

**QUARTERLY REPORT No. 4 of 2012**

**by the**

**TRANSPORT COMPLAINTS UNIT**

**of the**

**TRANSPORT ADVISORY COMMITTEE**

**for the period**

**1 October 2012 – 31 December 2012**

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## Chapter 1

## Major Areas of Complaints and Suggestions

This is the fourth quarterly report for 2012 covering the period from 1 October to 31 December 2012.

### Yearly and Quarterly Trends

2. During the quarter, the Transport Complaints Unit (TCU) received 6 056 complaints and suggestions, including 118 pure suggestions, from 5 428 persons. About 59% (3 227) of these persons lodged their complaints/suggestions by telephone and the remaining 41% (2 201) by e-mail, fax or mail. The number of cases represents a decrease of 6% as compared with 6 445 cases in the previous quarter but an increase of 29.2% as compared with 4 689 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 (2003-2012) 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 5 698 cases (including some outstanding cases from previous quarters) were completed. Of these, 3 958 cases (69%) were found to be substantiated, 193 cases (4%) unsubstantiated, and the remaining 1 547 cases (27%) 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 24 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 5 437 cases, which represents a decrease of 6.6% as compared with the previous quarter but an increase of 35.8% as compared with the same quarter last year. A breakdown of the complaints and suggestions received during the quarter is at Annex E(i). A graph showing the trends of complaints and suggestions received, by quarters, since 2008 is at Annex E(ii).

## **Franchised Bus Services**

7. A total of 1 943 complaints and suggestions on franchised bus services were received during the quarter, which represents a decrease of 7.6% as compared with the previous quarter but an increase of 111.9% 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 1 127 cases on the services of the KMB, as compared with 1 222 cases in the previous quarter and 493 cases in the same quarter last year. Among the 1 127 cases, 83 (or 7%) were about the adequacy of service and 1 028 (or 91%) were about the standard of service.

9. There were 179 cases on the services of Citybus Limited (Franchise 1) (CTB1), as compared with 160 cases in the previous quarter and 95 cases in the same quarter last year. Among the 179 cases, ten (or 6%) were about the adequacy of service while 167 (or 93%) were about the standard of service.

10. There were 139 cases on the services of the New World First Bus Services Limited (NWFB), as compared with 141 cases in the previous quarter and 71 cases in the same quarter last year. Of the 139 cases, four (or 3%) were about the adequacy of service and 134 (or 96%) 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 45 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 56 and 47 respectively.

### **Public Light Bus Services**

13. A total of 910 complaints and suggestions on public light bus (PLB) services were received in this quarter, which represents a decrease of 15.7% as compared with the previous quarter but an increase of 6.6% 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, 92% or 841 cases were on green minibus (GMB) services. The number of cases received in the previous quarter and the same quarter last year were 1 008 and 773 respectively. Among the 841 cases, 76 (or 9%) were about the adequacy of service and 747 (or 89%) were about the standard of service.

15. The remaining 8% or 69 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 81 respectively. Among the 69 cases, 59 (or 86%) were about the standard of service.

### **Taxi Services**

16. A total of 2 344 cases on taxi services were received in this quarter, which represents a decrease of 2.9% as compared with the previous quarter but an increase of 12.2% as compared with the same quarter last year. A comparison of the complaints and suggestions on taxi services in the past eight quarters is at Annex G.

17. Of the 2 344 cases received, 2 300 (98%) were related to taxi driver malpractice, as compared with 2 355 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 390 such cases (17%) were referred to the Police.

18. During the quarter, the Police reported the latest developments on 413 cases previously referred to them. These cases are categorised as follows -

	<u>No. of Cases</u>	<u>Percentage</u>
(a) Summonsed	33 (23)	8 (8)
(b) Withdrawn by complainants	179 (124)	43 (40)
(c) Evidence considered insufficient by the Police for further processing	201 (162)	49 (52)
	<u>413 (309)</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 179 complaints and suggestions on rail services were received. Corresponding figures for the previous quarter and the same quarter last year were 162 and 81 respectively. Of the 179 cases, 131 were on the services of MTRCL.

## **Ferry Services**

20. There were 16 complaints and suggestions on ferry services in this quarter. Corresponding figures for the previous quarter and the same quarter last year were six and 15 respectively.

## **Traffic Conditions**

21. There were 57 complaints recorded in this quarter about traffic congestion, as compared with 74 cases in the previous quarter and 68 cases in the same quarter last year. Congestion was reported to have occurred at a total of 50 locations throughout the territory, as illustrated below -

	<b><u>Number of Complaints</u></b>		<b><u>Number of Locations</u></b>	
Hong Kong Island	21	(28)	19	(27)
Kowloon	20	(26)	18	(25)
New Territories	16	(17)	13	(17)
Others	-	(3)	-	(3)
<b>Total</b>	<b>57</b>	<b>(74)</b>	<b>50</b>	<b>(72)</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 (eight cases), Kowloon City (eight cases), Central & Western (seven cases) and Yau Tsim Mong (seven 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 27 requests for additional traffic signs and aids in this quarter. As a comparison, there were 39 and 29 such cases in the previous quarter, and 48 and 17 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 52 complaints about road maintenance, as compared with 48 cases in the previous quarter and 58 cases in the same quarter last year. Among the 52 cases, 17 were related to road conditions while 26 were related to malfunctioning of traffic lights and damaged traffic signs.

27. Districts which attracted relatively more complaints about road maintenance were Wan Chai (six cases), Southern (five cases), Yau Tsim Mong (five cases) and Tuen Mun (five cases).

### **Enforcement**

28. There were 393 complaints about traffic regulations enforcement in this quarter, which represents an increase of 4.8% when compared with the previous quarter but a decrease of 13.1% 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 November 2012, Members discussed -

- (a) complaints about regularity of franchised bus services;
  - (b) complaints about enforcement matters;
  - (c) complaints and suggestions on taxi services; and
  - (d) TCU Quarterly Report No. 3 of 2012.
2. Members agreed that -
- (a) complaints and suggestions about regularity of franchised bus services, enforcement matters and taxi services should be closely monitored; and
  - (b) TCU Quarterly Report No. 3 of 2012 should be submitted to the Transport Advisory Committee.

### **Concern about the speeding of large trucks along Victoria Road**

3. In September 2012, a member of the public expressed concern over large trucks frequently speeding along Victoria Road. He suggested installing a traffic light there to slow down the traffic and to enhance the safety of pedestrians crossing the road.

4. The Transport Department (TD) explained that the objective of installing traffic signal was to reduce conflict to a minimum by time sharing of right of way, rather than to slow down the traffic. The installation of traffic light at the said location was considered not advisable in view of the light pedestrian and vehicular traffic volume. It would cause unnecessary delay to vehicles travelling along Victoria Road and pedestrians waiting to cross the road. At present there was a cautionary crossing with safety island at the location to facilitate pedestrians crossing the road. Besides, there were warning signs and

road markings to alert motorists of pedestrians crossing ahead. TD considered that the existing arrangements had catered for the needs of both the pedestrians and motorists.

5. Regarding the speeding problem, TD had requested the Police to take enforcement action as appropriate. TCU conveyed the Department's reply to the complainant, who did not raise further comment.

### **Suggestion to add countdown devices to vehicular traffic lights**

6. TCU received a suggestion in October 2012 from two members of the public to add countdown devices to traffic lights in Hong Kong. They believed that since such devices would give advance warning to motorists and provide information on the remaining time before the signal changed, they would help reduce the incidence of red light running and hence road accidents.

7. TD advised that similar to many other countries and places, the display sequence of vehicular traffic signals in Hong Kong was red, red and amber, green, amber, and then red. The design of our signal system was in line with the international standards and comparable with those adopted in other countries. With reference to overseas researches and local experience, the standard display period of an amber signal, which acted as a buffer signal, was fixed at three seconds. TD considered this sufficient for drivers to stop or respond appropriately.

8. Studies and trials conducted overseas revealed that Advance Warning Device (AWD) including countdown device for vehicular traffic signals may significantly increase the risk of head-rear collision due to motorists' different responses to the information displayed, thus increasing the potential risk of accidents. As the existing traffic signal system had been running satisfactorily and well adapted by motorists due to its simplicity, whereas the information provided by the countdown device was not essential and might not benefit the road users, TD would not consider the installation of AWD for vehicular traffic signals without concrete evidence that the device could enhance road safety. Nevertheless, TD would keep in view relevant researches and technological development worldwide on this subject and review the applicability of AWD if required. TCU conveyed TD's reply to the two members of the public, who made no further comment.

## **Complaint about the lack of traffic signs on speed limit change along Tuen Mun Road**

9. In November 2012, a member of the public complained that after TD reduced the speed limit from 70 kilometres to 50 kilometres per hour for a section of Tuen Mun Road (Kowloon bound) near Ting Kau in April 2012, there was no warning sign to draw motorists' attention to such a change. He proposed that warning signs should be erected to remind motorists of the new speed limit in advance and be suitably arranged such that private car drivers could spot them easily without obstruction by large goods vehicles frequenting Tuen Mun Road. He also requested the department concerned to review the speed limit at the above location.

10. Highways Department (HyD) explained that to facilitate reconstruction and improvement works on Tuen Mun Road, the speed limit of the section of Tuen Mun Road between Tsuen Wan and Ting Kau had been reduced to 50 kilometres per hour since end April 2012. Advance warning signs indicating the corresponding distances from the lower speed zone ahead were erected at the roadside of Tuen Mun Road, starting from about 400 metres before the zone. At the entrance to the zone, large speed limit road markings were painted on each traffic lane and speed limit signs were erected at the roadside to alert motorists of the speed limit of 50 kilometres per hour. In addition, an electronic message sign was also installed there to further enhance the visual impact to catch motorists' attention to the speed limit change.

11. HyD further pointed out that as the contractor had to implement a series of temporary traffic arrangements for the reconstruction of carriageway in stages, and the number of bends along the section of Tuen Mun Road between Tsuen Wan and Ting Kau was more than that along the other sections, it was necessary to reduce the speed limit from 70 kilometres to 50 kilometres per hour at that section to enhance safety of road users and workers. The complainant was informed of HyD's reply and made no further comment.

## Chapter 3

## Feature Article

### Overview of Complaints and Suggestions Received in 2012

#### Overall Trend

TCU received 22 405 complaints and suggestions in 2012. Among these, 445 were pure suggestions. The number of cases recorded an increase of 18.7% when compared with 18 882 cases received in 2011. A breakdown of the complaints and suggestions received by TCU in the past five years is at Annex J. A breakdown of the cases received in 2012 by category is as follows -

<u>Nature of Complaint/Suggestion</u>	<u>2011</u>	<u>2012</u>	<u>Difference</u>
Public Transport Services	16 492	20 061	+21.6%
Traffic Conditions	600	557	-7.2%
Road Maintenance	194	187	-3.6%
Enforcement	1 461	1 475	+1.0%
Miscellaneous	135	125	-7.4%
<b>Total</b>	<b>18 882</b>	<b>22 405</b>	<b>+18.7%</b>

#### Public Transport Services

2. Public transport services remained the major area of concern. In 2012, 20 061 complaints and suggestions were received, accounting for about 90% of the total number of cases. Among these, 241 were pure suggestions. The number of cases in this category recorded an increase of 21.6% as compared with 16 492 cases in 2011. A breakdown of the complaints and suggestions by mode of transport is as follows -

<b><u>Mode of Transport</u></b>	<b><u>2011</u></b>	<b><u>2012</u></b>	<b><u>Difference</u></b>
Franchised Buses	3 836	6 308	+64.4%
Non-franchised Bus Services	127	174	+37.0%
Green Minibuses	3 051	3 555	+16.5%
Red Minibuses	317	299	-5.7%
Taxis	8 789	9 079	+3.3%
Rail Transport	318	599	+88.4%
Ferries	54	47	-13.0%
<b>Total</b>	<b>16 492</b>	<b>20 061</b>	<b>+21.6%</b>

### ***Franchised Bus Services***

3. There were 6 308 cases on franchised bus services in 2012, representing an increase of 64.4 % as compared with 3 836 cases in 2011. The increase was mainly attributable to more complaints about regularity of service, conduct and performance of staff and improper driving behaviour. A breakdown of the 6 308 cases by individual franchised bus companies is at Annex K.

4. Nearly 80% of the total increase came from increased complaints on regularity of service, which was attributable to lost trips due to bus captain shortage and worsened traffic congestion. TD has urged the bus companies to rectify the bus captain shortage problem and measures have been undertaken by bus companies including recruiting more bus drivers through more channels, expanding its bus driver training school capacity, as well as launching retention measures by giving a special bonus to the new bus drivers who successfully pass probation and reviewing existing bus drivers' remuneration and improving their working environment. Regarding service disruption due to traffic congestion, the bus companies have been reviewing the existing operations and implementing rectification measures to improve service regularity. Such measures included: deploying additional vehicles on popular routes and adjusting journey time to reflect actual operation condition.

5. With concerted effort, the overall lost trip rate of franchised bus companies was reduced from 6.3% in 2011 to 4.2% in 2012. TD will continue to closely monitor the effectiveness of the measures taken and performance of individual bus companies through field surveys and inspections, examination of regular reports submitted by bus companies (including the number and turnover rate of serving bus drivers and the average daily number of bus trips made), and regular meetings with the bus companies, with a view to ensuring that all franchised bus companies adhere to the schedules and improve services to meet passenger demand.

6. To address the complaints over improper driving behaviour and conduct and performance of staff, bus companies have strengthened bus captain training. Routine covert ride checks and installation of black boxes have also been arranged for promoting bus operation safety and continued monitoring of drivers' performance.

### ***Non-franchised Bus Services***

7. There were 174 cases on non-franchised bus services in 2012, representing an increase of 37% compared with 127 cases in 2011. A detailed breakdown of the 174 cases received in 2012 is at Annex L.

### ***Public Light Bus Services***

8. A total of 3 854 complaints and suggestions on public light bus (PLB) services were received in 2012, representing an increase of 14.4% as compared with 3 368 cases in 2011.

9. There were 3 555 cases on green minibus (GMB) services, representing an increase of 16.5% when compared with 3 051 cases in 2011. The increase was due to more complaints about regularity of service and adherence of routeing. A detailed breakdown of the 3 555 cases is at Annex M.

10. There were 299 cases on red minibus (RMB) services, representing a decrease of 5.7% when compared with 317 cases in 2011. A detailed breakdown of the 299 cases is at Annex N.

11. All the complaints and suggestions on PLB services were referred to TD or the Police for follow-up actions. According to TD, the increase in the number of complaints about regularity of service against GMBs might be attributable to a reduction in trips operated during peak hours, 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 (e.g. adjustment to frequency, dispatch of short-working trips, re-routeing to avoid congested roads, better vehicle deployment and strengthening staff supervision). As for the increase in the number of complaints against GMBs not adhering to scheduled routing, which was likely caused by drivers' poor driving attitude and traffic congestion, TD has required GMB operators to strengthen staff supervision and consider re-routeing to avoid congested roads.

12. TD continued to implement various measures in 2012 to promote the provision of safe, quality and customer-oriented PLB services. Those measures included: publication of the PLB Newsletter, provision of workshops for PLB drivers to enhance safe driving and customer service, and appeals to the PLB associations and operators to promote safe driving and quality service.

13. To further enhance safety and quality of PLB operations, the Administration introduced the "Road Traffic (Amendment) (No.2) Bill 2011" ("Bill") into the Legislative Council on 13 July 2011. The Bill provided the necessary statutory provisions for introducing a package of measures to control and regulate the travelling speed of PLBs; and to deter inappropriate driving behaviour of PLB drivers. The Bill was passed by the Legislative Council on 29 March 2012 and a package of measures including imposing a maximum speed limit of 80 km/h for PLBs on roads, mandating installation of approved speed limiter on all PLBs and mandating display of driver identity plates by PLB drivers in PLBs were effective on 13 April 2012. TD would continue to monitor the effect of the new measures in place. Two other measures, that is, mandating attendance and completion of a pre-service training course by applicants for a PLB driving licence, and mandating the installation of approved electronic data recording device on newly registered PLBs, are expected to be implemented in 2013.



## *Taxi Services*

14. There were 9 079 cases on taxi services in 2012, representing an increase of 3.3% when compared with 8 789 cases in 2011. The increase was mainly attributable to more complaints about taxi driver malpractice (especially those related to overcharging, refusing to drive to destination and improper driving behaviour). A detailed breakdown of the 9 079 cases received in 2012 is at Annex O.

15. To tackle the malpractices by a small group of unscrupulous taxi drivers, a two-pronged approach is being adopted. The Police has stepped up enforcement actions against the malpractices of overcharging, refusing hire, etc as well as those akin to stealing. TD has strengthened its efforts in providing taxi service information and educating taxi passengers. Taxi information is provided at the airport, major cross-boundary points and major taxi stands by means of information boards and LED displays. Through the Airport Authority and the Hong Kong Tourism Board, information flyers on taxi fares are being distributed at the airport and major tourist spots. In particular, to combat unscrupulous drivers overcharging passengers boarding at the Peak Tram stations at The Peak and Garden Road, TD has put up banners at conspicuous locations near these two stations to alert passengers to pay according to meters and inform them of the rough taxi fares to popular destinations. Riding on the prize presentation ceremony of the Taxi Driver Commendation Scheme (see paragraph 18 below) in January 2013, radio programmes and segments to promote quality taxi services and remind taxi drivers to refrain from malpractices had been extensively broadcast in the Commercial Radio in December 2012 and January 2013. TD, Police and the Hong Kong Tourism Board are considering further joint efforts to educate both taxi passengers and drivers for combating taxi malpractices.

16. Improving the quality of taxi service in Hong Kong is the ultimate goal. 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.

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<sup>1</sup> The Quality Taxi Services Steering Committee (QTSSC) currently chaired by Mr Peter Yan King-shun, a Transport Advisory Committee member, 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.

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

18. On driver morale, QTSSC has started to commend those taxi drivers providing good service through its Taxi Driver Commendation Scheme since 2001. As at the end of 2012, some 6 800 taxi drivers have been commended under the scheme. TD and QTSSC 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 relevant posters at taxi stands, letters to taxi associations to invite the participation of their drivers, and broadcasting of the scheme on radio, etc.

19. 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.

20. 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' aspiration for point to point convenience when using taxi service.

### ***Rail Services***

21. There were 599 cases on rail services in 2012, which represents an increase of 88.4% when compared with 318 cases in 2011. The increase was mainly attributable to more complaints about tram and the Mass Transit Railway (MTR) services (excluding Light Rail). There were 160 complaints about tram services as compared with 19 in 2011. For MTR services (excluding Light Rail), there were 385 complaints in 2012 as compared with 259 in 2011. A breakdown of the 599 cases by individual railway companies is at Annex P.

22. The complaints against the tram services in 2012 were mainly about noise nuisance caused by the tram services, driving behaviour of the motormen and regularity of service. The increase in the number of complaints might be attributable to tram track condition, shortage of motormen and traffic congestion. On the condition of tram track, the Hong Kong Tramways Limited (HKT) has drawn up an on-going tram track repair and renewal programme to ensure safe and smooth operation of the tram services. In order to monitor the driving speed of the motormen, HKT has installed CCTV cameras to monitor the tram speed at critical locations. With the installation of the real-time tram positioning equipment, HKT could better regulate the headways of the tram services. TD will continue to monitor and review the effectiveness of the service improvement measures carried out by HKT.

23. For MTR services, the increase in the number of cases was due to more complaints about the regularity of service, notice and announcement during train service disruptions and staff attitude. To ease crowding and reduce waiting time, the MTR Corporation Limited (MTRCL) has enhanced the train frequency of various railway lines bringing about 1,200 additional train trips per week in 2012. To improve the dissemination of information to passengers, a new smart phone application “Traffic News” has been launched in late September 2012 to provide passengers with timely information on changes in train schedules during Tropical Cyclones, serious service disruptions or special festive periods. As for staff attitude, MTRCL has reminded its staff to receive passengers’ requests and enquiries in a polite and courteous manner.

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

### ***Ferry Services***

25. There were 47 cases on ferry services in 2012, representing a decrease of 13% when compared with 54 cases in 2011. A breakdown of the 47 cases by individual ferry companies is at Annex Q.

## **Traffic Conditions**

26. In 2012, 557 complaints and suggestions about traffic conditions were received, accounting for about 2% of the total number of cases. The number of cases in this category recorded a decrease of 7.2% as compared with 600 cases in 2011.

## ***Traffic Congestion***

27. Of the 557 cases received, 248 (45%) were related to traffic congestion. This represents a decrease of 5.3% as compared with 262 cases in 2011. A breakdown of the complaints about traffic congestion by district is at Annex R. In 2012, districts which attracted relatively more complaints are -

<b><u>District</u></b>	<b><u>No. of complaints</u></b>		<b><u>Difference</u></b>
	<b><u>2011</u></b>	<b><u>2012</u></b>	
Wan Chai	26	51	+96.2%
Kowloon City	23	27	+17.4%
Yau Tsim Mong	25	25	-
Central & Western	31	23	-25.8%
Kwun Tong	17	19	+11.8%

28. Factors contributing to the complaints about traffic congestion in 2012 are broken down as follows -

<b><u>Factor</u></b>	<b><u>No. of complaints</u></b>		<b><u>Difference</u></b>
	<b><u>2011</u></b>	<b><u>2012</u></b>	
Traffic management	117	139	+18.8%
Road works	65	53	-18.5%
Vehicle obstruction	32	26	-18.8%
Others	48	30	-37.5%
<b>Total</b>	<b>262</b>	<b>248</b>	<b>-5.3%</b>

29. All the complaints and suggestions concerning traffic congestion were referred to TD, the Police, the Highways Department and other relevant departments for consideration and follow-up actions. In 2012, TD implemented the following measures to alleviate traffic congestion -

- (a) planning and implementation of temporary traffic arrangements to minimise congestion caused by road works;
- (b) implementation of traffic management schemes at congestion blackspots;
- (c) installation of new traffic lights and adjustment of existing traffic signals;
- (d) re-routeing of traffic to improve circulation;
- (e) introduction of traffic restrictions;
- (f) realignment of carriageways and adjustment of road junction layouts;
- (g) opening of new roads, completion of major road improvement projects and relocation/cancellation of on-street parking spaces, bus stops or taxi stands to increase road capacity;
- (h) provision of lay-bys to facilitate loading/unloading activities; and
- (i) launching of publicity campaigns to promote driver discipline to reduce vehicle obstruction.

### ***Traffic Management***

30. In 2012, there were 141 complaints and suggestions on traffic management matters (excluding those causing congestion). These cases were related to traffic light phasing, traffic lane arrangements and restricted zones. The number of cases represents a decrease of 24.2% as compared with 186 cases in 2011.

### ***Additional Traffic Signs and Aids***

31. TCU received 94 requests for additional traffic signs and aids in 2012, same as in 2011.

### ***Parking Facilities***

32. There were 74 complaints and suggestions on parking facilities in 2012. This represents an increase of 27.6% as compared with 58 cases in 2011.

### **Road Maintenance**

33. In 2012, 187 complaints and suggestions about road maintenance were received, accounting for about 1% of the total number of cases. The number of cases in this category recorded a decrease of 3.6% as compared with 194 cases in 2011.

### **Enforcement**

34. In 2012, 1 475 complaints about enforcement matters were received, accounting for about 7% of the total number of cases. A comparison between the complaints received in 2012 and 2011 is as follows –

<b><u>Category</u></b>	<b><u>2011</u></b>	<b><u>2012</u></b>	<b><u>Difference</u></b>
Illegal parking	828	922	+11.4%
Other enforcement matters	633	553	-12.6%
<b>Total</b>	<b>1 461</b>	<b>1 475</b>	<b>+1.0%</b>

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

### ***Illegal Parking***

35. In 2012, districts which attracted relatively more complaints about illegal parking are -

<u>District</u>	<u>No. of Complaints</u>		<u>Difference</u>
	<u>2011</u>	<u>2012</u>	
Yau Tsim Mong	96	152	+58.3%
Kwun Tong	64	85	+32.8%
Kowloon City	48	80	+66.7%
Wan Chai	66	67	+1.5%

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

37. To tackle the problem of shortage of parking facilities, particularly for goods vehicles and coaches, the Government will request developers to provide parking spaces in accordance with the Hong Kong Planning Standards and Guidelines to meet the long-term demand as far as possible. In addition, the Government will continue to search for suitable sites to provide overnight on-street parking as well as short-term tenancy sites to provide short-term parking.

### ***Other Enforcement Matters***

38. In 2012, districts which attracted relatively more complaints about motorists/pedestrians failing to comply with traffic regulations are -

<u>District</u>	<u>No. of Complaints</u>		<u>Difference</u>
	<u>2011</u>	<u>2012</u>	
Yau Tsim Mong	61	67	+9.8%
Kowloon City	60	63	+5.0%
Wan Chai	69	59	-14.5%
Central & Western	56	54	-3.6%

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

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



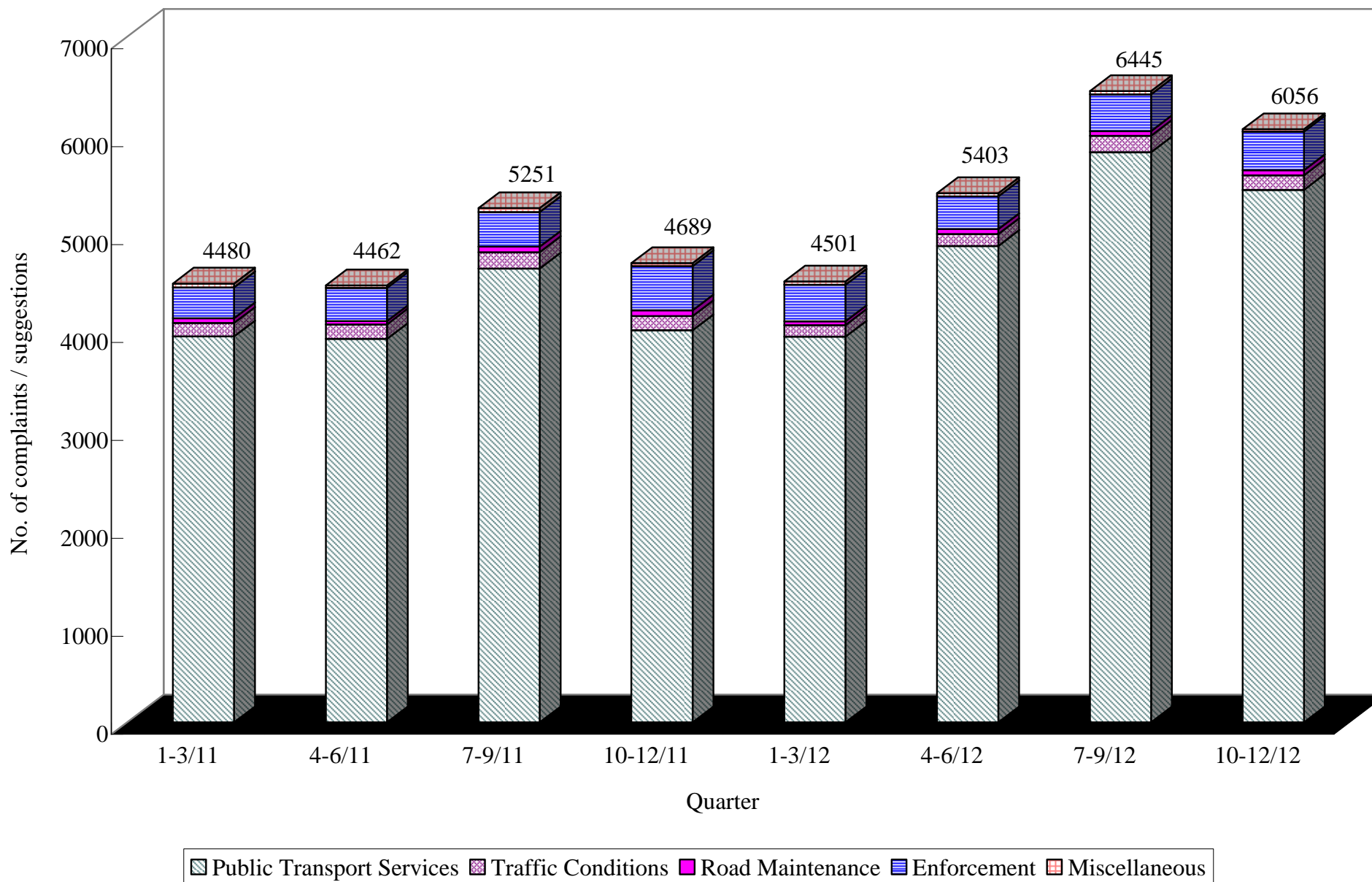
**Complaints and Suggestions Received by TCU**

<b><u>Nature of Complaint/Suggestion</u></b>	<b><u>Same quarter last year (1.10.11-31.12.11)</u></b>			<b><u>Previous quarter (1.7.12-30.9.12)</u></b>			<b><u>Current quarter (1.10.12-31.12.12)</u></b>		
<b>I. Public Transport Services</b>									
(a) Adequacy of service	207	[29]		315	[40]		224	[25]	
(b) Standard of service	3 721	[15]		5 370	[21]		5 094	[15]	
(c) General	75	[4]		136	[8]		119	[6]	
	<b>4 003</b>	<b>[48]</b>	(85%)	<b>5 821</b>	<b>[69]</b>	(90%)	<b>5 437</b>	<b>[46]</b>	(90%)
<b>II. Traffic Conditions</b>									
(a) Traffic congestion	68	[1]		74	[10]		57	[2]	
(b) Traffic management	48	[16]		39	[12]		37	[18]	
(c) Additional traffic signs and aids	17	[6]		29	[14]		27	[17]	
(d) Parking facilities	13	[5]		26	[8]		28	[24]	
	<b>146</b>	<b>[28]</b>	(3%)	<b>168</b>	<b>[44]</b>	(2%)	<b>149</b>	<b>[61]</b>	(2%)
<b>III. Road Maintenance</b>									
(a) Road conditions	26			19			17	[2]	
(b) Traffic signs and aids	28			22			26	[2]	
(c) Carriageway markings	4			7	[1]		9	[2]	
	<b>58</b>		(1%)	<b>48</b>	<b>[1]</b>	(1%)	<b>52</b>	<b>[6]</b>	(1%)
<b>IV. Enforcement</b>									
(a) Illegal parking	270			229			242		
(b) Other enforcement matters	182			146			151	[1]	
	<b>452</b>		(10%)	<b>375</b>		(6%)	<b>393</b>	<b>[1]</b>	(6%)
<b>V. Miscellaneous</b>									
	<b>30</b>		(1%)	<b>33</b>	<b>[5]</b>	(1%)	<b>25</b>	<b>[4]</b>	(1%)
<b>Total</b>	<b>4 689</b>	<b>[76]</b>	(100%)	<b>6 445</b>	<b>[119]</b>	(100%)	<b>6 056</b>	<b>[118]</b>	(100%)

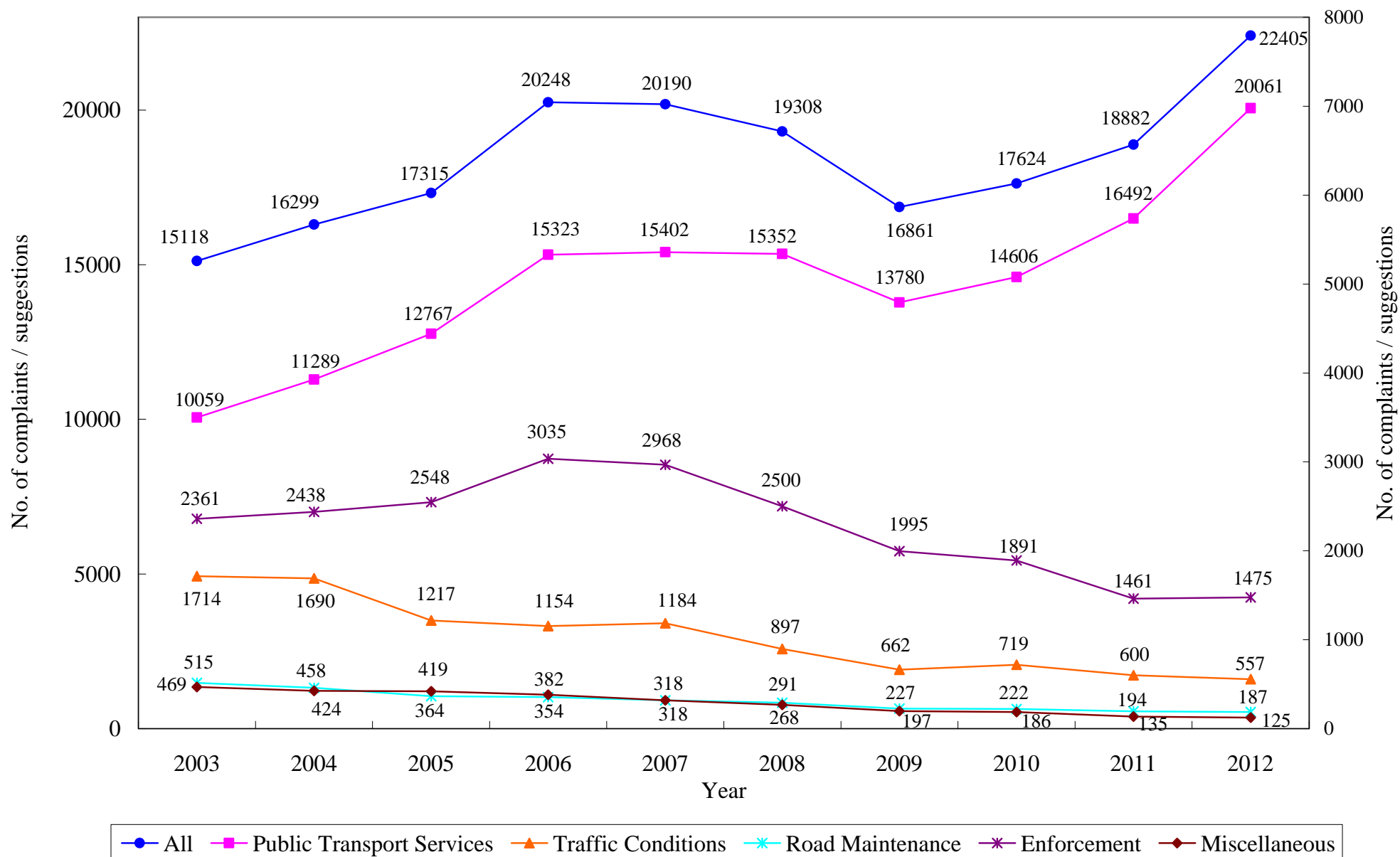
**Notes :** (1) Figures in square brackets are the number of pure suggestions received in the quarter. The figures have been included in the overall number of cases received.

(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**

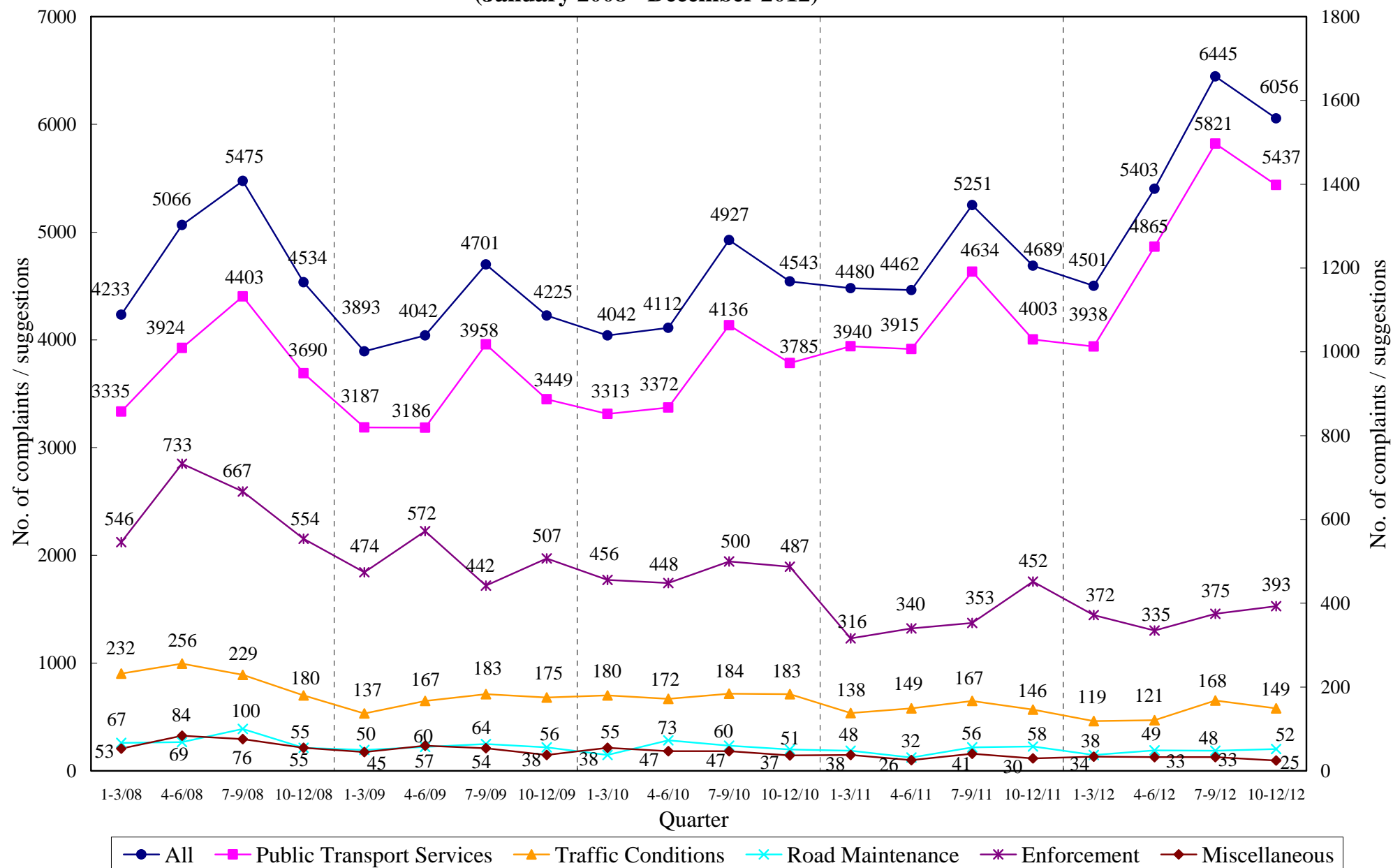


### Trends of Complaints and Suggestions Received by TCU (2003 - 2012)



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

**Annex B(ii)**



**Summary of Results of Investigations into Complaints and Suggestions**  
**(October – December 2012)**

Outcome of Investigation Nature of Complaint/ Suggestion					
	A1	A2	B	C	Total
<b>I. Public Transport Services</b>					
(a) Adequacy of service	31	218	22	-	271
(b) Standard of service	999	2 174	125	1 512	4 810
(c) General	37	42	15	6	100
	<b>1 067</b>	<b>2 434</b>	<b>162</b>	<b>1 518</b>	<b>5 181</b>
<b>II. Traffic Conditions</b>					
(a) Traffic congestion	29	21	6	-	56
(b) Traffic management	14	9	8	-	31
(c) Additional traffic signs/aids	11	7	7	1	26
(d) Parking facilities	11	6	4	-	21
	<b>65</b>	<b>43</b>	<b>25</b>	<b>1</b>	<b>134</b>
<b>III. Road Maintenance</b>					
(a) Road conditions	15	3	-	-	18
(b) Traffic signs and aids	10	1	1	-	12
(c) Carriageway markings	3	-	-	-	3
	<b>28</b>	<b>4</b>	<b>1</b>	<b>-</b>	<b>33</b>
<b>IV. Enforcement</b>					
(a) Illegal parking	144	42	-	-	186
(b) Other enforcement matters	63	47	2	28	140
	<b>207</b>	<b>89</b>	<b>2</b>	<b>28</b>	<b>326</b>
<b>V. Miscellaneous</b>	<b>14</b>	<b>7</b>	<b>3</b>	<b>-</b>	<b>24</b>
<b>Total</b>	<b>1 381</b> <b>(24%)</b>	<b>2 577</b> <b>(45%)</b>	<b>193</b> <b>(4%)</b>	<b>1 547</b> <b>(27%)</b>	<b>5 698</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**  
**(October – December 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	181	546	52	8	787
Citybus Limited (Franchise 1)	42	80	17	1	140
Citybus Limited (Franchise 2)	12	21	4	-	37
The New World First Bus Services Limited	31	72	10	1	114
The New Lantao Bus Company (1973) Limited	1	2	1	-	4
Long Win Bus Company Limited	2	38	6	-	46
Cross-harbour Bus Services	82	313	28	8	431
MTR Feeder Bus	5	6	-	-	11
Residents' Services	14	12	2	1	29
Green Minibus	617	475	27	25	1 144
Red Minibus	33	12	3	8	56
Taxi	22	803	6	1 464	2 295
MTR Corporation Limited (Excluding Light Rail)	9	38	5	-	52
MTR Corporation Limited (Light Rail)	2	2	-	-	4
The Hongkong Tramways Limited	11	5	-	2	18
Peak Tramways Company Limited	-	-	-	-	-
New World First Ferry Services Limited	1	7	1	-	9
The 'Star' Ferry Company Limited	1	-	-	-	1
Minor Ferries	1	2	-	-	3
<b>Total</b>	<b>1 067</b> <b>(21%)</b>	<b>2 434</b> <b>(47%)</b>	<b>162</b> <b>(3%)</b>	<b>1 518</b> <b>(29%)</b>	<b>5 181</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**  
**(October – December 2012)**

**I. Public Transport Services**

- Extend the “No Stopping Restriction” at Argyle Street to a minibus stop to prevent other vehicles causing obstruction to passengers boarding/alighting from minibuses.

**II. Traffic Management**

***Hong Kong Island***

- Increase the vehicular green time of traffic lights at the following locations to alleviate traffic congestion/improve traffic flow: Connaught Road West, Mercury Street, Electric Road and Wong Nai Chung Gap Road.
- Add a traffic light at the junction of Ap Lei Chau Drive and Lei Tung Estate Road to alleviate traffic congestion.
- Impose “No Stopping Restriction” at the following locations to prevent vehicle obstruction: Ice House Street, Kin Wah Street, Fort Street, Cheung Hong Street, North View Street and the junction of Cross Lane and Burrows Street.
- Add a traffic sign and road markings at Conduit Road to remind motorists of pedestrians crossing ahead.
- Add an “Ahead Only” traffic sign at Tung Hei Road to deter U-turning activities.
- Add double white lines at Wong Chuk Hang Road and Shouson Hill Road to deter U-turning activities.
- Widen the pavement and impose “No Stopping Restriction” at the junction of Fung Yip Street and Sheung On Street to improve road safety.

### ***Kowloon***

- Increase the vehicular green time of traffic lights at the junction of Fat Tseung Street and Hang Cheung Street to alleviate traffic congestion.
- Impose “No Stopping Restriction” at Cha Kwo Ling Road and Mody Road to deter illegal parking/prevent vehicle obstruction.
- Add a “No Left Turn” traffic sign at Pok Man Street to remind motorists.
- Add a double white line at Hoi Ting Road to deter U-turning activities.
- Remove the staggered arrangement of a pedestrian crossing at Choi Hung Road to facilitate pedestrians crossing the road.

### ***New Territories***

- Increase the vehicular green time of traffic lights at Castle Peak Road-Tai Lam and the junction of Tuen Mun Road and Pui To Road to improve traffic flow.
- Adjust the vehicular green time of traffic lights at the junction of Tin Shui Road and Wetland Park Road to improve traffic flow.
- Extend “No Stopping Restriction” at Chai Wan Kok Roundabout to improve traffic flow.
- Add a pedestrian crossing at Kwok Shui Road to facilitate pedestrians crossing the road.
- Add parking spaces for motorcycles at Wan Hang Road to facilitate parking of motorcycles.



**Complaints and Suggestions on Public Transport Services**  
**(October – December 2012)**

**Legend**

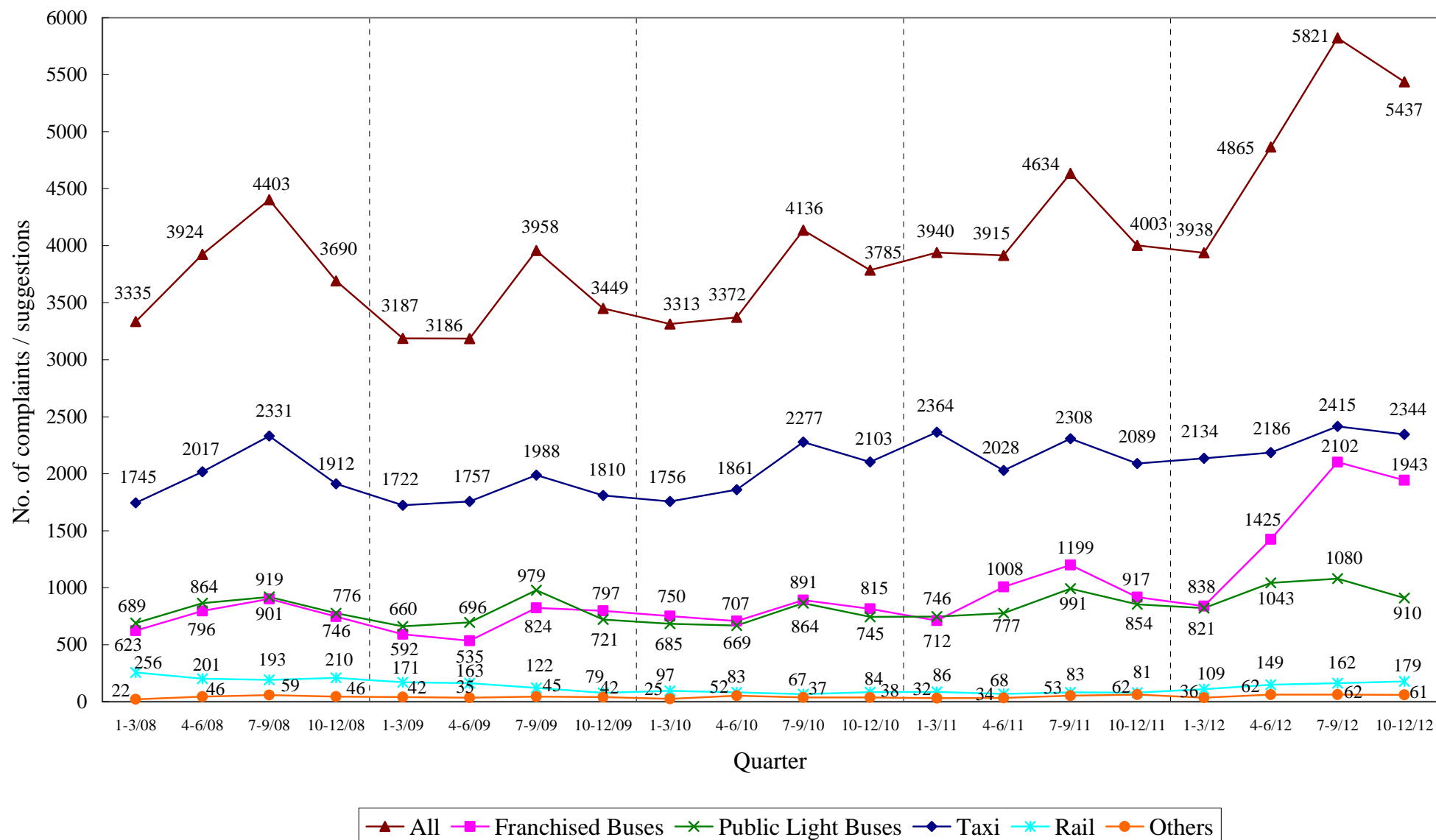
<b>KMB</b>	The Kowloon Motor Bus Company (1933) Limited
<b>CTB1</b>	Citybus Limited (Franchise 1)
<b>CTB2</b>	Citybus Limited (Franchise 2)
<b>FB</b>	The New World First Bus Services Limited
<b>NLB</b>	The New Lantao Bus Company (1973) Limited
<b>LWB</b>	Long Win Bus Company Limited
<b>XHT</b>	Cross-harbour 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) <u>Adequacy of Service</u>																			
(1) Frequency/carrying capacity	60	5	1	3	2	3	13	6	60	-	-	11	1	-	-	2	-	-	167
(2) Routeing	15	1	-	-	-	1	8	-	3	-	-	-	-	-	-	-	-	-	28
(3) Hours of operation	1	-	-	1	-	-	-	1	2	-	-	-	-	-	-	-	-	-	5
(4) Provision of stops	7	4	-	-	-	-	1	1	11	-	-	-	-	-	-	-	-	-	24
Sub-total	83	10	1	4	2	4	22	8	76	-	-	11	1	-	-	2	-	-	224
(B) <u>Standard of Service</u>																			
(1) Regularity of service	711	88	13	76	-	22	235	19	227	-	-	3	4	5	-	2	1	-	1406
(2) Adherence to routeing	5	1	-	-	1	-	4	1	45	-	433	-	-	-	-	-	-	-	490
(3) Improper driving behaviour	82	26	8	24	-	6	52	6	174	43	303	16	2	22	-	-	1	-	765
(4) Conduct & performance of staff (including drivers)	101	18	7	17	2	7	45	5	261	12	1106	15	3	1	-	2	-	-	1602
(5) Overcharging	3	-	-	1	-	-	2	-	13	3	458*	-	-	-	-	-	-	-	480
(6) Cleanliness	4	-	1	-	-	-	-	-	5	-	2	1	-	-	-	-	-	-	13
(7) Conditions of vehicles/vessels	17	2	3	2	-	-	2	3	11	-	11	7	2	2	-	-	-	-	62
(8) Passenger services & facilities	105	32	1	14	-	2	51	1	11	1	5	43	1	2	-	1	-	6	276#
Sub-total	1028	167	33	134	3	37	391	35	747	59	2318	85	12	32	-	5	2	6	5094
(C) <u>General</u>	16	2	-	1	-	-	5	2	18	10	26	20	2	16	-	-	-	1	119
Total this quarter	1127	179	34	139	5	41	418	45	841	69	2344	116	15	48	-	7	2	7	5437
Grand-total	(1943)							(3299)				(179)				(16)			
Total previous quarter	1222	160	38	141	4	36	501	56	1008	72	2415	108	10	44	-	2	2	2	5821
Total same quarter last year	493	95	23	71	3	22	210	47	773	81	2089	69	7	5	-	9	-	6	4003

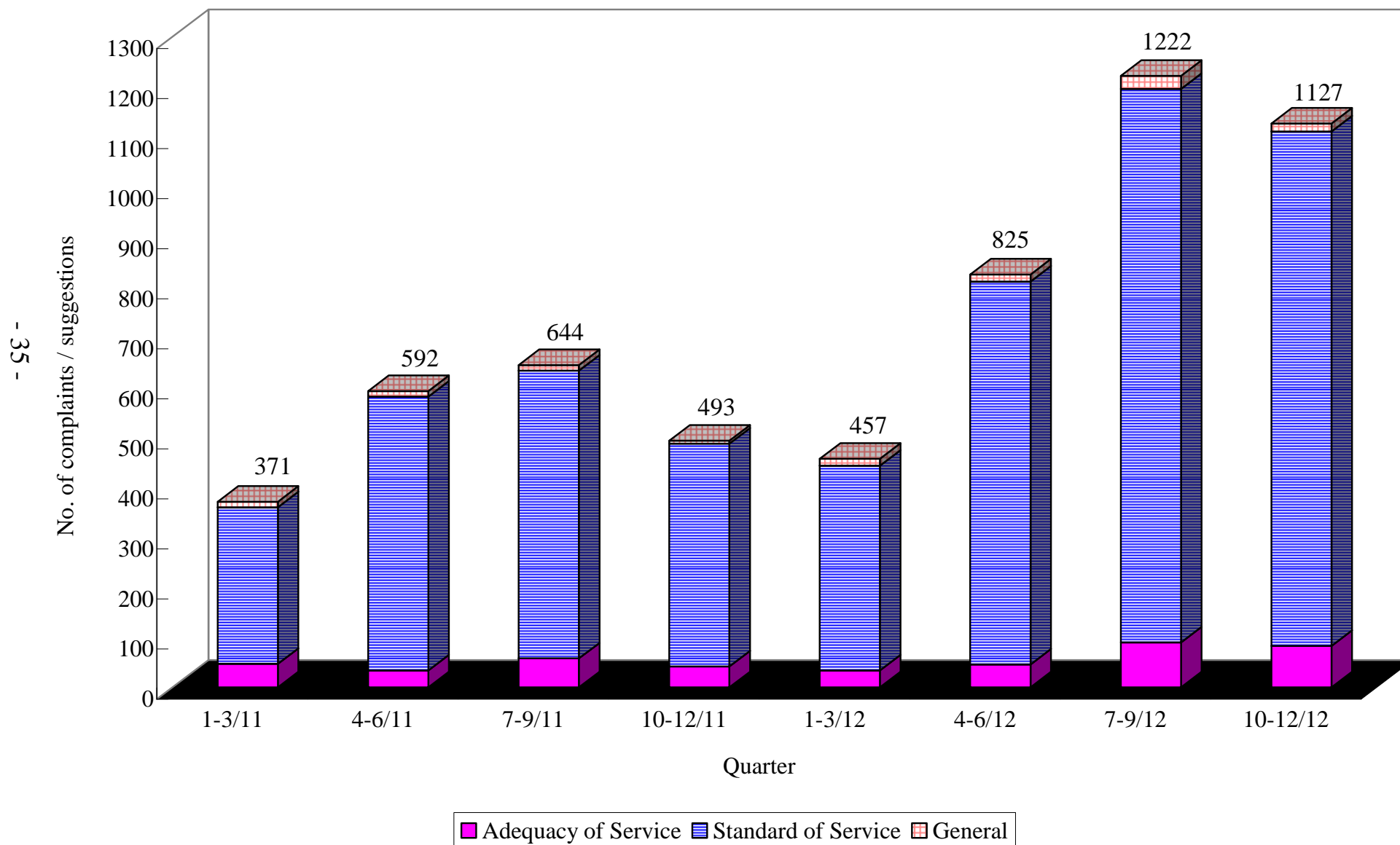
\* Including taximeter irregularities

# Including 132 complaints from 36 complainants about audio-visual broadcasting on public transport vehicles

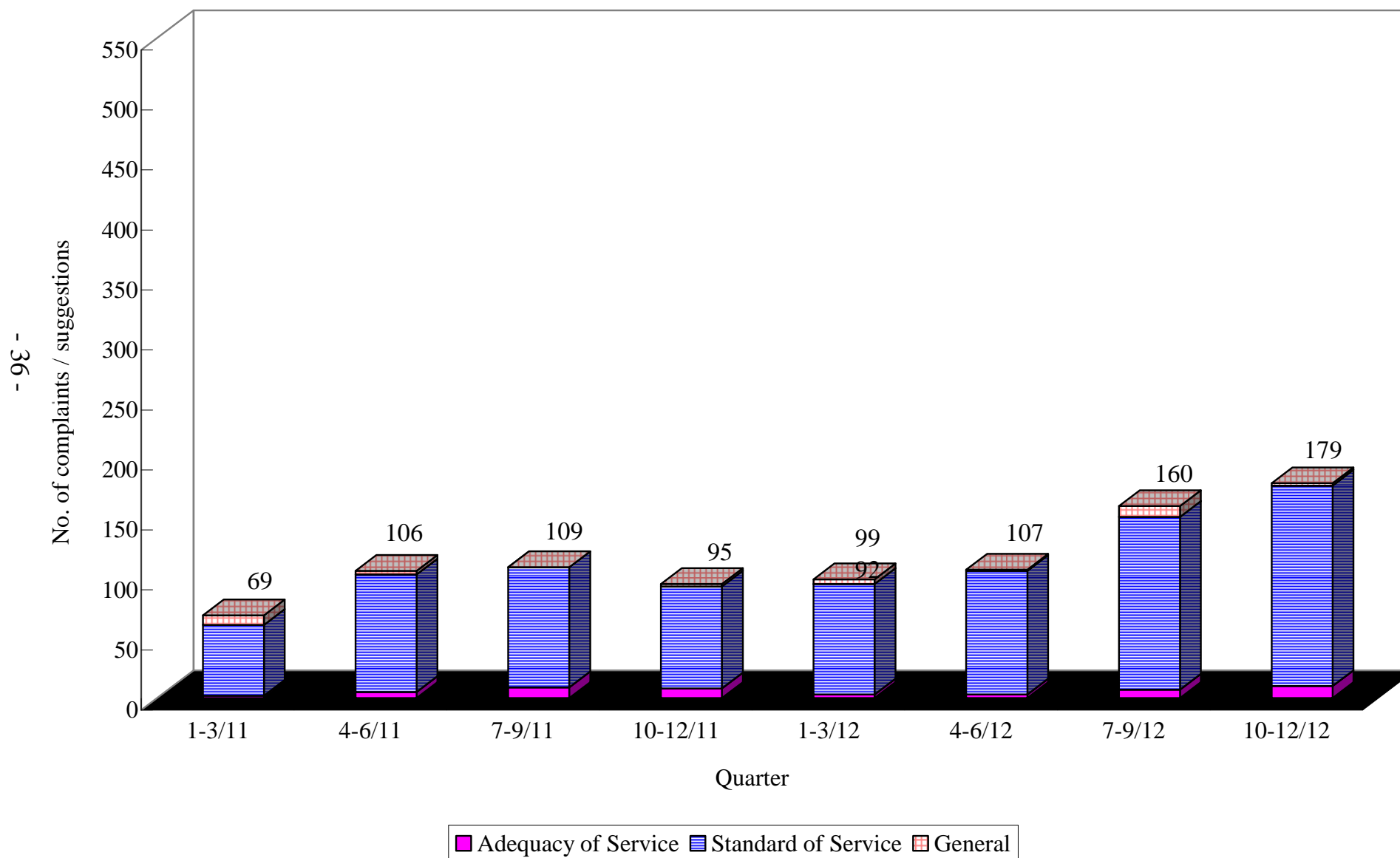
**Trends of Complaints and Suggestions on Public Transport Services  
(January 2008 - December 2012)**



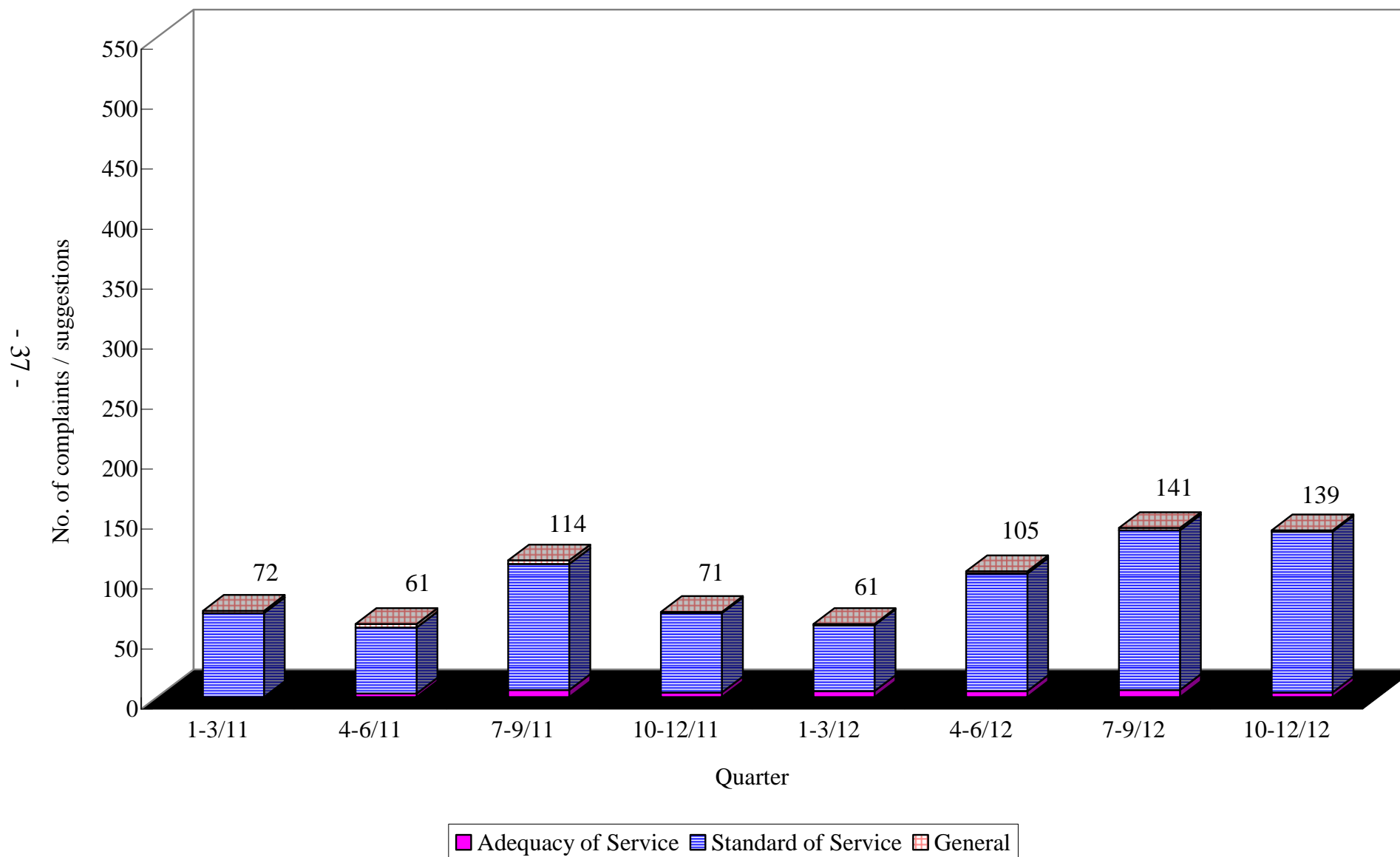
**Complaints and Suggestions on the Services of Kowloon Motor Bus Company (1933) Limited  
in the Past Eight Quarters**



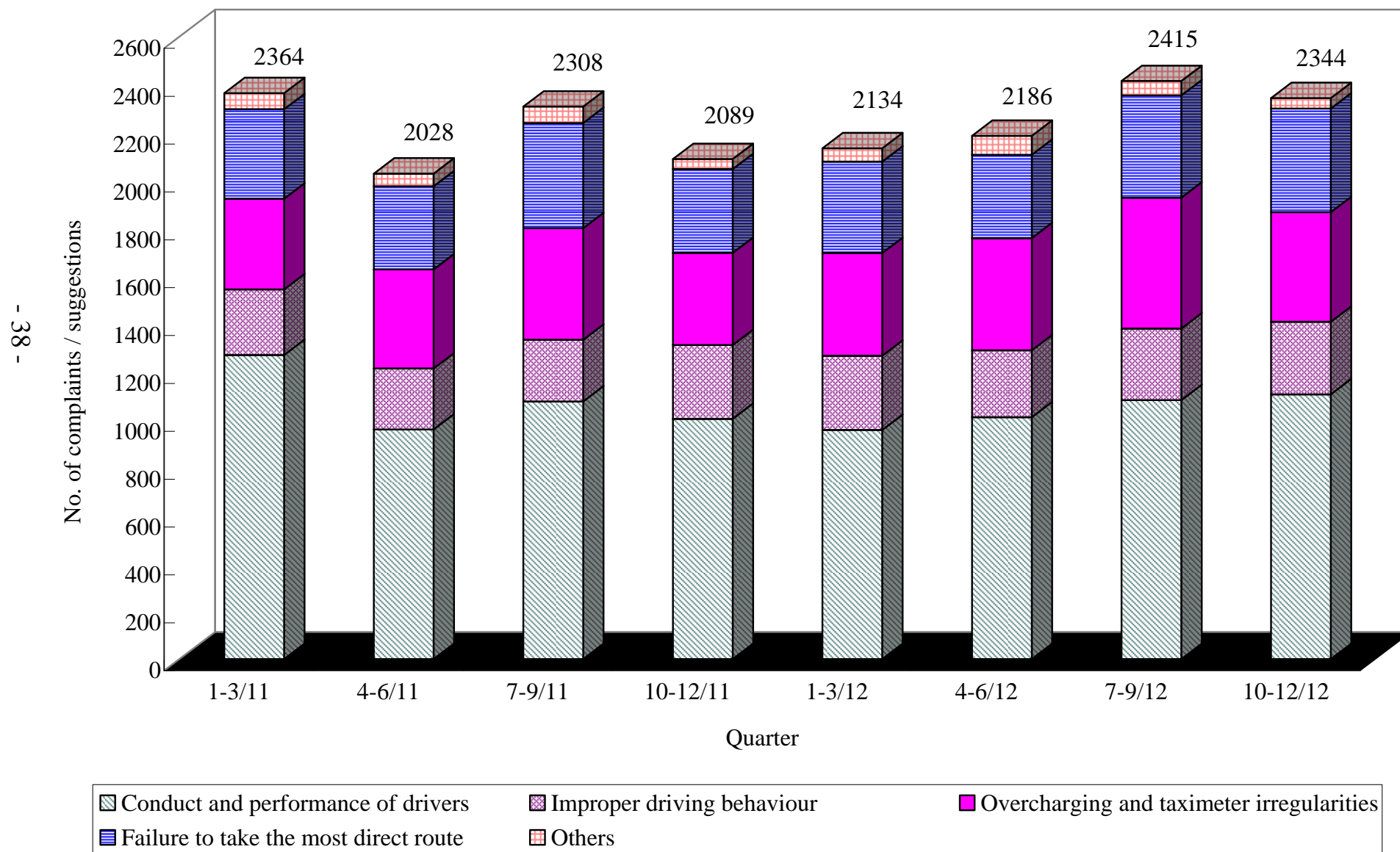
**Complaints and Suggestions on the Services of Citybus Limited (Franchise 1)  
in the Past Eight Quarters**



**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 (1.10.11-31.12.11)</u></b>	<b><u>Previous quarter (1.7.12-30.9.12)</u></b>	<b><u>Current quarter (1.10.12-31.12.12)</u></b>
(a) Conduct and performance of drivers			
(i) Behaving other than in a civil & orderly manner	379	383	377
(ii) Refusing hire	495	544	580
(iii) Soliciting passengers	11	9	6
(iv) Refusing to drive to destination	98	130	129
(v) Failure to display driver identity plate	16	15	13
(vi) Failure to display driver identity plate properly	5	1	1
Sub-total	1 004	1 082	1 106
(b) Improper driving behaviour	308	299	303
(c) Overcharging	308	456	355
(d) Taximeter irregularities	77	91	103
(e) Failure to take the most direct route	350	427	433
(f) Others*	42	60	44
<b>Total</b>	<b>2 089</b>	<b>2 415</b>	<b>2 344</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**  
**(October – December 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																			
<b><u>Traffic Conditions</u></b>																			
(a) Traffic congestion (No. of locations)	1 (1)	8 (6)	7 (7)	5 (5)	4 (4)	- (-)	8 (7)	1 (1)	7 (6)	- (-)	- (-)	4 (4)	3 (3)	6 (3)	- (-)	1 (1)	2 (2)	- (-)	- (-)
(b) Traffic management	5	4	2	1	-	-	3	-	2	-	2	-	4	4	5	1	1	1	2
(c) Additional traffic signs and aids	1	-	5	5	2	1	-	-	3	-	1	-	-	1	3	3	1	-	1
(d) Parking facilities	1	-	-	2	1	-	2	-	1	-	-	-	-	3	-	16	2	-	-
Sub-total	8	12	14	13	7	1	13	1	13	-	3	4	7	14	8	21	6	1	3
<b><u>Road Maintenance</u></b>																			
(a) Road conditions	-	2	1	1	-	-	-	3	1	1	2	-	-	2	2	-	-	-	2
(b) Traffic signs & aids	1	1	2	1	-	-	4	1	3	1	2	1	3	3	-	3	-	-	-
(c) Carriageway markings	-	3	-	3	-	-	-	-	1	-	-	-	-	-	1	-	-	-	1
Sub-total	1	6	3	5	-	-	4	4	5	2	4	1	3	5	3	3	-	-	3
<b><u>Enforcement</u></b>																			
(a) Illegal parking	19	18	11	5	18	12	19	9	20	13	7	34	11	17	10	13	5	1	-
(b) Other enforcement matters	6	17	13	3	7	7	17	9	20	5	4	7	6	10	8	4	3	1	4
Sub-total	25	35	24	8	25	19	36	18	40	18	11	41	17	27	18	17	8	2	4
Total	34	53	41	26	32	20	53	23	58	20	18	46	27	46	29	41	14	3	10



**Complaints and Suggestions Received by TCU during 2008-2012**

<b><u>Nature of Complaint/Suggestion</u></b>	<b><u>2008</u></b>	<b><u>2009</u></b>	<b><u>2010</u></b>	<b><u>2011</u></b>	<b><u>2012</u></b>
<b>I. Public Transport Services</b>					
(a) Adequacy of service	820 [69]	747 [45]	734 [84]	775 [109]	918 [120]
(b) Standard of service	13 932 [26]	12 538 [18]	13 455 [27]	15 355 [52]	18 671 [91]
(c) General	600 [19]	495 [15]	417 [11]	362 [26]	472 [30]
	15 352 [114]	13 780 [78]	14 606 [122]	16 492 [187]	20 061 [241]
<b>II. Traffic Conditions</b>					
(a) Traffic congestion	484	279	321 [1]	262 [13]	248 [19]
(b) Traffic management	232 [26]	226 [35]	239 [34]	186 [65]	141 [55]
(c) Additional traffic signs and aids	99 [19]	83 [8]	92 [20]	94 [55]	94 [53]
(d) Parking facilities	82 [8]	74 [14]	67 [8]	58 [24]	74 [49]
	897 [53]	662 [57]	719 [63]	600 [157]	557 [176]
<b>III. Road maintenance</b>					
(a) Road conditions	129 [2]	131	115	79 [6]	81 [3]
(b) Traffic signs and aids	141 [2]	84	96 [1]	98 [2]	81 [2]
(c) Carriageway markings	21 [1]	12 [1]	11 [1]	17 [2]	25 [4]
	291 [5]	227 [1]	222 [2]	194 [10]	187 [9]
<b>IV. Enforcement</b>					
(a) Illegal parking	1 418	1 000	1 048	828 [2]	922
(b) Other enforcement matters	1 082	995 [1]	843 [1]	633 [6]	553 [2]
	2 500	1 995 [1]	1 891 [1]	1 461 [8]	1 475 [2]
<b>V. Miscellaneous</b>	268 [14]	197 [26]	186 [24]	135 [16]	125 [17]
<b>Total</b>	<b>19 308 [186]</b>	<b>16 861 [163]</b>	<b>17 624 [212]</b>	<b>18 882 [378]</b>	<b>22 405 [445]</b>

Note : Figures in square brackets are the number of pure suggestions received in the year. The figures have been included in the overall number of cases received.

**Complaints and Suggestions on Franchised Bus Services in 2012**

<b><u>Bus Company</u></b>	<b><u>2011</u></b>	<b><u>2012</u></b>	<b><u>Difference</u></b>
The Kowloon Motor Bus Compnay (1933) Limited (KMB)	2 100	3 631	+72.9%
Citybus Limited (Franchise 1) (Citybus)	379	545	+43.8%
Citybus Limited (Franchise 2) (Citybus)	86	126	+46.5%
The New World First Bus Services Limited (NWFB)	318	446	+40.3%
The New Lantao Bus Company (1973) Limited	21	31	+47.6%
Long Win Bus Company Limited	94	139	+47.9%
Cross-harbour Bus Services	838	1 390	+65.9%
<b>Total</b>	<b>3 836</b>	<b>6 308</b>	<b>+64.4%</b>

Note : Complaints and suggestions on cross-harbour bus services cannot be further broken down by bus company as the services are jointly operated by KMB, Citybus and NWFB.

**Complaints and Suggestions on Non-franchised Bus Services in 2012**

<b><u>Nature of Complaint/Suggestion</u></b>	<b><u>2011</u></b>	<b><u>2012</u></b>	<b><u>Difference</u></b>
<b>(A) <u>Adequacy of Service</u></b>			
(1) Frequency	11	20	+81.8%
(2) Routeing	2	8	+300.0%
(3) Hours of operation	1	1	-
(4) Provision of stops	2	5	+150.0%
<b>Sub-total</b>	<b>16</b>	<b>34</b>	<b>+112.5%</b>
<b>(B) <u>Standard of Service</u></b>			
(1) Regularity of service	36	58	+61.1%
(2) Adherence to routeing	5	2	-60.0%
(3) Improper driving behaviour	27	29	+7.4%
(4) Conduct and performance of staff (including drivers)	20	16	-20.0%
(5) Overcharging	-	-	-
(6) Cleanliness	1	-	-
(7) Conditions of vehicles	8	10	+25.0%
(8) Passenger services and facilities	11	15	+36.4%
<b>Sub-total</b>	<b>108</b>	<b>130</b>	<b>+20.4%</b>
<b>(C) <u>General*</u></b>	<b>3</b>	<b>10</b>	<b>+233.3%</b>
<b>Total</b>	<b>127</b>	<b>174</b>	<b>+37.0%</b>

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

**Complaints and Suggestions on Green Minibus Services in 2012**

<b>Nature of Complaint/Suggestion</b>	<b><u>2011</u></b>	<b><u>2012</u></b>	<b><u>Difference</u></b>
<b>(A) Adequacy of Service</b>			
(1) Frequency	310	332	+7.1%
(2) Routeing	30	21	-30.0%
(3) Hours of operation	6	7	+16.7%
(4) Provision of stops	32	29	-9.4%
<b>Sub-total</b>	<b>378</b>	<b>389</b>	<b>+2.9%</b>
<b>(B) Standard of Service</b>			
(1) Regularity of service	639	920	+44.0%
(2) Adherence to routeing	130	209	+60.8%
(3) Improper driving behaviour	672	698	+3.9%
(4) Conduct and performance of staff (including drivers)	1 004	1 061	+5.7%
(5) Overcharging	51	71	+39.2%
(6) Cleanliness	20	25	+25.0%
(7) Conditions of vehicles	34	42	+23.5%
(8) Passenger services and facilities	74	77	+4.1%
<b>Sub-total</b>	<b>2 624</b>	<b>3 103</b>	<b>+18.3%</b>
<b>(C) General*</b>	<b>49</b>	<b>63</b>	<b>+28.6%</b>
<b>Total</b>	<b>3 051</b>	<b>3 555</b>	<b>+16.5%</b>

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

**Complaints and Suggestions on Red Minibus Services in 2012**

<b><u>Nature of Complaint/Suggestion</u></b>	<b><u>2011</u></b>	<b><u>2012</u></b>	<b><u>Difference</u></b>
<b>(A) Adequacy of Service</b>	-	-	-
<b>(B) Standard of Service</b>			
(1) Regularity of service	-	-	-
(2) Adherence to routeing	1	-	-100.0%
(3) Improper driving behaviour	169	159	-5.9%
(4) Conduct and performance of staff (including drivers)	82	73	-11.0%
(5) Overcharging	8	8	-
(6) Cleanliness	-	-	-
(7) Conditions of vehicles	7	6	-14.3%
(8) Passenger services and facilities	4	3	-25.0%
<b>Sub-total</b>	<b>271</b>	<b>249</b>	<b>-8.1%</b>
<b>(C) General*</b>	<b>46</b>	<b>50</b>	<b>+8.7%</b>
<b>Total</b>	<b>317</b>	<b>299</b>	<b>-5.7%</b>

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

Complaints and Suggestions on Taxi Services in 2012Nature of Complaint/Suggestion

<b>Taxi driver malpractice</b>	<b><u>2011</u></b>	<b><u>2012</u></b>	<b><u>Difference</u></b>
(a) Conduct and performance of drivers			
(i) Behaving other than in a civil & orderly manner	1 635	1 510	-7.6%
(ii) Refusing hire	2 111	2 063	-2.3%
(iii) Soliciting passengers	34	24	-29.4%
(iv) Refusing to drive to destination	379	486	+28.2%
(v) Failure to display driver identity plate	90	64	-28.9%
(vi) Failure to display driver identity plate properly	60	8	-86.7%
	4 309	4 155	-3.6%
(b) Improper driving behaviour	1 095	1 192	+8.9%
(c) Overcharging	1 255	1 525	+21.5%
(d) Taximeter irregularities	389	378	-2.8%
(e) Failure to take the most direct route	1 511	1 590	+5.2%
<b>Sub-total</b>	<b>8 559</b>	<b>8 840</b>	<b>+3.3%</b>
Others			
(a) Taxi obstruction	130	119	-8.5%
(b) Miscellaneous	100	120	+20.0%
<b>Sub-total</b>	<b>230</b>	<b>239</b>	<b>+3.9%</b>
<b>Total</b>	<b>8 789</b>	<b>9 079</b>	<b>+3.3%</b>

**Complaints and Suggestions on Rail Services in 2012**

<b><u>Railway Company</u></b>	<b><u>2011</u></b>	<b><u>2012</u></b>	<b>Difference</b>
Mass Transit Railway Corporation Limited (Excluding Light Rail)	259	385	+48.6%
Mass Transit Railway Corporation Limited (Light Rail)	39	54	+38.5%
The Hongkong Tramways Limited	19	160	+742.1%
Peak Tramways Company Limited	1	-	-100.0%
<b>Total</b>	<b>318</b>	<b>599</b>	<b>+88.4%</b>

**Complaints and Suggestions on Ferry Services in 2012**

<b><u>Ferry Company</u></b>	<b><u>2011</u></b>	<b><u>2012</u></b>	<b><u>Difference</u></b>
New World First Ferry Services Limited	20	21	+5.0%
The 'Star' Ferry Company Limited	4	7	+75.0%
Minor Ferries	30	19	-36.7%
<b>Total</b>	<b>54</b>	<b>47</b>	<b>-13.0%</b>



**Complaints about Traffic Congestion during 2008-2012**

<b><u>District</u></b>		<b><u>No. of Complaints</u></b>				
		<b><u>2008</u></b>	<b><u>2009</u></b>	<b><u>2010</u></b>	<b><u>2011</u></b>	<b><u>2012</u></b>
Hong Kong	- Eastern	20	15	15	14	9
	- Wan Chai	55	26	33	26	51
	- Central & Western	65	36	42	31	23
	- Southern	33	23	15	23	16
Kowloon	- Kwun Tong	25	22	29	17	19
	- Wong Tai Sin	10	7	8	6	6
	- Kowloon City	39	34	39	23	27
	- Sham Shui Po	18	12	13	5	6
	- Yau Tsim Mong	75	30	34	25	25
New Territories	- North	4	4	6	10	2
	- Tai Po	11	6	7	5	6
	- Sha Tin	25	9	17	25	16
	- Yuen Long	15	9	8	3	6
	- Tuen Mun	23	11	17	15	13
	- Tsuen Wan	26	13	11	16	8
	- Kwai Tsing	20	2	15	6	5
	- Sai Kung	15	16	6	11	5
	- Islands	2	1	1	1	-
General		3	3	5	-	5
<b>Total</b>		<b>484</b>	<b>279</b>	<b>321</b>	<b>262</b>	<b>248</b>

**Complaints about Illegal Parking during 2008-2012**

<b><u>District</u></b>		<b><u>2008</u></b>	<b><u>2009</u></b>	<b><u>2010</u></b>	<b><u>2011</u></b>	<b><u>2012</u></b>
Hong Kong	- Eastern	118	61	71	65	65
	- Wan Chai	100	62	73	66	67
	- Central & Western	116	81	95	56	40
	- Southern	52	39	27	23	23
Kowloon	- Kwun Tong	86	79	86	64	85
	- Wong Tai Sin	71	52	42	44	34
	- Kowloon City	95	63	76	48	80
	- Sham Shui Po	99	54	50	35	40
	- Yau Tsim Mong	174	122	106	96	152
New Territories	- North	30	45	45	33	48
	- Tai Po	33	24	33	28	23
	- Sha Tin	93	70	73	59	61
	- Yuen Long	67	76	63	48	48
	- Tuen Mun	67	46	48	39	33
	- Tsuen Wan	75	43	49	37	35
	- Kwai Tsing	66	45	47	39	44
	- Sai Kung	63	33	58	46	42
	- Islands	11	5	6	2	2
Others		2	-	-	-	-
<b>Total</b>		<b>1 418</b>	<b>1 000</b>	<b>1 048</b>	<b>828</b>	<b>922</b>

**Complaints about Enforcement Matters (other than Illegal Parking)**  
**during 2008-2012**

<b><u>District</u></b>		<b><u>2008</u></b>	<b><u>2009</u></b>	<b><u>2010</u></b>	<b><u>2011</u></b>	<b><u>2012</u></b>
Hong Kong	- Eastern	68	55	35	37	23
	- Wan Chai	90	113	112	69	59
	- Central & Western	94	101	104	56	54
	- Southern	34	52	37	27	18
Kowloon	- Kwun Tong	69	72	41	41	36
	- Wong Tai Sin	23	25	30	25	23
	- Kowloon City	119	96	82	60	63
	- Sham Shui Po	74	58	41	38	29
	- Yau Tsim Mong	133	108	101	61	67
New Territories	- North	24	25	16	20	10
	- Tai Po	33	17	8	12	14
	- Sha Tin	67	52	38	35	30
	- Yuen Long	46	49	41	42	28
	- Tuen Mun	36	33	40	24	27
	- Tsuen Wan	63	43	38	33	25
	- Kwai Tsing	53	41	37	24	16
	- Sai Kung	32	28	26	15	13
	- Islands	10	10	8	6	8
Others		14	17	8	8	10
<b>Total</b>		<b>1 082</b>	<b>995</b>	<b>843</b>	<b>633</b>	<b>553</b>

**Complaints about Enforcement Matters (other than Illegal Parking)**  
**Districts which Attracted Relatively More Complaints**  
**(January – December 2012)**

<b>District</b> <b>Nature</b>	<b>Yau Tsim Mong</b>	<b>Kowloon City</b>	<b>Wan Chai</b>	<b>Central &amp; Western</b>	<b>Total</b>
1. Prolonged waiting causing obstruction	25 [Salisbury Road – 5] [Jordan Road – 4] [Canton Road – 3]	40 [Sung On Street – 6] [San Ma Tau Street – 5] [To Kwa Wan Road – 4] [Man Lok Street – 4]	27 [Tonnochy Road – 6] [Lockhart Road – 3] [Paterson Street – 3]	23 [Man Kwong Street – 3] [Queen's Road West – 3]	<b>115</b>
2. Disobeying traffic signs/schemes	16	8	9	9	<b>42</b>
3. Jumping red light / Failing to give way to pedestrians /traffic	9	9	9	11 [Bonham Road – 5]	<b>38</b>
4. Cutting lane abruptly / Overtaking on solid line	8	5	10	6 [Connaught Road Central – 3]	<b>29</b>
5. Speedy driving	2	-	-	2	<b>4</b>
6. Using mobile phone while driving	-	-	1	-	<b>1</b>
7. Others	7	1	3	3	<b>14</b>
<b>Total</b>	<b>67</b>	<b>63</b>	<b>59</b>	<b>54</b>	<b>243</b>

Note: [ ] indicates location which had attracted three or more complaints during the period January to December 2012.

**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.