

**QUARTERLY REPORT No. 3 of 2012**

**by the**

**TRANSPORT COMPLAINTS UNIT**

**of the**

**TRANSPORT ADVISORY COMMITTEE**

**for the period**

**1 July 2012 – 30 September 2012**

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## Chapter 1

## Major Areas of Complaints and Suggestions

This is the third quarterly report for 2012 covering the period from 1 July to 30 September 2012.

### **Yearly and Quarterly Trends**

2. During the quarter, the Transport Complaints Unit (TCU) received 6 445 complaints and suggestions, including 119 pure suggestions, from 5 845 persons. About 62% (3 599) of these persons lodged their complaints/suggestions by telephone and the remaining 38% (2 246) by e-mail, fax or mail. The number of cases represents an increase of 19.3% as compared with 5 403 cases in the previous quarter and an increase of 22.7% as compared with 5 251 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 4 689 cases (including some outstanding cases from previous quarters) were completed. Of these, 3 104 cases (66%) were found to be substantiated, 228 cases (5%) unsubstantiated, and the remaining 1 357 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 21 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 5 821 cases, which represents increases of 19.7% and 25.6% 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 2 102 complaints and suggestions on franchised bus services were received during the quarter, which represents an increase of 47.5% as compared with the previous quarter and an increase of 75.3% 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 1 222 cases on the services of the KMB, as compared with 825 cases in the previous quarter and 644 cases in the same quarter last year. Among the 1 222 cases, 90 (or 7%) were about the adequacy of service and 1 106 (or 91%) were about the standard of service.

9. There were 160 cases on the services of Citybus Limited (Franchise 1) (CTB1), as compared with 107 cases in the previous quarter and 109 cases in the same quarter last year. Among the 160 cases, seven (or 4%) were about the adequacy of service while 144 (or 90%) were about the standard of service.

10. There were 141 cases on the services of the New World First Bus Services Limited (NWFB), as compared with 105 cases in the previous quarter and 114 cases in the same quarter last year. Of the 141 cases, six (or 4%) were about the adequacy of service and 133 (or 94%) 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 56 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 50 and 30 respectively.

### **Public Light Bus Services**

13. A total of 1 080 complaints and suggestions on public light bus (PLB) services were received in this quarter, which represents an increase of 3.5% as compared with the previous quarter and an increase of 9% 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 1 008 cases were on green minibus (GMB) services. The number of cases received in the previous quarter and the same quarter last year were 971 and 912 respectively. The increase in the number of GMB services was due to more complaints about frequency/carrying capacity and regularity of services as compared with the previous quarter and the same quarter last year respectively. Among the 1 008 cases, 134 (or 13%) were about the adequacy of service and 861 (or 85%) 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 72 and 79 respectively. Among the 72 cases, 57 (or 79%) were about the standard of service.

### **Taxi Services**

16. A total of 2 415 cases on taxi services were received in this quarter, which represents an increase of 10.5% as compared with the previous quarter and an increase of 4.6% 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 2 415 cases received, 2 355 (98%) were related to taxi driver malpractice, as compared with 2 107 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 404 such cases (17%) were referred to the Police.

18. During the quarter, the Police reported the latest developments on 309 cases previously referred to them. These cases are categorised as follows -

	<u>No. of Cases</u>	<u>Percentage</u>
(a) Summonsed	23 (34)	8 (8)
(b) Withdrawn by complainants	124 (155)	40 (38)
(c) Evidence considered insufficient by the Police for further processing	162 (220)	52 (54)
	<u><b>309 (409)</b></u>	<u><b>100 (100)</b></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 162 complaints and suggestions on rail services were received. Corresponding figures for the previous quarter and the same quarter last year were 149 and 83 respectively. Of the 162 cases, 118 were on the services of MTRCL.

## **Ferry Services**

20. There were six complaints and suggestions on ferry services in this quarter. Corresponding figures for the previous quarter and the same quarter last year were 12 and 23 respectively.

## **Traffic Conditions**

21. There were 74 complaints recorded in this quarter about traffic congestion, as compared with 50 cases in the previous quarter and 70 cases in the same quarter last year. Congestion was reported to have occurred at a total of 72 locations throughout the territory, as illustrated below -

	<b><u>Number of Complaints</u></b>		<b><u>Number of Locations</u></b>	
Hong Kong Island	28	(16)	27	(15)
Kowloon	26	(19)	25	(16)
New Territories	17	(14)	17	(12)
Others	3	(1)	3	(1)
<b>Total</b>	<b>74</b>	<b>(50)</b>	<b>72</b>	<b>(44)</b>

(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 (11 cases), Yau Tsim Mong (nine cases) and Central & Western (eight 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 39 complaints and suggestions on traffic management and 29 requests for additional traffic signs and aids in this quarter. As a comparison, there were 37 and 22 such cases in the previous quarter, and 50 and 32 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 48 complaints about road maintenance, as compared with 49 cases in the previous quarter and 56 cases in the same quarter last year. Among the 48 cases, 19 were related to road conditions while 22 were related to malfunctioning of traffic lights and damaged traffic signs.

27. Districts which attracted relatively more complaints about road maintenance were Central & Western (five cases), Yau Tsim Mong (five cases) and Tuen Mun (five cases).

### **Enforcement**

28. There were 375 complaints about traffic regulations enforcement in this quarter, which represents an increase of 11.9% when compared with the previous quarter and an increase of 6.2% 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 8 August 2012, Members discussed -

- (a) complaints about traffic congestion;
  - (b) complaints and suggestions on road safety matters;
  - (c) complaints and suggestions on public light bus services; and
  - (d) TCU Quarterly Report No. 2 of 2012.
2. Members agreed that -
- (a) complaints and suggestions about traffic congestion, road safety matters and public light bus services should be closely monitored; and
  - (b) TCU Quarterly Report No. 2 of 2012 should be submitted to the Transport Advisory Committee.

### **Concern about the dissemination of traffic information to motorists on expressways**

3. In July 2012, a member of the public expressed concern over the dissemination of traffic information on expressways, in particular news about vehicle breakdowns and road incidents, which might help alert motorists and thus avoid further road accidents. He suggested that the design of expressways should take this into account.

4. The Transport Department (TD) pointed out that according to the expressway design standards, sufficient sight distances should be provided to allow motorists, when driving at a safe speed and keeping a suitable time gap with the vehicles in front, adequate lead time to be aware of and react to the road and traffic conditions ahead.

5. On the other hand, with the advancement of technology, TD has installed electronic traffic control and surveillance systems on strategic routes to monitor traffic conditions, using lane control signals, variable speed limit signs and variable message signs to control traffic and disseminate real-time

information. According to TD, most of the road tunnels and control areas are equipped with comprehensive traffic control and surveillance facilities. These systems will be expanded to include the remaining strategic routes as far as possible in conjunction with the road improvement works. Currently, TD is implementing the systems at selected sections of the Tolo Highways and Tuen Mun Road as part of the road widening works.

6. TCU conveyed the Department's reply to the complainant, who did not raise further comment.

### **Complaint about the traffic light system in Hong Kong**

7. TCU received a complaint in July 2012 about the traffic light system in Hong Kong. The complainant considered that motorists were always given a higher priority, while pedestrians had to wait a long time to cross the road at the signal controlled crossings. He claimed that in most areas in Hong Kong, the pedestrian waiting time could reach 10 minutes.

8. TD explained that traffic signals were designed in such a way as to ensure road safety and to balance the traffic and pedestrian demands from various arms of a road junction. The traffic signal time is determined having regard to the volume of prevailing traffic and pedestrians in different time sessions in a day. TD added that most of the signalized pedestrian crossings were installed with "push buttons". Pedestrians should touch the "push button" to activate the pedestrian green signal mode. The longest waiting time for pedestrian green signal is normally around two minutes after activation.

9. TD supplemented that the Department would conduct site visits and adjust the vehicular or pedestrian signal time with a view to maintaining smooth traffic and pedestrian flow. In addition, upon requests or comments from the Police or the public regarding the operation of traffic lights, TD would investigate and adjust the signal time when necessary. The complainant was informed of TD's reply and made no further comment.

### **Enquiry about the bus lane restrictions**

10. In September 2012, a member of the public complained about a bus lane outside the Hong Kong Polytechnic University being misused by vehicles other than franchised buses during the morning rush hour. He queried whether non-franchised buses or other vehicles were allowed to enter bus lanes under certain conditions.

11. TD explained that there were two types of bus lanes. For bus lanes that are exclusively used by franchised buses, the signs are marked with bus symbol. For bus lanes that are open to all buses, including non-franchised buses, the signs are marked with the word "Bus". If the bus lane does not operate all the time, a time plate will set out the period when the bus lane is in operation. Outside its period of operation a bus lane may be used by all vehicles. There are warning sign and road markings in advance of a bus lane to allow other motorists adequate time to move to an open traffic lane. On the other hand, application for permit of using bus lanes which is valid for a maximum period of not exceeding 12 months can be made to TD. Each case will be assessed on an individual basis, having due regard to the purpose of the usage, traffic condition and road safety concerns pertaining to the area.

12. Regarding the bus lane mentioned by the complainant, TD advised that it was restricted to franchised buses round the clock. TCU had informed the Police of the case and enforcement actions had been conducted at the location. Appropriate actions would continue in future to improve traffic condition at the location concerned. TCU has informed the complainant of TD's reply and the enforcement action conducted by the Police. The complainant raised no further comment.

**Complaints and Suggestions on Taxi Services****Background**

Taxi services is one of the major areas which attracts regular complaints. On average, complaints and suggestions on taxi services account for about 50% of all the cases on public transport services.

**Statistics on Complaints and Suggestions**

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

<b>Year</b>	<b>No. of complaints/Suggestions</b>	<b>Difference</b>
2007	7 717	-
2008	8 005	+3.7%
2009	7 277	-9.1%
2010	7 997	+9.9%
2011	8 789	+9.9%

3. A total of 6 735 complaints and suggestions about taxi services were received during the period from January to September 2012. This represents a slight increase of 0.5% when compared with 6 700 cases received in the same period last year. A breakdown of the nature of complaints and suggestions on taxi services is at Annex J.

4. Of the 6 735 complaints and suggestions received, 6 540 cases (or 97%) were related to taxi driver malpractice, as compared with 6 512 such cases (or 97%) received in the same period last year. Among the different categories of taxi driver malpractice, there were more significant increases in complaints about overcharging (increased by 223 cases or 23.5%) and improper driving behaviour (increased by 102 cases or 13%). On the other hand, the other

categories generally recorded a decrease in the number of complaints received, e.g. drivers refusing hire (decreased by 133 cases or 8.2%) and drivers not behaving in a civil and orderly manner (decreased by 123 cases or 9.8%).

5. Apart from complaints about taxi driver malpractice, there were 195 cases about taxi obstruction and miscellaneous matters (e.g. conditions of vehicle, passenger services and facilities). This represents an increase of 3.7% as compared with 188 cases received in the same period last year.

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

6. The Police is the statutory authority for taking enforcement action against taxi driver malpractice. During the period from January to September 2012, 1 114 cases (17%) on taxi driver malpractice were referred to the Police for further investigation as the complainants were willing to be court witnesses.

7. On the other hand, the Transport Department (TD) and the Quality Taxi Services Steering Committee (QTSSC)<sup>1</sup> have introduced a number of measures to improve the service standard of the taxi trade from all perspectives.

8. On driver education, TD and QTSSC promulgated a set of service standards to taxi drivers, produced self-learning programmes on languages and taxi operation, and periodically published the Taxi Newsletters for drivers with a view to refreshing and enhancing their attitude and ability in providing high standard service.

9. On driver morale, since 2001, QTSSC has started to commend those taxi drivers providing good service through its Taxi Driver Commendation Scheme. As at the end of 2011, some 6 500 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, issuing letters to taxi associations to invite the participation of their drivers, and broadcasting of the scheme on radio, etc.

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<sup>1</sup> The Quality Taxi Services Steering Committee (QTSSC) was established in May 1999, comprising representatives of the taxi associations, Hong Kong Tourism Board, Consumer Council, District Councils, Transport and Housing Bureau and Transport Department, to promote quality taxi service.

10. On driver image, TD and QTSSC upgraded the design and method of display of the taxi driver identity plates for projecting the professional image of drivers and making the identity plates more visible to passengers. All taxi drivers are required to display the new identity plates with effect from March 2010.

11. On assistance to taxi passengers, TD provides update taxi information at the airport, major cross-boundary points and major taxi stands by means of information boards, LED displays and information flyers. According to TD's assessment, one of the factors relating to the increase in complaints about overcharging may be some unscrupulous drivers taking advantage of the higher demand of taxi service by tourists or Mainland individual travelers at the airport, cross-harbour points and major tourist spots. To combat such malpractice of overcharging passengers boarding at the Peak Tram stations at The Peak and Garden Road in particular, banners alerting passengers to pay according to meters and informing them the rough taxi fares of popular destinations have recently been put up at conspicuous locations near these two stations. TD also supports the Road Co-op Lost & Found 24-Hour Free Hotline for Lost Property on Taxi. Furthermore, TD continues to designate more taxi stands and taxi pick-up/drop-off points for meeting passengers' expectation for point to point service when travelling by taxi.

12. As regards complaints about taxi obstruction and miscellaneous matters (195 cases), all these cases were referred to the relevant authorities for action. For example, in the case of taxi obstruction, the Police were requested to step up enforcement while TD was invited to consider traffic management measures to address the problem.

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

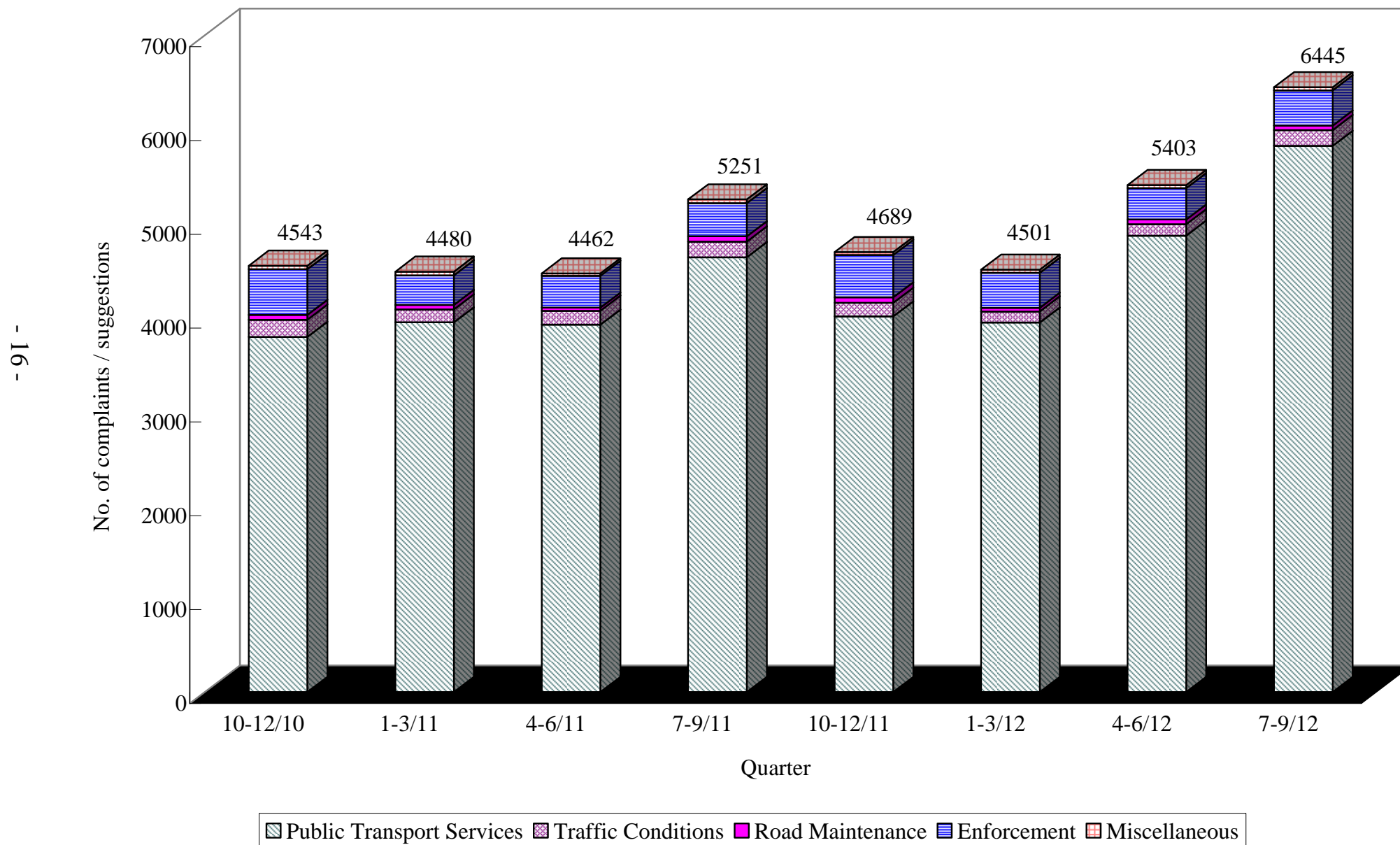
**Complaints and Suggestions Received by TCU**

<u>Nature of Complaint/Suggestion</u>		<u>Same quarter last year (1.7.11-30.9.11)</u>			<u>Previous quarter (1.4.12-30.6.12)</u>			<u>Current quarter (1.7.12-30.9.12)</u>		
<b>I. Public Transport Services</b>										
(a)	Adequacy of service	247	[28]		210	[29]		315	[40]	
(b)	Standard of service	4 286	[18]		4 536	[35]		5 370	[21]	
(c)	General	101	[10]		119	[11]		136	[8]	
		<b>4 634</b>	<b>[56]</b>	(88%)	<b>4 865</b>	<b>[75]</b>	(90%)	<b>5 821</b>	<b>[69]</b>	(90%)
<b>II. Traffic Conditions</b>										
(a)	Traffic congestion	70	[4]		50	[4]		74	[10]	
(b)	Traffic management	50	[12]		37	[15]		39	[12]	
(c)	Additional traffic signs and aids	32	[18]		22	[11]		29	[14]	
(d)	Parking facilities	15	[10]		12	[10]		26	[8]	
		<b>167</b>	<b>[44]</b>	(3%)	<b>121</b>	<b>[40]</b>	(2%)	<b>168</b>	<b>[44]</b>	(2%)
<b>III. Road Maintenance</b>										
(a)	Road conditions	19	[2]		27			19		
(b)	Traffic signs and aids	31			16			22		
(c)	Carriageway markings	6			6	[1]		7	[1]	
		<b>56</b>	<b>[2]</b>	(1%)	<b>49</b>	<b>[1]</b>	(1%)	<b>48</b>	<b>[1]</b>	(1%)
<b>IV. Enforcement</b>										
(a)	Illegal parking	197	[1]		223			229		
(b)	Other enforcement matters	156	[1]		112	[1]		146		
		<b>353</b>	<b>[2]</b>	(7%)	<b>335</b>	<b>[1]</b>	(6%)	<b>375</b>		(6%)
<b>V. Miscellaneous</b>										
		<b>41</b>	<b>[7]</b>	(1%)	<b>33</b>	<b>[1]</b>	(1%)	<b>33</b>	<b>[5]</b>	(1%)
<b>Total</b>		<b>5 251</b>	<b>[111]</b>	(100%)	<b>5 403</b>	<b>[118]</b>	(100%)	<b>6 445</b>	<b>[119]</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.

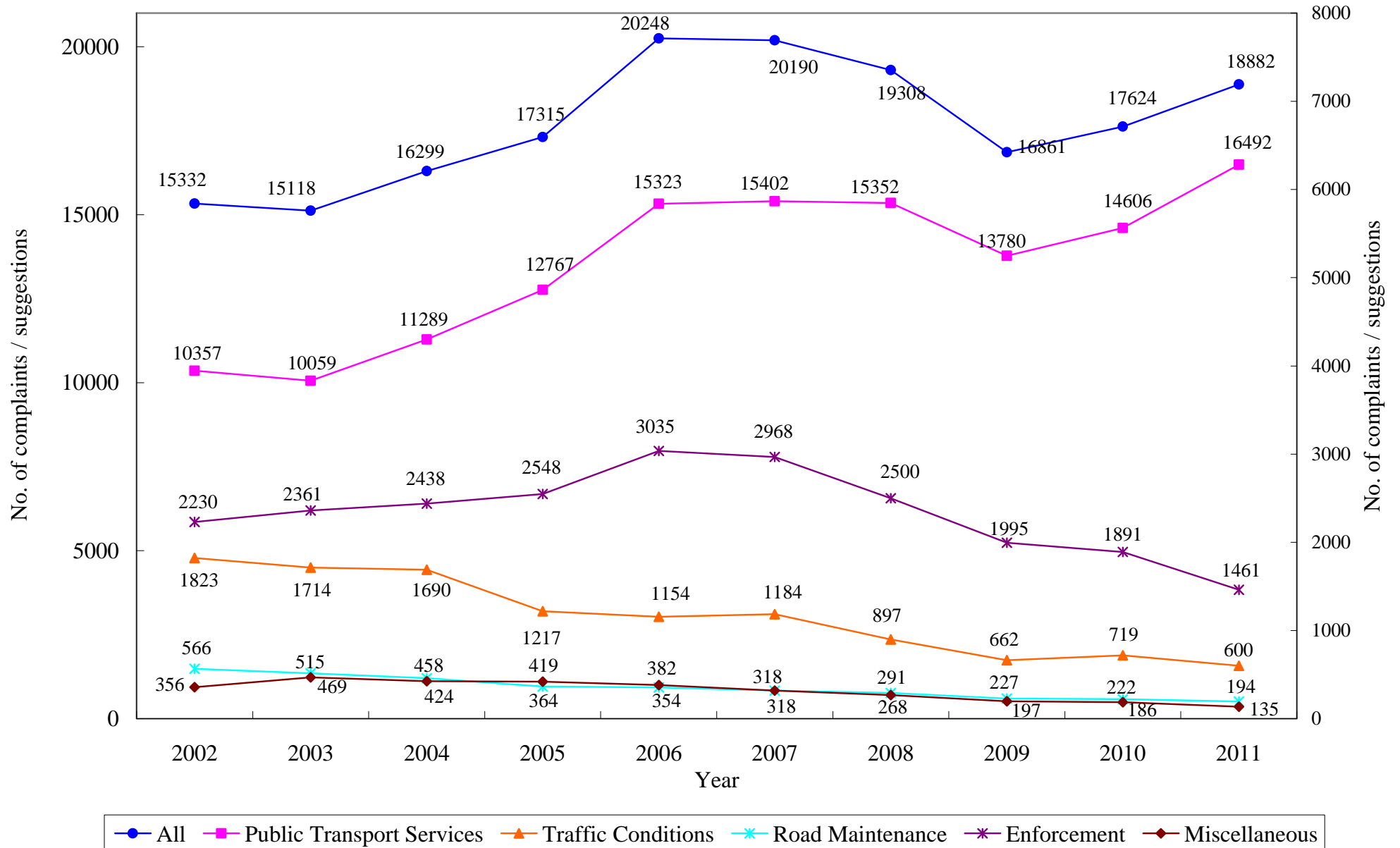
(2) Percentage figures in brackets represent the proportion of a category of complaints/suggestions to the total number of cases received in the quarter.

## Complaints and Suggestions Received by TCU



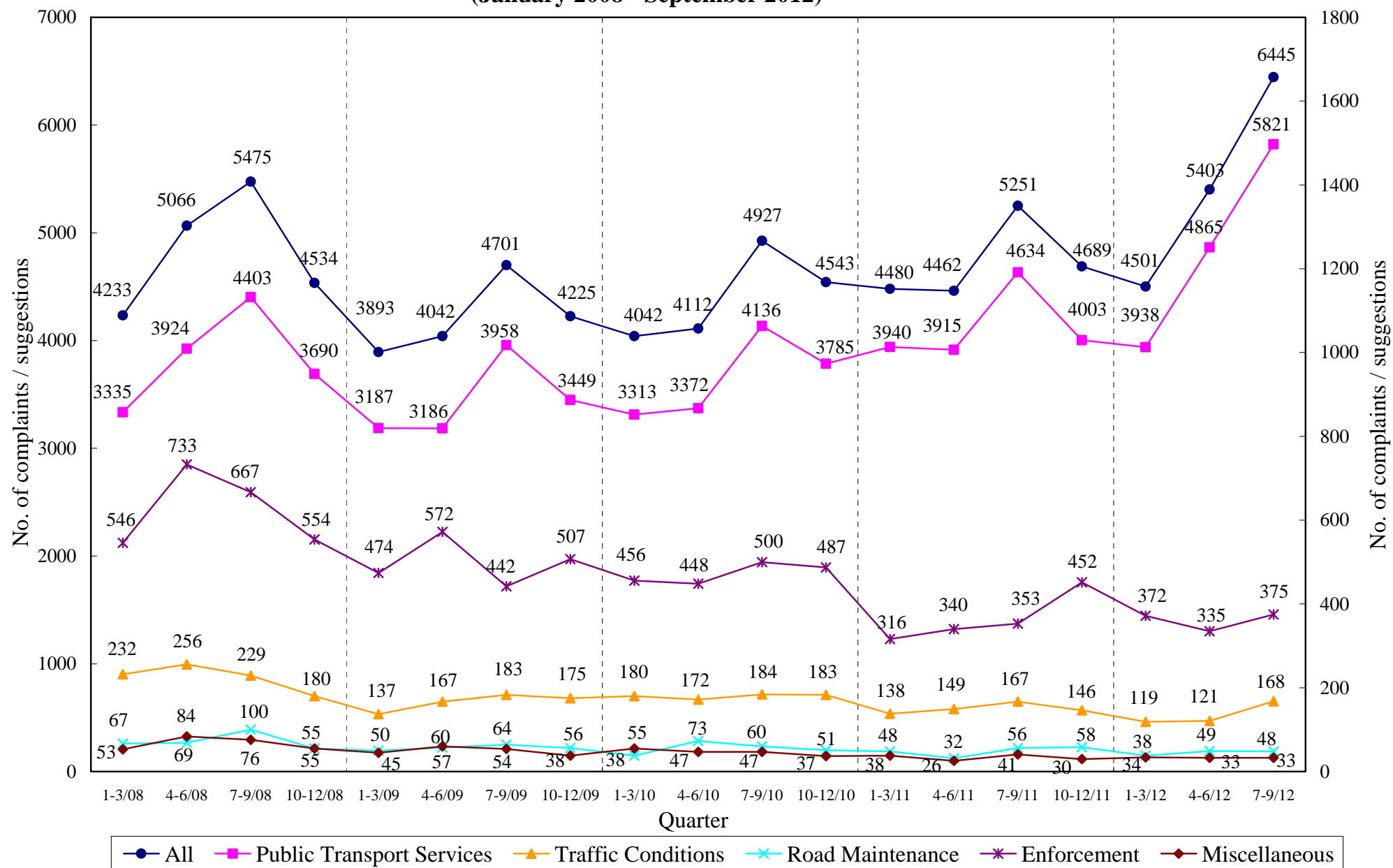


**Trends of Complaints and Suggestions Received by TCU  
(2002 - 2011)**



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

**Annex B(ii)**



**Summary of Results of Investigations into Complaints and Suggestions**  
**(July – September 2012)**

Outcome of Investigation  Nature of Complaint/ Suggestion					
	A1	A2	B	C	Total
<b>I. Public Transport Services</b>					
(a) Adequacy of service	11	97	36	-	144
(b) Standard of service	714	1 684	115	1 343	3 856
(c) General	42	35	21	3	101
	<b>767</b>	<b>1 816</b>	<b>172</b>	<b>1 346</b>	<b>4 101</b>
<b>II. Traffic Conditions</b>					
(a) Traffic congestion	34	16	6	-	56
(b) Traffic management	16	3	18	-	37
(c) Additional traffic signs/aids	9	8	13	-	30
(d) Parking facilities	3	4	10	-	17
	<b>62</b>	<b>31</b>	<b>47</b>	<b>-</b>	<b>140</b>
<b>III. Road Maintenance</b>					
(a) Road conditions	26	1	1	-	28
(b) Traffic signs and aids	15	1	5	-	21
(c) Carriageway markings	8	1	-	-	9
	<b>49</b>	<b>3</b>	<b>6</b>	<b>-</b>	<b>58</b>
<b>IV. Enforcement</b>					
(a) Illegal parking	199	32	-	-	231
(b) Other enforcement matters	70	42	-	11	123
	<b>269</b>	<b>74</b>	<b>-</b>	<b>11</b>	<b>354</b>
<b>V. Miscellaneous</b>	<b>29</b>	<b>4</b>	<b>3</b>	<b>-</b>	<b>36</b>
<b>Total</b>	<b>1 176</b> <b>(25%)</b>	<b>1 928</b> <b>(41%)</b>	<b>228</b> <b>(5%)</b>	<b>1 357</b> <b>(29%)</b>	<b>4 689</b> <b>(100%)</b>

**Legend**

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

**Summary of Results of Investigations into**  
**Complaints and Suggestions on Public Transport Services**  
**(July – September 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	214	484	99	2	799
Citybus Limited (Franchise 1)	50	35	4	-	89
Citybus Limited (Franchise 2)	15	9	1	-	25
The New World First Bus Services Limited	43	40	2	-	85
The New Lantao Bus Company (1973) Limited	7	4	2	-	13
Long Win Bus Company Limited	10	12	5	-	27
Cross-harbour Bus Services	96	100	14	-	210
MTR Feeder Bus	2	12	1	-	15
Residents' Services	9	9	2	-	20
Green Minibus	230	168	20	-	418
Red Minibus	26	3	1	-	30
Taxi	43	868	2	1 344	2 257
MTR Corporation Limited (Excluding Light Rail)	10	53	14	-	77
MTR Corporation Limited (Light Rail)	4	9	1	-	14
The Hongkong Tramways Limited	5	7	-	-	12
Peak Tramways Company Limited	-	-	-	-	-
New World First Ferry Services Limited	1	1	1	-	3
The 'Star' Ferry Company Limited	1	-	-	-	1
Minor Ferries	1	2	3	-	6
<b>Total</b>	<b>767</b> <b>(19%)</b>	<b>1 816</b> <b>(44%)</b>	<b>172</b> <b>(4%)</b>	<b>1 346</b> <b>(33%)</b>	<b>4 101</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**  
**(July – September 2012)**

**I. Public Transport Services**

- Replace a taxi pick up/drop-off point by a taxi stand at How Ming Street to facilitate the orderly queuing of taxis.

**II. Traffic Management**

***Hong Kong Island***

- Shorten the waiting time for pedestrian green phase of a traffic light at Caine Road to facilitate pedestrians crossing the road.
- Increase the vehicular green time of traffic lights at Johnston Road and Wan Chai Road to improve traffic flow.
- Modify the mode of operation of traffic lights at the junction of Sing Woo Road and King Kwong Street to facilitate pedestrians crossing the road.
- Add a “No Right Turn” traffic sign at Pok Fu Lam Road to remind motorists.
- Add traffic signs at Tai Hang Road to alert motorists to watch out for pedestrians.
- Add a “Keep Clear” road marking at Kennedy Road to prevent vehicle obstruction.
- Modify road markings and traffic signs at Nam Fung Road and Nam Fung Path to improve road safety.
- Widen the pavement at Matheson Street to improve road safety.

***Kowloon***

- Modify the mode of operation of traffic lights at the junction of Lai Chi Kok Road and Maple Street to improve road safety.

- Extend the effective hours of "No Stopping Restriction" at Wai Yip Street to improve road safety.
- Add road markings at Cha Kwo Ling Road to alleviate traffic congestion.
- Add road markings at the junction of Tak Shing Street and Tak Hing Street to enhance road safety.
- Reduce the size of a safety island at the junction of Lei Yu Mun Road and Tseung Kwan O Road to facilitate vehicle passage.
- Add parking spaces for motorcycles at Hing Wah Street to facilitate parking of motorcycles.
- Delete a parking space and provide a loading/unloading bay at King Fuk Street to improve the sight-line of motorists and facilitate public loading and unloading activities.

### *New Territories*

- Increase the vehicular green time of traffic lights at Wu Shan Road and Sha Tau Kok Road-Lung Yeuk Tau to alleviate traffic congestion.
- Modify the setting of a traffic light at the junction of Pak Wo Road and So Kwun Po Road to alleviate traffic congestion.
- Install railings at Castle Peak Road – Tsing Lung Tau to prevent jaywalking.
- Add dropped kerbs at Tai Po Tau Road to provide a convenient crossing for the pedestrians.

**Complaints and Suggestions on Public Transport Services**  
**(July – September 2012)**

**Legend**

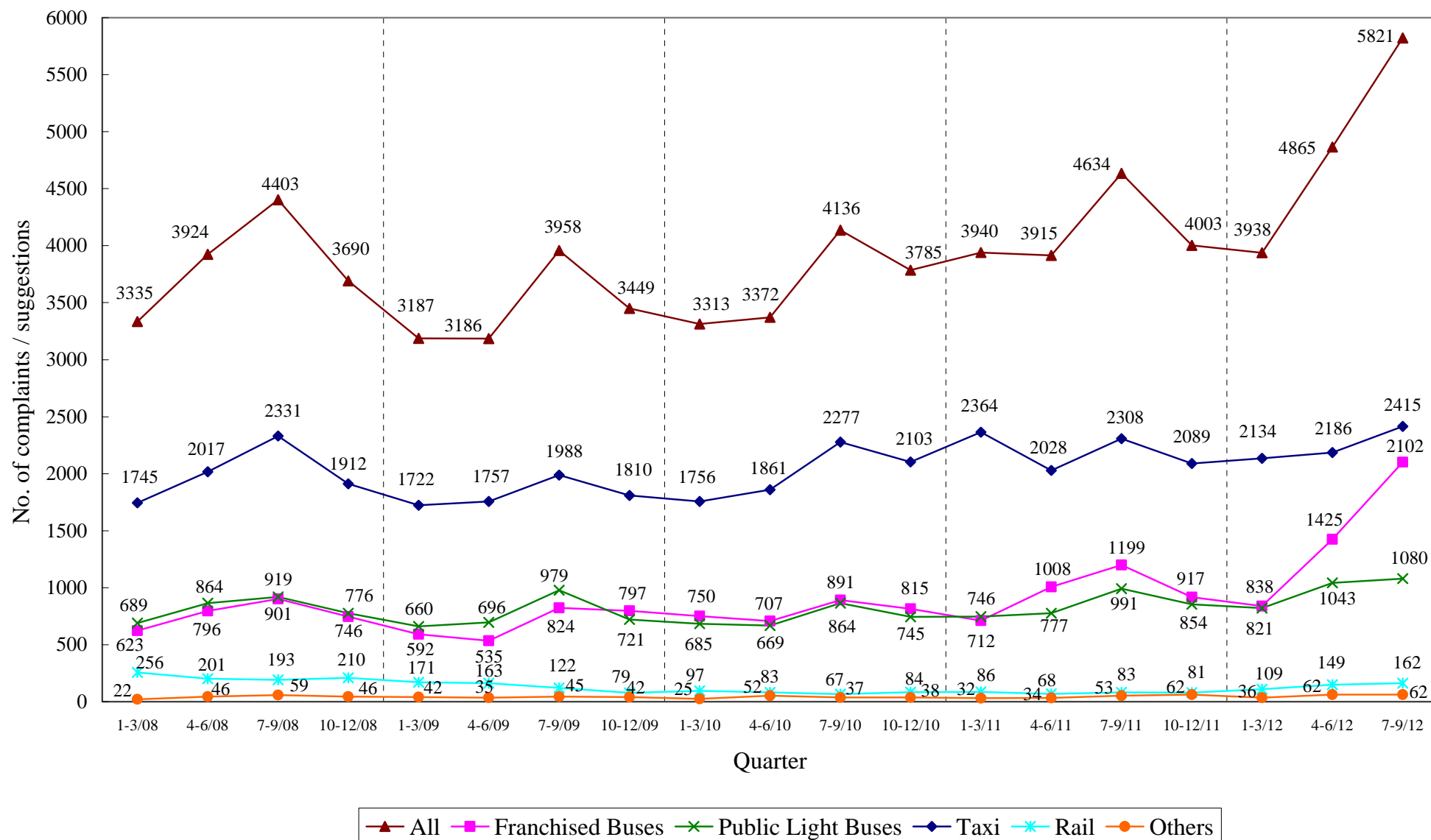
<b>KMB</b>	The Kowloon Motor Bus Company (1933) Limited
<b>CTB1</b>	Citybus Limited (Franchise 1)
<b>CTB2</b>	Citybus Limited (Franchise 2)
<b>FB</b>	The New World First Bus Services Limited
<b>NLB</b>	The New Lantao Bus Company (1973) Limited
<b>LWB</b>	Long Win Bus Company Limited
<b>XHT</b>	Cross-harbour 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

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	65	3	2	3	-	4	28	7	122	-	-	2	1	-	-	1	-	-	238
(2) Routeing	16	-	-	1	-	1	8	6	5	-	-	-	-	-	-	-	-	1	38
(3) Hours of operation	2	2	-	-	-	1	2	-	2	-	-	-	-	-	-	-	-	-	9
(4) Provision of stops	7	2	1	2	-	-	11	2	5	-	-	-	-	-	-	-	-	-	30
Sub-total	90	7	3	6	-	6	49	15	134	-	-	2	1	-	-	1	-	1	315
(B) Standard of Service																			
(1) Regularity of service	750	67	15	79	-	17	281	17	278	-	-	13	-	7	-	1	-	1	1526
(2) Adherence to routeing	5	2	-	-	-	-	6	1	57	-	427	-	-	-	-	-	-	-	498
(3) Improper driving behaviour	93	21	8	13	1	3	41	8	174	38	299	3	5	15	-	-	-	-	722
(4) Conduct & performance of staff (including drivers)	120	17	4	16	2	4	46	5	291	16	1082	11	2	1	-	-	-	-	1617
(5) Overcharging	1	-	-	-	-	-	2	-	18	3	547*	-	-	-	-	-	-	-	571
(6) Cleanliness	-	1	-	-	-	-	-	-	7	-	2	1	-	-	-	-	-	-	11
(7) Conditions of vehicles/vessels	8	4	2	4	-	1	7	3	8	-	10	12	-	4	-	-	-	-	63
(8) Passenger services & facilities	129	32	5	21	1	5	62	4	28	-	12	57	2	2	-	-	2	-	362#
Sub-total	1106	144	34	133	4	30	445	38	861	57	2379	97	9	29	-	1	2	1	5370
(C) General	26	9	1	2	-	-	7	3	13	15	36	9	-	15	-	-	-	-	136
Total this quarter	1222	160	38	141	4	36	501	56	1008	72	2415	108	10	44	-	2	2	2	5821
Grand-total	(2102)							(3551)				(162)				(6)			
Total previous quarter	825	107	21	105	14	50	303	50	971	72	2186	106	16	27	-	6	1	5	4865
Total same quarter last year	644	109	27	114	10	28	267	30	912	79	2308	66	8	8	1	5	2	16	4634

\* Including taximeter irregularities

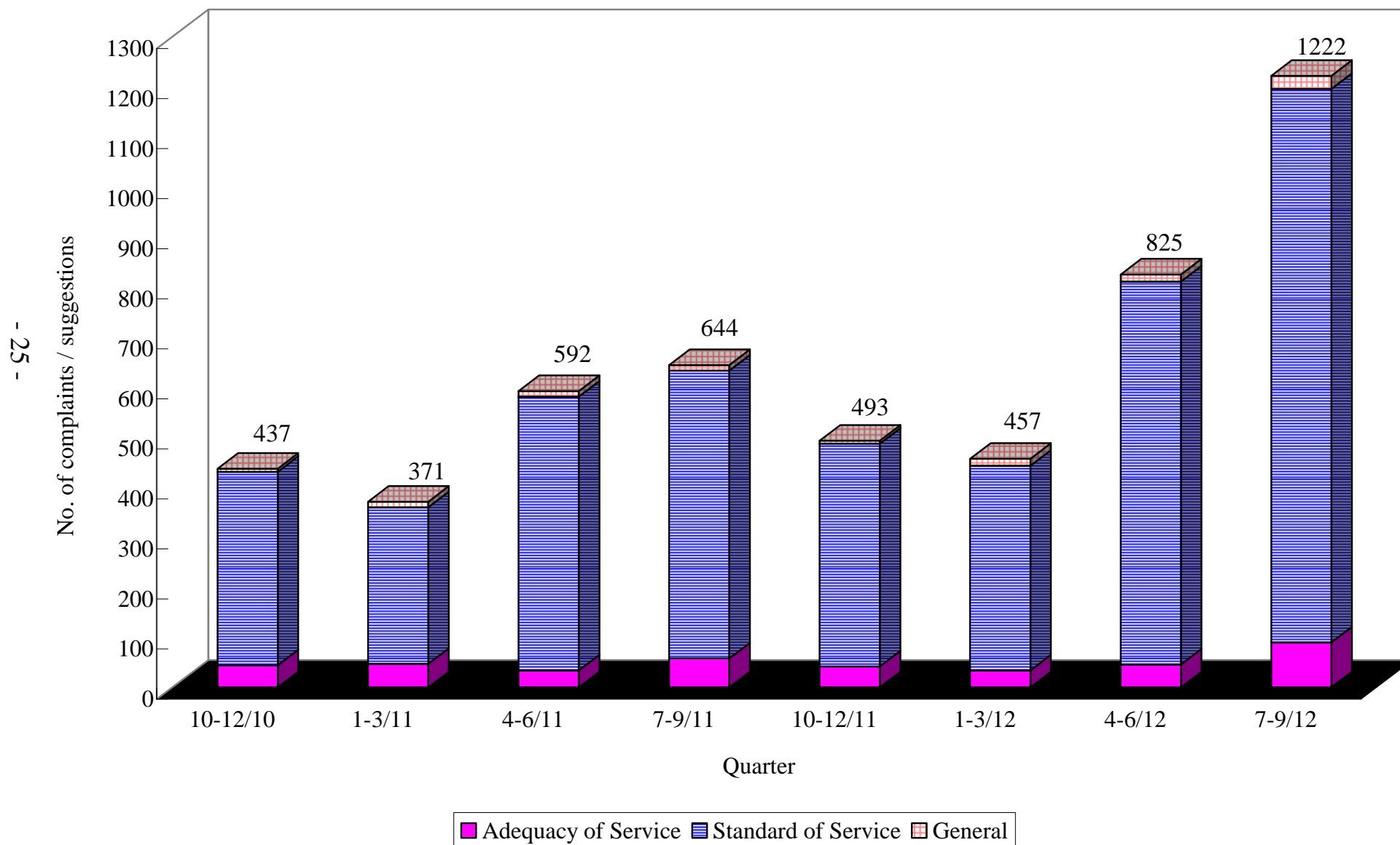
# Including 85 complaints from 29 complainants about audio-visual broadcasting on public transport vehicles

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

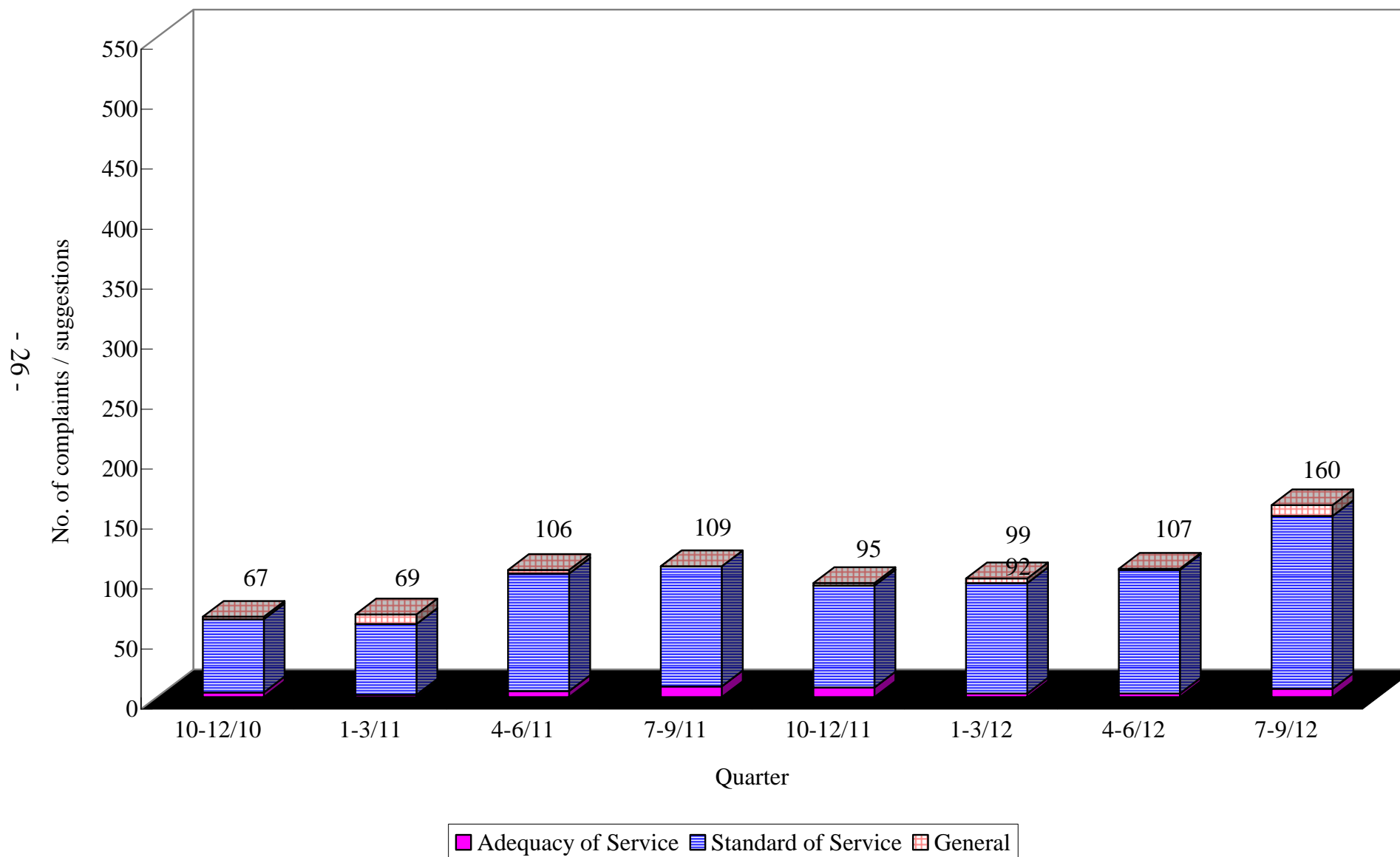




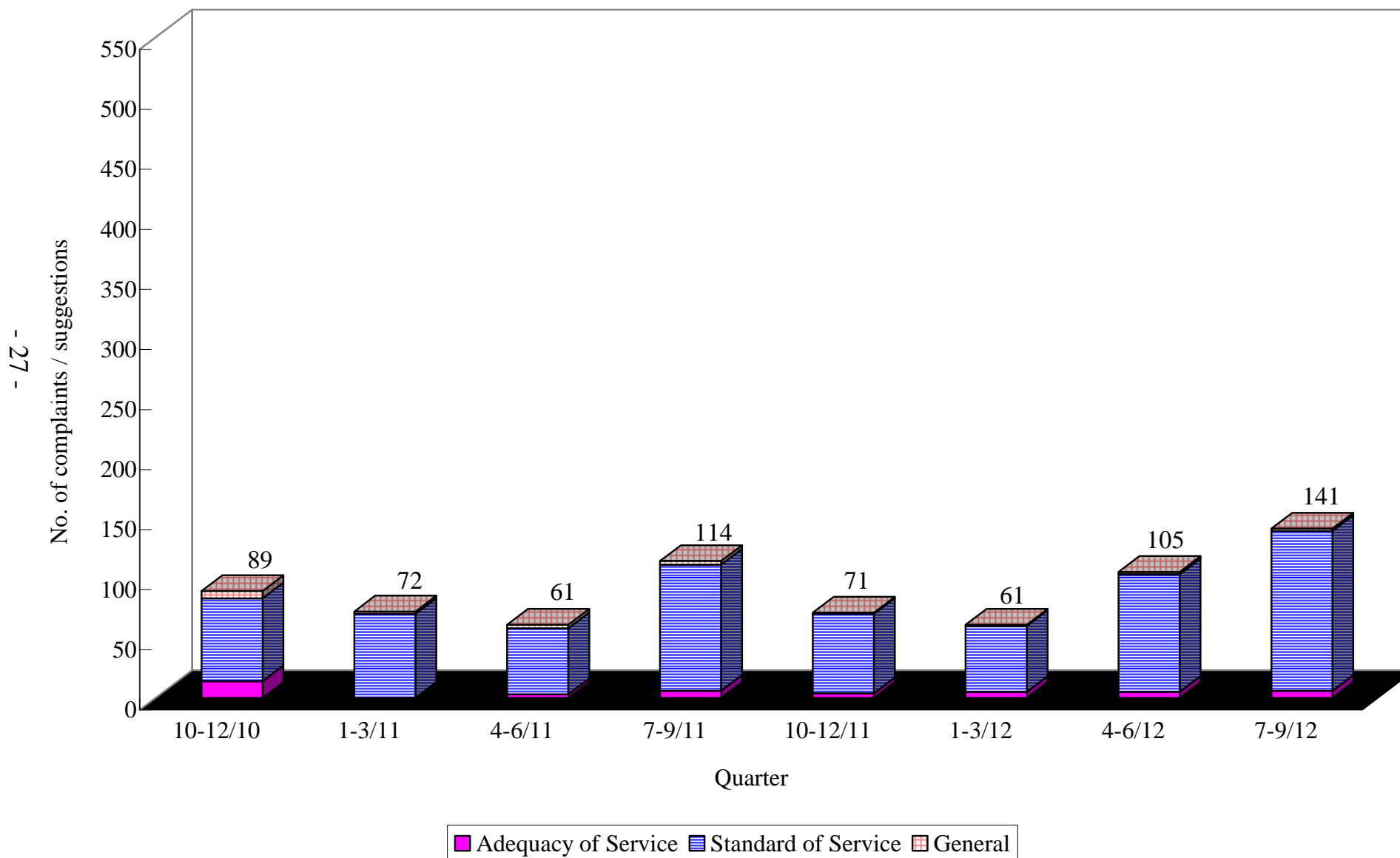
**Complaints and Suggestions on the Services of Kowloon Motor Bus Company (1933) Limited  
in the Past Eight Quarters**



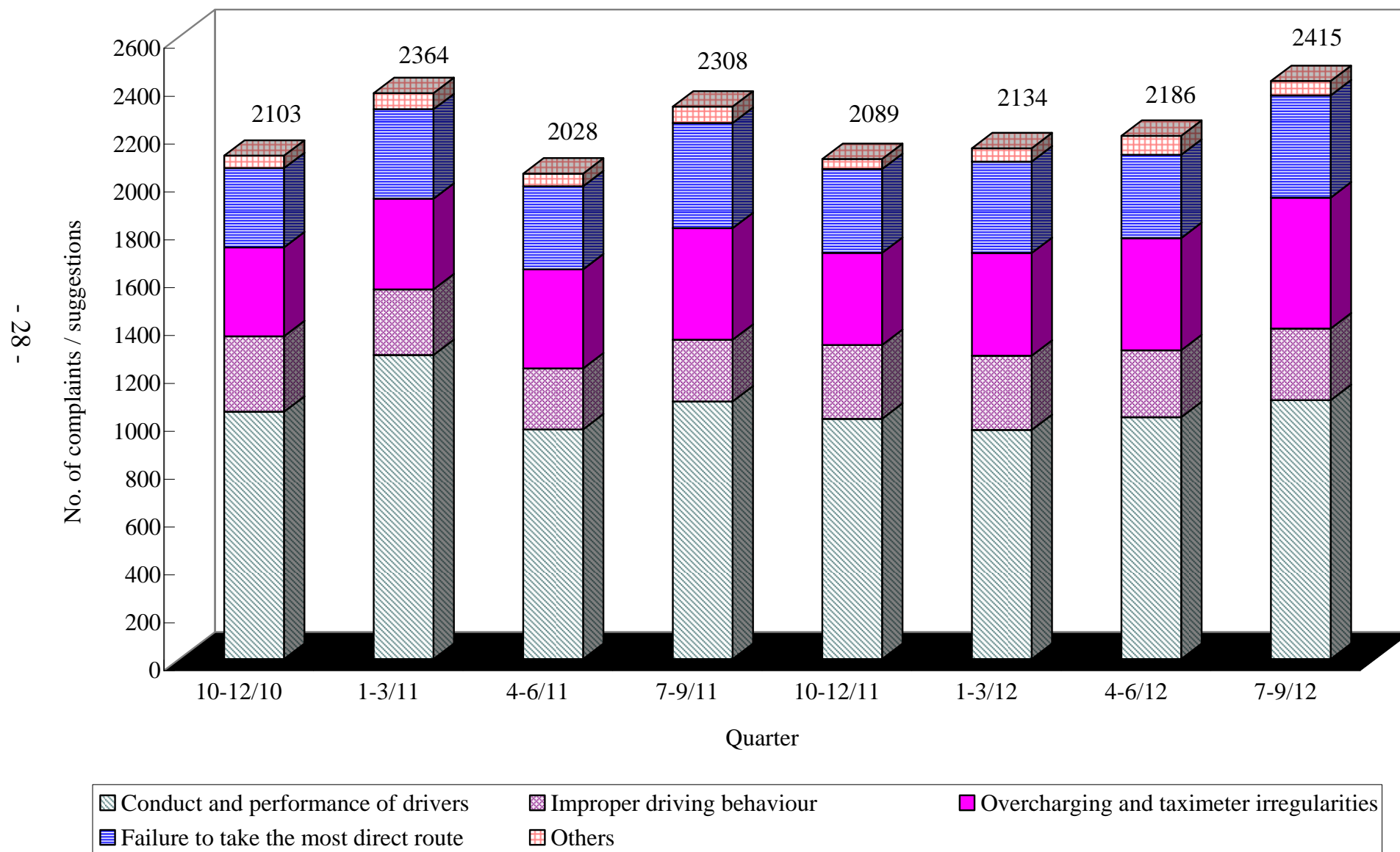
**Complaints and Suggestions on the Services of Citybus Limited (Franchise 1)  
in the Past Eight Quarters**



**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><u>Same quarter last year (1.7.11-30.9.11)</u></b>	<b><u>Previous quarter (1.4.12-30.6.12)</u></b>	<b><u>Current quarter (1.7.12-30.9.12)</u></b>
(a)	Conduct and performance of drivers			
(i)	Behaving other than in a civil & orderly manner	474	383	383
(ii)	Refusing hire	469	487	544
(iii)	Soliciting passengers	14	2	9
(iv)	Refusing to drive to destination	98	115	130
(v)	Failure to display driver identity plate	13	20	15
(vi)	Failure to display driver identity plate properly	8	3	1
	Sub-total	1 076	1 010	1 082
(b)	Improper driving behaviour	258	280	299
(c)	Overcharging	357	364	456
(d)	Taximeter irregularities	109	105	91
(e)	Failure to take the most direct route	440	348	427
(f)	Others*	68	79	60
	<b>Total</b>	<b>2 308</b>	<b>2 186</b>	<b>2 415</b>

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

**Complaints and Suggestions on Traffic and Road Conditions**  
**(July – September 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)	4 (3)	11 (11)	8 (8)	5 (5)	6 (6)	2 (2)	7 (6)	2 (2)	9 (9)	2 (2)	3 (3)	2 (2)	1 (1)	6 (6)	2 (2)	1 (1)	- (-)	- (-)	3 (3)	74 (72)
(b) Traffic management	-	4	2	2	1	1	1	4	3	1	2	5	2	3	2	3	-	2	1	39
(c) Additional traffic signs and aids	1	4	1	1	2	2	2	1	5	1	1	2	3	1	-	1	-	1	-	29
(d) Parking facilities	-	3	1	-	2	1	-	4	7	-	-	4	1	2	-	-	-	1	-	26
Sub-total	5	22	12	8	11	6	10	11	24	4	6	13	7	12	4	5	-	4	4	168
<u>Road Maintenance</u>																				
(a) Road conditions	1	-	1	1	3	1	1	1	1	-	2	-	2	1	1	2	-	-	1	19
(b) Traffic signs & aids	-	1	4	-	1	2	-	1	2	1	-	-	1	3	2	1	2	-	1	22
(c) Carriageway markings	-	-	-	-	-	-	1	1	2	-	-	-	-	1	1	1	-	-	-	7
Sub-total	1	1	5	1	4	3	2	3	5	1	2	-	3	5	4	4	2	-	2	48
<u>Enforcement</u>																				
(a) Illegal parking	13	22	7	5	18	10	22	11	43	9	3	10	9	6	12	14	15	-	-	229
(b) Other enforcement matters	7	13	15	7	13	4	14	6	18	3	3	7	9	7	8	3	4	4	1	146
Sub-total	20	35	22	12	31	14	36	17	61	12	6	17	18	13	20	17	19	4	1	375
Total	26	58	39	21	46	23	48	31	90	17	14	30	28	30	28	26	21	8	7	591

**Complaints and Suggestions on Taxi Services**

<b>Nature of Complaint/Suggestion</b>	<b><u>2011</u> <u>Jan - Sep</u></b>	<b><u>2012</u> <u>Jan - Sep</u></b>	<b><u>Difference</u></b>
<b>Taxi driver malpractice</b>			
(a) Conduct and performance of drivers			
(i) Behaving other than in a civil and orderly manner	1 256	1 133	-9.8%
(ii) Refusing hire	1 616	1 483	-8.2%
(iii) Soliciting passengers	23	18	-21.7%
(iv) Refusing to drive to destination	281	357	+27.0%
(v) Failure to display driver identity plate	74	51	-31.1%
(vi) Failure to display driver identity plate properly	55	7	-87.3%
	3 305	3 049	-7.7%
(b) Improper driving behaviour	787	889	+13.0%
(c) Overcharging	947	1 170	+23.5%
(d) Taximeter irregularities	312	275	-11.9%
(e) Failure to take the most direct route	1 161	1 157	-0.3%
Sub-total	<b>6 512</b>	<b>6 540</b>	<b>+0.4%</b>
<b><u>Others</u></b>			
(a) Taxi obstruction	109	96	-11.9%
(b) Miscellaneous	79	99	+25.3%
Sub-total	<b>188</b>	<b>195</b>	<b>+3.7%</b>
<b>Total</b>	<b>6 700</b>	<b>6 735</b>	<b>+0.5%</b>

**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.