	1	1	21	-	11	19	29	2	1	-	-	-	-			339#
<b>Sub-total</b>		<b>295</b>	<b>110</b>	<b>18</b>	<b>100</b>	<b>11</b>	<b>11</b>	<b>168</b>	<b>10</b>	<b>8</b>	<b>726</b>	<b>113</b>	<b>1919</b>	<b>37</b>	<b>42</b>	<b>5</b>	<b>3</b>	<b>-</b>	<b>1</b>	<b>1</b>	<b>5</b>			<b>3583</b>
<b>(C) General</b>		<b>15</b>	<b>3</b>	<b>-</b>	<b>1</b>	<b>-</b>	<b>1</b>	<b>3</b>	<b>2</b>	<b>6</b>	<b>9</b>	<b>12</b>	<b>69</b>	<b>5</b>	<b>11</b>	<b>1</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>			<b>138</b>
<b>Total this quarter</b>		<b>368</b>	<b>125</b>	<b>20</b>	<b>106</b>	<b>12</b>	<b>14</b>	<b>179</b>	<b>16</b>	<b>17</b>	<b>854</b>	<b>125</b>	<b>1988</b>	<b>50</b>	<b>60</b>	<b>9</b>	<b>3</b>	<b>-</b>	<b>4</b>	<b>1</b>	<b>7</b>			<b>3958</b>
<b>Grand-total</b>		<b>(840)</b>								<b>(2984)</b>				<b>(122)</b>				<b>(12)</b>						
<b>Total previous quarter</b>		<b>232</b>	<b>91</b>	<b>19</b>	<b>72</b>	<b>7</b>	<b>8</b>	<b>106</b>	<b>11</b>	<b>15</b>	<b>597</b>	<b>99</b>	<b>1757</b>	<b>31</b>	<b>124</b>	<b>4</b>	<b>4</b>	<b>-</b>	<b>2</b>	<b>-</b>	<b>7</b>			<b>3186</b>
<b>Total same quarter last year</b>		<b>440</b>	<b>114</b>	<b>24</b>	<b>113</b>	<b>13</b>	<b>19</b>	<b>178</b>	<b>16</b>	<b>16</b>	<b>819</b>	<b>100</b>	<b>2331</b>	<b>26</b>	<b>155</b>	<b>8</b>	<b>1</b>	<b>3</b>	<b>9</b>	<b>2</b>	<b>16</b>			<b>4403</b>

**Trends of Complaints and Suggestions on Public Transport Services  
(January 2005 - September 2009)**

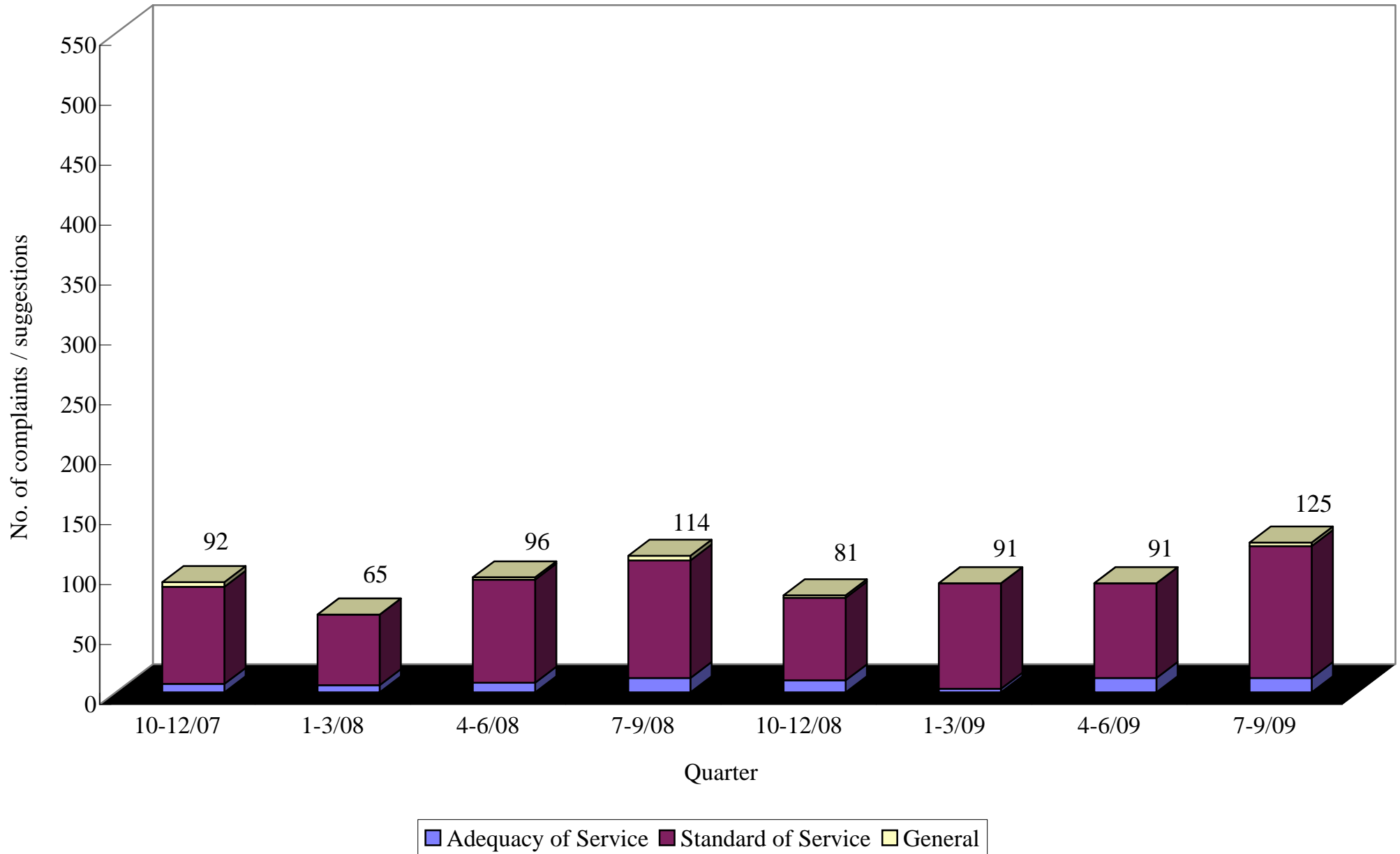


Complaints and Suggestions on KMB Services in the Past Eight Quarters

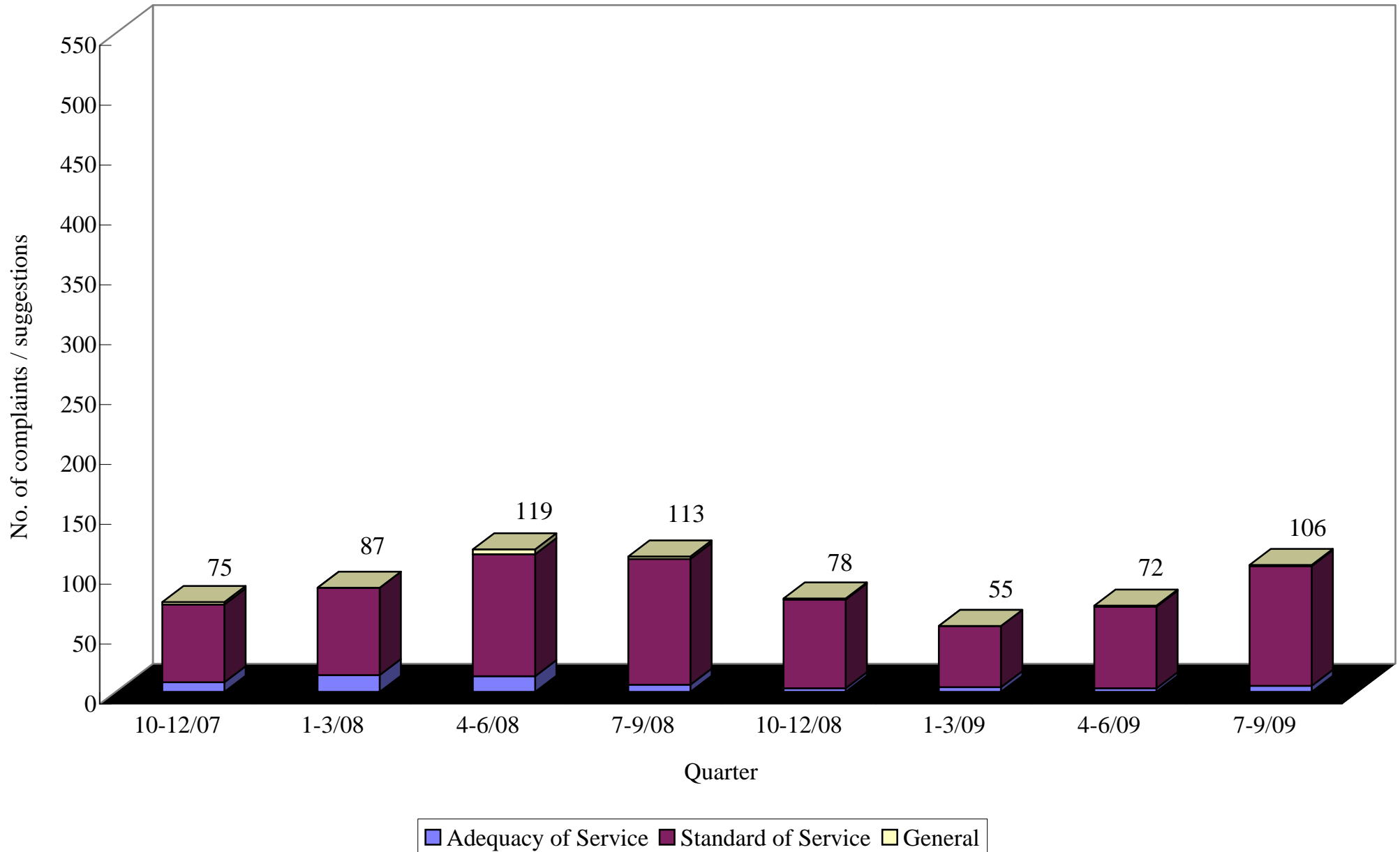
- 24 -



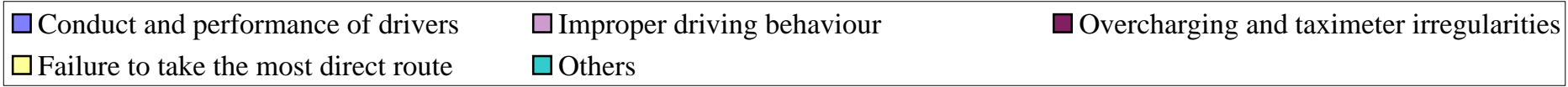
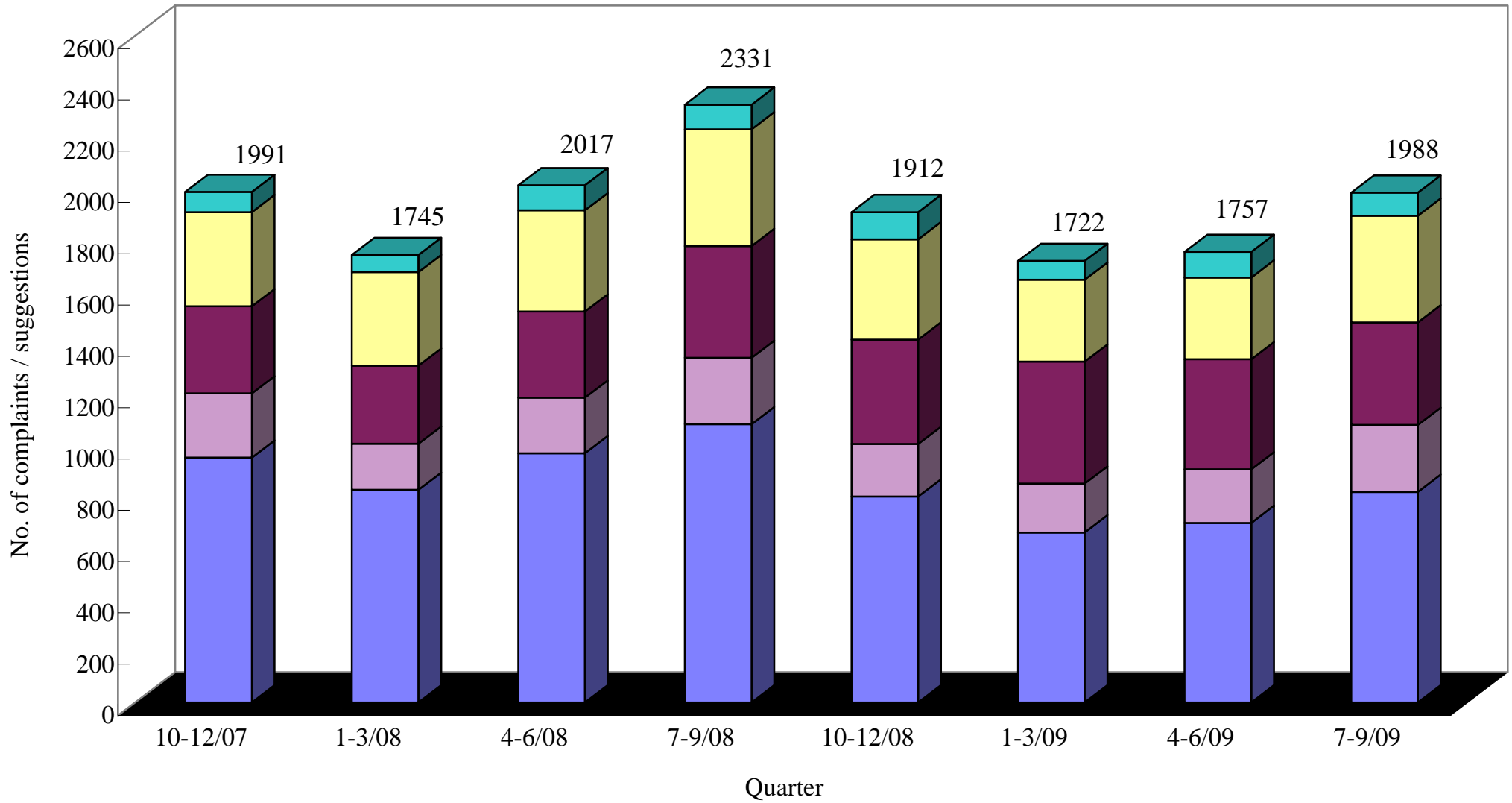
### Complaints and Suggestions on Citybus (Franchise 1) Services in the Past Eight Quarters



**Complaints and Suggestions on New World First Bus Services  
in the Past Eight Quarters**



**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 last year (1.7.08-30.9.08)</u>	<u>Previous quarter (1.4.09-30.6.09)</u>	<u>Current quarter (1.7.09-30.9.09)</u>
(a) Conduct and performance of drivers			
(i) Behaving other than in a civil & orderly manner	533	371	414
(ii) Refusing hire	445	260	314
(iii) Soliciting passengers	2	-	5
(iv) Refusing to drive to destination	97	60	75
(v) Failure to display driver identity plate	7	8	12
(vi) Failure to display driver identity plate properly	1	1	1
Sub-total	1 085	700	821
(b) Improper driving behaviour	259	209	261
(c) Overcharging	305	313	245
(d) Taximeter irregularities	131	116	155
(e) Failure to take the most direct route	455	319	416
(f) Others*	96	100	90
<b>Total</b>	<b>2 331</b>	<b>1 757</b>	<b>1 988</b>

\* These complaints/suggestions are mainly related to taxi obstruction, provision of taxi stands and conditions of vehicles.

**Complaints and Suggestions on Traffic and Road Conditions**  
**(July – September 2009)**

District	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 (No. of locations)	4 (3)	3 (3)	8 (7)	3 (2)	12 (7)	4 (3)	5 (4)	3 (2)	12 (8)	1 (1)	1 (1)	7 (5)	1 (1)	2 (2)	6 (6)	1 (1)	6 (5)	- (-)	1 (1)	80 (62)
(b) Traffic management	8	6	5	3	6	-	6	3	14	-	2	4	1	5	3	2	4	-	-	72
(c) Additional traffic signs and aids	1	4	1	1	3	-	1	-	2	1	1	-	-	-	1	1	2	-	-	19
(d) Parking facilities	1	1	-	1	-	2	1	-	3	-	1	-	-	1	-	-	1	-	-	12
Sub-total	14	14	14	8	21	6	13	6	31	2	5	11	2	8	10	4	13	-	1	183
<u>Road Maintenance</u>																				
(a) Road conditions	2	5	4	-	6	-	1	6	2	2	2	4	-	3	-	1	5	-	1	44
(b) Traffic signs & aids	1	1	3	1	-	1	4	3	-	-	1	1	-	2	1	-	1	-	-	20
(c) Carriageway markings	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Sub-total	3	6	7	1	6	1	5	9	2	2	3	5	-	5	1	1	6	-	1	64
<u>Enforcement</u>																				
(a) Illegal parking	11	10	20	4	18	10	13	11	28	8	4	15	21	11	8	8	9	-	-	209
(b) Other enforcement matters	13	36	26	15	16	5	15	15	26	2	4	6	9	12	9	8	10	4	2	233
Sub-total	24	46	46	19	34	15	28	26	54	10	8	21	30	23	17	16	19	4	2	442
Total	41	66	67	28	61	22	46	41	87	14	16	37	32	36	28	21	38	4	4	689

Complaints and Suggestions on Road Safety Matters

<u>Nature of Complaint/Suggestion</u>	<u>No. of Complaints/Suggestions</u>	
	<u>Jul-Sep 2008</u>	<u>Jul-Sep 2009</u>
(I) <u>Public Transport Services</u>		
(a) Driver malpractice (e.g. driving speedily, dashing through traffic lights, changing lanes abruptly)	484	508
(b) Obstruction by taxis/buses/minibuses	12	23
(c) Others (e.g. condition of vehicles, location of stops)	17	32
	<u>513</u>	<u>563</u>
(II) <u>Traffic Management</u>		
(a) Inadequate traffic signs/aids/road markings	16	15
(b) Sight-line obstruction	13	14
(c) Inadequate pedestrian green phase	3	9
(d) Inadequate crossing facilities for pedestrians	2	4
(e) Inadequate traffic lights	10	3
(f) Others (e.g. inadequate pavement/traffic lane width, inadequate central dividers/barriers/railings)	3	6
	<u>47</u>	<u>51</u>
(III) <u>Road Maintenance</u>		
(a) Damaged road surface	24	16
(b) Inadequate traffic signs/aids for road works	4	11
(c) Defective traffic lights	24	7
(d) Damaged traffic signs/aids	3	7
(e) Others (e.g. damaged central dividers/barriers/railings, faded road markings, improper orientation of pedestrian crossing)	12	1
	<u>67</u>	<u>42</u>
(IV) <u>Enforcement</u>		
(a) Illegal parking	135	80
(b) Other enforcement matters (e.g. disobeying traffic signs/schemes, prolonged waiting causing obstruction, changing lanes abruptly)	174	160
	<u>309</u>	<u>240</u>
<b>Total</b>	<u><b>936</b></u>	<u><b>896</b></u>

**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 to make 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 forms (Transport Complaint Form and Taxi Complaint Form) and post them to P.O. Box 12430, G.P.O. These forms are obtainable from the District Offices and the Transport Department.

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

**Transport Complaints Unit  
14/F Murray Building  
Garden Road  
Central  
Hong Kong**

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