

QUARTERLY REPORT No. 4 of 2010

by the

TRANSPORT COMPLAINTS UNIT

of the

TRANSPORT ADVISORY COMMITTEE

for the period

1 October 2010 – 31 December 2010

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Chapter 1

Major Areas of Complaints and Suggestions

This is the fourth quarterly report for 2010 covering the period from 1 October to 31 December 2010.

Yearly and Quarterly Trends

2. During the quarter, the Transport Complaints Unit (TCU) received 4 543 complaints and suggestions, including 69 pure suggestions, from 3 864 clients. About 76% (2 925) of the clients lodged their complaints/suggestions by telephone and the remaining 24% (939) by e-mail, fax or mail. The number of cases represents a decrease of 7.8% as compared with 4 927 cases in the previous quarter but an increase of 7.5% as compared with 4 225 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 (2001-2010) is at Annex B(i). Another graph showing the trends of complaints and suggestions received, by quarters, since 2007 is at Annex B(ii).

4. During the current quarter, investigations into 4 679 cases (including some outstanding cases from previous quarters) were completed. Of these, 3 110 cases (66%) were found to be substantiated, 211 cases (5%) unsubstantiated, and the remaining 1 358 cases (29%) 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 39 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 3 785 cases, which represents a decrease of 8.5% as compared with the previous quarter but an increase of 9.7% 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 2007 is at Annex E(ii).

Franchised Bus Services

7. A total of 823 complaints and suggestions on franchised bus services were received during the quarter, which represents a decrease of 9% as compared with the previous quarter but an increase of 1.7% as compared with the same quarter last year.

8. There were 437 cases on the services of Kowloon Motor Bus (KMB), as compared with 463 cases in the previous quarter and 384 cases in the same quarter last year. Among the 437 cases, 44 (or 10%) were about the adequacy of service and 387 (or 89%) were about the standard of service.

9. There were 67 cases on the services of Citybus (Franchise 1), as compared with 87 cases in the previous quarter and 89 cases in the same quarter last year. Among the 67 cases, four (or 6%) were about the adequacy of service while 61 (or 91%) were about the standard of service.

10. There were 89 cases on the services of New World First Bus (NWFB), as compared with 90 cases in the previous quarter and 95 cases in the same quarter last year. Among the 89 cases, 14 (or 16%) were about the adequacy of service and 69 (or 78%) 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 745 complaints and suggestions on public light bus (PLB) services were received in this quarter, which represents a decrease of 13.8% as compared with the previous quarter but an increase of 3.3% 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, 88% or 653 cases were on green minibus services. The number of cases received in the previous quarter and the same quarter last year were 795 and 641 respectively. Among the 653 cases, 62 (or 9%) were about the adequacy of service and 579 (or 89%) were about the standard of service.

14. The remaining 12% or 92 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 69 and 80 respectively. Among the 92 cases, 89 (or 97%) were about the standard of service.

Taxi Services

15. A total of 2 103 cases on taxi services were received in this quarter, which represents a decrease of 7.6% as compared with the previous quarter but an increase of 16.2% 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 2 103 cases received, 2 051 (98%) were related to taxi driver malpractice, as compared with 2 196 such cases (96%) 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 415 such cases (20%) were referred to the Police.

17. During the quarter, the Police reported the latest developments on 326 cases previously referred to them. These cases are categorised as follows -

	<u>No. of Cases</u>	<u>Percentage</u>
(a) Summonsed	26 (24)	8 (11)
(b) Withdrawn by complainants	148 (83)	45 (37)
(c) Evidence considered insufficient by the Police for further processing	152 (115)	47 (52)
	<u>326 (222)</u>	<u>100 (100)</u>

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

It is noted that 92% of these cases could not be further pursued because of withdrawal by complainants or insufficient evidence.

Rail Services

18. A total of 84 complaints and suggestions on rail services were received. Corresponding figures for the previous quarter and the same quarter last year were 67 and 79 respectively. Of the 84 cases, 78 were on the services of Mass Transit Railway.

Ferry Services

19. There were 14 complaints and suggestions on ferry services in this quarter. Corresponding figures for both the previous quarter and the same quarter last year were ten and 14 respectively.

Traffic Conditions

20. There were 77 complaints recorded in this quarter about traffic congestion, as compared with 83 cases in the previous quarter and 92 cases in the same quarter last year. Congestion was reported to have occurred at a total of 69 locations throughout the territory, as illustrated below -

	<u>Number of Complaints</u>		<u>Number of Locations</u>	
Hong Kong Island	21	(25)	20	(22)
Kowloon	29	(37)	23	(28)
New Territories	26	(18)	25	(16)
Others	1	(3)	1	(1)
Total	77	(83)	69	(67)

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

21. Based on the number of complaints received, districts most affected by traffic congestion were Central and Western (11 cases), Kowloon City (ten cases) and Kwun Tong (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 54 complaints and suggestions on traffic management and 28 requests for additional traffic signs and aids in this quarter. As a comparison, there were 63 and 23 such cases in the previous quarter, and 43 and 17 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 51 complaints about road maintenance, as compared with 60 cases for the previous quarter and 56 cases for the same quarter last year. Among the 51 cases, 26 were related to road conditions while 22 were related to malfunctioning of traffic lights and damaged traffic signs.

26. Districts which attracted relatively more complaints about road maintenance were Kowloon City (seven cases), Central and Western (six cases), Kwun Tong (six cases) and Yau Tsim Mong (six cases).

Enforcement

27. There were 487 complaints about traffic regulation enforcement in this quarter, which represents a decrease of 2.6% when compared with the previous quarter and a decrease of 3.9% 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 Transport Complaints Unit (TCU) Sub-Committee on 27 October 2010, Members discussed -

- (a) complaints about traffic congestion;
 - (b) complaints about enforcement matters;
 - (c) complaints and suggestions on road safety matters; and
 - (d) TCU Quarterly Report No. 3 of 2010.
2. Members agreed that -
- (a) complaints and suggestions about traffic congestion, enforcement matters and road safety matters should be closely monitored; and
 - (b) TCU Quarterly Report No. 3 of 2010 should be submitted to the Transport Advisory Committee.

Complaint about Vehicles Staying inside the Yellow Box at the Junction of Austin Road and Canton Road

3. In October 2010, TCU received a complaint about vehicles failing to move out of the yellow box at the junction of Austin Road and Canton Road before the vehicular traffic lights changed to red. The complainant was concerned that vehicles staying inside the yellow box caused obstruction to the traffic along Austin Road and Canton Road. The situation worsened during peak hours with traffic tailing back along these two roads.

4. According to the Road Traffic (Traffic Control) Regulations, a motorist shall not drive a vehicle into a box junction unless he will be immediately able to drive the vehicle wholly out of the box junction. The complaint was referred to the Police for investigation. Enforcement actions were taken against motorists who unlawfully entered the said box junction when the traffic ahead was blocking the exit. Fixed penalty tickets (FPTs) were issued and verbal warnings were given at the location concerned to deter motorists from causing unnecessary obstruction to traffic. The case has also been brought up to the Transport Department (TD) for publicity to enhance

motorists' awareness of the relevant regulation. The Police would continue to regularly monitor the location and take enforcement action as required.

Enquiry about the Use of Trade Licence on Left-hand Drive Vehicles

5. A member of the public approached TCU in October 2010 to enquire whether it was legal to drive a left-hand drive (LHD) vehicle with a trade licence in Hong Kong.

6. TD explained that a trade licence might be used only for driving (a) an unregistered vehicle in the course of delivery to a motor dealer or exhibitor; (b) a vehicle for the purpose of presale demonstration to a potential customer; or (c) a vehicle under mechanical test. However, the usage was only applicable to vehicles which were in compliance with the Road Traffic (Construction and Maintenance of Vehicles) Regulations. As a LHD vehicle, by virtue, failed to conform with the Regulations, a 'movement permit' was required for it to be used under a trade licence. Upon receipt of the case, the Police had contacted the complainant direct to explain that enforcement action would be taken if any person used the trade licence in contravention of the Regulations. The Police had also liaised with the LHD trade to remind them of the need to ensure the use of trade licence was in compliance with the Regulations.

Complaint about Vehicles Waiting at the Zigzag Lines of Pedestrian Crossing at Fat Tseung Street West

7. In November 2010, TCU received a complaint about vehicles queuing/parking on the zigzag lines of the pedestrian crossing at Fat Tseung Street West. The complainant pointed out that these vehicles were endangering road users as they obstructed the sight-line of pedestrians and motorists.

8. The complaint was referred to both TD and the Police for investigation. TD replied that the zigzag lines form part of the zebra controlled area and motorists should not stop in the area marked by zigzag lines on the approach to a zebra crossing, except when giving way to pedestrians on the crossing or waiting to turn left or right. Having reviewed the extent of the zigzag lines at the location concerned, TD confirmed that the existing configuration was in compliance with the laid down standard and considered no revision was necessary. The Police replied that they had conducted visits at the location and issued FPTs to illegally parked vehicles/offending drivers. They would keep monitoring the situation for taking enforcement actions as necessary.

Overview of Complaints and Suggestions Received in 2010**Overall Trend**

TCU received 17 624 complaints and suggestions in 2010. Among these, 212 were pure suggestions. The number of cases recorded an increase of 4.5% when compared with 16 861 cases received in 2009. A breakdown of the complaints and suggestions received by TCU in the past five years is at Annex J. A breakdown of the cases received in 2010 by category is as follows -

<u>Nature of Complaint/Suggestion</u>	<u>2009</u>	<u>2010</u>	<u>Difference</u>
Public Transport Services	13 780	14 606	+6.0%
Traffic Conditions	662	719	+8.6%
Road Maintenance	227	222	-2.2%
Enforcement	1 995	1 891	-5.2%
Miscellaneous	197	186	-5.6%
Total	16 861	17 624	+4.5%

Public Transport Services

2. Public transport services remained the major area of concern. In 2010, 14 606 complaints and suggestions were received, accounting for about 83% of the total number of cases. Among these, 122 were pure suggestions. The number of cases in this category recorded an increase of 6% as compared with 13 780 cases in 2009. A breakdown of the complaints and suggestions by mode of transport is as follows -

<u>Mode of Transport</u>	<u>2009</u>	<u>2010</u>	<u>Difference</u>
Franchised Buses (including feeder buses)	2 799	3 195	+14.1%
Residents' Services	63	80	+27.0%
Green Minibuses	2 649	2 656	+0.3%
Red Minibuses	407	307	-24.6%
Taxis	7 277	7 997	+9.9%
Rail Transport	535	331	-38.1%
Ferries	50	40	-20.0%
Total	13 780	14 606	+6.0%

Franchised Bus Services

3. There were 3 195 cases on franchised bus services in 2010, representing an increase of 14.1% as compared with 2 799 cases in 2009. The increase was mainly attributable to more complaints about regularity of service. A breakdown of the 3 195 cases by individual franchised bus companies is at Annex K.

4. TCU received fewer complaints about audio-visual broadcasting on buses. There were 489 complaints from 100 complainants in 2010 as compared with 617 complaints from 123 complainants in 2009. Most of these complaints were about the broadcasting volume.

5. The Transport Department (TD) has been working with the bus companies to balance the interests of different groups of passengers in a reasonable and practicable way. To provide a comfortable environment of generally acceptable standard for passengers on buses, all the bus companies concerned have adjusted the broadcasting volume to a level close to the ambient noise level of a bus, used compressors in processing the compact disks to be played on buses so that the variations in pitch are within a narrow range, and designated a quiet zone at the back portion of the lower deck of the bus and allowed only one speaker to be turned on at the lower deck.

6. To monitor the performance of audio-visual broadcasting service on buses, TD has regularly conducted random inspections on buses equipped with audio-visual broadcasting system. The Department has also reminded the bus companies to take prompt remedial action whenever complaints concerning the broadcasting volume on individual buses are received. TD will continue to closely monitor passenger feedback on audio-visual broadcasting service and

work with the bus companies to explore further improvement measures if necessary. To enhance TD's regulation on audio-visual broadcasting services on franchised buses, all bus franchises currently in force have incorporated an additional clause requiring franchised bus companies to seek prior approval from TD for installation of on-bus audio-visual broadcasting service.

Residents' Services

7. There were 80 cases on residents' services in 2010, representing an increase of 27% compared with 63 cases in 2009. A detailed breakdown of the 80 cases received in 2010 is at Annex L.

Public Light Bus Services

8. A total of 2 963 complaints and suggestions on public light bus (PLB) services were received in 2010, representing a decrease of 3% as compared with 3 056 cases in 2009.

9. There were 2 656 cases on green minibus services, representing an increase of 0.3% when compared with 2 649 cases in 2009. A detailed breakdown of the 2 656 cases is at Annex M.

10. There were 307 cases on red minibus services, representing a decrease of 24.6% when compared with 407 cases in 2009. The decrease was mainly attributable to fewer complaints about improper driving behaviour. A detailed breakdown of the 307 cases is at Annex N.

11. All the complaints and suggestions on PLB services were referred to TD or the Police for follow-up actions. TD continued to implement various measures in 2010 to promote the provision of safe, quality and customer-oriented PLB services. These measures included publication of the PLB Newsletter, provision of workshops for PLB drivers to enhance safe driving and customer service, and appeals to the PLB associations and operators to promote safe driving and quality service.

12. TD, together with the Traffic Police (Kowloon East) and the PLB trade, launched the "Project Safe-Ride" in March 2008 to raise PLB drivers' awareness of safe driving. The project has been extended to the whole territory since November 2008. Stickers showing the 24-hour hotline of the Traffic Police are posted inside the PLBs to facilitate passengers to call the hotline if they want to lodge complaints about PLB drivers' speeding or improper driving behaviour.

13. To further enhance safe operation, with effect from June 2010, all PLBs are required under a new condition in their vehicle licence and passenger service licence to retrofit a speed limiter. Since the pre-set maximum speed of the speed limiter is 80 km/h, PLBs with this device installed cannot run faster than that limit. By the end of 2010, 2 355 PLBs have been retrofitted with speed limiters. The retrofitting work is expected to complete in 2011.

14. TD will propose to amend the law in the 2010/11 legislative session to govern the construction and maintenance requirements of speed limiter, to stipulate the maximum running speed for PLBs, to mandate installation of a black box (an electronic data recording device) on PLBs, to require applicants of PLB driving licence to attend a pre-service training course, and to require the display of PLB driver identity plate inside PLBs. TD is examining, in consultation with the PLB trade, the feasibility of the retrofitting of passenger seat belts and high back seats on PLBs registered before 1 August 2004 which were exempted previously.

Taxi Services

15. There were 7 997 cases on taxi services in 2010, representing an increase of 9.9% when compared with 7 277 cases in 2009. The increase was mainly attributable to more complaints about taxi driver malpractice (especially those related to conduct and performance of drivers and improper driving behaviour). A detailed breakdown of the 7 997 cases received in 2010 is at Annex O.

16. TD and the Quality Taxi Services Steering Committee (QTSSC) chaired by Mr Jimmy Poon Wing-fai, a Transport Advisory Committee member, have introduced a number of measures to improve the service standard of the taxi trade. These measures include provision of self-learning training programmes on languages and taxi operation, publication of Taxi Newsletters, distribution of taxi passenger information flyers, provision of updated taxi information at selected taxi stands, promulgation of a set of service standards for taxi drivers, designation of taxi pick-up/drop-off points and temporary taxi drop-off points within restricted zones to facilitate the provision of point-to-point service. TD also supports the Road Co-op Lost & Found 24-Hour Free Hotline for Lost Property on Taxi.

17. TD and QTSSC have also upgraded the existing taxi driver identity plates to project the professional image of drivers and make them more visible to passengers in the design and method of display. All taxi drivers are required to display their new identity plates with effect from March 2010.

18. Since 2001, QTSSC has commended those taxi drivers providing good service through its Taxi Driver Commendation Scheme. As at the end of 2010, some 6 200 taxi drivers have been commended under the scheme. TD and QTSSC have enhanced the scheme in 2010 to provide more incentives for taxi drivers to improve service quality and facilitate passengers in identifying those drivers who provide quality service. The enhancements included the display of posters at taxi stands, letters to taxi associations to invite the participation of their drivers, and broadcasting of the scheme on radio, etc.

19. To inculcate the public with their duties of charging and paying taxi fares according to the meters, TD has launched various publicity programmes since November 2010. TD has also liaised with the Airport Authority to enhance publicity among tourists and taxi drivers at the Airport.

20. TD has supported the training for in-service taxi drivers under the Skills Upgrading Scheme with a view to enhancing the quality of taxi services. The courses cover areas like road safety, driving improvement, Putonghua and English proficiency, emergency handling, occupational health and customer service in relation to taxi operation. TD has assisted in promoting the scheme and encouraged the participation of in-service taxi drivers through various means, such as the Taxi Newsletters and promotional leaflets distributed to taxi associations. The duration of the “Advanced Taxi Drivers Composite Course” under the scheme has been shortened from 16 hours to 7 hours to encourage more taxi drivers to attend the programme.

Rail Services

21. There were 331 cases on rail services in 2010, which represents a decrease of 38.1% when compared with 535 cases in 2009. The decrease was mainly attributable to fewer complaints about audio-visual broadcasting (“Newsline Express”) on Mass Transit Railway (MTR) trains. There were 40 such complaints from ten complainants in 2010 as compared with 227 complaints from nine complainants in 2009. Most of these complaints were about the broadcasting volume. A breakdown of the 331 cases by individual railway companies is at Annex P.

22. The Mass Transit Railway Corporation Limited (MTRCL) have taken active steps to implement the following measures to address the sound problems arising from the “Newsline Express” -

- (a) conduct comprehensive acoustic measurements on the sound levels inside train compartments against the local ambient noise;

- (b) conduct satisfaction surveys to collect passengers' views on the performance and effect of the broadcasting system, including the volume of the audio outputs;
- (c) adjust the locations and orientation of the speakers in the quiet zones in the first class compartments, hence confining the audio coverage only to the areas in close vicinity of the screens; and
- (d) disable the speakers close to the quiet train cars.

23. TD will continue to closely monitor the level of train service provided, the achievement of performance requirements and the effectiveness of contingency transport arrangements during train service disruption, and work with MTRCL to explore further improvement measures if necessary.

Ferry Services

24. There were 40 cases on ferry services in 2010, representing a decrease of 20% when compared with 50 cases in 2009. A breakdown of the 40 cases by individual ferry companies is at Annex Q.

Traffic Conditions

25. In 2010, 719 complaints and suggestions about traffic conditions were received, accounting for about 4% of the total number of cases. The number of cases in this category recorded an increase of 8.6% as compared with 662 cases in 2009.

Traffic Congestion

26. Of the 719 cases received, 321 (45%) were related to traffic congestion. This represents an increase of 15% as compared with 279 cases in 2009. A breakdown of the complaints about traffic congestion by district is at Annex R. In 2010, districts which attracted relatively more complaints are -

<u>District</u>	<u>No. of Complaints</u>		<u>Difference</u>
	<u>2009</u>	<u>2010</u>	
Central & Western	36	42	+16.7%
Kowloon City	34	39	+14.7%
Yau Tsim Mong	30	34	+13.3%
Wan Chai	26	33	+26.9%

27. Factors contributing to the complaints about traffic congestion in 2010 are broken down as follows -

<u>Factor</u>	<u>No. of Complaints</u>		<u>Difference</u>
	<u>2009</u>	<u>2010</u>	
Traffic management	126	125	-0.8%
Vehicle obstruction	49	79	+61.2%
Road works	59	59	-
Others	45	58	+28.9%
Total	279	321	+15.1%

28. All the complaints and suggestions concerning traffic congestion were referred to TD, the Police, the Highways Department and other relevant departments for consideration and follow-up actions. In 2010, TD undertook the following measures to alleviate traffic congestion -

- (a) planning and implementation of temporary traffic arrangements to minimise congestion caused by road works;
- (b) implementation of traffic management schemes at congestion blackspots;
- (c) installation of new traffic lights and adjustment of existing traffic signals;
- (d) re-routeing of traffic to improve circulation;
- (e) introduction of traffic restrictions;
- (f) realignment of carriageways and adjustment of road junction layouts;

- (g) opening of new roads, completion of major road improvement projects and relocation/cancellation of on-street parking spaces, bus stops or taxi stands to increase road capacity;
- (h) provision of lay-bys to facilitate loading/unloading activities; and
- (i) launching of publicity campaign to promote driver discipline so as to reduce vehicle obstruction.

Traffic Management

29. In 2010, there were 239 complaints and suggestions on traffic management matters (excluding those causing congestion). These cases were related to traffic light phasing, traffic lane arrangements and restricted zones. The number of cases represents an increase of 5.8% as compared with 226 cases in 2009.

Additional Traffic Signs and Aids

30. TCU received 92 requests for additional traffic signs and aids in 2010, representing an increase of 10.8% as compared with 83 cases in 2009.

Parking Facilities

31. There were 67 complaints and suggestions on parking facilities in 2010. This represents a decrease of 9.5% as compared with 74 cases in 2009.

Road Maintenance

32. In 2010, 222 complaints and suggestions about road maintenance were received, accounting for about 1% of the total number of cases. The number of cases in this category recorded a decrease of 2.2% as compared with 227 cases in 2009.

Enforcement

33. In 2010, 1 891 complaints about enforcement matters were received, accounting for about 11% of the total number of cases. A comparison between the complaints received in 2010 and 2009 is as follows -

<u>Category</u>	<u>2009</u>	<u>2010</u>	<u>Difference</u>
Illegal parking	1 000	1 048	+4.8%
Other enforcement matters	995	843	-15.3%
Total	1 995	1 891	-5.2%

Breakdowns of the complaints by district are at Annexes S & T.

Illegal Parking

34. In 2010, districts which attracted relatively more complaints about illegal parking are -

<u>District</u>	<u>No. of Complaints</u>		<u>Difference</u>
	<u>2009</u>	<u>2010</u>	
Yau Tsim Mong	122	106	-13.1%
Central & Western	81	95	+17.3%
Kwun Tong	79	86	+8.9%
Kowloon City	63	76	+20.6%

35. The Police is the statutory authority for taking enforcement action against illegal parking. Fixed penalty tickets are issued and, where necessary, illegally parked vehicles are towed away.

36. To tackle the problem of shortage of parking facilities, particularly for goods vehicles and coaches, the Government has identified suitable sites in the Land Development Programme which may be put up for land sale for development with provision of multi-storey car parks. The Government will continue to search for suitable sites to provide overnight on-street parking as well as short-term tenancy sites to provide short-term parking.

Other Enforcement Matters

37. In 2010, 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>2009</u>	<u>2010</u>	
Wan Chai	113	112	-0.9%
Central & Western	101	104	+3.0%
Yau Tsim Mong	108	101	-6.5%
Kowloon City	96	82	-14.6%

In respect of these districts, prolonged waiting causing obstruction attracted most complaints, followed by disobeying traffic signs/schemes and jumping red lights/failing to give way to pedestrians.

38. As the Police is the statutory authority for taking enforcement action against motorists/pedestrians failing to comply with traffic regulations, all the above cases were referred to them for investigation. Some cases were also referred to TD for consideration on whether suitable traffic management measures could be introduced to improve the situation.

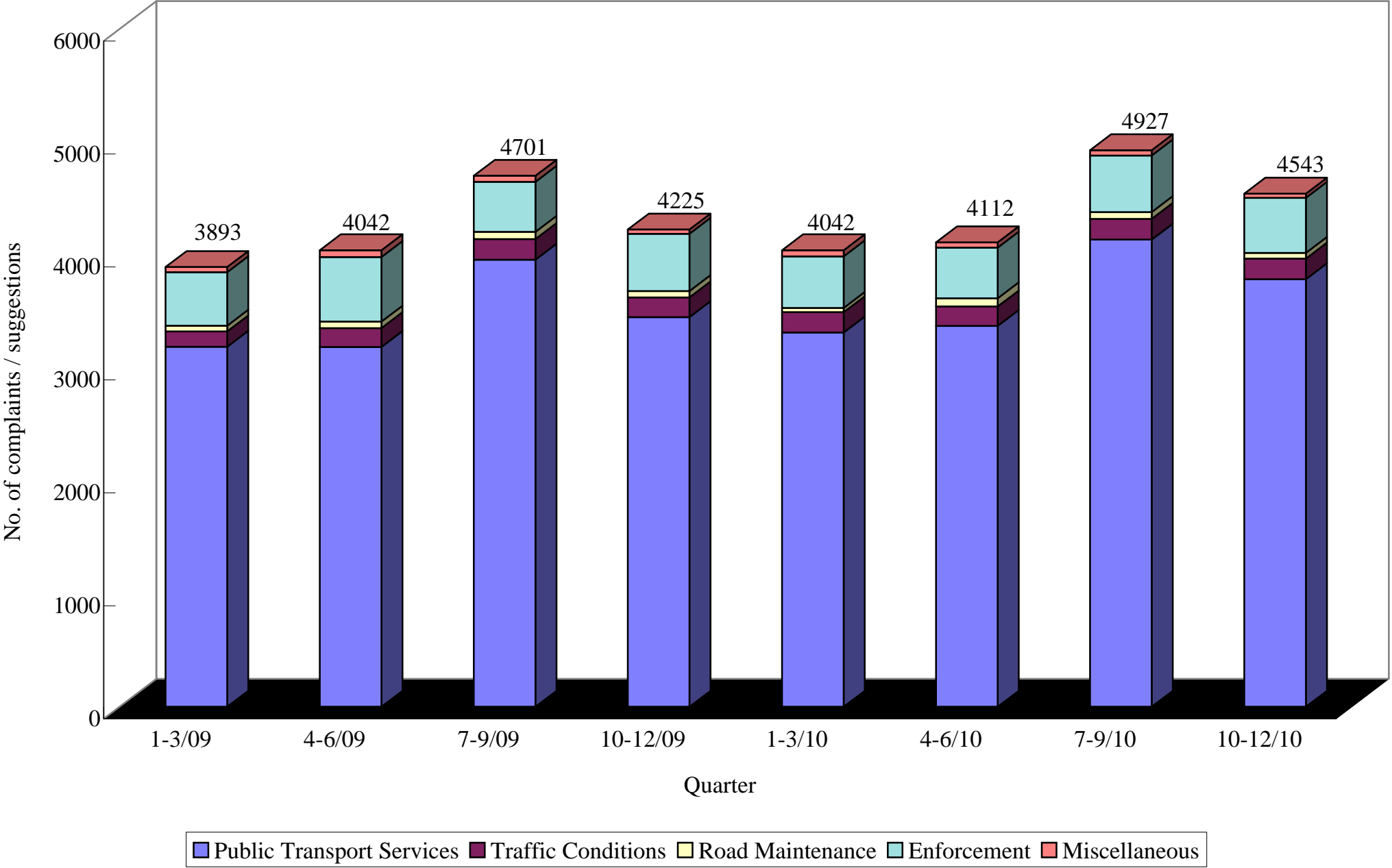
Complaints and Suggestions Received by TCU

<u>Nature of Complaint/Suggestion</u>	<u>Same quarter last year (1.10.09-31.12.09)</u>			<u>Previous quarter (1.7.10-30.9.10)</u>			<u>Current quarter (1.10.10-31.12.10)</u>		
I. Public Transport Services									
(a) Adequacy of service	223	[15]		256	[13]		165	[27]	
(b) Standard of service	3 141	[2]		3 769	[6]		3 543	[6]	
(c) General	85	[3]		111	[3]		77	[2]	
	3 449	[20]	(82%)	4 136	[22]	(84%)	3 785	[35]	(83%)
II. Traffic Conditions									
(a) Traffic congestion	92			83			77		
(b) Traffic management	43	[4]		63	[10]		54	[13]	
(c) Additional traffic signs and aids	17	[2]		23	[2]		28	[9]	
(d) Parking facilities	23	[3]		15	[1]		24	[3]	
	175	[9]	(4%)	184	[13]	(4%)	183	[25]	(4%)
III. Road Maintenance									
(a) Road conditions	31			37			26		
(b) Traffic signs and aids	21			21			22	[1]	
(c) Carriageway markings	4			2			3	[1]	
	56		(1%)	60		(1%)	51	[2]	(1%)
IV. Enforcement									
(a) Illegal parking	246			286			274		
(b) Other enforcement matters	261			214			213	[1]	
	507		(12%)	500		(10%)	487	[1]	(11%)
V. Miscellaneous	38	[5]	(1%)	47	[5]	(1%)	37	[6]	(1%)
Total	4 225	[34]	(100%)	4 927	[40]	(100%)	4 543	[69]	(100%)

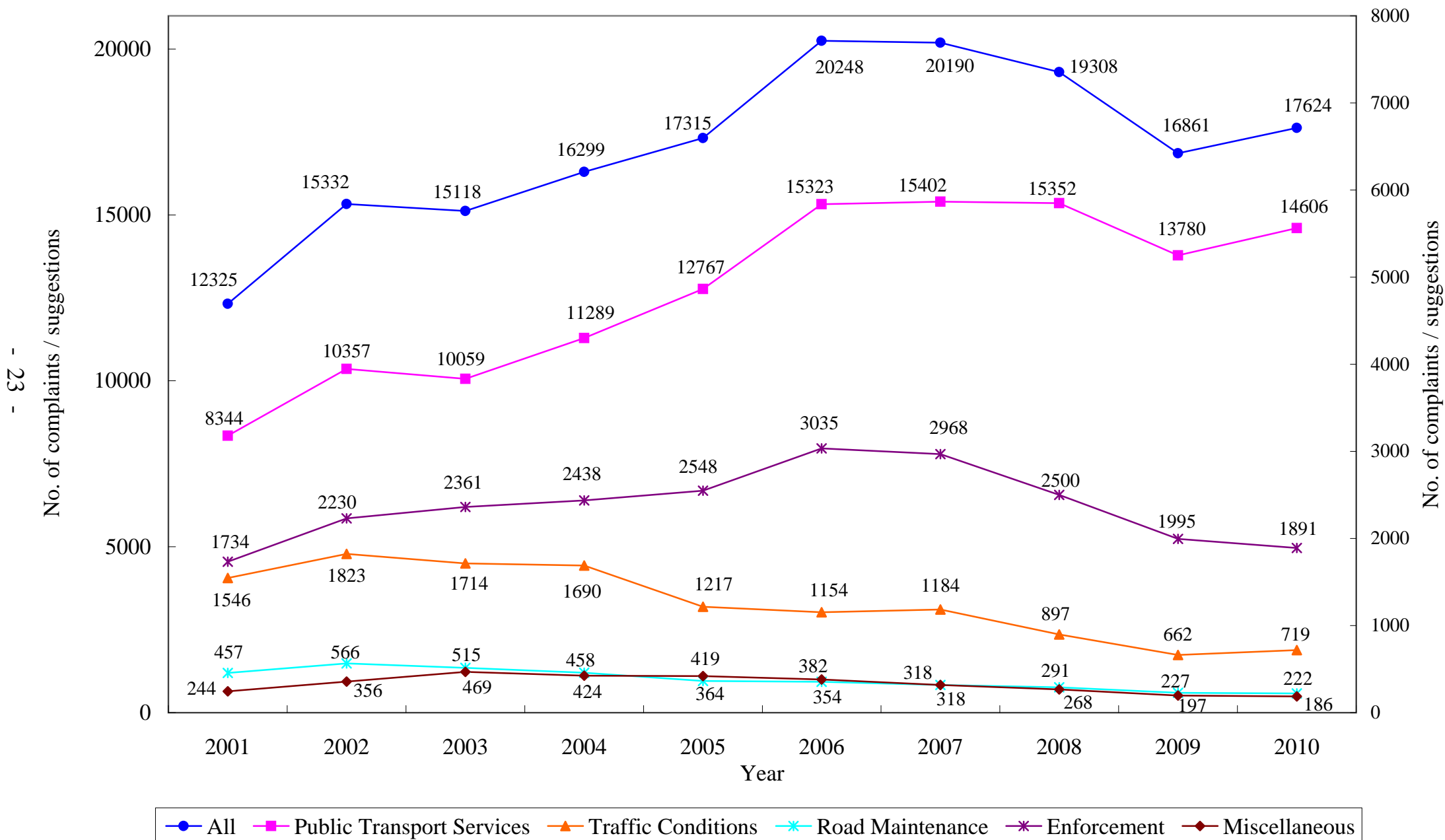
Notes : (1) Figures in square brackets are the number of pure suggestions received in the quarter. The figures have been included in the overall number of cases received.

(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

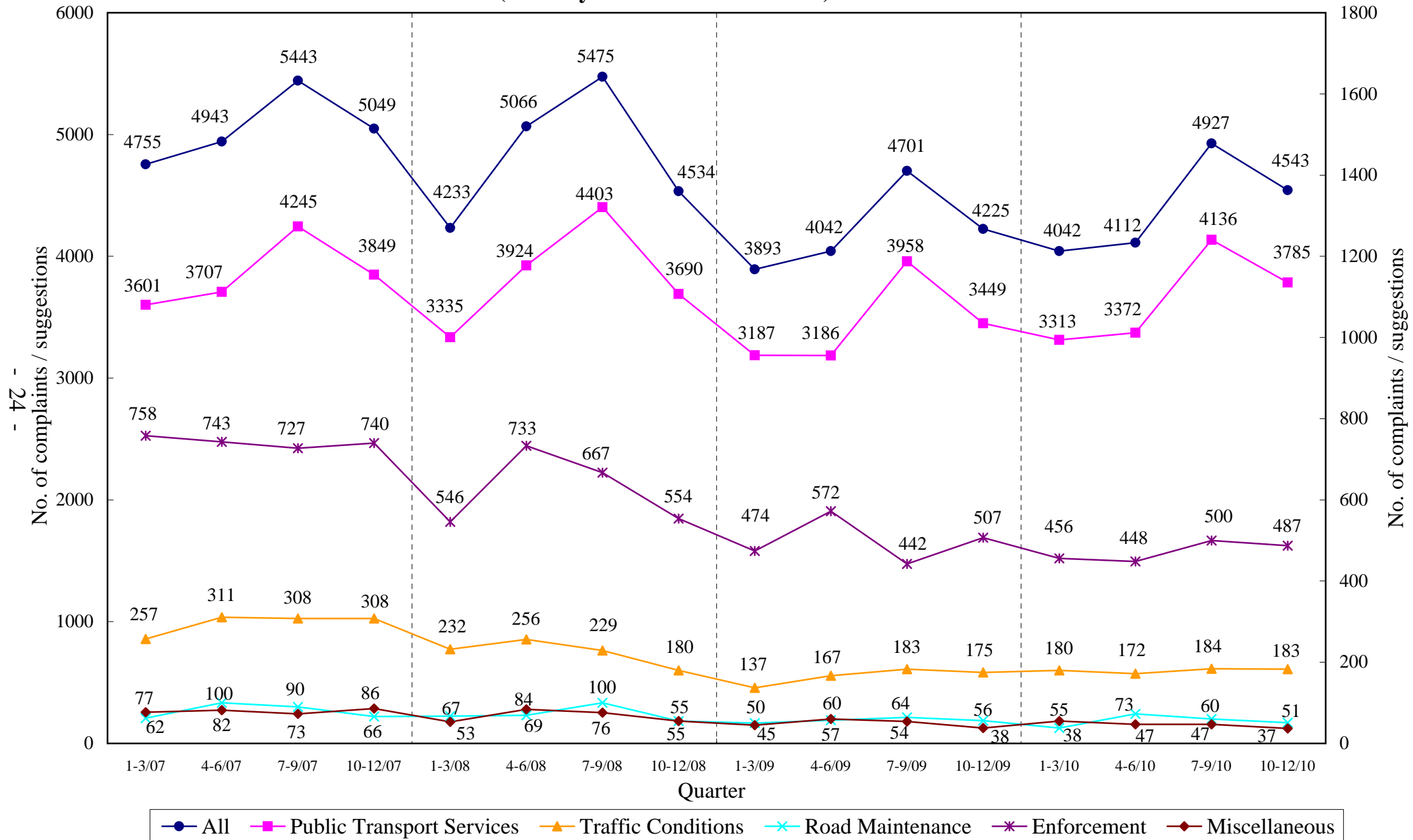


**Trends of Complaints and Suggestions Received by TCU
(2001 - 2010)**



Trends of Complaints and Suggestions Received by TCU (January 2007 - December 2010)

Annex B(ii)



Summary of Results of Investigations into Complaints and Suggestions
(October – December 2010)

Outcome of Investigation Nature of Complaint/ Suggestion					
	A1	A2	B	C	Total
I. Public Transport Services					
(a) Adequacy of service	24	157	37	-	218
(b) Standard of service	785	1 334	88	1 326	3 533
(c) General	66	35	12	-	113
	875	1 526	137	1 326	3 864
II. Traffic Conditions					
(a) Traffic congestion	39	38	2	1	80
(b) Traffic management	28	6	32	-	66
(c) Additional traffic signs/aids	11	5	14	-	30
(d) Parking facilities	3	4	12	-	19
	81	53	60	1	195
III. Road Maintenance					
(a) Road conditions	29	6	3	-	38
(b) Traffic signs and aids	11	2	5	-	18
(c) Carriageway markings	2	-	-	-	2
	42	8	8	-	58
IV. Enforcement					
(a) Illegal parking	230	69	1	1	301
(b) Other enforcement matters	111	79	2	30	222
	341	148	3	31	523
V. Miscellaneous	23	13	3	-	39
Total	1 362 (29%)	1 748 (37%)	211 (5%)	1 358 (29%)	4 679 (100%)

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 2010)**

Outcome of Investigation					
Mode of Transport	A1	A2	B	C	Total
Kowloon Motor Bus	185	294	27	6	512
Citybus (Franchise 1)	34	37	9	2	82
Citybus (Franchise 2)	5	14	1	-	20
New World First Bus	35	53	20	1	109
New Lantao Bus	11	-	1	1	13
Long Win Bus	-	6	6	-	12
Cross-harbour Bus Services	85	81	11	1	178
MTR Feeder Bus	3	4	-	-	7
Residents' Services	6	8	6	-	20
Green Minibus	390	226	24	9	649
Red Minibus	57	3	-	3	63
Taxi	46	768	3	1 303	2 120
Mass Transit Railway (Excluding Light Rail)	12	23	26	-	61
Mass Transit Railway (Light Rail)	1	1	-	-	2
Hongkong Tramways	2	2	-	-	4
Peak Tramways	-	-	-	-	-
New World First Ferry	1	4	1	-	6
'Star' Ferry	-	2	-	-	2
Minor Ferries	2	-	2	-	4
Total	875 (23%)	1 526 (39%)	137 (4%)	1 326 (34%)	3 864 (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
(October – December 2010)

I. Public Transport Services

- Add a green minibus (GMB) stop at Clear Water Bay Road to meet the demand of passengers.
- Add a signage at MTR Austin Station to better guide passengers.

II. Traffic Management

Hong Kong Island

- Increase the vehicular green time of traffic lights at the following locations to alleviate traffic congestion : Man Yiu Street, Victoria Road and Upper Albert Road.
- Increase the vehicular green time of a traffic light at King's Road to improve traffic flow.
- Increase the pedestrian green time of a traffic light at Des Voeux Road West to facilitate pedestrians.
- Increase the cycle time of a traffic light at Smithfield to improve traffic flow.
- Synchronise traffic lights at Java Road to alleviate traffic congestion.
- Synchronise traffic lights at the following locations to improve traffic flow : Harcourt Road, King's Road and Fleming Road.
- Add a traffic sign at Ap Lei Chau Bridge to remind motorists of traffic lights ahead.
- Add a direction sign inside a subway at Aberdeen Praya Road to better guide pedestrians.
- Add supplementary plate/traffic sign and replace an existing traffic sign with a larger one at the junction of Sassoon Road and Pok Fu Lam Road to remind motorists to stop ahead.

- Add a yellow box at the junction of Hospital Road and Seymour Road to prevent vehicle obstruction.
- Add a GMB stop at Lee Garden Road to divert loading/unloading activities from Hoi Ping Road to prevent GMB obstruction.
- Relocate a bus stop at Ferry Piers of Central to improve road safety.

Kowloon

- Increase the vehicular green time of traffic lights at Lung Kong Road and Boundary Street to alleviate traffic congestion.
- Increase the vehicular green time of a traffic light at Sau Ming Road to improve traffic flow.
- Increase the pedestrian green time of traffic lights at Jordan Road and Prince Edward Road West to facilitate pedestrians.
- Adjust the cycle time of a traffic light at the junction of Prince Edward Road West and Tong Mi Road to improve traffic flow.
- Modify the mode of operation of a traffic light at Cheong Wan Road to improve traffic flow.
- Impose “No Stopping Restriction” at Fa Yuen Street to improve road safety.
- Add “Turn Left” traffic signs at Po Lun Street to remind motorists.
- Install bollards and railings at the junction of Kai Cheung Road and Kai Shing Street to deter illegal parking on pavement.
- Add parking spaces for motorcycles at Yuet Lun Street to facilitate motorcyclists.

New Territories

- Increase the vehicular green time of traffic lights at Tsing Yi Heung Sze Wui Road and Tai Tong Road to alleviate traffic congestion.
- Adjust the vehicle detector setting of a traffic light at Tin Shing Road to improve traffic flow.
- Add a direction sign at Lung Mun Road to facilitate motorists.
- Add a double white line at Shap Pat Heung Road to regulate lane-cutting activities.

- Add a yellow box at the junction of Fung Nin Road and Fung Lok Lane to prevent vehicle obstruction.
- Enlarge a yellow box at the junction of Yuen Tun Circuit and Tai Pa Street to prevent vehicle obstruction.
- Add a road marking at Long Yip Street to guide motorists to the proper traffic lane.
- Add a warning arrow road marking at Jockey Club Road to enhance road safety.
- Convert road markings from a “Turn Left” to a “Straight Ahead and Turn Left” arrow at Wang Lok Street to improve traffic flow.
- Add tactile guide path at Hang Hau Station Public Transport Interchange to facilitate pedestrians.
- Reduce the height of roadside planters at an access road to MTR Siu Hong Station to improve the sight-line of motorists.

Complaints and Suggestions on Public Transport Services
(October – December 2010)

Legend

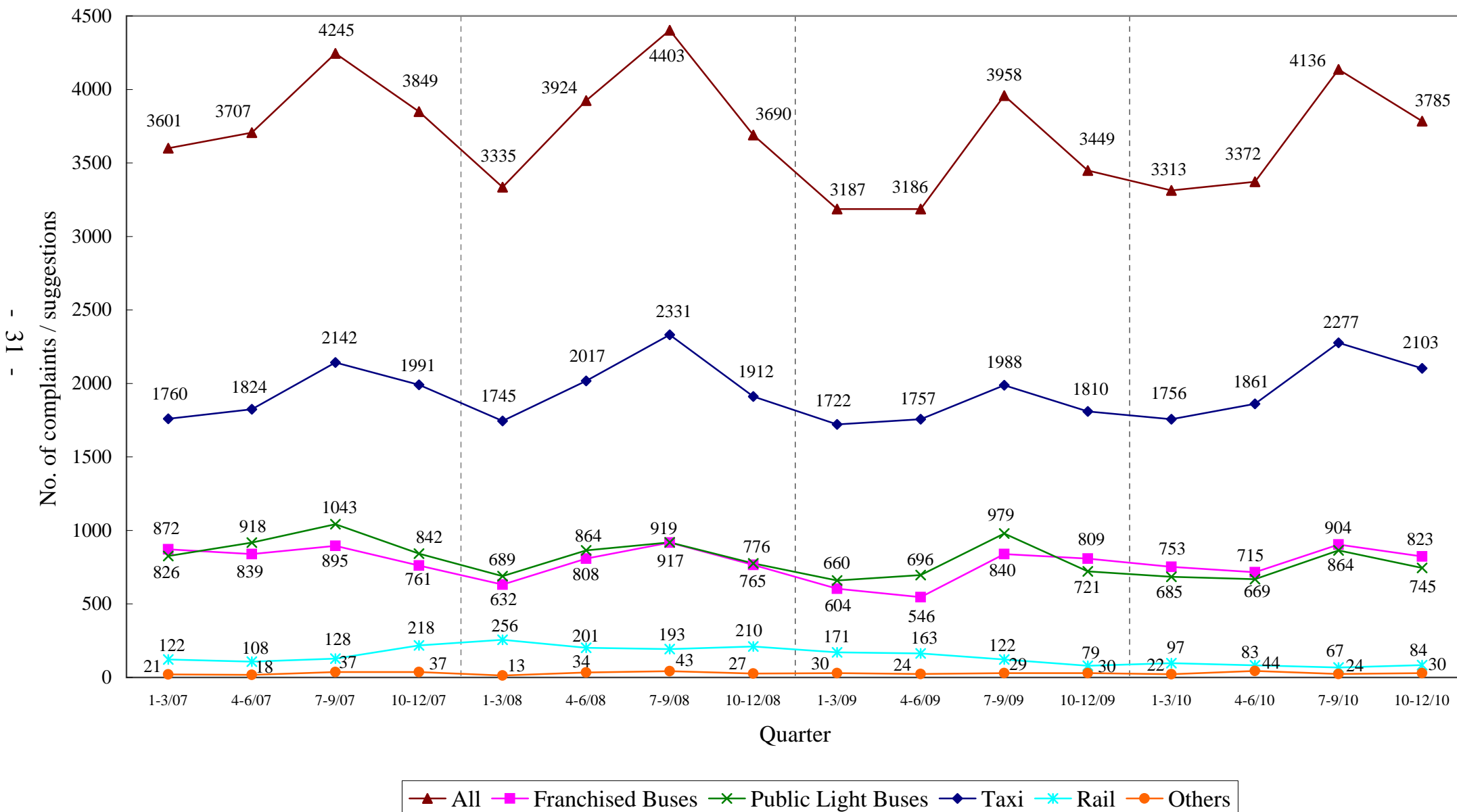
KMB	Kowloon Motor Bus
CTB1	Citybus (Franchise 1)
CTB2	Citybus (Franchise 2)
FB	New World First Bus
NLB	New Lantau Bus
LWB	Long Win Bus
XHT	Cross-harbour Bus Services
MTRF	MTR Feeder Bus
RS	Residents' Services
GMB	Green Minibus
RMB	Red Minibus
MTR (Non-LR)	Mass Transit Railway (Excluding Light Rail)
MTR(LR)	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

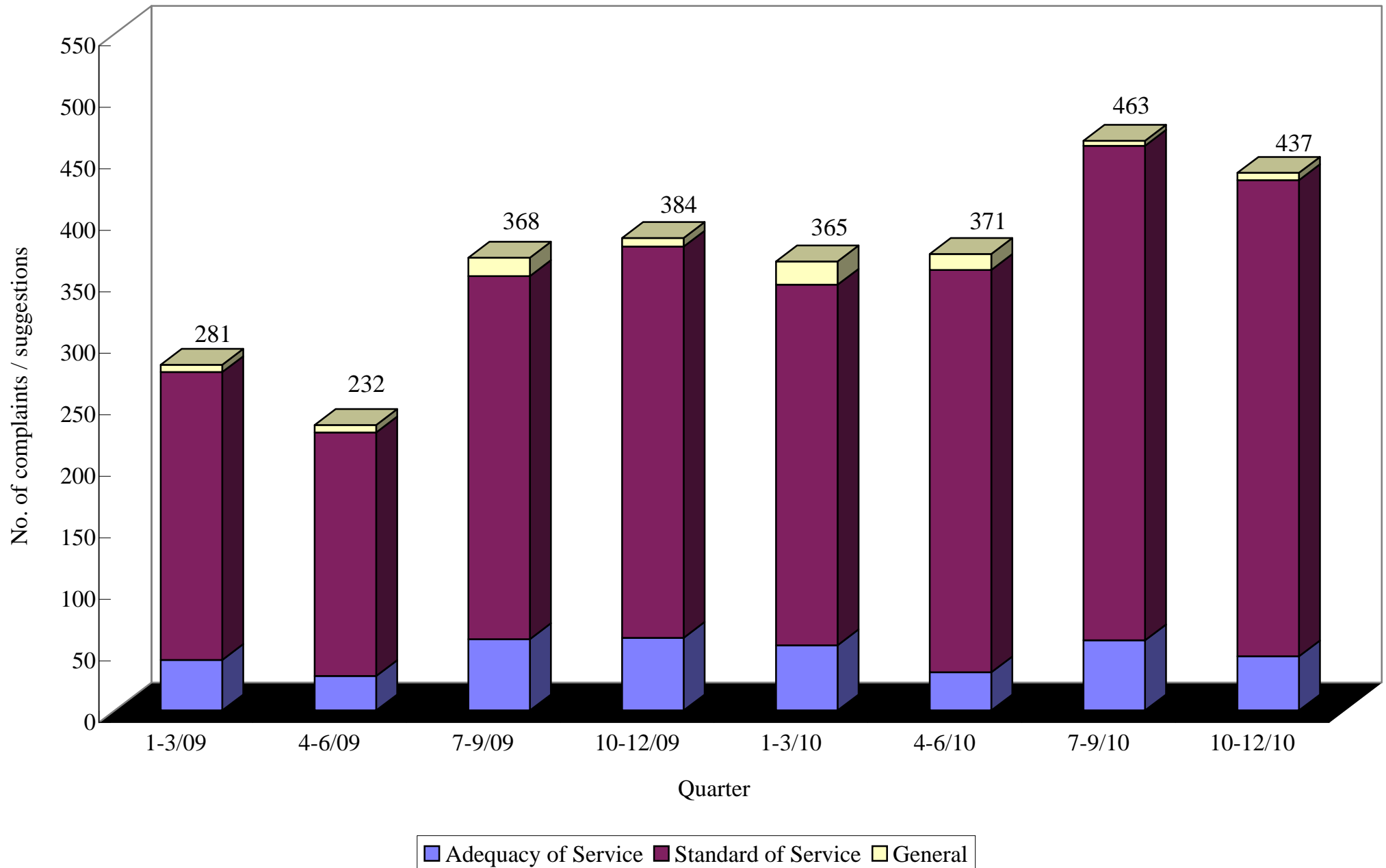
Including 195 complaints from 46 complainants about audio-visual broadcasting on public transport vehicles

Mode Nature of Complaint/Suggestion	Vehicular Transport												Rail Transport				Waterborne Transport			Total/ Sub- total
	Franchised Buses								RS	GMB	RMB	Taxi	MTR (Non- LR)	MTR (LR)	HT	PT	FF	SF	MF	
	KMB	CTB1	CTB2	FB	NLB	LWB	XHT	MTRF												
(A) Adequacy of Service																				
(1) Frequency/carrying capacity	20	-	-	6	1	6	8	-	-	53	-	-	4	2	1	-	-	-	1	102
(2) Routeing	16	1	-	6	-	1	6	-	2	3	-	-	2	1	-	-	-	-	38	
(3) Hours of operation	2	1	-	1	-	-	1	-	-	-	-	-	-	-	1	-	-	-	6	
(4) Provision of stops	6	2	1	1	1	-	1	-	-	6	-	-	1	-	-	-	-	-	19	
Sub-total	44	4	1	14	2	7	16	-	2	62	-	-	7	3	2	-	-	-	1	165
(B) Standard of Service																				
(1) Regularity of service	189	23	4	24	-	9	52	2	4	121	-	-	3	2	2	-	-	1	2	438
(2) Adherence to routeing	-	1	-	-	-	-	1	-	1	34	-	331	-	-	1	-	-	-	-	369
(3) Improper driving behaviour	38	18	3	13	2	4	16	1	5	182	55	315	4	3	1	-	-	1	-	661
(4) Conduct & performance of staff (including drivers)	41	5	4	8	4	3	15	5	1	200	31	1033	4	-	-	-	-	-	2	1356
(5) Overcharging	1	-	-	-	1	-	3	-	-	20	1	372 *	-	-	-	-	-	-	-	398
(6) Cleanliness	-	-	-	2	-	-	1	-	-	3	-	-	3	-	-	-	-	-	1	10
(7) Conditions of vehicles/vessels	4	1	1	2	-	-	3	-	2	9	-	7	3	-	-	-	-	-	1	33
(8) Passenger services & facilities	114	13	2	20	-	1	64	-	-	10	2	4	42	2	-	-	-	-	4	278 #
Sub-total	387	61	14	69	7	17	155	8	13	579	89	2062	59	7	4	-	-	2	10	3543
(C) General	6	2	1	6	-	-	2	-	1	12	3	41	2	-	-	-	-	-	1	77
Total this quarter	437	67	16	89	9	24	173	8	16	653	92	2103	68	10	6	-	-	2	12	3785
Grand-total	(823)								(2864)				(84)				(14)			
Total previous quarter	463	87	22	90	16	11	202	13	14	795	69	2277	50	11	6	-	7	1	2	4136
Total same quarter last year	384	89	22	95	8	8	191	12	16	641	80	1810	59	13	7	-	2	1	11	3449

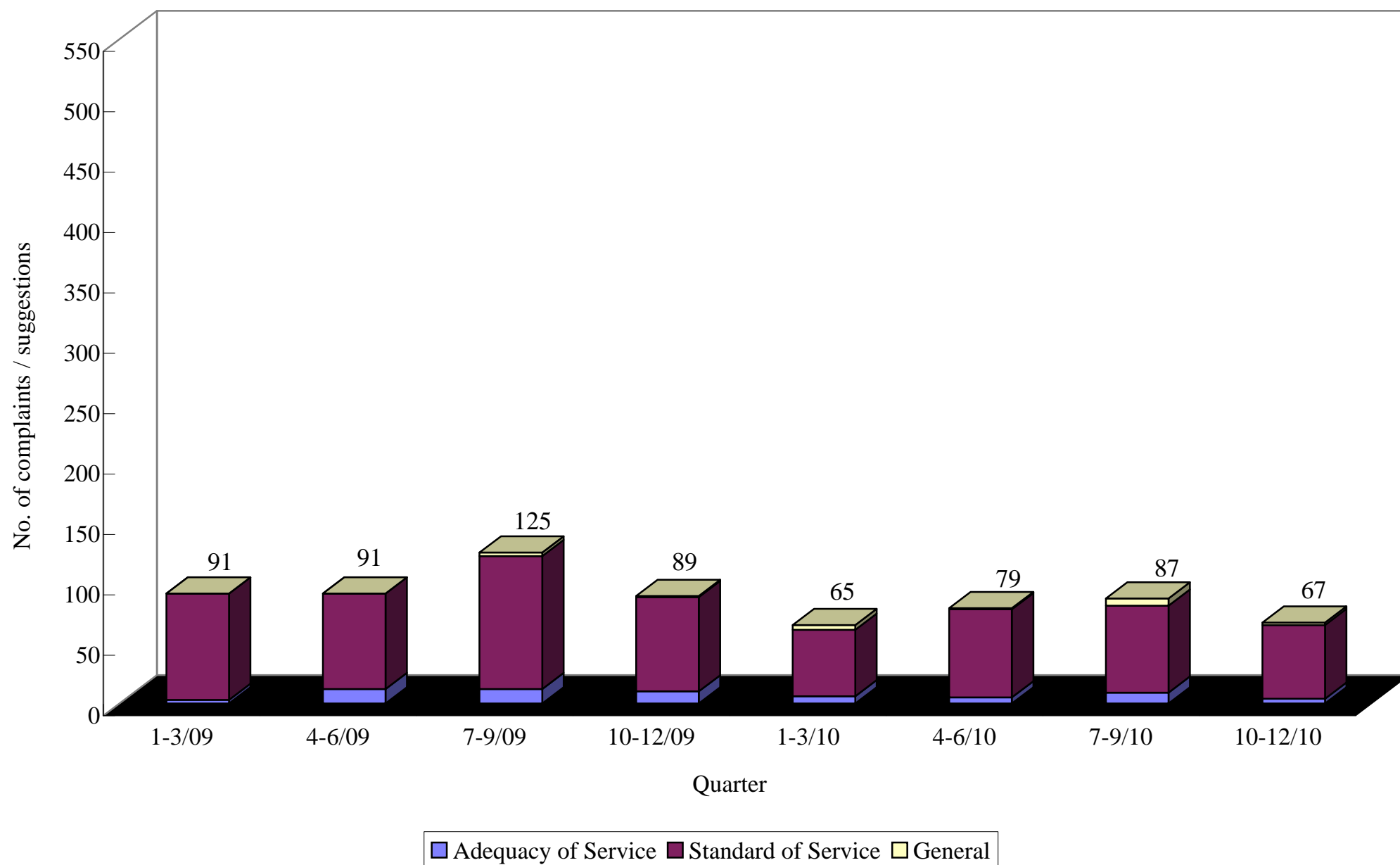
Trends of Complaints and Suggestions on Public Transport Services (January 2007 - December 2010)



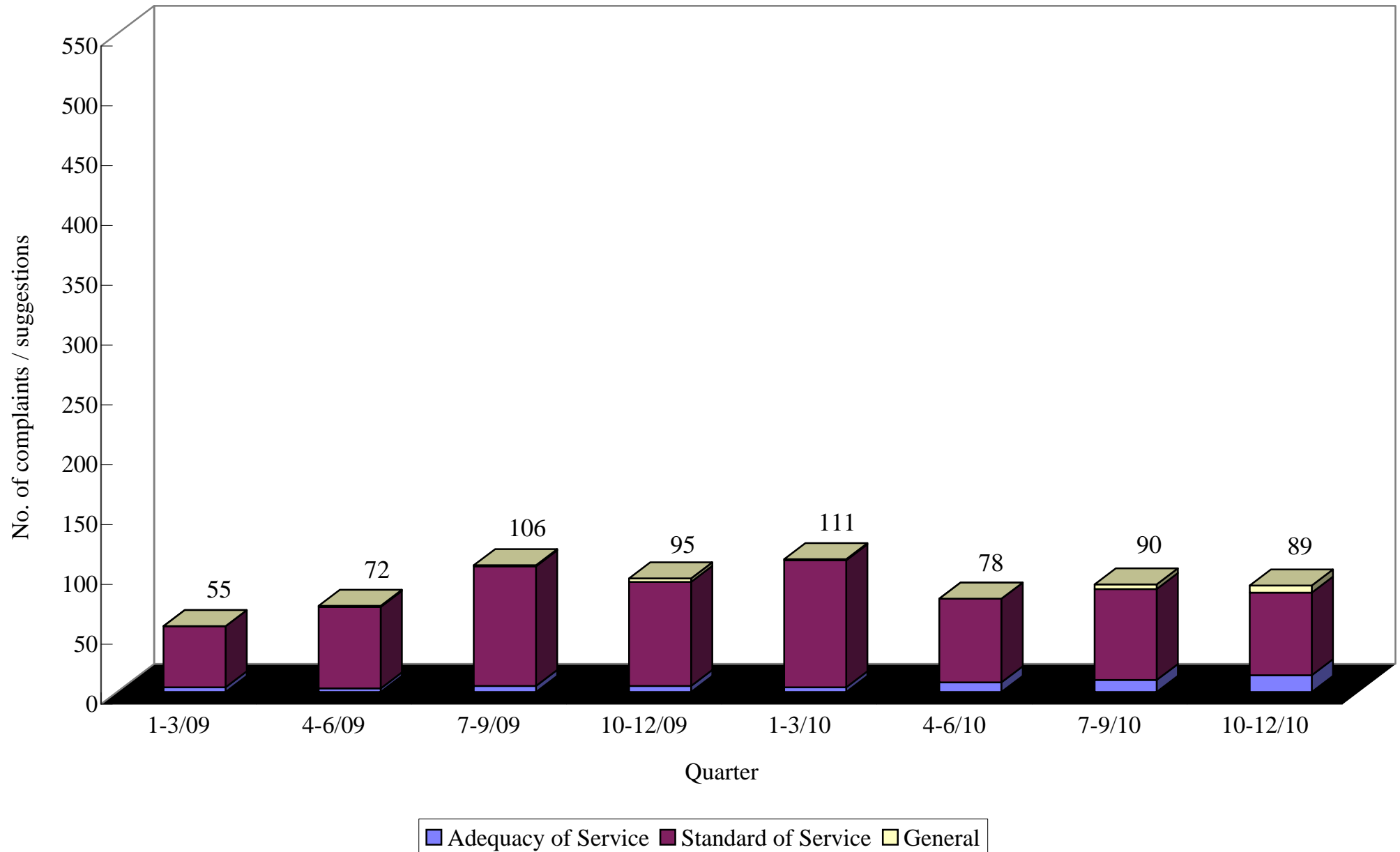
Complaints and Suggestions on KMB Services in the Past Eight Quarters



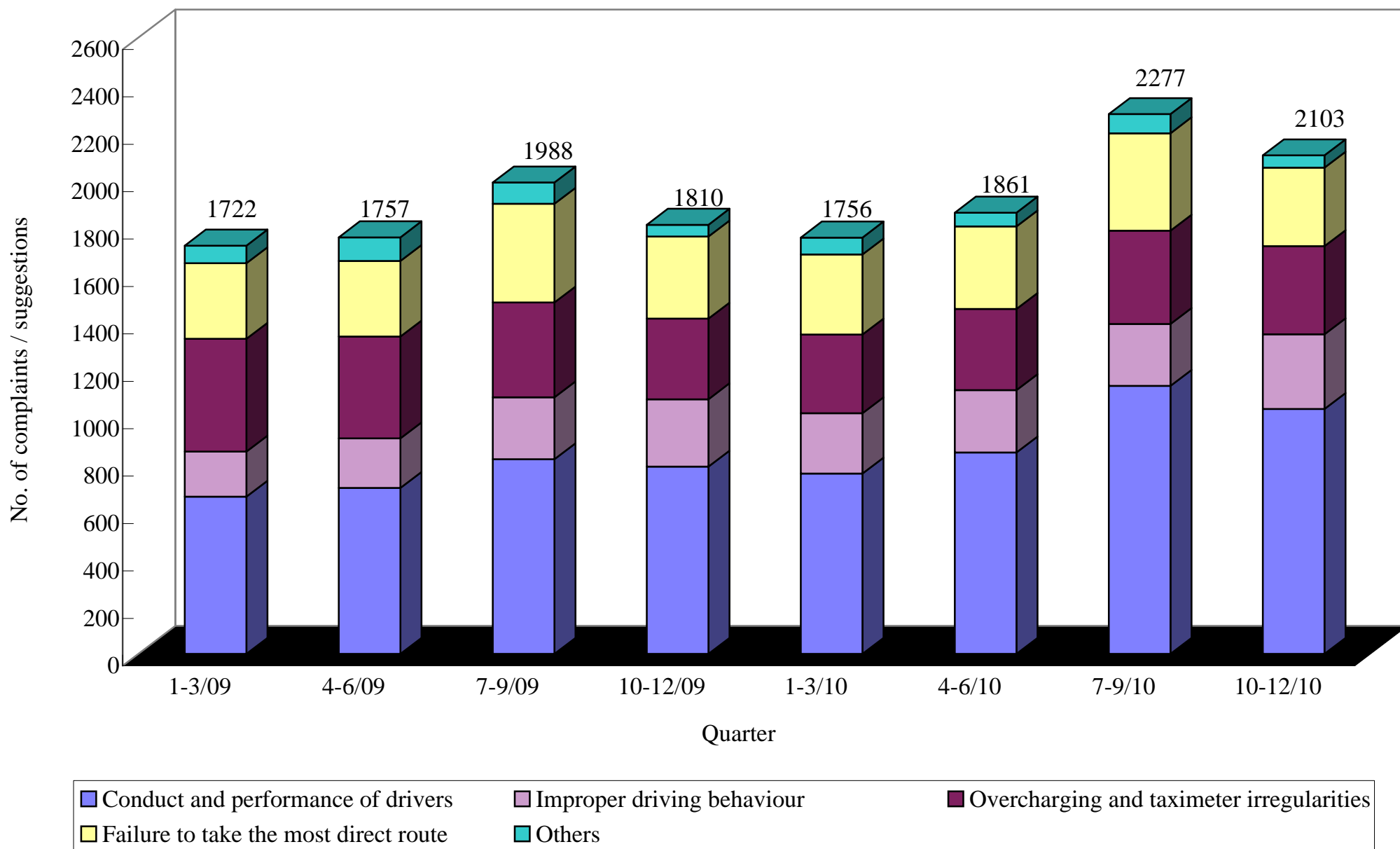
Complaints and Suggestions on Citybus (Franchise 1) Services in the Past Eight Quarters



**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>		Same quarter last year <u>(1.10.09-31.12.09)</u>	Previous quarter <u>(1.7.10-30.9.10)</u>	Current quarter <u>(1.10.10-31.12.10)</u>
(a)	Conduct and performance of drivers			
(i)	Behaving other than in a civil & orderly manner	382	507	418
(ii)	Refusing hire	328	485	484
(iii)	Soliciting passengers	6	3	3
(iv)	Refusing to drive to destination	64	119	115
(v)	Failure to display driver identity plate	7	13	12
(vi)	Failure to display driver identity plate properly	3	3	1
	Sub-total	790	1 130	1 033
(b)	Improper driving behaviour	284	261	315
(c)	Overcharging	225	288	285
(d)	Taximeter irregularities	115	106	87
(e)	Failure to take the most direct route	346	411	331
(f)	Others*	50	81	52
	Total	1 810	2 277	2 103

* 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
(October – December 2010)

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 (No. of locations)	3 (3)	7 (6)	11 (11)	- (-)	8 (6)	2 (1)	10 (8)	2 (2)	7 (6)	2 (2)	3 (3)	5 (5)	- (-)	5 (4)	4 (4)	4 (4)	3 (3)	- (-)	1 (1)	77 (69)
(b) Traffic management	2	5	7	3	5	4	7	2	7	1	-	2	3	3	1	1	-	1	-	54
(c) Additional traffic signs and aids	3	2	1	2	1	1	3	1	-	-	2	4	2	1	-	2	2	1	-	28
(d) Parking facilities	1	-	3	2	1	1	4	1	1	1	-	4	1	-	1	-	2	1	-	24
Sub-total	9	14	22	7	15	8	24	6	15	4	5	15	6	9	6	7	7	3	1	183
<u>Road Maintenance</u>																				
(a) Road conditions	-	-	3	3	2	1	2	1	4	1	2	3	1	1	1	1	-	-	-	26
(b) Traffic signs & aids	3	1	2	-	4	2	5	-	1	-	-	-	1	2	1	-	-	-	-	22
(c) Carriageway markings	-	-	1	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	3
Sub-total	3	1	6	3	6	3	7	2	6	1	2	3	2	3	2	1	-	-	-	51
<u>Enforcement</u>																				
(a) Illegal parking	11	20	31	10	22	12	15	15	38	9	5	23	11	13	9	8	20	2	-	274
(b) Other enforcement matters	4	30	22	14	9	9	18	14	24	2	3	10	11	9	11	12	7	1	3	213
Sub-total	15	50	53	24	31	21	33	29	62	11	8	33	22	22	20	20	27	3	3	487
Total	27	65	81	34	52	32	64	37	83	16	15	51	30	34	28	28	34	6	4	721

Complaints and Suggestions Received by TCU during 2006-2010

<u>Nature of Complaint/Suggestion</u>	<u>2006</u>		<u>2007</u>		<u>2008</u>		<u>2009</u>		<u>2010</u>	
I. Public Transport Services										
(a) Adequacy of service	1 093	[46]	897	[69]	820	[69]	747	[45]	734	[84]
(b) Standard of service	13 497	[20]	13 863	[20]	13 932	[26]	12 538	[18]	13 455	[27]
(c) General	733	[9]	642	[19]	600	[19]	495	[15]	417	[11]
	15 323	[75]	15 402	[108]	15 352	[114]	13 780	[78]	14 606	[122]
II. Traffic Conditions										
(a) Traffic congestion	595		663		484		279		321	[1]
(b) Traffic management	287	[24]	255	[16]	232	[26]	226	[35]	239	[34]
(c) Additional traffic signs and aids	152	[23]	126	[15]	99	[19]	83	[8]	92	[20]
(d) Parking facilities	120	[10]	140	[29]	82	[8]	74	[14]	67	[8]
	1 154	[57]	1 184	[60]	897	[53]	662	[57]	719	[63]
III. Road maintenance										
(a) Road conditions	185	[1]	167	[1]	129	[2]	131		115	
(b) Traffic signs and aids	156		137		141	[2]	84		96	[1]
(c) Carriageway markings	13		14		21	[1]	12	[1]	11	[1]
	354	[1]	318	[1]	291	[5]	227	[1]	222	[2]
IV. Enforcement										
(a) Illegal parking	1 464		1 492		1 418		1 000		1 048	
(b) Other enforcement matters	1 571	[1]	1 476		1 082		995	[1]	843	[1]
	3 035	[1]	2 968		2 500		1 995	[1]	1 891	[1]
V. Miscellaneous	382	[33]	318	[17]	268	[14]	197	[26]	186	[24]
Total	20 248	[167]	20 190	[186]	19 308	[186]	16 861	[163]	17 624	[212]

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 on Franchised Bus Services in 2010

<u>Bus Company</u>	<u>2009</u>	<u>2010</u>	<u>Difference</u>
Kowloon Motor Bus	1 265	1 636	+29.3%
Citybus (Franchise 1)	396	298	-24.7%
Citybus (Franchise 2)	78	66	-15.4%
New World First Bus	328	368	+12.2%
New Lantao Bus	40	38	-5.0%
Long Win Bus	37	67	+81.1%
Cross-harbour Bus Services	604	690	+14.2%
MTR Feeder Bus	51	32	-37.3%
Total	2 799	3 195	+14.1%

Note : Complaints and suggestions on cross-harbour bus services cannot be further broken down by bus company as the services are jointly operated by Kowloon Motor Bus, Citybus and New World First Bus.

Complaints and Suggestions on Residents' Services in 2010

<u>Nature of Complaint/Suggestion</u>	<u>2009</u>	<u>2010</u>	<u>Difference</u>
(A) Adequacy of Service			
(1) Frequency	10	16	+60.0%
(2) Routeing	2	4	+100.0%
(3) Hours of operation	3	1	-66.7%
(4) Provision of stops	1	4	+300.0%
Sub-total	16	25	+56.3%
(B) Standard of Service			
(1) Regularity of service	6	18	+200.0%
(2) Adherence to routeing	1	2	+100.0%
(3) Improper driving behaviour	12	15	+25.0%
(4) Conduct and performance of staff (including drivers)	3	7	+133.3%
(5) Overcharging	1	-	-
(6) Cleanliness	-	-	-
(7) Conditions of vehicles	2	4	+100.0%
(8) Passenger services and facilities	6	3	-50.0%
Sub-total	31	49	+58.1%
(C) General*	16	6	-62.5%
Total	63	80	+27.0%

* These complaints are mainly related to obstruction caused by coaches providing residents' services.

Complaints and Suggestions on Green Minibus Services in 2010

<u>Nature of Complaint/Suggestion</u>	<u>2009</u>	<u>2010</u>	<u>Difference</u>
(A) Adequacy of Service			
(1) Frequency	284	246	-13.4%
(2) Routeing	16	26	+62.5%
(3) Hours of operation	7	3	-57.1%
(4) Provision of stops	40	30	-25.0%
Sub-total	347	305	-12.1%
(B) Standard of Service			
(1) Regularity of service	455	487	+7.0%
(2) Adherence to routeing	131	126	-3.8%
(3) Improper driving behaviour	651	654	+0.5%
(4) Conduct and performance of staff (including drivers)	809	874	+8.0%
(5) Overcharging	54	43	-20.4%
(6) Cleanliness	18	16	-11.1%
(7) Conditions of vehicles	52	33	-36.5%
(8) Passenger services and facilities	67	68	+1.5%
Sub-total	2 237	2 301	+2.9%
(C) General*	65	50	-23.1%
Total	2 649	2 656	+0.3%

* These complaints are mainly related to obstruction caused by green minibuses.

Complaints and Suggestions on Red Minibus Services in 2010

<u>Nature of Complaint/Suggestion</u>		<u>2009</u>	<u>2010</u>	<u>Difference</u>
(A)	Adequacy of Service	-	-	-
(B)	Standard of Service			
	(1) Regularity of service	-	-	-
	(2) Adherence to routeing	-	-	-
	(3) Improper driving behaviour	225	178	-20.9%
	(4) Conduct and performance of staff (including drivers)	106	80	-24.5%
	(5) Overcharging	9	5	-44.4%
	(6) Cleanliness	2	1	-50.0%
	(7) Conditions of vehicles	13	3	-76.9%
	(8) Passenger services and facilities	1	3	+200.0%
	Sub-total	356	270	-24.2%
(C)	General*	51	37	-27.5%
	Total	407	307	-24.6%

* These complaints are mainly related to obstruction caused by red minibuses.

Complaints and Suggestions on Taxi Services in 2010**Nature of Complaint/Suggestion**

Taxi driver malpractice	<u>2009</u>	<u>2010</u>	<u>Difference</u>
(a) Conduct and performance of drivers			
(i) Behaving other than in a civil & orderly manner	1 525	1 746	+14.5%
(ii) Refusing hire	1 138	1 610	+41.5%
(iii) Soliciting passengers	12	11	-8.3%
(iv) Refusing to drive to destination	255	355	+39.2%
(v) Failure to display driver identity plate	38	45	+18.4%
(vi) Failure to display driver identity plate properly	6	5	-16.7%
	2 974	3 772	+26.8%
(b) Improper driving behaviour	944	1 094	+15.9%
(c) Overcharging	1 150	1 000	-13.0%
(d) Taximeter irregularities	495	441	-10.9%
(e) Failure to take the most direct route	1 400	1 428	+2.0%
Sub-total	6 963	7 735	+11.1%
Others			
(a) Taxi obstruction	227	186	-18.1%
(b) Miscellaneous	87	76	-12.6%
Sub-total	314	262	-16.6%
Total	7 277	7 997	+9.9%

Complaints and Suggestions on Rail Services in 2010

<u>Railway Company</u>	<u>2009</u>	<u>2010</u>	<u>Difference</u>
Mass Transit Railway (Excluding Light Rail)	481	273	-43.2%
Mass Transit Railway (Light Rail)	38	37	-2.6%
Hongkong Tramways	16	21	+31.3%
Peak Tramways	-	-	-
Total	535	331	-38.1%

Complaints and Suggestions on Ferry Services in 2010

<u>Ferry Company</u>	<u>2009</u>	<u>2010</u>	<u>Difference</u>
New World First Ferry	13	13	-
‘Star’ Ferry	4	4	-
Minor Ferries	33	23	-30.3%
Total	50	40	-20.0%

Complaints about Traffic Congestion during 2006 – 2010

<u>District</u>		<u>2006</u>	<u>2007</u>	<u>2008</u>	<u>2009</u>	<u>2010</u>
Hong Kong	- Eastern	42	33	20	15	15
	- Wan Chai	89	93	55	26	33
	- Central & Western	67	103	65	36	42
	- Southern	24	40	33	23	15
Kowloon	- Kwun Tong	46	35	25	22	29
	- Wong Tai Sin	17	12	10	7	8
	- Kowloon City	68	41	39	34	39
	- Sham Shui Po	29	39	18	12	13
	- Yau Tsim Mong	53	84	75	30	34
New Territories	- North	5	9	4	4	6
	- Tai Po	9	4	11	6	7
	- Sha Tin	36	31	25	9	17
	- Yuen Long	17	23	15	9	8
	- Tuen Mun	17	13	23	11	17
	- Tsuen Wan	18	42	26	13	11
	- Kwai Tsing	39	45	20	2	15
	- Sai Kung	13	15	15	16	6
	- Islands	2	-	2	1	1
Others		4	1	3	3	5
Total		595	663	484	279	321

Complaints about Illegal Parking during 2006 – 2010

<u>District</u>		<u>2006</u>	<u>2007</u>	<u>2008</u>	<u>2009</u>	<u>2010</u>
Hong Kong	- Eastern	123	138	118	61	71
	- Wan Chai	118	95	100	62	73
	- Central & Western	104	96	116	81	95
	- Southern	45	60	52	39	27
Kowloon	- Kwun Tong	96	74	86	79	86
	- Wong Tai Sin	75	76	71	52	42
	- Kowloon City	112	122	95	63	76
	- Sham Shui Po	98	111	99	54	50
	- Yau Tsim Mong	182	178	174	122	106
New Territories	- North	30	55	30	45	45
	- Tai Po	28	34	33	24	33
	- Sha Tin	92	65	93	70	73
	- Yuen Long	75	69	67	76	63
	- Tuen Mun	92	75	67	46	48
	- Tsuen Wan	58	97	75	43	49
	- Kwai Tsing	70	66	66	45	47
	- Sai Kung	61	72	63	33	58
	- Islands	4	9	11	5	6
Others		1	-	2	-	-
Total		1 464	1 492	1 418	1 000	1 048

Complaints about Enforcement Matters (other than Illegal Parking)
during 2006 -2010

<u>District</u>		<u>2006</u>	<u>2007</u>	<u>2008</u>	<u>2009</u>	<u>2010</u>
Hong Kong	- Eastern	125	88	68	55	35
	- Wan Chai	180	154	90	113	112
	- Central & Western	150	166	94	101	104
	- Southern	47	66	34	52	37
Kowloon	- Kwun Tong	92	86	69	72	41
	- Wong Tai Sin	42	42	23	25	30
	- Kowloon City	152	116	119	96	82
	- Sham Shui Po	84	115	74	58	41
	- Yau Tsim Mong	180	160	133	108	101
New Territories	- North	21	42	24	25	16
	- Tai Po	36	25	33	17	8
	- Sha Tin	80	91	67	52	38
	- Yuen Long	66	67	46	49	41
	- Tuen Mun	69	55	36	33	40
	- Tsuen Wan	56	72	63	43	38
	- Kwai Tsing	108	73	53	41	37
	- Sai Kung	33	29	32	28	26
	- Islands	13	13	10	10	8
Others		37	16	14	17	8
Total		1 571	1 476	1 082	995	843

Complaints about Enforcement Matters (other than Illegal Parking)
Districts which Attracted Relatively More Complaints
(1 January – 31 December 2010)

District Nature	Wan Chai	Central & Western	Yau Tsim Mong	Kowloon City	Total
1. Prolonged waiting causing obstruction	24 [Hennessy Road – 3] [Leighton Road – 3] [Lockhart Road – 3]	45 [Connaught Road Central – 6] [Pedder Street – 4]	44 [Salisbury Road – 9] [Canton Road – 5] [Chatham Road South – 4]	35 [Mei King Street – 8] [Man Lok Street – 5]	148
2. Disobeying traffic signs / schemes	18 [Queen's Road East – 5]	34 [Bank Street – 5] [Ice House Street – 3] [Belcher's Street – 3] [High Street – 3]	23 [Canton Road – 4] [Nathan Road – 3]	7	82
3. Jumping red lights / Failing to give way to pedestrians	6	9	16 [Argyle Street – 4] [Prince Edward Road West – 3]	18 [Pui Ching Road – 3]	49
4. Using mobile phone while driving	29 [Shan Kwong Road – 12] [Village Road – 5] [Percival Street – 4]	2	-	2	33
5. Cutting lane abruptly / Overtaking on solid line	8	6 [Connaught Road Central – 3]	8	7	29
6. Driving speedily	1	2	-	3	6
7. Others	26	6	10	10	52
Total	112	104	101	82	399

Note: [] indicates location which had attracted three or more complaints during the period January to December 2010.

**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.