

QUARTERLY REPORT No. 2 of 2012

by the

TRANSPORT COMPLAINTS UNIT

of the

TRANSPORT ADVISORY COMMITTEE

for the period

1 April 2012 – 30 June 2012

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Chapter 1

Major Areas of Complaints and Suggestions

This is the second quarterly report for 2012 covering the period from 1 April to 30 June 2012.

Yearly and Quarterly Trends

2. During the quarter, the Transport Complaints Unit (TCU) received 5 403 complaints and suggestions, including 118 pure suggestions, from 4 837 persons. About 67% (3 221) of these persons lodged their complaints/suggestions by telephone and the remaining 33% (1 616) by e-mail, fax or mail. The number of cases represents an increase of 20% as compared with 4 501 cases in the previous quarter and an increase of 21.1% as compared with 4 462 cases in the same quarter last year. The increase in the number of cases received this quarter was attributed to more cases about public transport services. 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 4 100 cases (including some outstanding cases from previous quarters) were completed. Of these, 2 622 cases (64%) were found to be substantiated, 141 cases (3%) unsubstantiated, and the remaining 1 337 cases (33%) 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 4 865 cases, which represents increases of 23.5% and 24.3% 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 1 425 complaints and suggestions on franchised bus services were received during the quarter, which represents an increase of 70% as compared with the previous quarter and an increase of 41.4% as compared with the same quarter last year. The increase in the number of cases received was mainly due to more complaints about regularity of services, particularly on the services of the Kowloon Motor Bus Company (1933) Limited (KMB).

8. There were 825 cases on the services of the KMB, as compared with 457 cases in the previous quarter and 592 cases in the same quarter last year. Among the 825 cases, 46 (or 6%) were about the adequacy of service and 765 (or 93%) were about the standard of service.

9. There were 107 cases on the services of Citybus Limited (Franchise 1) (CTB1), as compared with 99 cases in the previous quarter and 106 cases in the same quarter last year. Among the 107 cases, three (or 3%) were about the adequacy of service while 103 (or 96%) were about the standard of service.

10. There were 105 cases on the services of the New World First Bus Services Limited (NWFB), as compared with 61 cases both in the previous quarter and in the same quarter last year. Of the 105 cases, five (or 5%) were about the adequacy of service and 98 (or 93%) 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 50 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 23 and 30 respectively.

Public Light Bus Services

13. A total of 1 043 complaints and suggestions on public light bus (PLB) services were received in this quarter, which represents an increase of 27% as compared with the previous quarter and an increase of 34.2% 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, 93% or 971 cases were on green minibus (GMB) services. The number of cases received in the previous quarter and the same quarter last year were 735 and 707 respectively. Similar to franchised bus services, the increase in the number of GMB services was also due to more complaints about regularity of services. Among the 971 cases, 91 (or 9%) were about the adequacy of service and 866 (or 89%) were about the standard of service.

15. The remaining 7% or 72 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 86 and 70 respectively. Among the 72 cases, 62 (or 86%) were about the standard of service.

Taxi Services

16. A total of 2 186 cases on taxi services were received in this quarter, which represents an increase of 2.4% as compared with the previous quarter and an increase of 7.8% 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 2 186 cases received, 2 107 (96%) were related to taxi driver malpractice, as compared with 2 078 such cases (97%) 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 354 such cases (17%) were referred to the Police.

18. During the quarter, the Police reported the latest developments on 409 cases previously referred to them. These cases are categorised as follows -

	<u>No. of Cases</u>	<u>Percentage</u>
(a) Summonsed	34 (35)	8 (9)
(b) Withdrawn by complainants	155 (153)	38 (41)
(c) Evidence considered insufficient by the Police for further processing	220 (190)	54 (50)
	<u>409 (378)</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

19. A total of 149 complaints and suggestions on rail services were received. Corresponding figures for the previous quarter and the same quarter last year were 109 and 68 respectively. Of the 149 cases, 122 were on the services of MTRCL.

Ferry Services

20. There were 12 complaints and suggestions on ferry services in this quarter. Corresponding figures for the previous quarter and the same quarter last year were 13 and 4 respectively.

Traffic Conditions

21. There were 50 complaints recorded in this quarter about traffic congestion, as compared with 67 cases in the previous quarter and 55 cases in the same quarter last year. Congestion was reported to have occurred at a total of 44 locations throughout the territory, as illustrated below -

	<u>Number of Complaints</u>		<u>Number of Locations</u>	
Hong Kong Island	16	(34)	15	(13)
Kowloon	19	(18)	16	(17)
New Territories	14	(14)	12	(12)
Others	1	(1)	1	(1)
Total	50	(67)	44	(43)

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

22. Based on the number of complaints received, districts most affected by traffic congestion were Wan Chai (nine cases), Kowloon City (eight cases) and Sha Tin (five cases). 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 37 complaints and suggestions on traffic management and 22 requests for additional traffic signs and aids in this quarter. As a comparison, there were 28 and 16 such cases in the previous quarter, and 51 and 31 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 49 complaints about road maintenance, as compared with 38 cases in the previous quarter and 32 cases in the same quarter last year. Among the 49 cases, 27 were related to road conditions while 16 were related to malfunctioning of traffic lights and damaged traffic signs.

27. Districts which attracted relatively more complaints about road maintenance were Wan Chai (seven cases), Central & Western (six cases) and Yau Tsim Mong (six cases).

Enforcement

28. There were 335 complaints about traffic regulations enforcement in this quarter, which represents a decrease of 9.9% when compared with the previous quarter and a decrease of 1.5% 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 10 May 2012, Members discussed -

- (a) complaints and suggestions about the use of mobile phone or telecommunications equipment while driving;
 - (b) complaints and suggestions about cycling;
 - (c) complaints and suggestions on regularity of public transport services; and
 - (d) TCU Quarterly Report No. 1 of 2012.
2. Members agreed that -
- (a) complaints and suggestions about the use of mobile phone or telecommunications equipment while driving, cycling and regularity of public transport services should be closely monitored; and
 - (b) TCU Quarterly Report No. 1 of 2012 should be submitted to the Transport Advisory Committee.

Query about the U-turn Restriction at Tung Hei Road

3. In April 2012, a motorist commented that the U-turn ban on eastbound traffic of Tung Hei Road near the junction with Tam Kung Temple Road had caused him inconvenience when he was heading for Shau Kei Wan Main Street East and queried the rationale for imposing the restriction.

4. The Transport Department (TD) pointed out that motorists travelling along Tam Kung Temple Road might go through a slip road across the central divider on Tung Hei Road for proceeding to Shau Kei Wan Main Street East. However, due to insufficient space, it would be difficult for traffic along Tung Hei Road eastbound to make u-turn smoothly at the location. TD advised that the traffic along that section of Tung Hei Road was moving at relatively high speed. Lowering the speed of traffic approaching the junction to facilitate

vehicles making turns would adversely affect the traffic flow of that stretch of road. Also, the sightline near the junction was also limited by the site constraint. In addition, TD considered that relaxing the restriction would inevitably increase weaving of traffic at the dual-lane carriageway near the junction, which would affect not only the traffic flow but also road safety as there would be increased risk of careless lane-changing activities.

5. In view of the road safety concerns, TD did not accede to the request for relaxing the restriction. TCU has conveyed the Department's reply to the complainant, who did not make further comment.

Complaint about the New Reflective Bollards

6. TCU received a complaint in May 2012 about the new reflective bollards found at Hang Hau and some other locations. The complainant considered the new type of bollards not noticeable to motorists as the size was much smaller than the conventional type and no illumination was provided.

7. The Highways Department (HyD) replied that the bollards in question were non-illuminated retro-reflective traffic bollards (NRTBs). They remarked that similar to other types of street furniture, traffic bollards are prone to damage caused by daily wear and tear, traffic accident, and also vandalism or theft. The NRTBs are visible to motorists during night time by reflecting the light of vehicle's dip head lamps and therefore do not require electricity supply. Apart from energy saving, the repair and maintenance costs of NRTB are substantially lower than those of conventional traffic bollards. However, the performance of NRTBs will be affected under low visibility condition such as inclement weather or when the vehicles are turning at road bends during night time. As such, suitable sites for installation of NRTBs are limited. To ascertain the effectiveness of the NRTBs and their acceptance by the general public, over 900 such bollards of three different brands (out of about 10 000 bollards in the territory) have been installed for testing.

8. HyD advised that they would take into account the view of the complainant in the assessment of the effectiveness and performance of the NRTBs. The complainant did not raise further comment when he was informed of HyD's reply.

Suggestion about the Design of Right-turn Pocket

9. In June 2012, a member of the public expressed concern over the design of right-turn pocket as he opined that motorists might easily overlook the road markings of these right-turn pockets. He suggested adding traffic light with right-turn arrow and road markings of “Give Way” at right-turn pockets to alert motorists.

10. TD explained that a right-turn pocket is formed by (i) curved lane markings; (ii) “give-way lines” road markings; and (iii) “right-turn arrow” road markings. It is used in a signalized junction where the right turn traffic is light. During the vehicular green phase, the drivers for making right turn should stay within the right-turn pocket until the traffic is clear to complete the right turn. The use of right-turn pocket at a signalized junction would maximize the capacity of the junction as it allows straight ahead and opposite traffic to run simultaneously.

11. Regarding the suggestion of adding the two words “Give Way”, TD advised that there is insufficient space to include such road markings inside the pocket in most of these junctions. They explained that the “give-way lines” are used instead as such road markings are commonly used in our road system and internationally to remind drivers to give way. TD remarked that “give-way lines”, apart from being used at right-turn pockets, are widely found in the territory and are easily noticed by drivers. As to the proposed addition of signal aspect, the Department explained that the proposed arrangement would require a separate signal time phase for right-turning traffic because a right-turn arrow green light would only show when the opposing traffic is being held by a red signal. Under that arrangement, a certain period of time has to be allocated to the opposing traffic at a later stage, resulting in a reduction of the overall efficiency of that road junction. To enhance the capacity of a road junction, a right-turn pocket would be used when the right-turning traffic is light and circumstances allow.

12. TD added that they would take into account traffic flow, safety, site geometry, public opinions and other considerations in the design of a signalized road junction with right-turn pocket. They welcome suggestions regarding the design of a particular signalized junction and would investigate for possible improvement. TD’s reply was conveyed to the member of the public who made no further comments.

Complaints and Suggestions on Public Light Bus Services**Background**

Public Light Buses (PLBs) provide supplementary services in the public transport system, carrying approximately 1.9 million passengers every day. PLBs are subject to the control of the Road Traffic (Public Service Vehicles) Regulations (Cap. 374D).

2. Green minibuses (GMBs) serve areas where patronage does not justify the provision of high capacity modes, or where bus services are not economical or are constrained by road terrains. They also provide feeder services to railway stations and major public transport interchanges. GMBs provide scheduled services with fixed fares, routes, vehicle allocation and timetables regulated by the Transport Department (TD).

3. Red minibuses (RMBs) operate on non-scheduled routes to provide a more flexible and relatively more convenient service for people who are prepared to pay higher fares.

4. As at 30 June 2012, there were 4 350 PLBs, including 3 076 GMBs and 1 274 RMBs. There were 352 GMB main routes.

Statistics on Complaints and Suggestions

5. A total of 1 864 complaints and suggestions on PLB services were received during the period from January to June 2012. This represents an increase of 22.4% when compared with 1 523 cases received in the same period last year. An analysis of the complaints and suggestions received is given in the following paragraphs.

Green Minibus Services

6. The trend of complaints and suggestions on GMB services in the past five years is as follows -

Year	No. of Complaints/Suggestions	Difference
2007	3 020	-
2008	2 798	-7.4%
2009	2 649	-5.3%
2010	2 656	+0.3%
2011	3 051	+14.9%

7. A total of 1 706 complaints/suggestions on GMB services were received during the period from January to June 2012. This represents an increase of 24.9% when compared with 1 366 cases received in the same period last year. A breakdown of the complaints and suggestions received is at Annex J. It is noted that the increase was mainly attributable to more complaints about regularity of service (increased by 159 cases or 62.1%) and adherence to routing (increased by 52 cases or 94.5%).

Red Minibus Services

8. The trend of complaints and suggestions on RMB services in the past five years is as follows -

Year	No. of Complaints/Suggestions	Difference
2007	609	-
2008	450	-26.1%
2009	407	-9.6%
2010	307	-24.6%
2011	317	+3.3%

9. A total of 158 complaints/suggestions on RMB services were received during the period from January to June 2012, as compared with 157 cases received in the same period last year. A breakdown of the complaints and suggestions received is at Annex K.

Measures to Improve the Situation

10. All the complaints and suggestions on PLB services were referred to TD or the Police for follow-up action.

11. The increase in the number of complaints about regularity of service against GMBs might be attributable to a reduction in trips operated during the peak hours, which was likely caused by difficulty in recruiting sufficient PLB drivers, traffic congestion and road works. For repeated complaints on particular GMB routes, TD has interviewed the GMB operators concerned to find out the causes and implemented remedial measures, which included adjustment to frequency, dispatch of short-working trips, re-routing to avoid congested roads, better vehicle deployment and strengthening staff supervision. For example, noting that the problem of service irregularity of two Kowloon routes was related to road congestion due to illegal parking, TD liaised with the Police to strengthen enforcement actions against illegal parking and the traffic flow was then improved. Special short-working trips were operated on an NT route to avoid running on congested roads during peak hours and service improvements were observed afterwards.

12. TD conducted spot checks to monitor drivers' behaviours and reminded operators to strictly adhere to scheduled routing and observe en-route stops. The poor performance of the GMB operators has been recorded in the performance appraisal for reviews periodically. TD would also remind and appeal to the GMB and RMB trade representatives, operators and drivers to behave in a polite manner and to promote quality service through regular meetings, PLB Newsletters and advisory letters.

13. With a view to further enhancing the safety of PLB operation and the quality of PLB services, the Road Traffic (Amendment) Ordinance 2012 was enacted and took effect on 13 April 2012. The new measures include :

- (i) imposing a maximum speed limit of 80 km/h for PLBs;
- (ii) mandating the installation of speed limiter on all PLBs;
- (iii) mandating the display of PLB driver identity plate;
- (iv) mandating the attendance and completion of pre-service training course before issue of PLB driving licence (to be implemented in 2013); and
- (v) mandating the installation of electronic data recording device (commonly known as black box) on newly registered PLBs (to be implemented in 2013).

14. TD would also conduct on-board surveys to observe driving behaviour of PLB drivers and compliance with the new safety legislation. Other initiatives to promote safe, quality and customer-oriented PLB services include the publication of a pamphlet on PLB service standards, and the provision of training courses and workshops for PLB drivers to enhance safe driving.

15. To enforce the new legislation and enhance the safe operation of PLBs, the Police would conduct territory-wide operation regularly including enforcement action with on-spot vehicle examination, and deployment of plainclothes officers on board PLBs to observe the driving manner of the drivers and wearing of seat belts by passengers.

16. TCU will continue to closely monitor and follow up with the departments concerned regarding complaints and suggestions on PLB services.

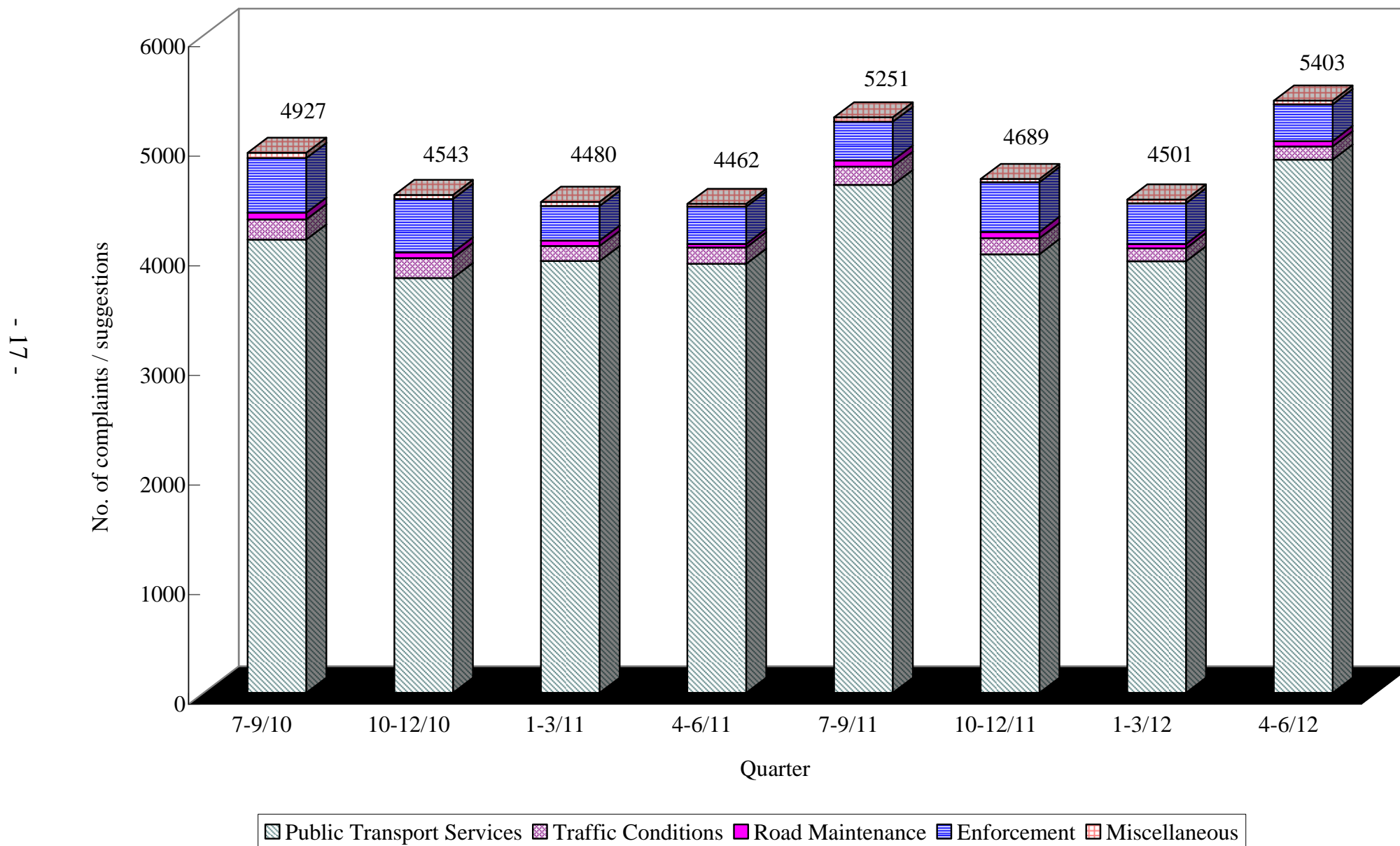
Complaints and Suggestions Received by TCU

<u>Nature of Complaint/Suggestion</u>	<u>Same quarter last year (1.4.11-30.6.11)</u>			<u>Previous quarter (1.1.12-31.3.12)</u>			<u>Current quarter (1.4.12-30.6.12)</u>		
I. Public Transport Services									
(a) Adequacy of service	158	[23]		169	[26]		210	[29]	
(b) Standard of service	3 671	[12]		3 671	[20]		4 536	[35]	
(c) General	86	[5]		98	[5]		119	[11]	
	3 915	[40]	(88%)	3 938	[51]	(87%)	4 865	[75]	(90%)
II. Traffic Conditions									
(a) Traffic congestion	55	[2]		67	[3]		50	[4]	
(b) Traffic management	51	[19]		28	[10]		37	[15]	
(c) Additional traffic signs and aids	31	[24]		16	[11]		22	[11]	
(d) Parking facilities	12	[6]		8	[7]		12	[10]	
	149	[51]	(3%)	119	[31]	(3%)	121	[40]	(2%)
III. Road Maintenance									
(a) Road conditions	13			18	[1]		27		
(b) Traffic signs and aids	16			17			16		
(c) Carriageway markings	3	[1]		3			6	[1]	
	32	[1]	(1%)	38	[1]	(1%)	49	[1]	(1%)
IV. Enforcement									
(a) Illegal parking	193	[1]		228			223		
(b) Other enforcement matters	147	[2]		144			112	[1]	
	340	[3]	(7%)	372		(8%)	335	[1]	(6%)
V. Miscellaneous	26	[4]	(1%)	34	[7]	(1%)	33	[1]	(1%)
Total	4 462	[99]	(100%)	4 501	[90]	(100%)	5 403	[118]	(100%)

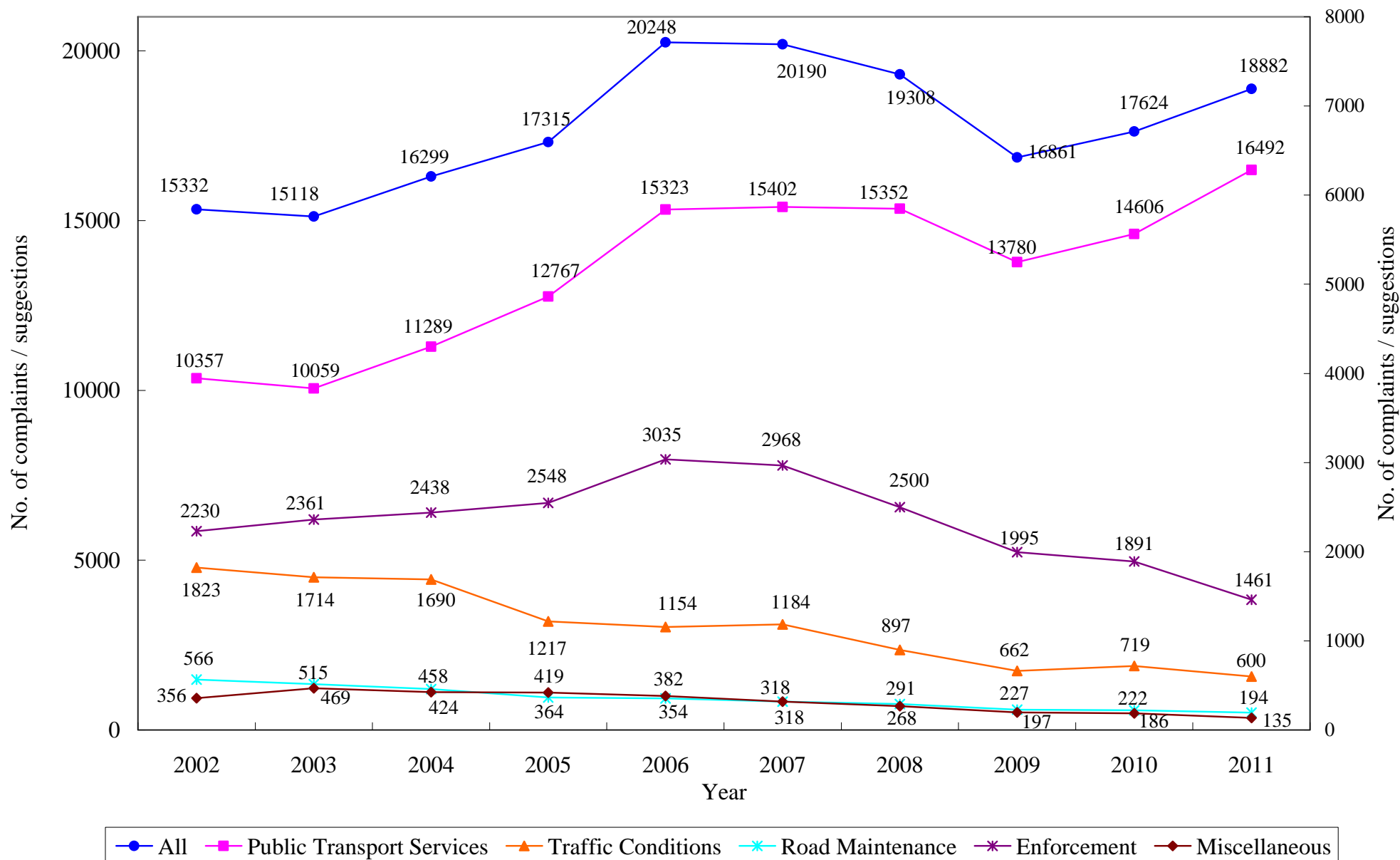
Notes : (1) Figures in square brackets are the number of pure suggestions received in the quarter. The figures have been included in the overall number of cases received.

(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

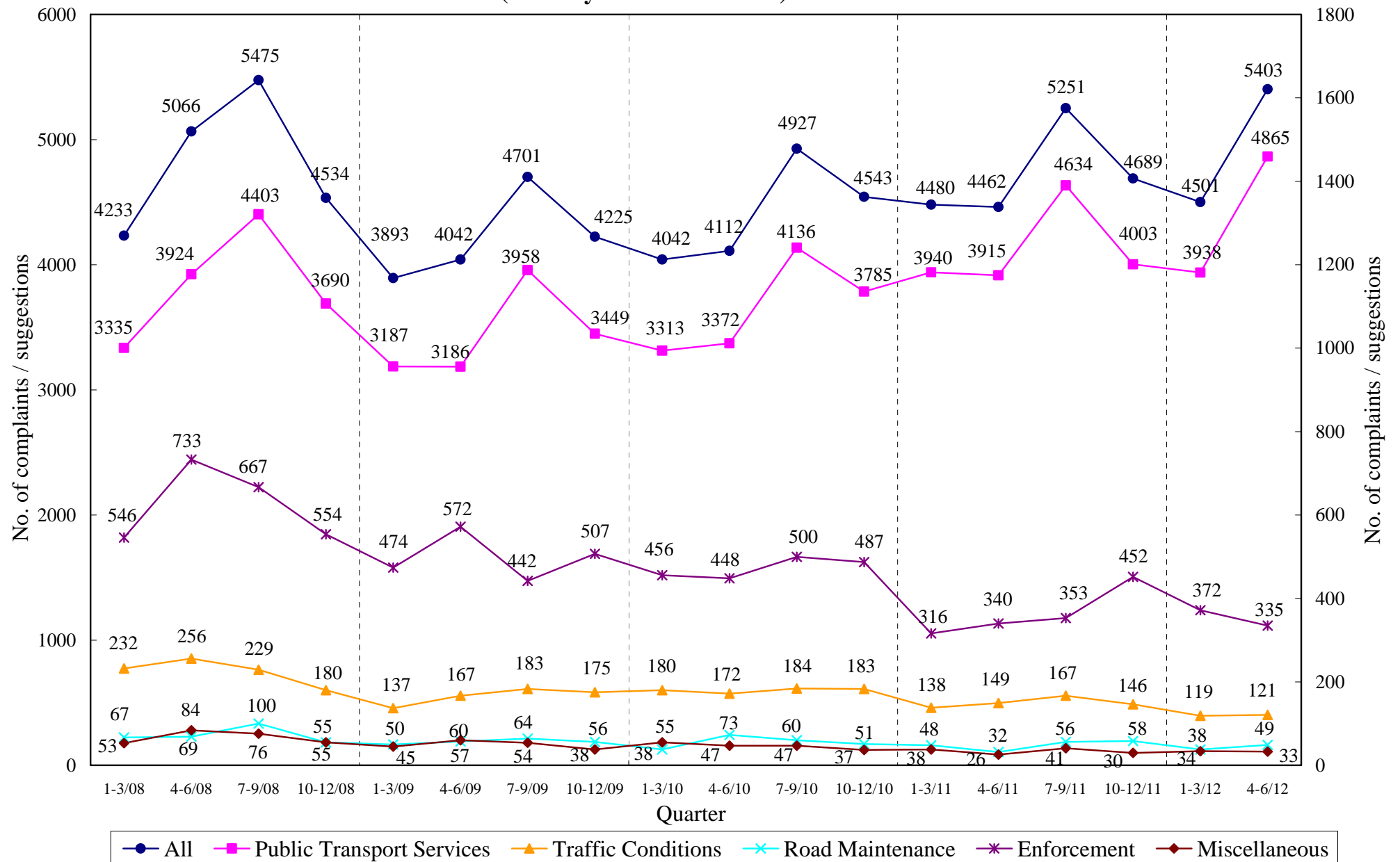


**Trends of Complaints and Suggestions Received by TCU
(2002 - 2011)**



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

Annex B(ii)



Summary of Results of Investigations into Complaints and Suggestions
(April – June 2012)

Outcome of Investigation Nature of Complaint/ Suggestion					
	A1	A2	B	C	Total
I. Public Transport Services					
(a) Adequacy of service	8	117	20	1	146
(b) Standard of service	732	1 368	74	1 303	3 477
(c) General	31	24	18	2	75
	771	1 509	112	1 306	3 698
II. Traffic Conditions					
(a) Traffic congestion	15	17	3	-	35
(b) Traffic management	10	5	15	-	30
(c) Additional traffic signs/aids	4	2	-	-	6
(d) Parking facilities	6	2	4	-	12
	35	26	22	-	83
III. Road Maintenance					
(a) Road conditions	9	2	-	-	11
(b) Traffic signs and aids	9	-	1	-	10
(c) Carriageway markings	1	-	-	-	1
	19	2	1	-	22
IV. Enforcement					
(a) Illegal parking	150	23	-	-	173
(b) Other enforcement matters	36	28	1	31	96
	186	51	1	31	269
V. Miscellaneous	11	12	5	-	28
Total	1 022 (25%)	1 600 (39%)	141 (3%)	1 337 (33%)	4 100 (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
(April – June 2012)

Outcome of Investigation					
Mode of Transport	A1	A2	B	C	Total
The Kowloon Motor Bus Company (1933) Limited	144	177	51	3	375
Citybus Limited (Franchise 1)	13	31	4	1	49
Citybus Limited (Franchise 2)	-	7	-	-	7
The New World First Bus Services Limited	1	34	2	-	37
The New Lantau Bus Company (1973) Limited	3	1	-	-	4
Long Win Bus Company Limited	-	7	3	-	10
Cross-harbour Bus Services	11	73	8	1	93
MTR Feeder Bus	9	14	-	-	23
Residents' Services	-	9	-	-	9
Green Minibus	460	210	17	13	700
Red Minibus	75	4	4	7	90
Taxi	23	845	5	1 281	2 154
MTR Corporation Limited (Excluding Light Rail)	13	55	15	-	83
MTR Corporation Limited (Light Rail)	4	4	2	-	10
The Hongkong Tramways Limited	15	34	1	-	50
Peak Tramways Company Limited	-	-	-	-	-
New World First Ferry Services Limited	-	2	-	-	2
The 'Star' Ferry Company Limited	-	-	-	-	-
Minor Ferries	-	2	-	-	2
Total	771 (21%)	1 509 (41%)	112 (3%)	1 306 (35%)	3 698 (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 Government Departments/Public Transport Operators
(April – June 2012)

I. Public Transport Services

- Add barrier-free access and a bus stop at Castle Peak Road – Tsuen Wan to facilitate disabled passengers' access and meet the demand of passengers.

II. Traffic Management

Hong Kong Island

- Increase the vehicular green time of a traffic light at Caine Road to improve traffic flow.
- Extend “No Stopping Restriction” at Wing Wo Street to prevent vehicle obstruction.
- Add a direction sign at Harbour Road to better guide motorists.

Kowloon

- Increase the vehicular green time of a traffic light at Camp Street to alleviate traffic congestion.
- Shorten the waiting time for pedestrian green phase of traffic lights at Choi Hung Road to facilitate pedestrians crossing the road.
- Adjust the pedestrian green time of traffic lights at the junction of Carnarvon Road and Granville Road to facilitate pedestrians crossing the roads.
- Impose "No Stopping Restriction" at the junction of Kwong Lee Road and Cheung Fat Street to prevent vehicle obstruction.
- Extend "No Stopping Restriction" at Carnarvon Road to prevent vehicle obstruction.
- Add traffic signs and road marking at Dyer Avenue to remind motorists to slow down.

- Add road markings and relocate a traffic sign at Lancashire Road to improve road safety.
- Modify a direction sign at the junction of Gascoigne Road and Pak Hoi Street to better guide motorists.
- Add road markings at Ching Cheung Road to better guide motorists.
- Add “Keep Clear” road markings at Cheung Yee Street to prevent vehicle obstruction.
- Add a double white line at Hammer Hill Road to improve road safety.
- Extend a solid-cum-broken white line at Kwun Tong Road to regulate lane-cutting activities.
- Install railings at Yu Chau Street to guard against jaywalking.
- Increase the length of parking spaces at Yuk Yat Street to facilitate parking of lorries.

New Territories

- Increase the pedestrian green time of a traffic light at Kiu Ha Road to facilitate pedestrians/cyclists crossing the road.
- Modify the mode of operation of traffic lights at Ping Ha Road and the junction of Chung Hau Street and Carmel Village Street to improve traffic flow.
- Modify road markings at Tsuen King Circuit to improve traffic flow.
- Add parking spaces for motorcycles at Shek Kok Road and Wan Po Road to facilitate parking of motorcycles.

Complaints and Suggestions on Public Transport Services
(April – June 2012)

Mode Nature of Complaint/Suggestion	Vehicular Transport											Rail Transport				Waterborne Transport			Total/ Sub- total
	Franchised Buses							NFBS	GMB	RMB	Taxi	MTR (Non- LR)	MTR (LR)	HT	PT	FF	SF	MF	
	KMB	CTB1	CTB2	FB	NLB	LWB	XHT												
(A) Adequacy of Service																			
(1) Frequency/carrying capacity	21	2	1	3	2	12	17	4	76	-	-	6	1	-	-	1	-	-	146
(2) Routeing	15	-	2	1	1	1	6	1	6	-	-	1	-	-	-	-	-	1	35
(3) Hours of operation	1	-	-	-	-	-	5	-	2	-	-	-	-	-	-	-	-	-	8
(4) Provision of stops	9	1	-	1	-	1	1	1	7	-	-	-	-	-	-	-	-	-	21
Sub-total	46	3	3	5	3	14	29	6	91	-	-	7	1	-	-	1	-	1	210
(B) Standard of Service																			
(1) Regularity of service	526	51	11	55	3	19	161	15	260	-	-	10	3	5	-	1	-	2	1122
(2) Adherence to routeing	1	-	-	1	1	1	2	-	67	-	348	-	-	-	-	-	-	-	421
(3) Improper driving behaviour	73	22	4	19	1	3	32	9	199	38	280	4	3	10	-	-	-	-	697
(4) Conduct & performance of staff (including drivers)	87	16	2	10	5	5	27	5	274	22	1010	11	-	4	-	2	-	1	1481
(5) Overcharging	-	-	-	1	-	-	1	-	19	1	469*	1	-	-	-	1	-	-	493
(6) Cleanliness	1	1	-	1	-	-	1	-	13	-	5	-	-	-	-	-	-	-	22
(7) Conditions of vehicles/vessels	9	4	-	2	-	1	6	3	13	-	10	3	1	6	-	-	-	-	58
(8) Passenger services & facilities	68	9	1	9	1	3	37	8	21	1	14	60	6	1	-	1	1	1	242 #
Sub-total	765	103	18	98	11	32	267	40	866	62	2136	89	13	26	-	5	1	4	4536
(C) General	14	1	-	2	-	4	7	4	14	10	50	10	2	1	-	-	-	-	119
Total this quarter	825	107	21	105	14	50	303	50	971	72	2186	106	16	27	-	6	1	5	4865
Grand-total	(1425)							(3279)				(149)				(12)			
Total previous quarter	457	99	33	61	8	12	168	23	735	86	2134	55	13	41	-	6	2	5	3938
Total same quarter last year	592	106	25	61	6	27	191	30	707	70	2028	55	9	4	-	3	1	-	3915

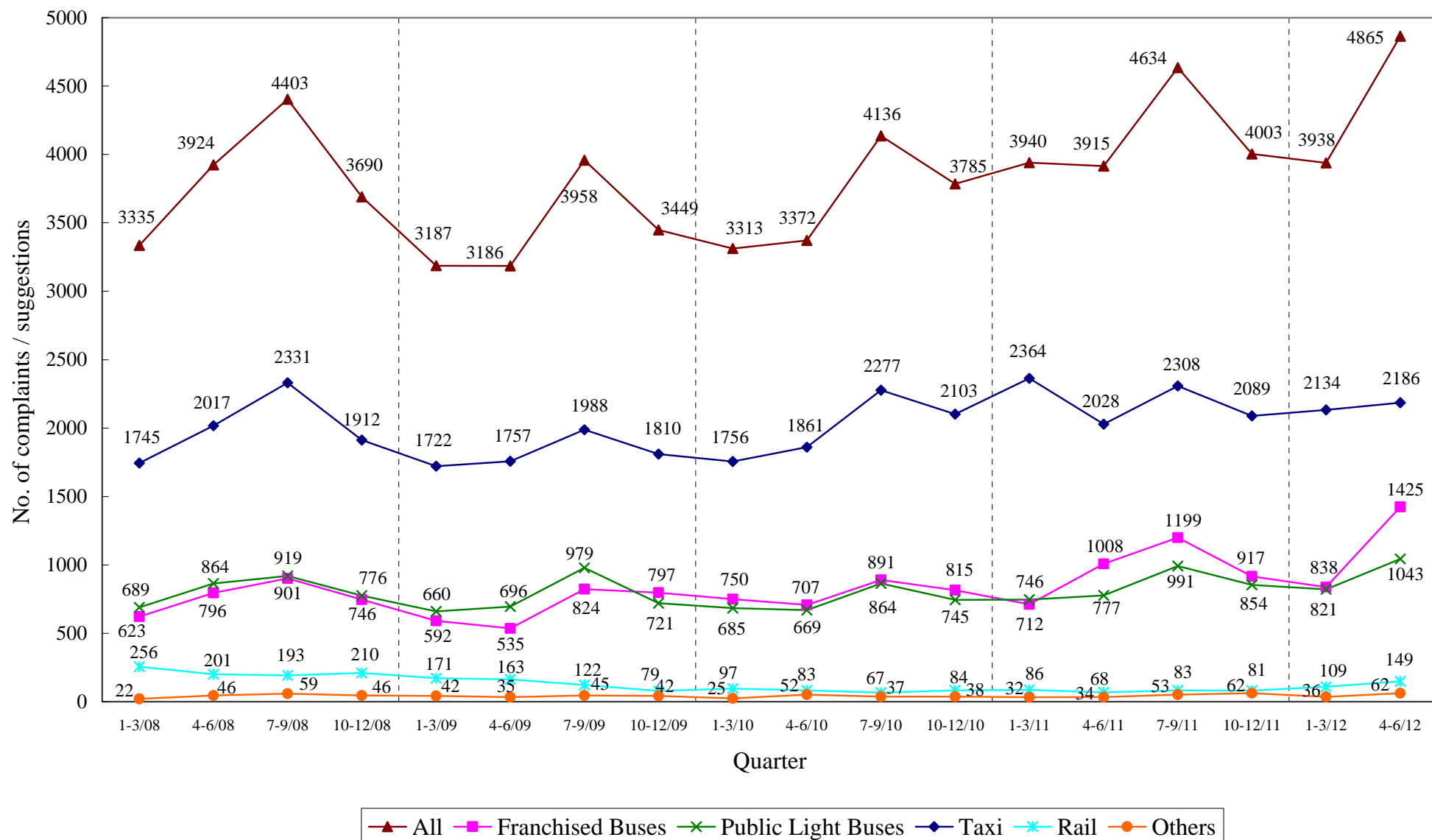
Legend

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

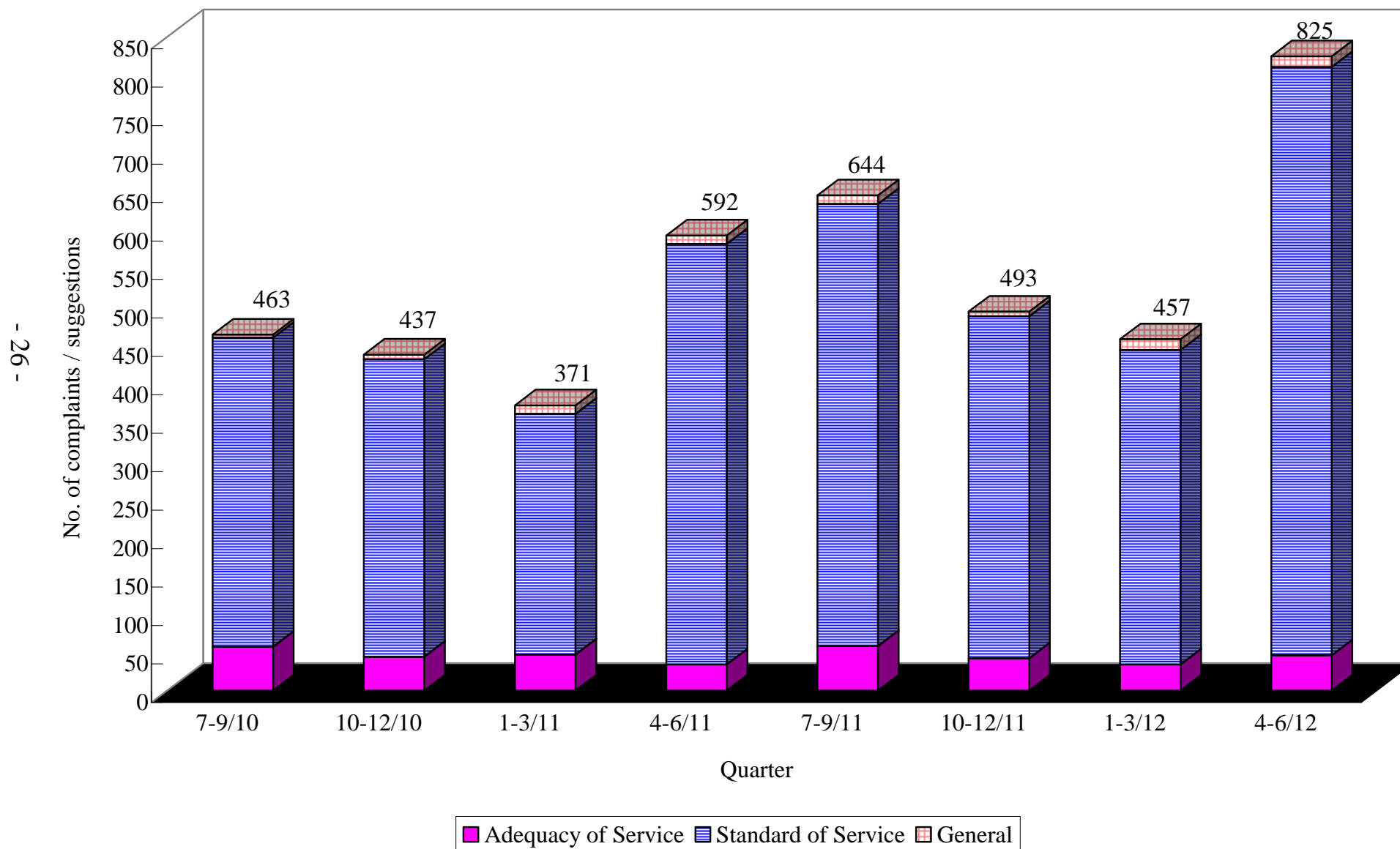
* Including taximeter irregularities

Including 52 complaints from 22 complainants about audio-visual broadcasting on public transport vehicles

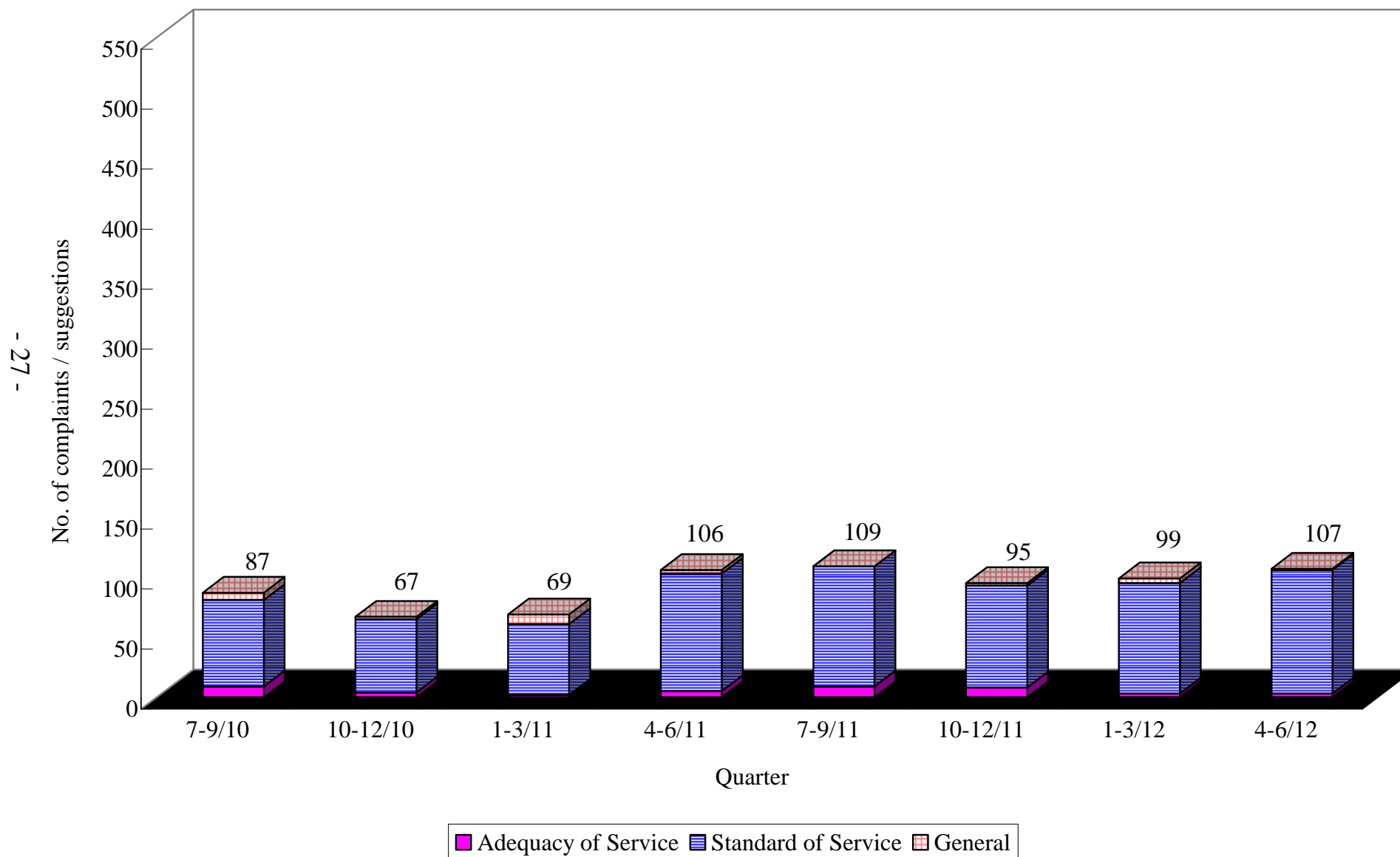
**Trends of Complaints and Suggestions on Public Transport Services
(January 2008 - June 2012)**



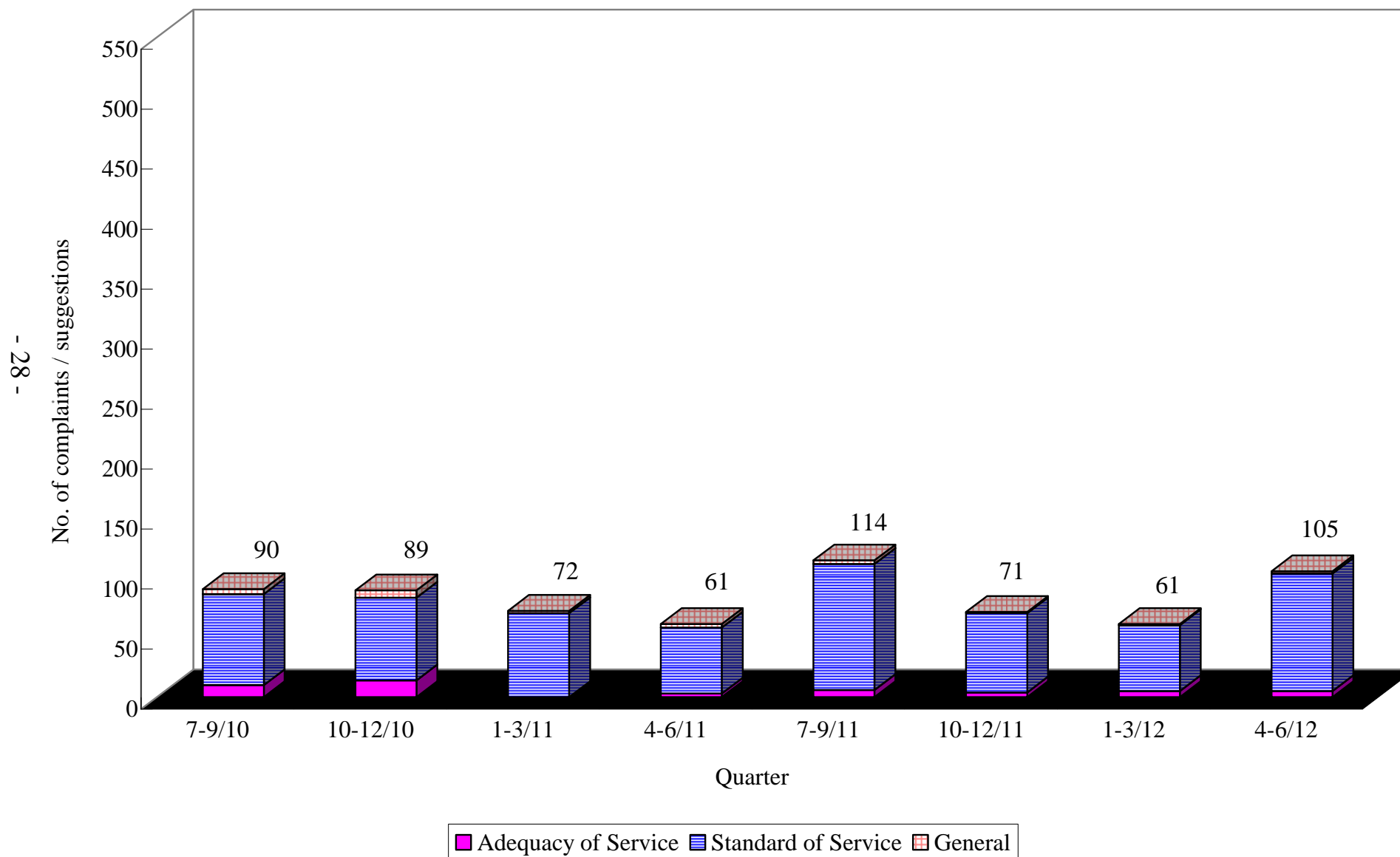
**Complaints and Suggestions on the Services of Kowloon Motor Bus Company (1933) Limited
in the Past Eight Quarters**



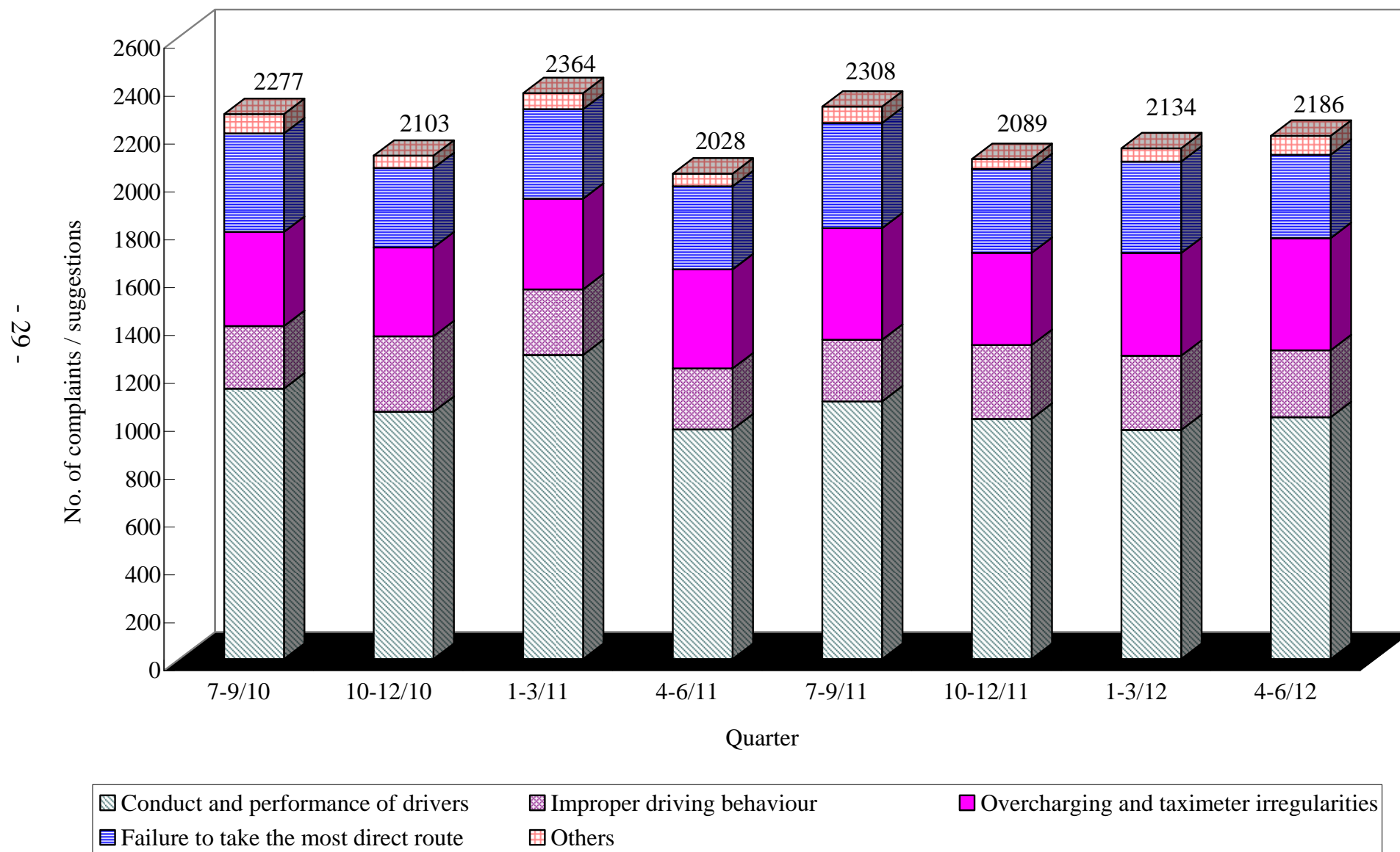
**Complaints and Suggestions on the Services of Citybus Limited (Franchise 1)
in the Past Eight Quarters**



**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

<u>Nature of Complaint/Suggestion</u>		<u>Same quarter last year (1.4.11-30.6.11)</u>	<u>Previous quarter (1.1.12-31.3.12)</u>	<u>Current quarter (1.4.12-30.6.12)</u>
(a)	Conduct and performance of drivers			
(i)	Behaving other than in a civil & orderly manner	408	367	383
(ii)	Refusing hire	384	452	487
(iii)	Soliciting passengers	2	7	2
(iv)	Refusing to drive to destination	90	112	115
(v)	Failure to display driver identity plate	34	16	20
(vi)	Failure to display driver identity plate properly	41	3	3
	Sub-total	959	957	1 010
(b)	Improper driving behaviour	255	310	280
(c)	Overcharging	305	350	364
(d)	Taximeter irregularities	109	79	105
(e)	Failure to take the most direct route	347	382	348
(f)	Others*	53	56	79
	Total	2 028	2 134	2 186

* 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
(April – June 2012)

District	Hong Kong Island				Kowloon					New Territories								Others (e.g. general issues and tunnel areas)	Total
	Eastern	Wan Chai	Central & Western	Southern	Kwun Tong	Wong Tai Sin	Kowloon City	Sham Shui Po	Yau Tsim Mong	North	Tai Po	Sha Tin	Yuen Long	Tuen Mun	Tsuen Wan	Kwai Tsing	Sai Kung	Islands	
Nature of Complaint/Suggestion																			
<u>Traffic Conditions</u>																			
(a) Traffic congestion (No. of locations)	3 (3)	9 (8)	3 (3)	1 (1)	3 (3)	2 (1)	8 (7)	2 (2)	4 (3)	- (-)	3 (1)	5 (5)	1 (1)	- (-)	4 (4)	- (-)	1 (1)	- (-)	1 (1)
(b) Traffic management	6	1	4	1	1	2	2	2	3	1	-	6	-	-	2	2	2	1	1
(c) Additional traffic signs and aids	1	3	2	-	3	1	3	1	2	-	-	-	2	1	1	1	-	-	1
(d) Parking facilities	-	-	3	1	-	-	2	1	1	-	-	1	-	1	-	1	-	-	1
Sub-total	10	13	12	3	7	5	15	6	10	1	3	12	3	2	7	4	3	1	4
<u>Road Maintenance</u>																			
(a) Road conditions	-	5	3	3	1	-	1	1	1	-	1	1	4	2	2	1	1	-	-
(b) Traffic signs & aids	1	2	1	-	-	-	2	1	3	-	1	-	1	1	-	2	1	-	-
(c) Carriageway markings	1	-	2	-	-	-	-	1	2	-	-	-	-	-	-	-	-	-	-
Sub-total	2	7	6	3	1	-	3	3	6	-	2	1	5	3	2	3	2	-	-
<u>Enforcement</u>																			
(a) Illegal parking	16	15	11	7	22	6	25	7	42	12	8	6	16	4	7	7	11	1	-
(b) Other enforcement matters	2	14	13	2	5	4	16	6	14	2	-	7	6	6	5	4	4	2	-
Sub-total	18	29	24	9	27	10	41	13	56	14	8	13	22	10	12	11	15	3	-
Total	30	49	42	15	35	15	59	22	72	15	13	26	30	15	21	18	20	4	505

Complaints and Suggestions on Green Minibus Services

<u>Nature of Complaint/Suggestion</u>	<u>2011 Jan – Jun</u>	<u>2012 Jan – Jun</u>	<u>Difference</u>
(A) Adequacy of Service			
(1) Frequency	118	150	+27.1%
(2) Routeing	13	13	-
(3) Hours of operation	2	3	+50.0%
(4) Provision of stops	21	13	-38.1%
Sub-total	154	179	+16.2%
(B) Standard of Service			
(1) Regularity of service	256	415	+62.1%
(2) Adherence to routeing	55	107	+94.5%
(3) Improper driving behaviour	345	350	+1.4%
(4) Conduct and performance of staff (including drivers)	460	509	+10.7%
(5) Overcharging	25	40	+60.0%
(6) Cleanliness	10	13	+30.0%
(7) Conditions of vehicles	13	23	+76.9%
(8) Passenger services and facilities	26	38	+46.2%
Sub-total	1 190	1 495	+25.6%
(C) General*	22	32	+45.5%
Total	1 366	1 706	+24.9%

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

Complaints and Suggestions on Green Minibus Services
Breakdown on Complaints about Improper Driving Behaviour

<u>Nature of Complaint/Suggestion</u>		<u>2011 Jan – Jun</u>	<u>2012 Jan – Jun</u>	<u>Difference</u>
(1)	Starting before passengers safely alighted/boarded	53	66	+24.5%
(2)	Driving speedily	37	46	+24.3%
(3)	Picking up/setting down passengers at a distance from bus stop	32	36	+12.5%
(4)	Changing lanes abruptly/overtaking on solid line	31	30	-3.2%
(5)	Dashing through traffic light	39	28	-28.2%
(6)	Picking up/setting down passengers at restricted area/out of line	34	24	-29.4%
(7)	Using mobile phone while driving	16	16	-
(8)	Jerky Driving	5	16	+220.0%
(9)	Overloading	12	10	-16.7%
(10)	Others	86	78	-9.3%
Total		345	350	+1.4%

Complaints and Suggestions on Green Minibus Services
Breakdown on Complaints about Conduct and Performance of Staff

<u>Nature of Complaint/Suggestion</u>		2011 <u>Jan – Jun</u>	2012 <u>Jan – Jun</u>	<u>Difference</u>
(1)	Failing to pick up passengers	243	284	+16.9%
(2)	Scolding/insulting/poor attitude towards passengers	93	128	+37.6%
(3)	Failing to set down passengers at their designated locations/stops	43	38	-11.6%
(4)	Smoking	18	15	-16.7%
(5)	Failing to display identity plate	-	8	-
(6)	Others	63	36	-42.9%
Total		460	509	+10.7%

Complaints and Suggestions on Red Minibus Services

<u>Nature of Complaint/Suggestion</u>	<u>2011 Jan – Jun</u>	<u>2012 Jan – Jun</u>	<u>Difference</u>
(A) Adequacy of Service	-	-	-
(B) Standard of Service			
(1) Regularity of service	-	-	-
(2) Adherence to routeing	1	-	-100.0%
(3) Improper driving behaviour	88	78	-11.4%
(4) Conduct and performance of staff (including drivers)	42	45	+7.1%
(5) Overcharging	6	2	-66.7%
(6) Cleanliness	-	-	-
(7) Conditions of vehicles	3	6	+100.0%
(8) Passenger services and facilities	1	2	+100.0%
Sub-total	141	133	-5.7%
(C) General*	16	25	+56.3%
Total	157	158	+0.6%

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

Complaints and Suggestions on Red Minibus Services
Breakdown on Complaints about Improper Driving Behaviour

<u>Nature of Complaint/Suggestion</u>		<u>2011 Jan – Jun</u>	<u>2012 Jan – Jun</u>	<u>Difference</u>
(1)	Driving speedily	29	25	-13.8%
(2)	Changing lanes abruptly/overtaking on solid line	9	15	+66.7%
(3)	Dashing through traffic light	14	8	-42.9%
(4)	Picking up/setting down passengers at restricted area/out of line	7	5	-28.6%
(5)	Overloading	2	4	+100.0%
(6)	Using mobile phone while driving	2	4	+100.0%
(7)	Failing to give way to pedestrians/traffic	4	4	-
(8)	Others	21	13	-38.1%
Total		88	78	-11.4%

Complaints and Suggestions on Red Minibus Services
Breakdown on Complaints about Conduct and Performance of Staff

<u>Nature of Complaint/Suggestion</u>		2011 <u>Jan – Jun</u>	2012 <u>Jan – Jun</u>	<u>Difference</u>
(1)	Failing to set down passengers at their designated locations/stops	6	17	+183.3%
(2)	Scolding/insulting/poor attitude towards passengers	21	14	-33.3%
(3)	Smoking	4	4	-
(4)	Failing to pick up passengers	4	3	-25.0%
(5)	Others	7	7	-
Total		42	45	+7.1%

**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.