

**QUARTERLY REPORT No. 1 of 2012**

**by the**

**TRANSPORT COMPLAINTS UNIT**

**of the**

**TRANSPORT ADVISORY COMMITTEE**

**for the period**

**1 January 2012 – 31 March 2012**

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## Chapter 1

## Major Areas of Complaints and Suggestions

This is the first quarterly report for 2012 covering the period from 1 January to 31 March 2012.

### **Yearly and Quarterly Trends**

2. During the quarter, the Transport Complaints Unit (TCU) received 4 501 complaints and suggestions, including 90 pure suggestions, from 3 964 persons. About 69% (2 721) of these persons lodged their complaints/suggestions by telephone and the remaining 31% (1 243) by e-mail, fax or mail. The number of cases represents a decrease of 4% as compared with 4 689 cases in the previous quarter but a slight increase of 0.5% as compared with 4 480 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 (2002-2011) is at Annex B(i). Another graph showing the trends of complaints and suggestions received, by quarters, since 2008 is at Annex B(ii).

4. During the current quarter, investigations into 5 164 cases (including some outstanding cases from previous quarters) were completed. Of these, 3 403 cases (66%) were found to be substantiated, 240 cases (5%) unsubstantiated, and the remaining 1 521 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 public transport operators took on board 23 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 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 3 938 cases, which represents decreases of 1.6% and 0.1% respectively as compared with the previous quarter and 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 2008 is at Annex E(ii).

### **Franchised Bus Services**

7. A total of 838 complaints and suggestions on franchised bus services were received during the quarter, which represents a decrease of 8.6% as compared with the previous quarter but an increase of 17.7% as compared with the same quarter last year.

8. There were 457 cases on the services of the Kowloon Motor Bus Company (1933) Limited (KMB), as compared with 493 cases in the previous quarter and 371 cases in the same quarter last year. Among the 457 cases, 34 (or 7%) were about the adequacy of service and 409 (or 89%) were about the standard of service.

9. There were 99 cases on the services of Citybus Limited (Franchise 1) (CTB1), as compared with 95 cases in the previous quarter and 69 cases in the same quarter last year. Among the 99 cases, three (or 3%) were about the adequacy of service while 92 (or 93%) were about the standard of service.

10. There were 61 cases on the services of the New World First Bus Services Limited (NWFB), as compared with 71 cases in the previous quarter and 72 cases in the same quarter last year. Of the 61 cases, five (or 8%) were about the adequacy of service and 55 (or 90%) were about the standard of service.

11. Comparisons of the complaints/suggestions related to KMB, CTB1 and NWFB in the past eight quarters are at Annex F.

### **Non-Franchised Bus Services**

12. There were 23 complaints and suggestions on non-franchised bus services (e.g. residents' services, feeder bus services operated by MTR Corporation Limited (MTRCL)). Corresponding figures for the previous quarter and the same quarter last year were 47 and 20 respectively.

### **Public Light Bus Services**

13. A total of 821 complaints and suggestions on public light bus (PLB) services were received in this quarter, which represents a decrease of 3.9% as compared with the previous quarter but an increase of 10.1% as compared with the same quarter last year. All these cases were referred to the Transport Department (TD) or the Police for action.

14. Of the PLB cases received, 90% or 735 cases were on green minibus services. The number of cases received in the previous quarter and the same quarter last year were 773 and 659 respectively. Among the 735 cases, 88 (or 12%) were about the adequacy of service and 629 (or 86%) were about the standard of service.

15. The remaining 10% or 86 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 81 and 87 respectively. Among the 86 cases, 71 (or 83%) were about the standard of service.

### **Taxi Services**

16. A total of 2 134 cases on taxi services were received in this quarter, which represents an increase of 2.2% as compared with the previous quarter but a decrease of 9.7% 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.

17. Of the 2 134 cases received, 2 078 (97%) were related to taxi driver malpractice, as compared with 2 047 such cases (98%) 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 356 such cases (17%) were referred to the Police.

18. During the quarter, the Police reported the latest developments on 378 cases previously referred to them. These cases are categorised as follows -

	<b><u>No. of Cases</u></b>	<b><u>Percentage</u></b>
(a) Summonsed	35 (48)	9 (8)
(b) Withdrawn by complainants	153 (260)	41 (44)
(c) Evidence considered insufficient by the Police for further processing	190 (288)	50 (48)
	<b><u>378 (596)</u></b>	<b><u>100 (100)</u></b>

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

It is noted that 91% of these cases could not be further pursued because of withdrawal by complainants or insufficient evidence.

### **Rail Services**

19. A total of 109 complaints and suggestions on rail services were received. Corresponding figures for the previous quarter and the same quarter last year were 81 and 86 respectively. Of the 109 cases, 68 were on the services of MTRCL.

### **Ferry Services**

20. There were 13 complaints and suggestions on ferry services in this quarter. Corresponding figures for the previous quarter and the same quarter last year were 15 and 12 respectively.

### **Traffic Conditions**

21. There were 67 complaints recorded in this quarter about traffic congestion, as compared with 68 cases in the previous quarter and 69 cases in the same quarter last year. Congestion was reported to have occurred at a total of 43 locations throughout the territory, as illustrated below -

	<b><u>Number of Complaints</u></b>		<b><u>Number of Locations</u></b>	
Hong Kong Island	34	(31)	13	(30)
Kowloon	18	(19)	17	(18)
New Territories	14	(18)	12	(17)
Others	1	(-)	1	(-)
<b>Total</b>	<b>67</b>	<b>(68)</b>	<b>43</b>	<b>(65)</b>

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

22. Based on the number of complaints received, Wan Chai (23 cases) ranked top amongst the districts affected by traffic congestion. The number of complaints and suggestions on traffic and road conditions broken down by district is at Annex I.

23. 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.

24. There were 28 complaints and suggestions on traffic management and 16 requests for additional traffic signs and aids in this quarter. As a comparison, there were 48 and 17 such cases in the previous quarter, and 37 and 14 in the same quarter last year.

25. Complaints about traffic congestion 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**

26. During the quarter, there were 38 complaints about road maintenance, as compared with 58 cases in the previous quarter and 48 cases in the same quarter last year. Among the 38 cases, 18 were related to road conditions while 17 were related to malfunctioning of traffic lights and damaged traffic signs.

27. Districts which attracted relatively more complaints about road maintenance were Eastern (five cases) and Sham Shui Po (five cases).

### **Enforcement**

28. There were 372 complaints about traffic regulations enforcement in this quarter, which represents a decrease of 17.7% when compared with the previous quarter but an increase of 17.7% 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 Transport Complaints Unit (TCU) Sub-Committee on 7 February 2012, Members discussed -

- (a) complaints about taxi services;
  - (b) complaints and suggestions on enforcement matters;
  - (c) overview of complaints and suggestions received in 2011; and
  - (d) TCU Quarterly Report No. 4 of 2011.
2. Members agreed that -
- (a) complaints about taxi services and complaints and suggestions on enforcement matters should be closely monitored; and
  - (b) TCU Quarterly Report No. 4 of 2011 should be submitted to the Transport Advisory Committee.

### **Complaint about Carrying Stroller on Buses**

3. A complainant approached TCU in January 2012 to voice out her discontent with the requirement of folding up a stroller before boarding a bus.

4. Transport Department (TD) pointed out that according to the Public Bus Services Regulations (Cap. 230A) (the Regulations), a driver should take all reasonable precautions to ensure the safety of passengers in or on or entering or alighting from the bus. The Regulations also set out that a passenger would be allowed to carry on board a package or packages of a total weight not exceeding 5 kg and a total volume not exceeding 0.1 m<sup>3</sup> so long as they were safely or conveniently carried. For compliance of such safety requirements, the bus operators had the obligation to remind passengers to pack and carry their belongings, including strollers, properly to avoid adversely affecting other passengers during the journey.

5. Noted that some passengers were unwilling to fold up the stroller when the baby was comfortably carried inside it, TD pointed out that safety



should not be compromised for comfort or convenience. On a moving bus, it would be difficult to maneuver a stroller safely due to the limited space and vehicle motion, particularly during jerky movements or sudden brakes. An unfolded stroller on the gangway would also cause obstruction. Even if it could be put in the wheelchair space when there was no wheelchair user on the bus, the restraint lap belt could not secure the stroller properly since it was not designed for such purpose. To ensure the safety of on-board passengers and the baby inside the stroller, TD concurred with the bus operators' policy on requiring passengers to fold up their strollers on board. The complainant raised no further comments after noting TD's reply.

### **Complaint about the Traffic Lights at the Junction of Shan Kwong Road and Village Road**

6. After the installation of a set of traffic lights at the junction of Shan Kwong Road and Village Road on 31 January 2012, TCU received a number of requests for removing the traffic lights as the complainants found the traffic chaotic under the new traffic arrangement.

7. TD replied that previously there were no traffic signals to regulate the traffic. The traffic lights were installed to facilitate pedestrians crossing the roads safely and to prevent vehicles blocking each other at the junction causing congestion. Also, to achieve better streaming of traffic, there was a new arrangement that motorists on Village Road northbound intending to go straight forward at the junction had to keep to the right lane, while the left lane was restricted to left-turning vehicles. TD explained that some motorists were not familiar with the new traffic scheme, in particular the restriction on the left lane. Therefore, vehicles slowed down before the traffic lights, resulting in tailbacks at all arms leading to the junction. It was also noted that the large number of vehicles awaiting vehicular green phase for turning left into the Hong Kong Sanatorium & Hospital (HKS&H) during peak visiting hours had also aggravated the congestion problem.

8. TD, apart from monitoring the situation closely for adjustment of traffic light phases to meet the traffic demands, had extended the 'No Stopping Restriction' along Village Road and cancelled some nearby metered parking spaces to increase road capacity. Simultaneously, the Police had stepped up enforcement actions including those against illegal parking in the area to help maintain smooth traffic flow. After further assessing the traffic flows and driving patterns, TD reverted to relaxing the restriction on the left lane so that

the traffic on both lanes of Village Road northbound would be allowed to go straight ahead, hence minimizing weaving activities before the junction. In addition, TD revised the mode of operation of the traffic lights to suit the real-time demands (e.g. activation of pedestrian green phase on a need basis) and synchronized the traffic lights in the vicinity to speed up traffic.

9. Notable improvements were observed after the implementation of the abovementioned measures. The complainants were informed of the follow-up actions taken; most of them did not raise further comments, but some asked for fine-tuning the revised traffic arrangement. TD and the Police would consider other improvement measures (e.g. to liaise with HKS&H on widening/addition of vehicular access) and continue to monitor the traffic condition in the area.

#### **Suggestion about the Opening of the Lower Deck of the Lantau Link in Strong Winds**

10. In January 2012, a motorcyclist called TCU to relate the dangerous situation he encountered during his ride on the upper deck of the Lantau Link in strong winds and questioned the failure to open the lower deck in such inclement weather.

11. TD noted the safety concerns raised and advised that there were established guidelines for managing the operation of the Lantau Link, including the opening of the lower deck during bad weather. High Wind Management (HWM) would be implemented on the Lantau Link when the hourly mean wind speed exceeded 40 km/h. The wind speed was based on the data collected on various parts of the Lantau Link which comprised the Tsing Ma Bridge, the Ma Wan Viaduct and the Kap Shui Mun Bridge.

12. It was noted that Stage I of HWM would be implemented when the hourly mean wind speed was in excess of 40 km/h but not exceeding 65 km/h and all wind susceptible vehicles (i.e. vehicles with an overall height exceeding 1.6 m, motor cycles and motor tricycles) would be diverted to use the lower deck of the Lantau Link. When the hourly mean wind speed exceeded 65 km/h but not exceeding 165 km/h, Stage II of the HWM would come into play and all vehicles would be required to use the lower deck. The Lantau Link (i.e. both upper and lower decks) would be completely closed when the hourly mean wind speed exceeded 165 km/h.

13. TD remarked that as a precautionary step prior to effecting the HWM, there were measures to ensure a safe ride for motorists on the upper deck of the Lantau Link on windy days. When the hourly mean wind speed exceeded

35 km/h but below 40 km/h, the middle lanes of both directions of the Lantau Link would be closed to serve as a buffer, and the speed limit would be reduced from 80 km/h to 50 km/h. All relevant messages about driving rules on the Lantau Link, as well as the lane use signals and effective speed limits would be shown by the variable message signs and disseminated through the electronic media. The Department added that the application of the HWM on the Lantau Link would be closely monitored. The complainant had been informed of TD's reply and raised no further comments.

**Complaints about Regularity of Public Transport Services****Background**

The public transport (PT) system comprises a variety of modes, including railways, trams, buses, taxis and ferries. Among the traffic matters raised in the complaints received by Transport Complaints Unit (TCU), PT services have long been a major area of concern. In 2011, 16 492 complaints and suggestions about PT services were received, accounting for about 87% of the total number of cases (18 882) received by TCU. This paper focuses on service regularity. Irregularity of services is likely to cause inconvenience or even hardship to passengers whose mobility relies solely on PT services as their daily activities may be adversely affected.

**The Complaints**

2. The complaints reveal that passengers were mostly annoyed by the non-adherence of the service schedules as they were then unable to estimate the waiting time and hence the total journey time. Complainants found it most unacceptable if service was irregular in the early morning or at night time when they were rushing to work/school or to take the last scheduled trip. They also had greater concern about service regularity when there was only a limited choice of alternative means of PT services (e.g. in remote areas) or the alternative means were less convenient or incurred higher costs.

3. The trend of complaints about service regularity in recent years is as follows -

<b><u>Transport Mode</u></b>	<b><u>2010</u></b>	<b><u>2011</u></b>	<b><u>2012*</u></b>
Franchised Buses	1 103	1 468	328
Non-franchised Buses	26	36	7
Green Minibuses	487	639	155
Rail Transport	21	23	11
Ferries	10	13	1
Total	1 647	2 179	502

\* Up to 31.3.2012

4. Among the various transport modes, franchised bus and green minibus (GMB) services consistently attracted most of the complaints about service regularity in the past few years. A comparison of the cases received in the first quarter of 2011 and the same period of 2012 is at Annex J.

5. The increase in the number of complaints about regularity of franchised bus services in 2011 over the previous year was mainly due to more cases related to Kowloon Motor Bus Company (1933) Limited (KMB). The increase in the number of complaints about regularity of GMB services in 2011 as compared with 2010 was attributable to more cases on the New Territories routes.

### **Measures to Improve the Situation**

6. All the complaints received were referred to the respective operators and/or the Transport Department (TD) for investigation and follow up. TCU also compiled lists of bus/GMB routes which attracted relatively more complaints to TD for review. For cases involving road conditions (e.g. traffic congestion, road closure) that required enforcement actions, they were also referred to the Police for investigation.

## ***Franchised Bus Services***

7. TD was alive to the service irregularity (mainly lost trip) problem on franchised bus services and noted that there were a number of factors leading to lost trips. Some might be within the control of the operators (such as non-attendance and wastage of bus drivers and vehicle breakdown) whilst others were not (such as road congestion and traffic/other incidents).

8. For lost trip cases, TD would require the bus operators concerned to investigate the causes and take appropriate rectification actions. If the lost trips are caused by factors beyond the bus operators' control or anticipation, TD would explore with the operator measures, such as re-routing or timetable adjustment to help improve the stability of service frequency. Regarding lost trips which are within the control of the operator, TD would request the company concerned to implement improvement measures within a specified period to rectify the problem. TD would monitor closely the effectiveness of the improvement actions through field surveys and inspections, examination of regular reports submitted by the operator (comprising the number and turnover rate of serving bus drivers and the average daily number of bus trips made), spot checks on vehicles and regular meetings with the bus operators, etc.. In case the franchised bus company concerned fails to make timely improvement on factors within its control and provide reasonable explanations, TD would issue reminder letters or even warning letters to the company and conduct follow-up surveys to ascertain the effectiveness of its improvement measures. If there is still no sign of improvement after the bus company concerned is allowed a reasonable period of time to implement rectification measures, the Administration may recommend the Chief Executive in Council to impose financial and other penalties on the bus company according to sections 22 and 24 of the Public Bus Services Ordinance (the Ordinance).

9. Of all franchised bus operators, KMB had the highest lost trip rate in 2011. KMB explained that the rise of lost trip rates in the past year was primarily a result of more congested roads and shortage of bus drivers. The latter was mainly caused by the introduction of the Statutory Minimum Wage which funnelled potential drivers to other occupations. TD has issued reminder and warning letters to KMB and has been closely monitoring the effectiveness of its remedial measures (e.g. recruiting more drivers through more channels). It is noted that the lost trip situation of KMB has continued to improve in the last few months. TD will continue to keep the situation closely in view and actively follow up on the matter. If necessary, it is prepared to take punitive actions in

accordance with the Ordinance as appropriate.

### ***GMB services***

10. Irregularity of GMB service was mainly due to non-adherence to scheduled timetables, adverse en-route traffic conditions, breakdown of GMBs, unplanned sick leave of GMB drivers and/or shortage of drivers. In particular, GMBs passing through busy corridors were prone to delays given the heavy traffic and congestion caused by accidents, road works and other emergency incidents.

11. TD monitors the performance of GMB operators through field surveys and inspections, vehicle examinations, reviews of regular reports submitted by the operators, regular trade conferences and collation of public opinions.

12. For repeated complaints against service irregularity, TD would interview the GMB operator concerned to find out the causes, help formulate remedial measures (such as better vehicle deployment, vehicle maintenance and staff management), and urge the operator to implement timely improvement measures. If appropriate, TD would ask the GMB operator to arrange special departures from some mid-way stops, taking into account the passenger demand pattern. If the circumstances so warrant, the GMB operator might also increase the fleet size to help improve the punctuality of service.

### ***Other Transport Services***

13. For ferry services, irregularity of service was mostly about delay in arrival/departure due to boarding/alighting activities. TD has reminded the operators to operate the ferry services according to the schedules of service. TD will continue to monitor the ferry services closely.

14. On rail services, the majority of complaints on regularity of service concerned those operated by the MTR Corporation Limited (MTRCL). TD pointed out that the contributory factors to rail service delay were equipment failure, human factor, passenger action and external events.

15. To ensure high-quality performance and the good condition of its train service systems and equipment, MTRCL has put in place a stringent maintenance regime as well as a comprehensive programme to upgrade and renew assets. Preventive and corrective maintenance works have been carried out in different areas including civil engineering structure, railway tracks, signalling system, power supply system, overhead lines, passenger trains, engineering trains and buses. Maintenance works, including inspection, maintenance, cleaning and asset replacement, were carried out according to an established regular maintenance schedule. According to MTRCL, more than \$4 billion is invested each year into the maintenance, repair and renewal of railway assets.

16. TD noted that since the rail merger in 2007, the performance of MTR train service has remained very satisfactory, with 99.9% of passengers reaching their destinations within five minutes of their scheduled arrival times. TD will continue to monitor the services.



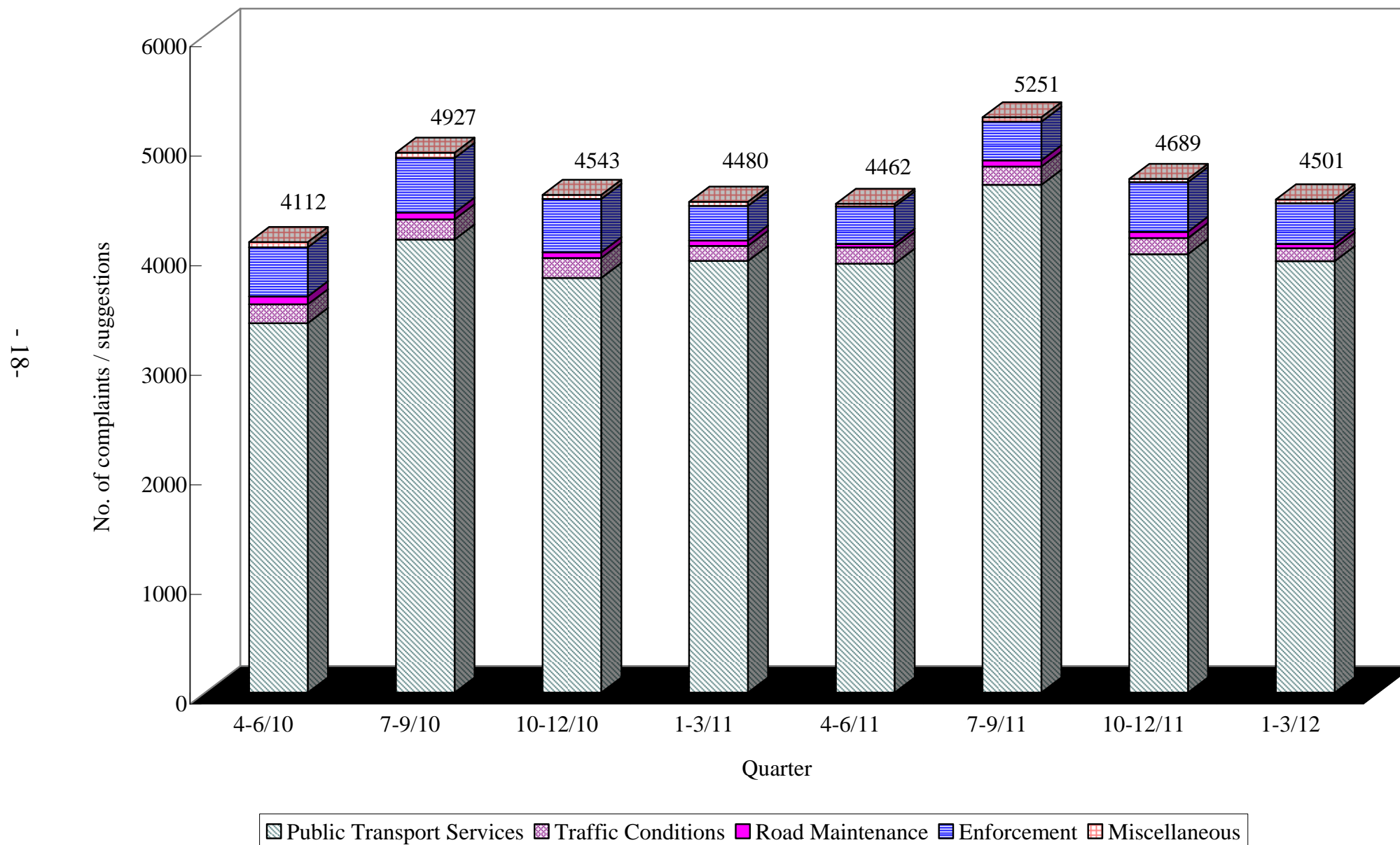
**Complaints and Suggestions Received by TCU**

<b><u>Nature of Complaint/Suggestion</u></b>	<b><u>Same quarter last year (1.1.11-31.3.11)</u></b>			<b><u>Previous quarter (1.10.11-31.12.11)</u></b>			<b><u>Current quarter (1.1.12-31.3.12)</u></b>		
<b>I. Public Transport Services</b>									
(a) Adequacy of service	163	[29]		207	[29]		169	[26]	
(b) Standard of service	3 677	[7]		3 721	[15]		3 671	[20]	
(c) General	100	[7]		75	[4]		98	[5]	
	<b>3 940</b>	<b>[43]</b>	(88%)	<b>4 003</b>	<b>[48]</b>	(85%)	<b>3 938</b>	<b>[51]</b>	(87%)
<b>II. Traffic Conditions</b>									
(a) Traffic congestion	69	[6]		68	[1]		67	[3]	
(b) Traffic management	37	[18]		48	[16]		28	[10]	
(c) Additional traffic signs and aids	14	[7]		17	[6]		16	[11]	
(d) Parking facilities	18	[3]		13	[5]		8	[7]	
	<b>138</b>	<b>[34]</b>	(3%)	<b>146</b>	<b>[28]</b>	(3%)	<b>119</b>	<b>[31]</b>	(3%)
<b>III. Road Maintenance</b>									
(a) Road conditions	21	[4]		26			18	[1]	
(b) Traffic signs and aids	23	[2]		28			17		
(c) Carriageway markings	4	[1]		4			3		
	<b>48</b>	<b>[7]</b>	(1%)	<b>58</b>		(1%)	<b>38</b>	<b>[1]</b>	(1%)
<b>IV. Enforcement</b>									
(a) Illegal parking	168			270			228		
(b) Other enforcement matters	148	[3]		182			144		
	<b>316</b>	<b>[3]</b>	(7%)	<b>452</b>		(10%)	<b>372</b>		(8%)
<b>V. Miscellaneous</b>									
	<b>38</b>	<b>[5]</b>	(1%)	<b>30</b>		(1%)	<b>34</b>	<b>[7]</b>	(1%)
<b>Total</b>	<b>4 480</b>	<b>[92]</b>	(100%)	<b>4 689</b>	<b>[76]</b>	(100%)	<b>4 501</b>	<b>[90]</b>	(100%)

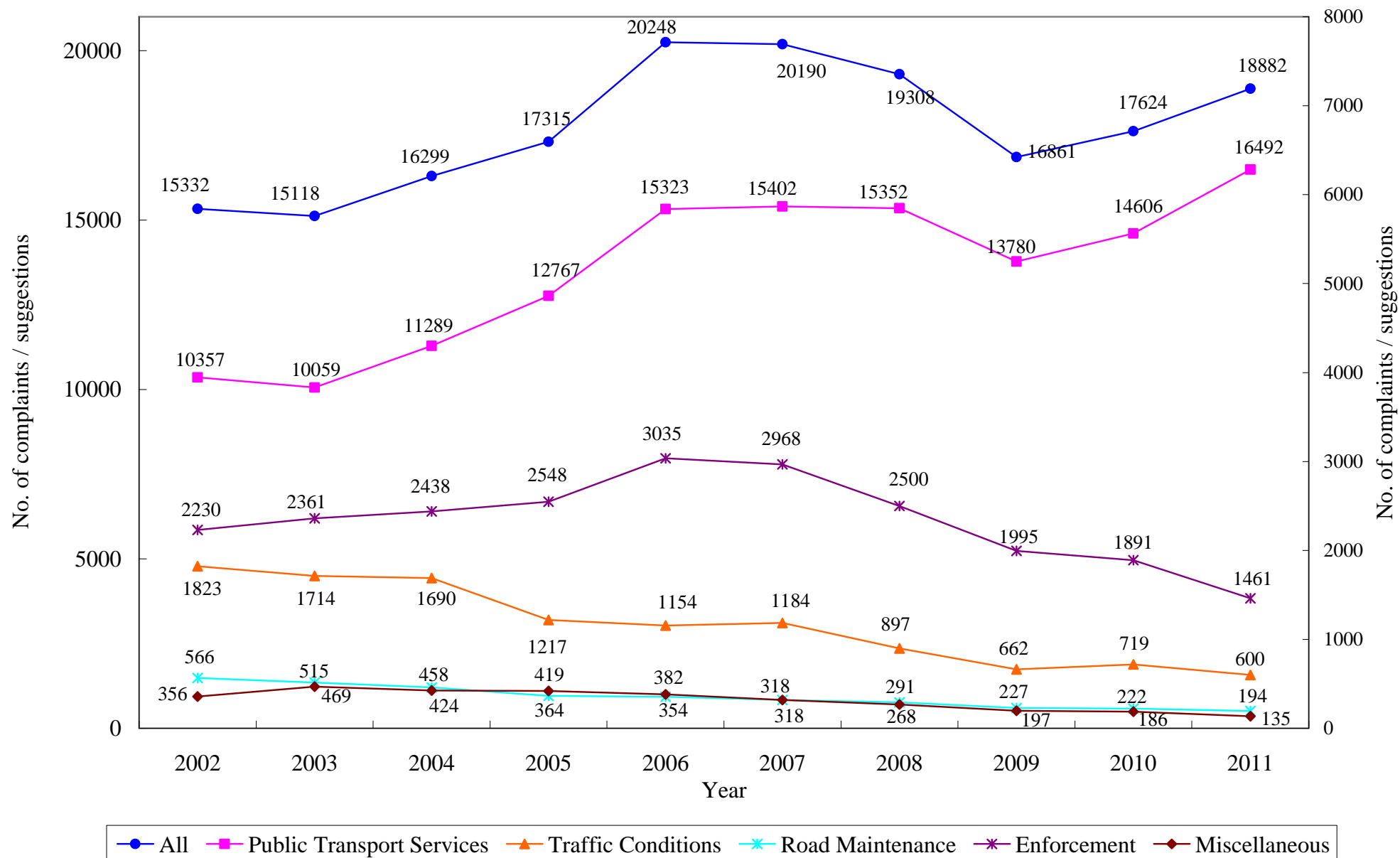
**Notes :** (1) Figures in square brackets are the number of pure suggestions received in the quarter. The figures have been included in the overall number of cases received.

(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**

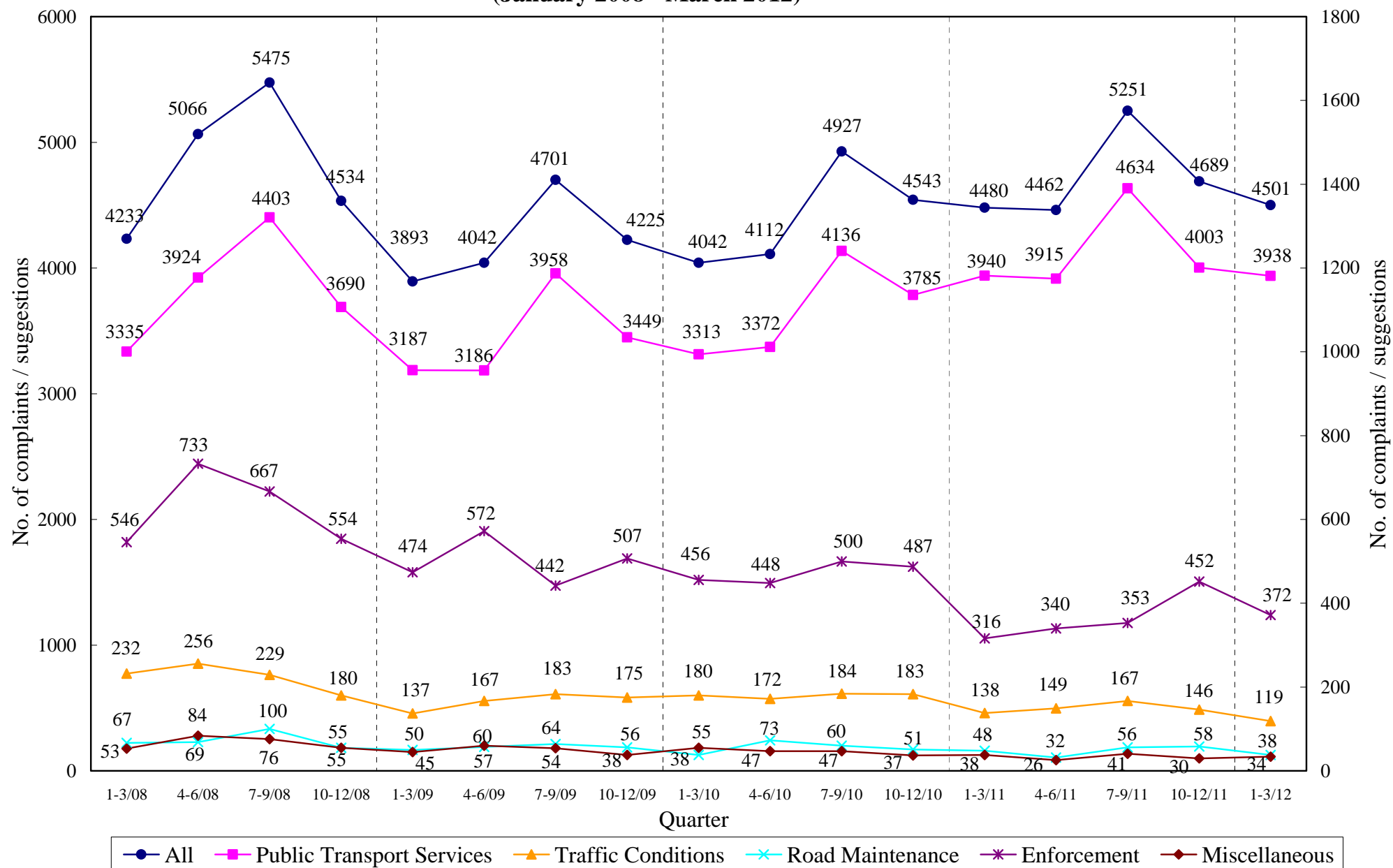


**Trends of Complaints and Suggestions Received by TCU  
(2002 - 2011)**



**Trends of Complaints and Suggestions Received by TCU**  
(January 2008 - March 2012)

**Annex B(ii)**



**Summary of Results of Investigations into Complaints and Suggestions**  
**(January – March 2012)**

Outcome of Investigation  Nature of Complaint/ Suggestion					
	A1	A2	B	C	Total
<b>I. Public Transport Services</b>					
(a) Adequacy of service	25	185	55	-	265
(b) Standard of service	1 064	1 451	105	1 483	4 103
(c) General	54	23	26	1	104
	<b>1 143</b>	<b>1 659</b>	<b>186</b>	<b>1 484</b>	<b>4 472</b>
<b>II. Traffic Conditions</b>					
(a) Traffic congestion	50	26	10	1	87
(b) Traffic management	13	10	20	-	43
(c) Additional traffic signs/aids	9	5	7	-	21
(d) Parking facilities	4	2	6	-	12
	<b>76</b>	<b>43</b>	<b>43</b>	<b>1</b>	<b>163</b>
<b>III. Road Maintenance</b>					
(a) Road conditions	20	3	2	-	25
(b) Traffic signs and aids	30	-	2	-	32
(c) Carriageway markings	6	-	1	-	7
	<b>56</b>	<b>3</b>	<b>5</b>	<b>-</b>	<b>64</b>
<b>IV. Enforcement</b>					
(a) Illegal parking	204	28	-	2	234
(b) Other enforcement matters	104	61	2	34	201
	<b>308</b>	<b>89</b>	<b>2</b>	<b>36</b>	<b>435</b>
<b>V. Miscellaneous</b>	<b>15</b>	<b>11</b>	<b>4</b>	<b>-</b>	<b>30</b>
<b>Total</b>	<b>1 598</b> <b>(31%)</b>	<b>1 805</b> <b>(35%)</b>	<b>240</b> <b>(5%)</b>	<b>1 521</b> <b>(29%)</b>	<b>5 164</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**  
**(January – March 2012)**

<b>Outcome of Investigation</b>					
<b>Mode of Transport</b>	<b>A1</b>	<b>A2</b>	<b>B</b>	<b>C</b>	<b>Total</b>
The Kowloon Motor Bus Company (1933) Limited	199	294	54	5	552
Citybus Limited (Franchise 1)	62	52	7	2	123
Citybus Limited (Franchise 2)	10	25	3	1	39
The New World First Bus Services Limited	40	43	9	1	93
The New Lantao Bus Company (1973) Limited	7	2	-	1	10
Long Win Bus Company Limited	10	17	3	-	30
Cross-harbour Bus Services	97	171	24	4	296
MTR Feeder Bus	4	5	5	-	14
Residents' Services	11	11	2	2	26
Green Minibus	553	375	39	18	985
Red Minibus	98	11	5	14	128
Taxi	32	606	5	1 433	2 076
MTR Corporation Limited (Excluding Light Rail)	9	32	25	1	67
MTR Corporation Limited (Light Rail)	4	5	-	1	10
The Hongkong Tramways Limited	1	-	2	-	3
Peak Tramways Company Limited	-	-	-	-	-
New World First Ferry Services Limited	1	7	1	1	10
The 'Star' Ferry Company Limited	1	-	-	-	1
Minor Ferries	4	3	2	-	9
<b>Total</b>	<b>1 143</b> <b>(26%)</b>	<b>1 659</b> <b>(37%)</b>	<b>186</b> <b>(4%)</b>	<b>1 484</b> <b>(33%)</b>	<b>4 472</b> <b>(100%)</b>

**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**  
**(January – March 2012)**

**I. Public Transport Services**

- Convert part of a loading/unloading bay near a bus stop at Long Ping Road into footpath to facilitate passengers' queuing.

**II. Traffic Management**

***Hong Kong Island***

- Increase the vehicular green time of traffic lights at Nam Long Shan Road and Fleming Road to alleviate traffic congestion.
- Extend the effective hours of “No Stopping Restriction” at Electric Road to prevent vehicle obstruction.
- Modify a traffic sign at Admiralty (West) Bus Terminus to avoid confusion to motorists.
- Relocate a traffic sign at Siu Sai Wan Road to improve the sight-line of motorists.
- Prohibit entry of vehicles longer than 7 metres into Honiton Road to improve road safety.
- Relocate bus stops at King’s Road to alleviate traffic congestion.
- Widen a traffic lane at Drake Street to improve traffic flow.
- Widen and skew a pedestrian crossing at King’s Road to improve pedestrian flow.
- Relocate a traffic signal pole at Caine Road and a fire hydrant at Tonnochy Road to avoid causing obstruction to pedestrians.

***Kowloon***

- Add a direction sign at Kai Cheung Road Flyover to better guide motorists.
- Install bollards at Yan Cheung Road and Ferry Street to improve road safety.

### ***New Territories***

- Increase the vehicular green time of traffic lights at Lei Muk Road and Hoi Hing Road to alleviate traffic congestion.
- Modify the mode of operation of traffic lights at Ma On Shan Road and Kam Ying Road to improve road safety.
- Extend “No Stopping Restriction” at Yuk Tai Street to prevent vehicle obstruction.
- Relax restriction and add an "Except for School Bus" traffic sign at Tam Kon Chau Road to facilitate school buses' access.
- Add traffic signs at Chui Ling Road to better guide motorists.
- Add “Slow” road markings at Wu Kai Sha Station Public Transport Interchange entrance to remind bus drivers to drive slowly and observe pedestrian crossing ahead.
- Modify road markings at Yeung Tsing Road to improve road safety.
- Erect concrete barriers at Mei Yuen Street to deter illegal parking.



**Complaints and Suggestions on Public Transport Services**  
**(January – March 2012)**

Mode Nature of Complaint/Suggestion	Vehicular Transport											Rail Transport				Waterborne Transport			Total/ Sub- total
	Franchised Buses											MTR (Non- LR)	MTR (LR)	HT	PT	FF	SF	MF	
	KMB	CTB1	CTB2	FB	NLB	LWB	XHT	NFBS	GMB	RMB	Taxi								
(A) Adequacy of Service																			
(1) Frequency/carrying capacity	16	1	4	3	1	-	16	3	74	-	-	4	-	-	-	2	-	-	124
(2) Routeing	12	-	-	1	-	-	4	1	7	-	-	-	-	-	-	-	-	-	25
(3) Hours of operation	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-	1
(4) Provision of stops	6	2	-	1	-	-	3	1	6	-	-	-	-	-	-	-	-	-	19
Sub-total	34	3	4	5	1	-	23	5	88	-	-	4	-	-	-	2	-	-	169
(B) Standard of Service																			
(1) Regularity of service	181	32	10	26	2	6	71	7	155	-	-	5	2	4	-	-	-	1	502
(2) Adherence to routeing	2	-	-	-	1	-	1	-	40	-	382	-	-	-	-	-	-	-	426
(3) Improper driving behaviour	61	18	10	12	-	-	26	6	151	40	310	2	5	11	-	-	-	-	652
(4) Conduct & performance of staff (including drivers)	69	14	5	9	4	5	15	1	235	23	957	2	3	1	-	1	2	-	1346
(5) Overcharging	1	-	-	-	-	-	1	-	21	1	429*	-	-	-	-	1	-	-	454
(6) Cleanliness	2	-	-	1	-	-	2	-	-	-	1	1	-	-	-	-	-	-	7
(7) Conditions of vehicles/vessels	11	4	2	4	-	-	1	1	10	6	13	3	1	25	-	-	-	1	82
(8) Passenger services & facilities	82	24	2	3	-	1	25	2	17	1	7	33	2	-	-	1	-	2	202 #
Sub-total	409	92	29	55	7	12	142	17	629	71	2099	46	13	41	-	3	2	4	3671
(C) General	14	4	-	1	-	-	3	1	18	15	35	5	-	-	-	1	-	1	98
Total this quarter	457	99	33	61	8	12	168	23	735	86	2134	55	13	41	-	6	2	5	3938
Grand-total	(838)							(2978)				(109)				(13)			
Total previous quarter	493	95	23	71	3	22	210	47	773	81	2089	69	7	5	-	9	-	6	4003
Total same quarter last year	371	69	11	72	2	17	170	20	659	87	2364	69	15	2	-	3	1	8	3940

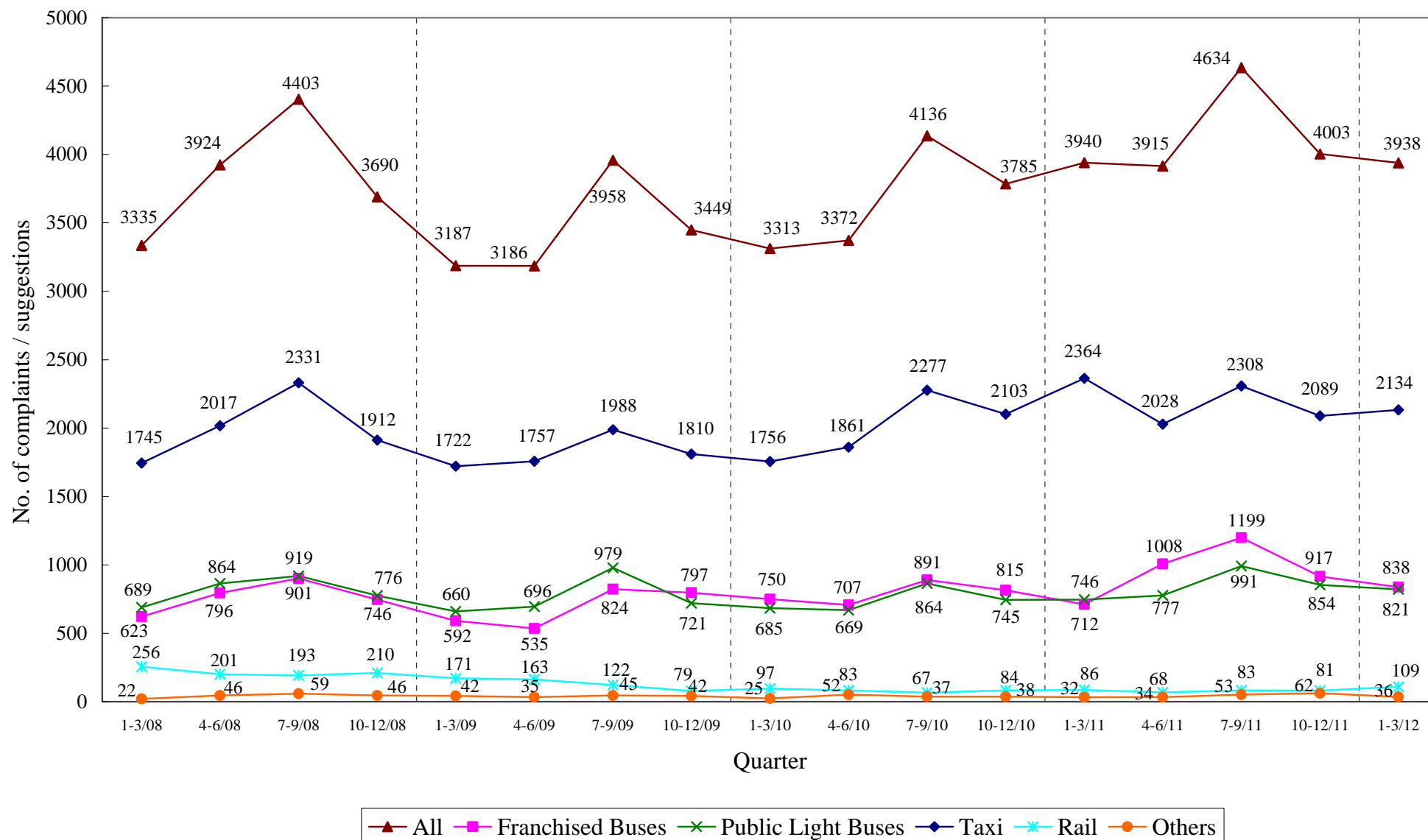
**Legend**

<b>KMB</b>	The Kowloon Motor Bus Company (1933) Limited
<b>CTB1</b>	Citybus Limited (Franchise 1)
<b>CTB2</b>	Citybus Limited (Franchise 2)
<b>FB</b>	The New World First Bus Services Limited
<b>NLB</b>	The New Lantao Bus Company (1973) Limited
<b>LWB</b>	Long Win Bus Company Limited
<b>XHT</b>	Cross-harbour Bus Services
<b>NFBS</b>	Non-franchised bus services
<b>GMB</b>	Green Minibus
<b>RMB</b>	Red Minibus
<b>MTR (Non-LR)</b>	MTR Corporation Limited (Excluding Light Rail)
<b>MTR(LR)</b>	MTR Corporation Limited (Light Rail)
<b>HT</b>	The Hongkong Tramways Limited
<b>PT</b>	Peak Tramways Company Limited
<b>FF</b>	New World First Ferry Services Limited
<b>SF</b>	The 'Star' Ferry Company Limited
<b>MF</b>	Minor Ferries

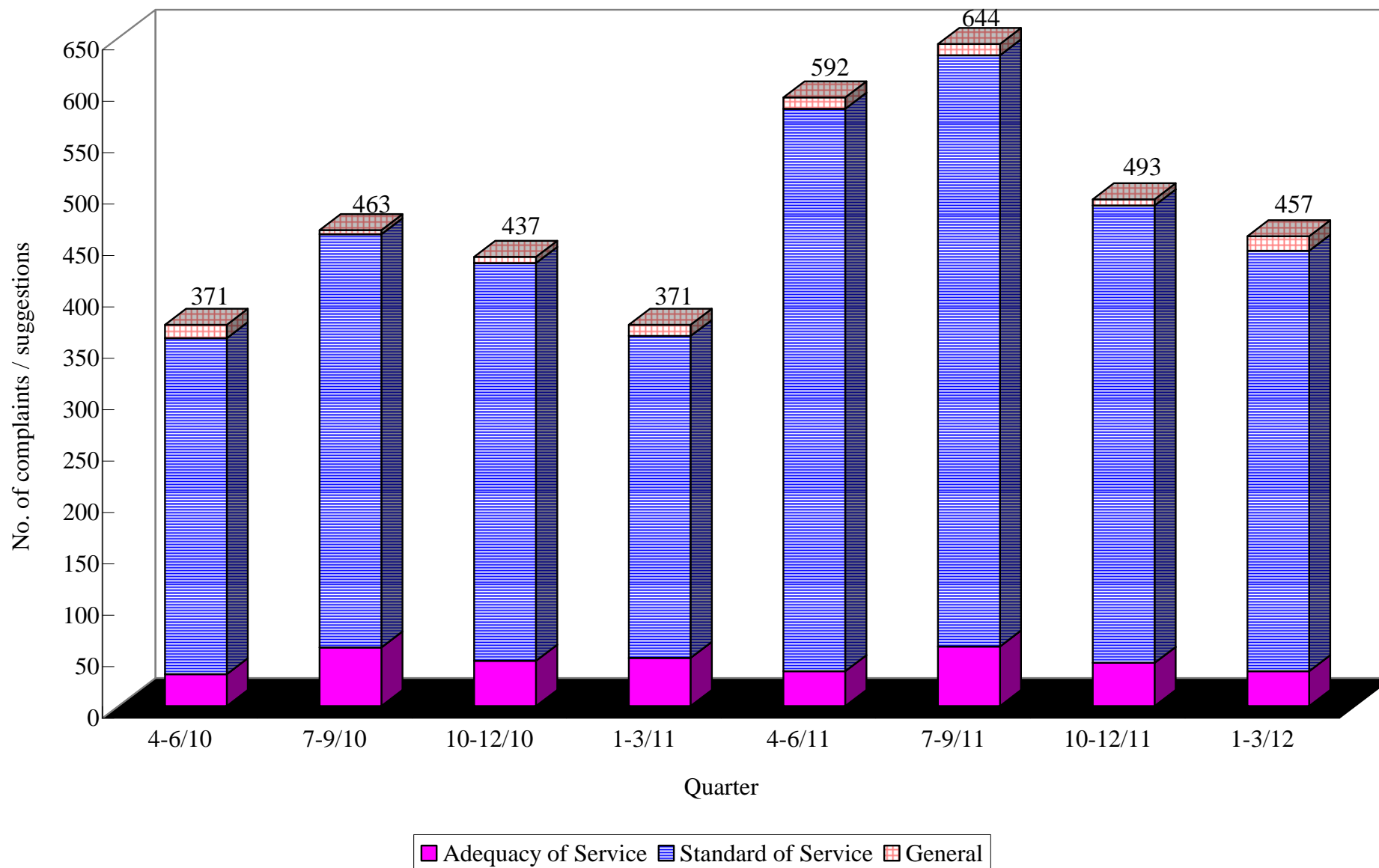
\* Including taximeter irregularities

# Including 86 complaints from 23 complainants about audio-visual broadcasting on public transport vehicles

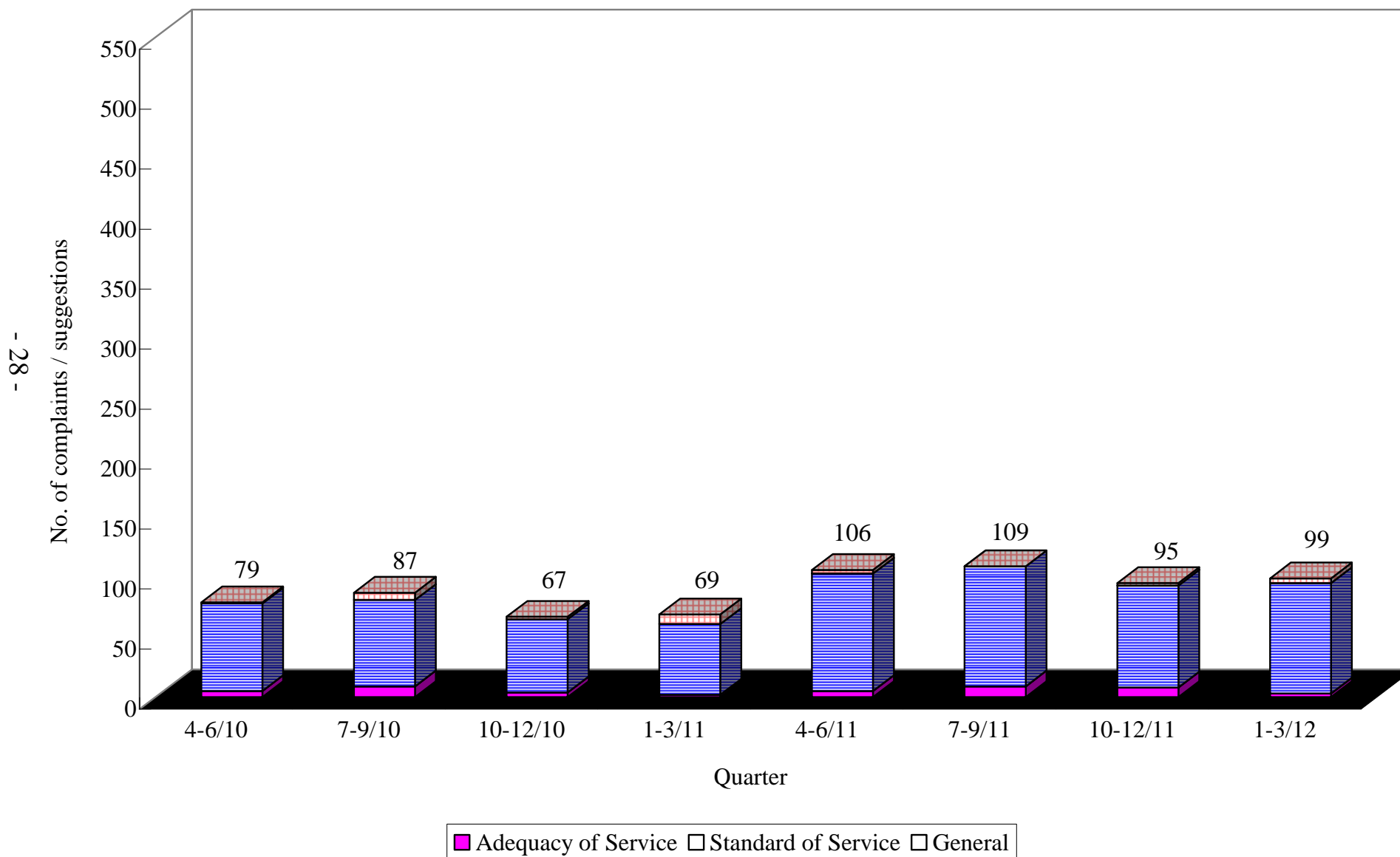
### Trends of Complaints and Suggestions on Public Transport Services (January 2008 - March 2012)



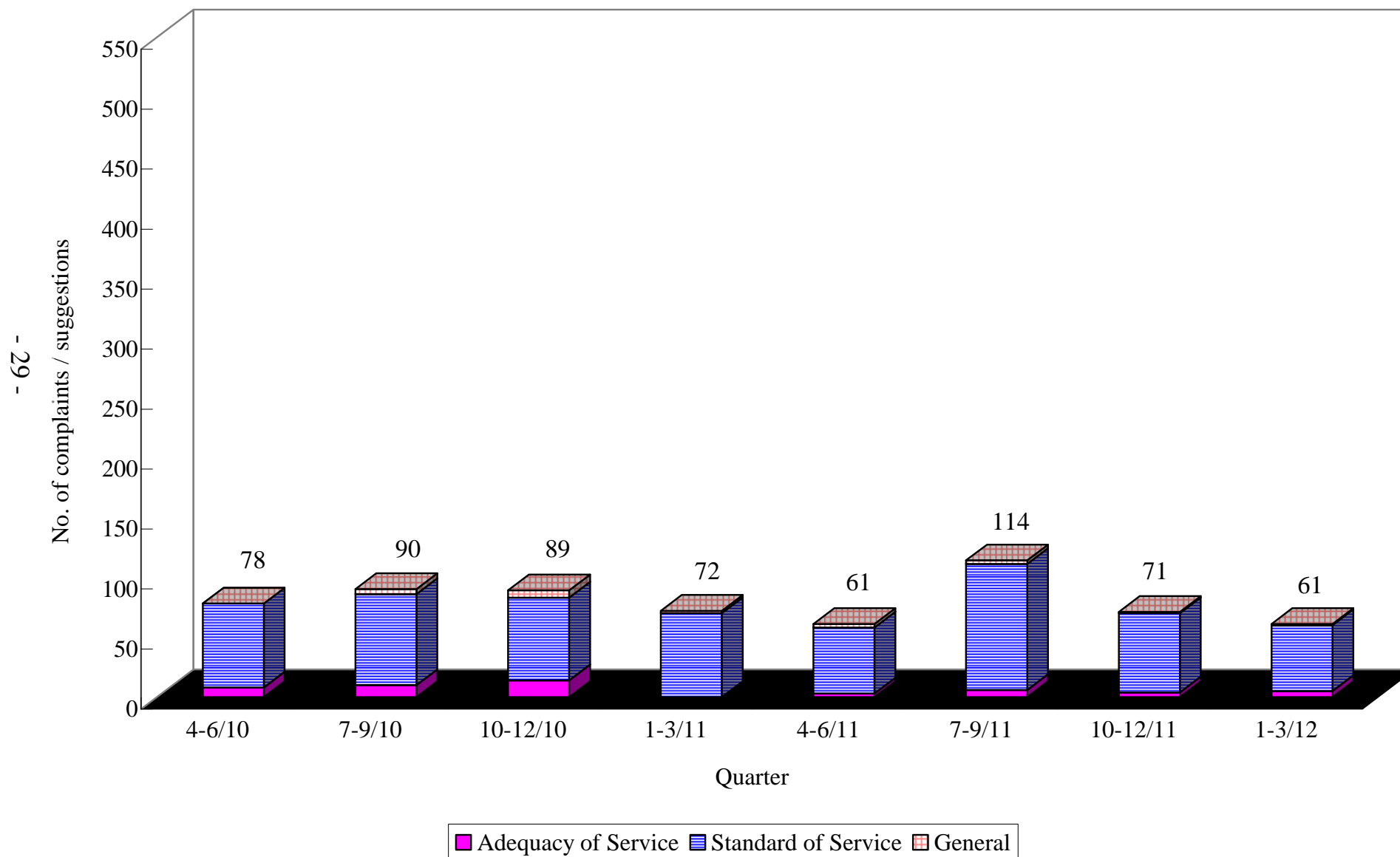
**Complaints and Suggestions on the Services of Kowloon Motor Bus Company (1933) Limited  
in the Past Eight Quarters**



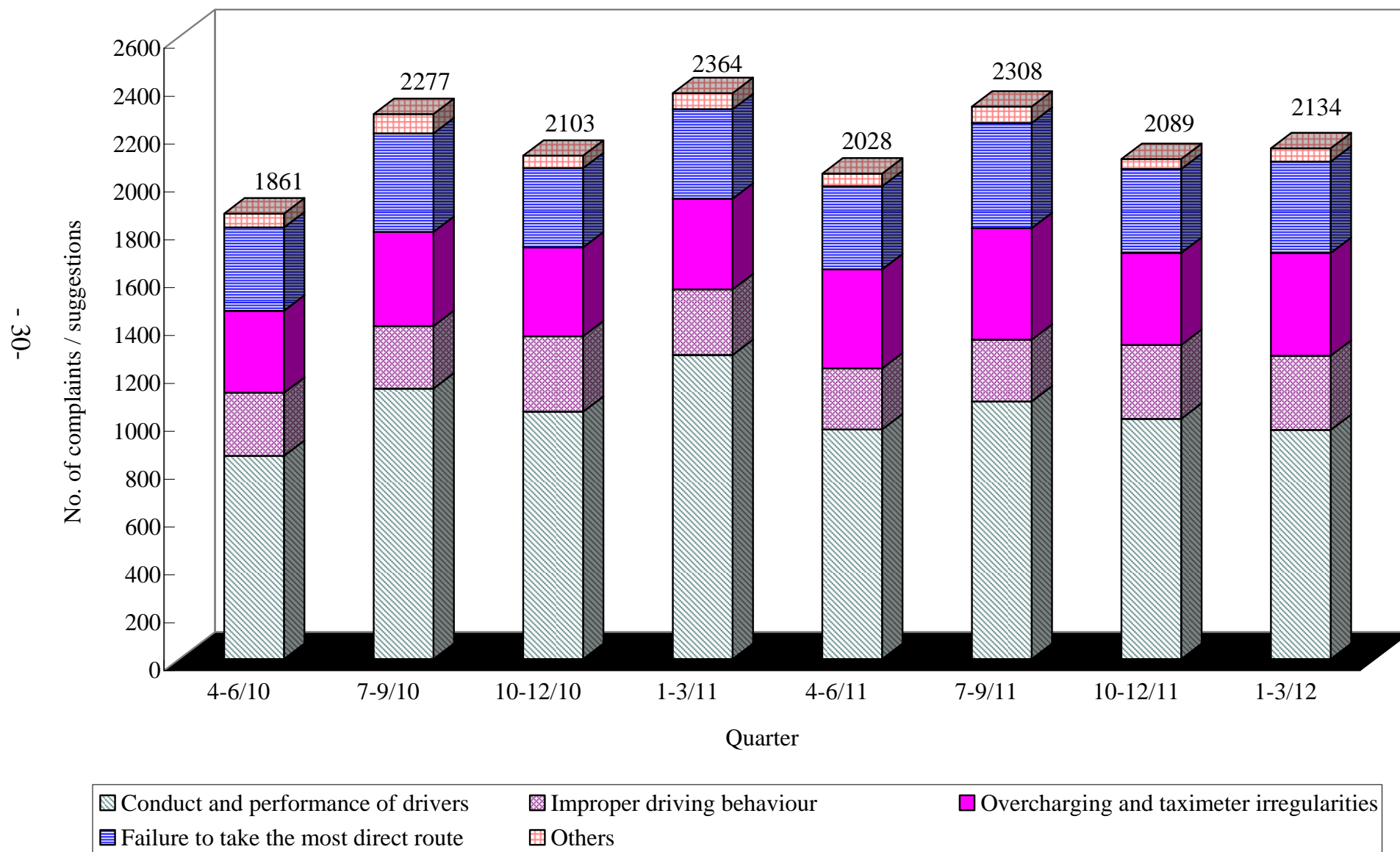
**Complaints and Suggestions on the Services of Citybus Limited (Franchise 1)  
in the Past Eight Quarters**



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



### Complaints and Suggestions on Taxi Services in the Past Eight Quarters



**Breakdown of Complaints and Suggestions on Taxi Services**

<b><u>Nature of Complaint/Suggestion</u></b>		<b>Same quarter last year <u>(1.1.11-31.3.11)</u></b>	<b>Previous quarter <u>(1.10.11-31.12.11)</u></b>	<b>Current quarter <u>(1.1.12-31.3.12)</u></b>
(a)	Conduct and performance of drivers			
(i)	Behaving other than in a civil & orderly manner	374	379	367
(ii)	Refusing hire	763	495	452
(iii)	Soliciting passengers	7	11	7
(iv)	Refusing to drive to destination	93	98	112
(v)	Failure to display driver identity plate	27	16	16
(vi)	Failure to display driver identity plate properly	6	5	3
	Sub-total	1 270	1 004	957
(b)	Improper driving behaviour	274	308	310
(c)	Overcharging	285	308	350
(d)	Taximeter irregularities	94	77	79
(e)	Failure to take the most direct route	374	350	382
(f)	Others*	67	42	56
	<b>Total</b>	<b>2 364</b>	<b>2 089</b>	<b>2 134</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**  
**(January – March 2012)**

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		
<u>Traffic Conditions</u>																			
(a) Traffic congestion (No. of locations)	1 (1)	23 (2)	5 (5)	5 (5)	6 (5)	2 (2)	4 (4)	1 (1)	5 (5)	- (-)	- (-)	5 (4)	1 (1)	1 (1)	2 (2)	3 (3)	2 (1)	- (-)	1 (1)
(b) Traffic management	2	5	-	1	3	2	1	-	2	-	1	1	1	1	4	-	3	-	1
(c) Additional traffic signs and aids	1	4	2	1	1	2	1	1	-	-	-	1	1	-	-	1	-	-	-
(d) Parking facilities	-	-	1	-	-	1	1	-	-	-	1	1	-	-	-	-	3	-	-
Sub-total	4	32	8	7	10	7	7	2	7	-	2	8	3	2	6	4	8	-	2
<u>Road Maintenance</u>																			
(a) Road conditions	3	2	-	1	-	1	3	2	3	-	-	-	1	-	-	-	2	-	-
(b) Traffic signs & aids	2	1	1	1	2	2	-	3	1	-	1	1	-	-	-	1	1	-	-
(c) Carriageway markings	-	-	-	-	-	1	-	-	-	1	-	-	1	-	-	-	-	-	-
Sub-total	5	3	1	2	2	4	3	5	4	1	1	1	2	-	-	1	3	-	-
<u>Enforcement</u>																			
(a) Illegal parking	17	12	11	6	27	6	14	13	47	14	5	11	12	6	6	10	11	-	-
(b) Other enforcement matters	8	15	13	6	11	8	16	8	15	-	7	9	7	4	4	5	2	1	5
Sub-total	25	27	24	12	38	14	30	21	62	14	12	20	19	10	10	15	13	1	5
Total	34	62	33	21	50	25	40	28	73	15	15	29	24	12	16	20	24	1	7



**Complaints on Regularity of Service**

<b><u>Transport Mode</u></b>	<b><u>2011</u></b>	<b><u>2012</u></b>	<b><u>Difference</u></b>
	<b><u>Jan - Mar</u></b>	<b><u>Jan - Mar</u></b>	
Franchised Buses	243	328	+35.0%
Non-franchised Buses	2	7	+250.0%
Green Minibuses	111	155	+39.6%
Railways	5	11	+120.0%
Ferries	4	1	-75.0%
Total	365	502	+37.5%

**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  
20/F East Wing  
Central Government Offices  
2 Tim Mei Avenue  
Tamar  
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.