

QUARTERLY REPORT No. 1 of 2013

by the

TRANSPORT COMPLAINTS UNIT

of the

TRANSPORT ADVISORY COMMITTEE

for the period

1 January 2013 – 31 March 2013

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CONTENTS

<u>Chapter</u>		<u>Page</u>
1	Major Areas of Complaints and Suggestions	3-8
2	Major Events and Noteworthy Cases	9-11
3	Feature Article	12-14

LIST OF ANNEXES

<u>Annex</u>		
A	Complaints and Suggestions Received by TCU	15-16
B	Trends of Complaints and Suggestions Received by TCU	17-18
C	Summary of Results of Investigations into Complaints and Suggestions	19-20
D	Public Suggestions Taken on Board by Relevant Government Departments/Public Transport Operators	21-23
E	Complaints and Suggestions on Public Transport Services	24-25
F	Complaints and Suggestions on the Services of Kowloon Motor Bus, Citybus (Franchise 1) and New World First Bus in the Past Eight Quarters	26-28
G	Complaints and Suggestions on Taxi Services in the Past Eight Quarters	29
H	Breakdown of Complaints and Suggestions on Taxi Services	30
I	Complaints and Suggestions on Traffic and Road Conditions	31
J	Complaints and Suggestions on Road Safety Matters	32
K	How to Make Suggestions and Complaints to the Transport Complaints Unit	33

Chapter 1

Major Areas of Complaints and Suggestions

This is the first quarterly report for 2013 covering the period from 1 January to 31 March 2013.

Yearly and Quarterly Trends

2. During the quarter, the Transport Complaints Unit (TCU) received 4 834 complaints and suggestions, including 96 pure suggestions, from 4 345 persons. About 61% (2 629) of these persons lodged their complaints/suggestions by telephone and the remaining 39% (1 716) by e-mail, fax or mail. The number of cases represents a decrease of 20.2% as compared with 6 056 cases in the previous quarter but an increase of 7.4% as compared with 4 501 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 2009 is at Annex B(ii).

4. During the current quarter, investigations into 5 594 cases (including some outstanding cases from previous quarters) were completed. Of these, 3 829 cases (68%) were found to be substantiated, 271 cases (5%) unsubstantiated, and the remaining 1 494 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 26 suggestions made by members of the public who gave proposals to enhance public transport services and improve traffic conditions. A summary of the cases is at Annex D. The Chairman of the TCU Sub-Committee has issued appreciation letters to the proponents of these suggestions who provided their contact details.

Public Transport Services

6. Complaints and suggestions on public transport services accounted for 4 349 cases, which represents a decrease of 20% as compared with the previous quarter but an increase of 10.4% 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 2009 is at Annex E(ii).

Franchised Bus Services

7. A total of 1 454 complaints and suggestions on franchised bus services were received during the quarter, which represents a decrease of 25.2% as compared with the previous quarter but an increase of 73.5% 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 835 cases on the services of the KMB, as compared with 1 127 cases in the previous quarter and 457 cases in the same quarter last year. Among the 835 cases, 58 (or 7%) were about the adequacy of service and 755 (or 90%) were about the standard of service.

9. There were 140 cases on the services of Citybus Limited (Franchise 1) (CTB1), as compared with 179 cases in the previous quarter and 99 cases in the same quarter last year. Among the 140 cases, nine (or 6%) were about the adequacy of service while 123 (or 88%) were about the standard of service.

10. There were 90 cases on the services of the New World First Bus Services Limited (NWFB), as compared with 139 cases in the previous quarter and 61 cases in the same quarter last year. Of the 90 cases, four (or 4%) were about the adequacy of service and 84 (or 93%) were about the standard of service.

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

Non-Franchised Bus Services

12. There were 37 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 45 and 23 respectively.

Public Light Bus Services

13. A total of 799 complaints and suggestions on public light bus (PLB) services were received in this quarter, which represents a decrease of 12.2% as compared with the previous quarter and a decrease of 2.7% as compared with the same quarter last year. All these cases were referred to the Transport Department (TD) or the Police for action.

14. Of the PLB cases received, 90% or 717 cases were on green minibus (GMB) services. The number of cases received in the previous quarter and the same quarter last year were 841 and 735 respectively. Among the 717 cases, 50 (or 7%) were about the adequacy of service and 651 (or 91%) were about the standard of service.

15. The remaining 10% or 82 cases were on the services provided by red minibuses. The number of cases received in the previous quarter and the same quarter last year were 69 and 86 respectively. Among the 82 cases, 77 (or 94 %) were about the standard of service.

Taxi Services

16. A total of 1 954 cases on taxi services were received in this quarter, which represents a decrease of 16.6% as compared with the previous quarter and a decrease of 8.4% 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 1 954 cases received, 1 906 (98%) were related to taxi driver malpractice, as compared with 2 300 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 343 such cases (18%) were referred to the Police.

18. During the quarter, the Police reported the latest developments on 397 cases previously referred to them. These cases are categorised as follows -

	<u>No. of Cases</u>	<u>Percentage</u>
(a) Summonsed	28 (33)	7 (8)
(b) Withdrawn by complainants	168 (179)	42 (43)
(c) Evidence considered insufficient by the Police for further processing	201 (201)	51 (49)
	<u>397 (413)</u>	<u>100 (100)</u>

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

It is noted that 93% of these cases could not be further pursued because of withdrawal by complainants or insufficient evidence.

Rail Services

19. A total of 89 complaints and suggestions on rail services were received. Corresponding figures for the previous quarter and the same quarter last year were 179 and 109 respectively. Of the 89 cases, 78 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 16 and 13 respectively.

Traffic Conditions

21. There were 51 complaints recorded in this quarter about traffic congestion, as compared with 57 cases in the previous quarter and 67 cases in the same quarter last year. Congestion was reported to have occurred at a total of 46 locations throughout the territory, as illustrated below -

	<u>Number of Complaints</u>		<u>Number of Locations</u>	
Hong Kong Island	17	(21)	15	(19)
Kowloon	15	(20)	14	(18)
New Territories	15	(16)	14	(13)
Others	4	(-)	3	(-)
Total	51	(57)	46	(50)

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

22. Based on the number of complaints received, districts most affected by traffic congestion were Central & Western (six cases), Eastern (five cases), Wan Chai (five cases) and Kowloon City (five cases). The number of complaints and suggestions on traffic and road conditions broken down by district is at Annex I.

23. Complaints about traffic congestion were mainly attributable to vehicle obstruction, traffic engineering matters (e.g. traffic light phasing, traffic lane arrangements and restricted zones) and road works.

24. There were 45 complaints and suggestions on traffic management and 19 requests for additional traffic signs and aids in this quarter. As a comparison, there were 37 and 27 such cases in the previous quarter, and 28 and 16 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 29 complaints about road maintenance, as compared with 52 cases in the previous quarter and 38 cases in the same quarter last year. Among the 29 cases, 11 were related to road conditions while 15 were related to malfunctioning of traffic lights and damaged traffic signs.

27. Districts which attracted relatively more complaints about road maintenance were Yau Tsim Mong (five cases), Tuen Mun (four cases), Kwun Tong (three cases) and Sham Shui Po (three cases).

Enforcement

28. There were 306 complaints about traffic regulations enforcement in this quarter, which represents a decrease of 22.1% when compared with the previous quarter and a decrease of 17.7% when compared with the same quarter last year. They were mainly requests for action against illegal parking and prolonged waiting causing obstruction. All these cases were referred to the Police for action.

Chapter 2

Major Events and Noteworthy Cases

Transport Complaints Unit Sub-Committee Meeting

At the quarterly meeting of the Transport Complaints Unit (TCU) Sub-Committee on 6 February 2013, Members discussed -

- (a) complaints about traffic congestion;
 - (b) complaints about improper driving behaviour of public transport drivers;
 - (c) overview of complaints and suggestions received in 2012; and
 - (d) TCU Quarterly Report No. 4 of 2012.
2. Members agreed that -
- (a) complaints and suggestions about traffic congestion, and improper driving behaviour of public transport drivers should be closely monitored; and
 - (b) TCU Quarterly Report No. 4 of 2012 should be submitted to the Transport Advisory Committee.

Complaint about the staggered arrangement of pedestrian crossings

3. TCU received a complaint in January 2013 about the staggered pedestrian crossing arrangement at the junction of Canton Road and Kowloon Park Drive. The complainant pointed out that the pedestrian green signals of the three pedestrian crossings at the junction were not synchronized in a way that enabled pedestrians to pass through the junction in one go. Moreover, the traffic lights of the three crossings were positioned in a way that some pedestrians might not notice the different signal of the middle crossing. This might give rise to safety issues.

4. The Transport Department (TD) explained that the pedestrian crossings at the location concerned were intended to be a staggered arrangement. The total length of the junction crossings was 31.5 meters and three carriageways were involved. If the green signals of the three pedestrian

crossings were to be synchronized to facilitate pedestrians crossing the whole junction, it would require holding up the traffic on all three carriageways for a considerable period of time. Given the heavy traffic there, the proposed arrangement would lead to traffic congestion. Moreover, synchronisation would likely encourage pedestrians to rush through all three crossings in one go near the end of the green phase of pedestrian traffic signal. From the pedestrian safety perspective, TD did not consider it an appropriate arrangement.

5. Nevertheless, to address the concern of the complainant and to enhance road safety at the crossings, TD had slightly adjusted the orientation of the signal aspects of the middle crossing to facilitate pedestrian viewing of the different signals of that crossing.

6. The complainant noted TD's reply and action taken and made no further comment.

Concern about staff's handling of a passenger entering an MTR station with a guide dog

7. In January 2013, a member of the public expressed concern over the handling of a staff member of MTR Tsim Sha Tsui Station regarding a passenger accompanied by a guide dog. It was suggested that the MTR Corporation Limited (MTRCL) should provide better staff training regarding guide dogs so as to facilitate visually impaired passengers taking guide dogs to use the MTR service.

8. MTRCL looked into the matter and expressed its sincere apologies for the inconvenience caused. The Corporation explained that the staff member did not immediately recognise the dog as a guide dog and therefore approached the passenger to understand the situation as the staff had concerns about a dog being brought into the system, acknowledging that under normal circumstances, animals are not allowed on the MTR premises. As soon as the situation was clarified, the passenger continued his journey on the MTR with the guide dog.

9. According to the Mass Transit Railway By-laws (Cap. 556B), no person shall, unless the Corporation in its sole discretion allows or permits, bring any animal or other livestock into or upon any part of the railway premises, provided that this restriction shall not apply to a guide dog accompanying a blind person. MTRCL reassured that it welcomes any visually impaired

passenger travelling with the assistance of a guide dog wearing a guide harness. The Corporation had also reminded all its frontline staff to provide assistance to passengers in need.

Suggestion about replacing a “Stop” sign by a “Give Way” sign

10. In February 2013, a motorist called TCU and suggested replacing a “Stop” sign by a “Give Way” sign at Ching Cheung Road right before it merged into Butterfly Valley Road. He said that motorists would give way to traffic on the major road regardless of whether there was a “Stop” or “Give Way” sign. However, the “Stop” sign had unnecessarily slowed down traffic, sometimes causing tailback on Ching Cheung Road. On the other hand, a “Give Way” sign would be more appropriate as traffic on Butterfly Valley Road was generally light most of the time.

11. TD pointed out that the said location involved the merging of Castle Peak Road on the right and Ching Cheung Road on the left into Butterfly Valley Road. As there was a bus stop at Butterfly Valley Road within a short distance of 30 metres away from the merge point, buses needed to change from Castle Peak Road on the right to the left lane of Butterfly Valley Road near the merge point to approach the bus stop. For road safety reason, it would be more prudent for vehicles coming from Ching Cheung Road to stop in front of the merge point and make sure there was a safe gap in the traffic before moving ahead onto the left lane of Butterfly Valley Road.

12. As the complainant mentioned that many motorists did not observe the “Stop” sign, TCU had referred the case to the Police for enforcement action. TD’s reply was conveyed to the complainant, who raised no further question.

Complaints and Suggestions on Road Safety Matters**Complaint Statistics**

From January to March 2013, TCU received 694 complaints and suggestions on road safety matters, representing a decrease of 2.3% as compared with 710 cases in the same period last year. A breakdown of these cases is at Annex J. These complaints and suggestions on road safety matters accounted for about 14% of the total number of cases (4 834) received by TCU during the same period.

Public Transport Services

2. There were 553 cases in which the complainants expressed concern about the following matters in respect of public transport services which might pose danger to passengers and other road users -

- (a) driver malpractice (e.g. driving speedily, starting before passengers safely alighted/boarded, changing lanes abruptly, dashing through traffic lights);
- (b) obstruction by public transport vehicles (such that other motorists had to change lanes or load/unload passengers in the middle of the carriageway, etc); and
- (c) others (e.g. condition of vehicles, boarding arrangement).

Traffic Management

3. There were 16 cases in which concern was raised about traffic management matters that might lead to accidents. Among these cases, inadequate traffic signs/aids/road markings attracted most complaints, followed by sight-line obstruction and inadequate traffic lights.

Road Maintenance

4. There were five cases in which members of the public registered concern about road maintenance matters that might lead to traffic accidents. Among these cases, inadequate traffic signs/aids for road works attracted most complaints.

Enforcement

5. There were 41 complaints about illegal parking which caused obstruction and posed danger to motorists as well as pedestrians. There were also 79 cases about motorists/pedestrians failing to observe traffic regulations and posing danger to other road users. Among these cases, dashing through traffic lights attracted most complaints, followed by changing lanes abruptly.

Measures to Improve the Situation

6. All the complaints and suggestions on road safety matters were referred to the Transport Department, the Police, other relevant departments and the public transport operators concerned for investigation and follow-up action. So far, a total of 199 cases have been completed. The response of the authorities concerned was generally positive. Improvement measures were/would be implemented to address public concerns as far as possible.

7. Among the 199 completed cases, 165 were about public transport services. A total of 146 drivers/operators were placed under observation or warned/reminded by the relevant authorities to ensure the safety of passengers and other road users. Fifteen complaints about driver malpractice, including ten cases on taxi services, four cases on public light bus and one case on franchised bus, were withdrawn by the complainants. Four other cases about driver malpractice, including three cases on taxi services and one case on public light bus, could not be pursued further due to insufficient information.

8. There were three completed cases on traffic management and road maintenance matters. No further actions were taken on these cases as the departments concerned did not consider the proposed measures put forward by the complainants were feasible or appropriate.

9. A total of 31 complaints on enforcement matters have been completed. The Police took enforcement action in 25 cases and would continue to monitor the situation. The remaining six cases were withdrawn by the complainants.

10. TCU should continue to closely monitor and follow up with the departments and transport operators concerned regarding complaints and suggestions on road safety matters.

Complaints and Suggestions Received by TCU

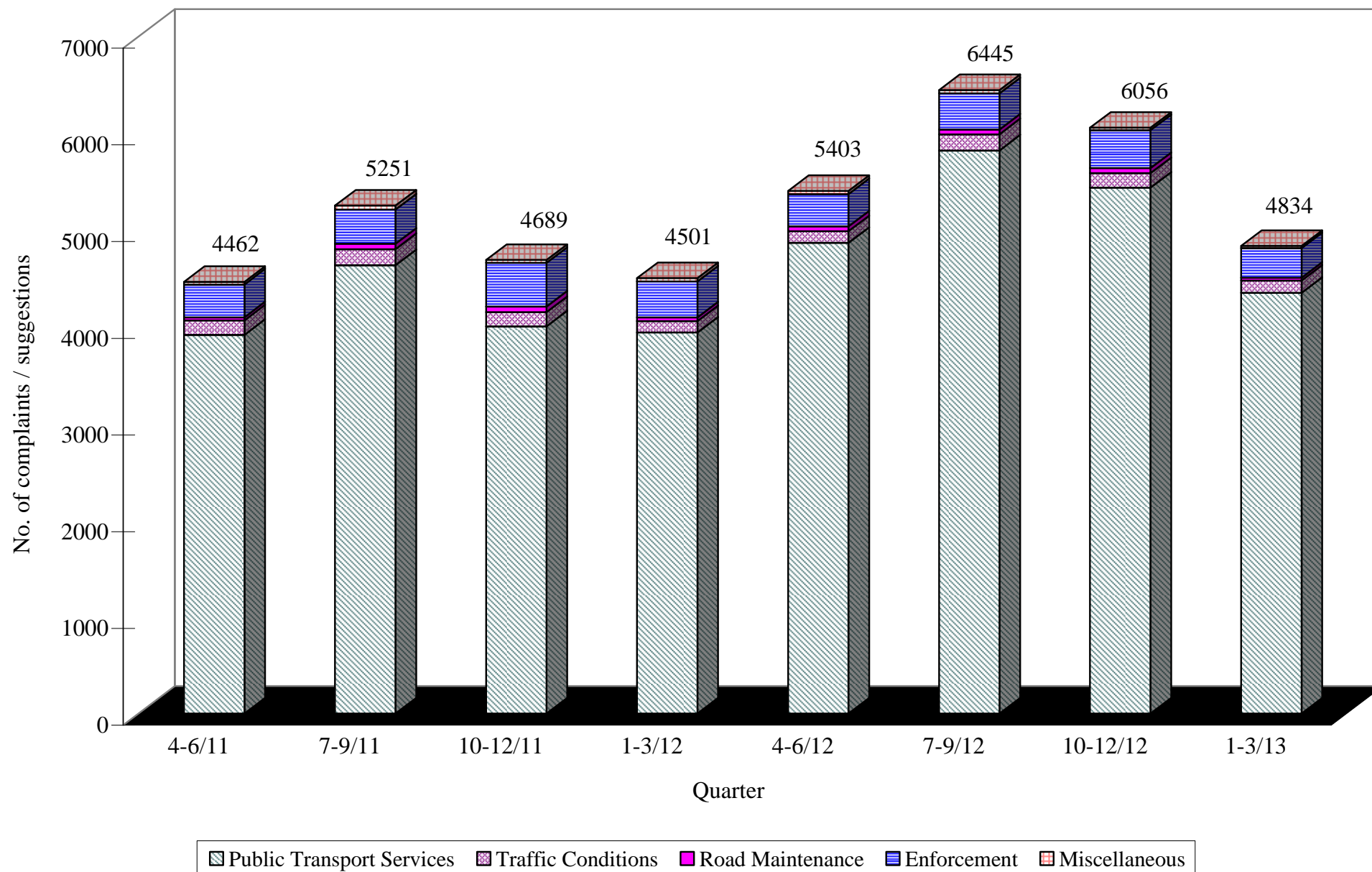
<u>Nature of Complaint/Suggestion</u>	<u>Same quarter last year (1.1.12-31.3.12)</u>			<u>Previous quarter (1.10.12-31.12.12)</u>			<u>Current quarter (1.1.13-31.3.13)</u>		
I. Public Transport Services									
(a) Adequacy of service	169	[26]		224	[25]		173	[28]	
(b) Standard of service	3 671	[20]		5 094	[15]		4 083	[8]	
(c) General	98	[5]		119	[6]		93	[6]	
	3 938	[51]	(87%)	5 437	[46]	(90%)	4 349	[42]	(90%)
II. Traffic Conditions									
(a) Traffic congestion	67	[3]		57	[2]		51	[6]	
(b) Traffic management	28	[10]		37	[18]		45	[20]	
(c) Additional traffic signs and aids	16	[11]		27	[17]		19	[10]	
(d) Parking facilities	8	[7]		28	[24]		12	[6]	
	119	[31]	(3%)	149	[61]	(2%)	127	[42]	(2%)
III. Road Maintenance									
(a) Road conditions	18	[1]		17	[2]		11	[1]	
(b) Traffic signs and aids	17			26	[2]		15	[1]	
(c) Carriageway markings	3			9	[2]		3		
	38	[1]	(1%)	52	[6]	(1%)	29	[2]	(1%)
IV. Enforcement									
(a) Illegal parking	228			242			197	[1]	
(b) Other enforcement matters	144			151	[1]		109	[2]	
	372		(8%)	393	[1]	(6%)	306	[3]	(6%)
V. Miscellaneous	34	[7]	(1%)	25	[4]	(1%)	23	[7]	(1%)
Total	4 501	[90]	(100%)	6 056	[118]	(100%)	4 834	[96]	(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.

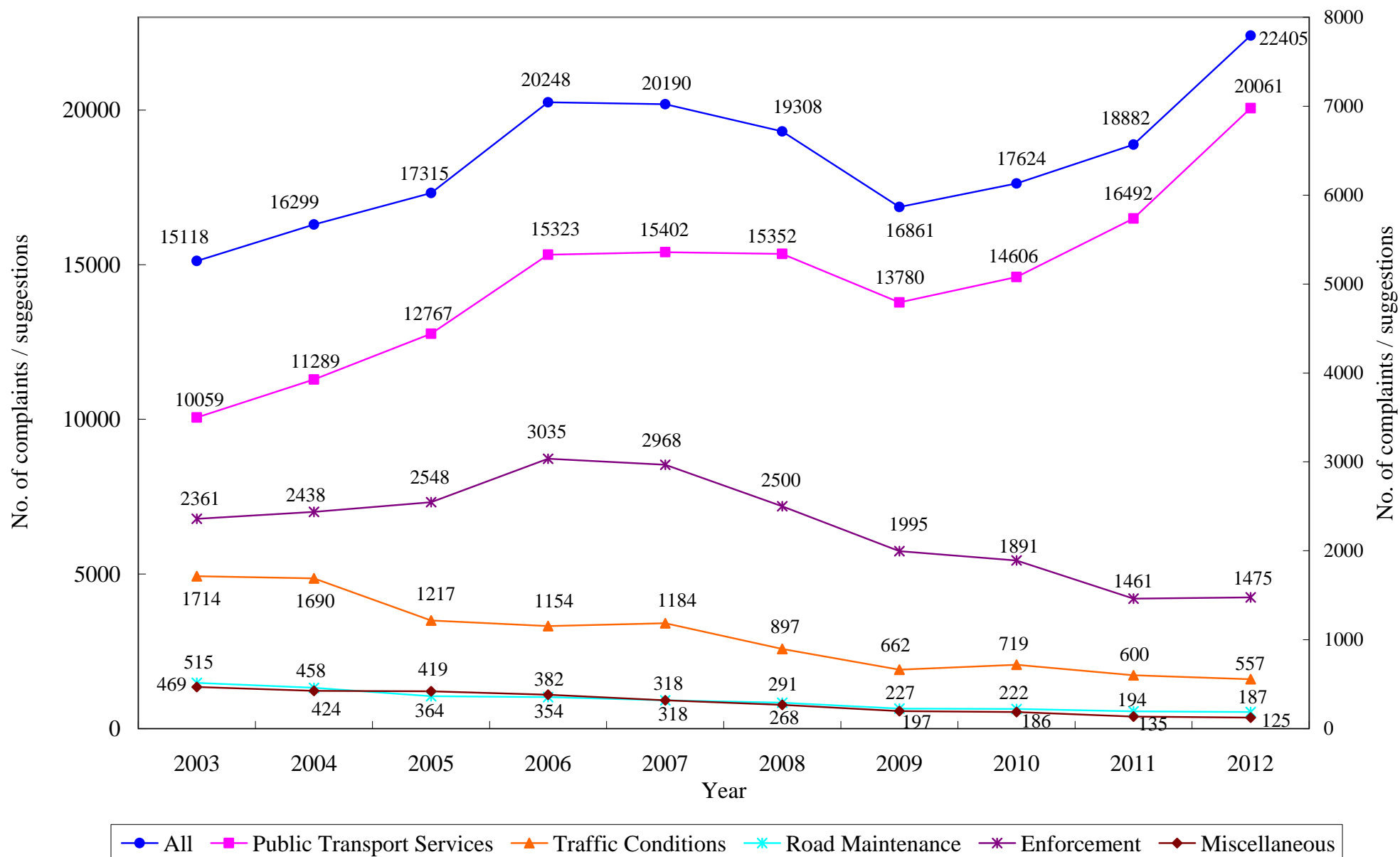
(2) Percentage figures in brackets represent the proportion of a category of complaints/ suggestions to the total number of cases received in the quarter.

Complaints and Suggestions Received by TCU

- 16 -

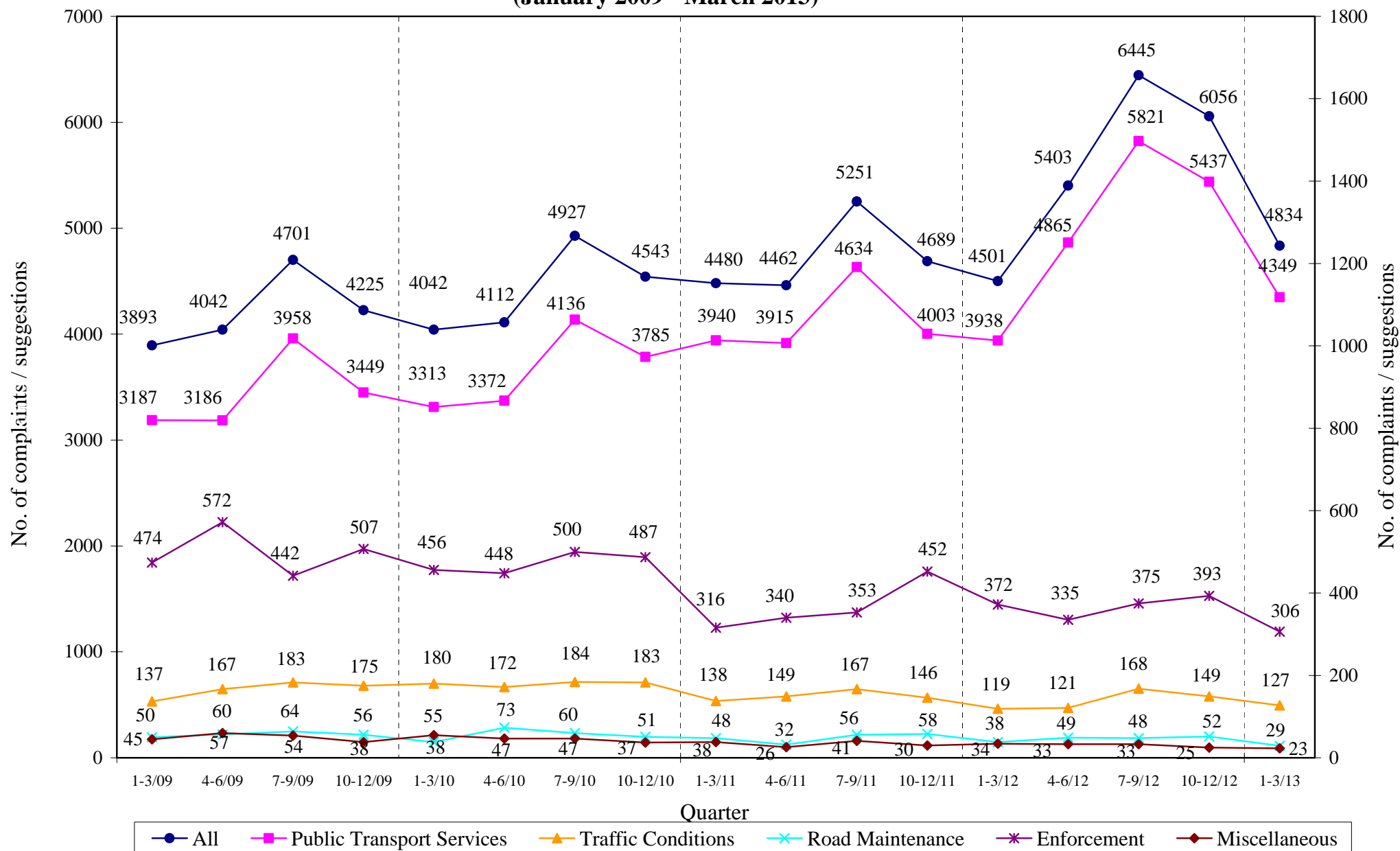


Trends of Complaints and Suggestions Received by TCU (2003 - 2012)



Trends of Complaints and Suggestions Received by TCU
(January 2009 - March 2013)

Annex B(ii)



Summary of Results of Investigations into Complaints and Suggestions
(January – March 2013)

Outcome of Investigation Nature of Complaint/ Suggestion					
	A1	A2	B	C	Total
I. Public Transport Services					
(a) Adequacy of service	9	152	31	-	192
(b) Standard of service	1 017	2 021	154	1 457	4 649
(c) General	29	58	20	3	110
	1 055	2 231	205	1 460	4 951
II. Traffic Conditions					
(a) Traffic congestion	27	21	9	1	58
(b) Traffic management	10	6	23	-	39
(c) Additional traffic signs/aids	10	11	11	-	32
(d) Parking facilities	16	5	6	-	27
	63	43	49	1	156
III. Road Maintenance					
(a) Road conditions	12	5	1	-	18
(b) Traffic signs and aids	14	2	3	-	19
(c) Carriageway markings	5	-	2	-	7
	31	7	6	-	44
IV. Enforcement					
(a) Illegal parking	216	38	3	1	258
(b) Other enforcement matters	81	50	1	31	163
	297	88	4	32	421
V. Miscellaneous	8	6	7	1	22
Total	1 454 (26%)	2 375 (42%)	271 (5%)	1 494 (27%)	5 594 (100%)

Legend

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

Summary of Results of Investigations into
Complaints and Suggestions on Public Transport Services
(January – March 2013)

Outcome of Investigation Mode of Transport	A1	A2	B	C	Total
The Kowloon Motor Bus Company (1933) Limited	238	810	84	14	1 146
Citybus Limited (Franchise 1)	64	94	4	2	164
Citybus Limited (Franchise 2)	12	17	3	-	32
The New World First Bus Services Limited	49	88	7	2	146
The New Lantao Bus Company (1973) Limited	2	1	-	-	3
Long Win Bus Company Limited	8	14	8	-	30
Cross-harbour Bus Services	83	32	35	3	153
Non-franchised Bus Services	9	40	2	1	52
Green Minibus	497	194	42	17	750
Red Minibus	28	15	3	8	54
Taxi	17	793	2	1 413	2 225
MTR Corporation Limited (Excluding Light Rail)	14	80	11	-	105
MTR Corporation Limited (Light Rail)	8	6	-	-	14
The Hongkong Tramways Limited	22	40	1	-	63
Peak Tramways Company Limited	-	-	-	-	-
New World First Ferry Services Limited	-	5	1	-	6
The 'Star' Ferry Company Limited	1	1	1	-	3
Minor Ferries	3	1	1	-	5
Total	1 055 (21%)	2 231 (45%)	205 (4%)	1 460 (30%)	4 951 (100%)

Legend

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

Public Suggestions Taken on Board by
Relevant Government Departments/Public Transport Operators
(January – March 2013)

I. Public Transport Services

- Add a bus stop at Tung Wui Road to meet the demand of passengers.

II. Traffic Management

Hong Kong Island

- Increase the vehicular green time of a traffic light at Ka On Street to improve traffic flow.
- Increase the vehicular green time and enhance synchronisation of traffic lights at Percival Street to alleviate traffic congestion.
- Adjust the vehicular green time of traffic lights at the junction of Queen's Road East and Hennessy Road to improve traffic flow.
- Impose "No Stopping" restriction at Lockhart Road and the junction of Siu Sai Wan Road and Harmony Road to prevent vehicle obstruction.
- Impose "No Stopping" restriction at Shouson Hill Road to deter illegal parking.
- Extend the effective hours of "No Stopping" restriction at Power Street and City Garden Road to prevent vehicle obstruction.
- Modify road markings at the junction of King's Road and Hei Wo Street to better guide motorists.
- Add a "Keep Clear" road marking at City Garden Road to prevent vehicle obstruction.
- Extend the hatched road markings at Holly Road to prevent vehicle obstruction.

- Convert part of the carriageway into a layby with hatched road markings at both ends, impose “No Stopping” restriction along the westbound lane, and replace the “Give Way” traffic sign and road markings with “Stop” sign and road markings on a slip lane at Robinson Road to enhance road safety.

Kowloon

- Increase the vehicular green time of traffic lights, and convert road markings from “Ahead Only” to “Straight Ahead and Turn Right”, at the junction of Yen Chow Street West and Sham Mong Road to improve traffic flow.
- Extend the effective hours of “No Stopping” restriction at King Fuk Street and King Hong Street to prevent vehicle obstruction.
- Add traffic signs at Jordan Road to remind motorists of the restricted lane ahead.
- Add road markings at Tonkin Street to deter illegal parking.
- Add a “Give way” line at the junction of Li Tak Street and Kok Cheung Street to remind motorists to slow down.
- Convert parking spaces for goods vehicle into a loading/unloading bay at Luk Hop Street to facilitate loading/unloading activities.

New Territories

- Adjust the vehicular green time of traffic lights at Hang Hong Street to improve traffic flow.
- Add a traffic sign at Tuen Kwai Road to remind motorists to slow down and to watch out for pedestrians.
- Add “No U-turn” traffic signs at Lok Yip Road and Fan Leng Lau Road to remind motorists.
- Add a road marking at the junction of Container Port Road and Kwai Fung Crescent to improve road safety.
- Add a “Keep Clear” road marking at Fung Heung Street to prevent vehicle obstruction.

- Extend a double white line at Ning Tai Road to regulate lane-changing activities.
- Install railings at Wo Che Street to prevent jaywalking.
- Add parking spaces for motorcycles at Tam Kon Shan Road to facilitate parking of motorcycles.

Complaints and Suggestions on Public Transport Services
(January – March 2013)

Legend

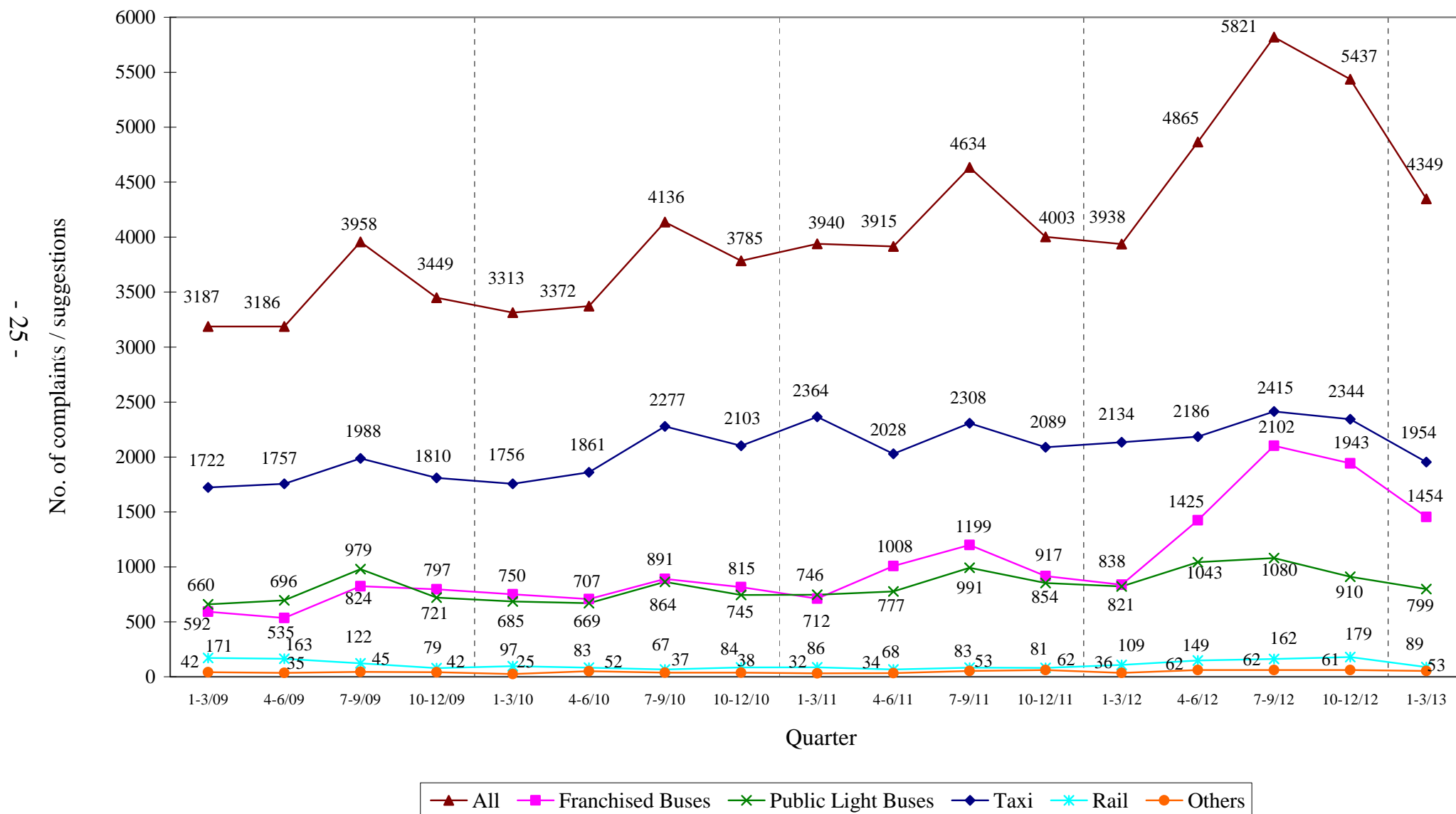
KMB	The Kowloon Motor Bus Company (1933) Limited
CTB1	Citybus Limited (Franchise 1)
CTB2	Citybus Limited (Franchise 2)
FB	The New World First Bus Services Limited
NLB	The New Lantao Bus Company (1973) Limited
LWB	Long Win Bus Company Limited
XHT	Cross-harbour Bus Services
NFBS	Non-franchised bus services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

Mode Nature of Complaint/Suggestion	Vehicular Transport											Rail Transport				Waterborne Transport			Total/ Sub- total
	Franchised Buses											MTR (Non- MTR LR) (LR) HT PT				FF SF MF			
	KMB	CTB1	CTB2	FB	NLB	LWB	XHT					NFBS	GMB	RMB	Taxi				
(A) Adequacy of Service																			
(1) Frequency/carrying capacity	36	6	2	4	3	5	15	8	39	-	-	5	-	-	-	2	-	2	127
(2) Routeing	19	-	-	-	-	-	5	1	6	-	-	-	-	-	-	-	-	-	31
(3) Hours of operation	1	2	-	-	-	1	-	-	2	-	-	-	1	-	-	-	-	-	7
(4) Provision of stops	2	1	-	-	-	-	2	-	3	-	-	-	-	-	-	-	-	-	8
Sub-total	58	9	2	4	3	6	22	9	50	-	-	5	1	-	-	2	-	2	173
(B) Standard of Service																			
(1) Regularity of service	422	56	13	49	-	15	159	16	158	-	-	4	-	1	-	-	-	4	897
(2) Adherence to routeing	2	1	-	-	-	-	8	-	34	-	338	-	-	-	-	-	-	-	383
(3) Improper driving behaviour	97	27	4	16	1	7	25	5	186	43	257	6	5	7	-	1	-	-	687
(4) Conduct & performance of staff (including drivers)	110	20	9	15	6	6	35	4	228	31	884	10	-	2	-	1	1	-	1362
(5) Overcharging	4	-	-	1	-	-	1	-	16	2	427 *	-	-	-	-	-	-	-	451
(6) Cleanliness	1	-	-	-	1	-	1	-	1	-	5	-	-	-	-	-	-	-	9
(7) Conditions of vehicles/vessels	7	2	-	1	-	-	1	2	15	1	13	4	-	-	-	-	-	1	47
(8) Passenger services & facilities	112	17	1	2	1	1	56	-	13	-	6	34	-	-	-	2	-	2	247 #
Sub-total	755	123	27	84	9	29	286	27	651	77	1930	58	5	10	-	4	1	7	4083
(C) General	22	8	-	2	-	-	5	1	16	5	24	8	1	1	-	-	-	-	93
Total this quarter	835	140	29	90	12	35	313	37	717	82	1954	71	7	11	-	6	1	9	4349
Grand-total	(1454)							(2790)				(89)				(16)			
Total previous quarter	1127	179	34	139	5	41	418	45	841	69	2344	116	15	48	-	7	2	7	5437
Total same quarter last year	457	99	33	61	8	12	168	23	735	86	2134	55	13	41	-	6	2	5	3938

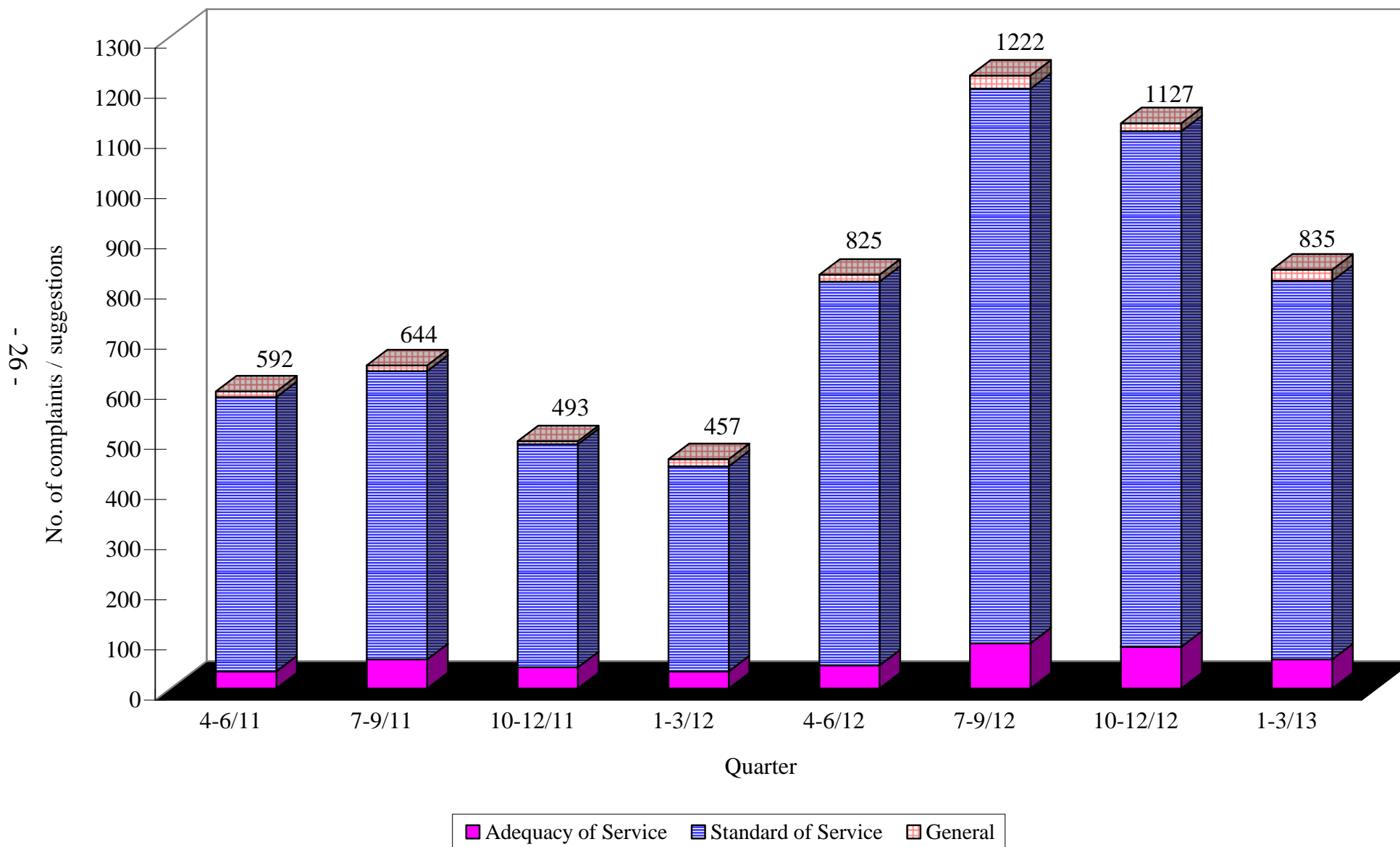
* Including taximeter irregularities

Including 141 complaints from 34 complainants about audio-visual broadcasting on public transport vehicles

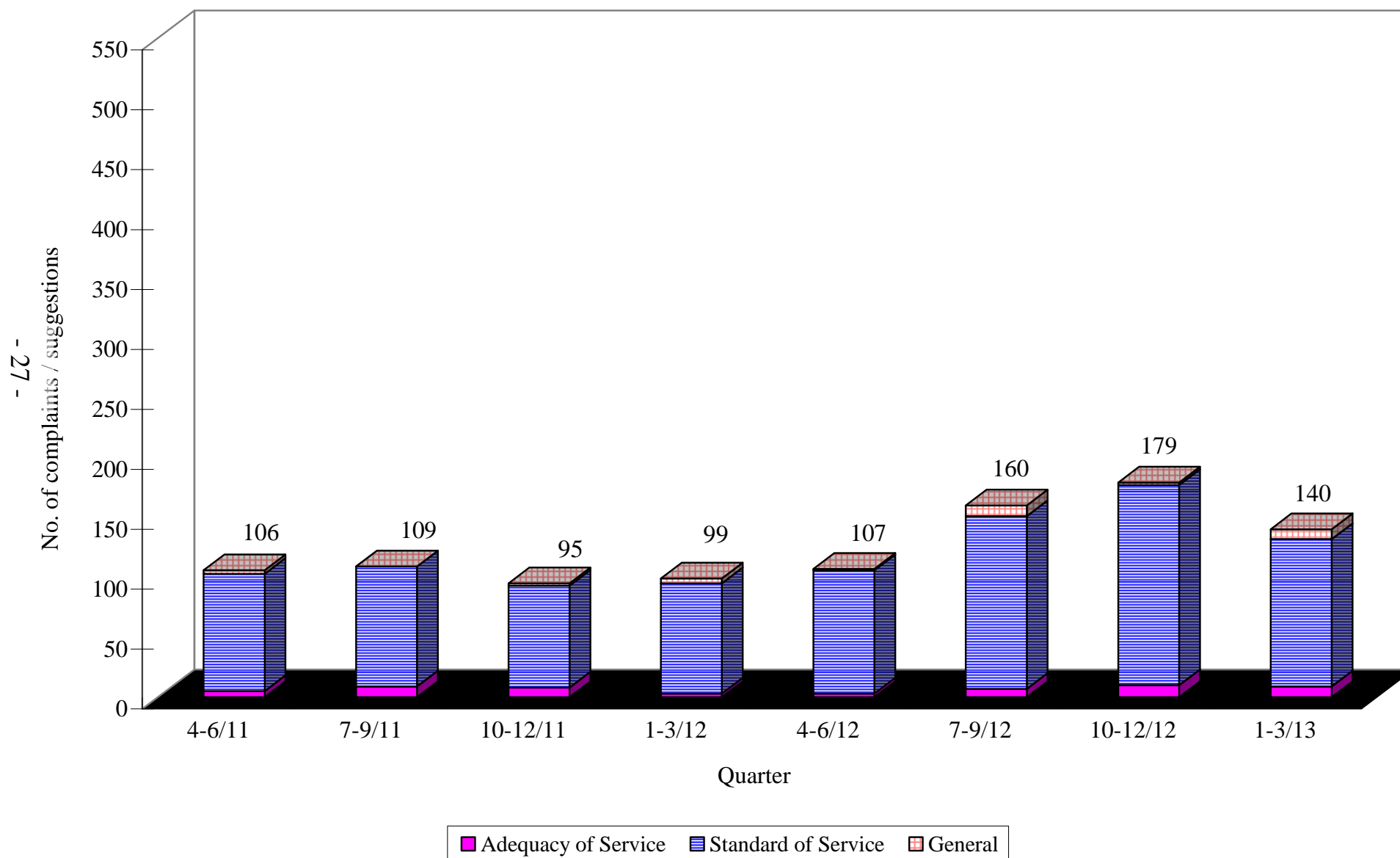
Trends of Complaints and Suggestions on Public Transport Services (January 2009 - March 2013)



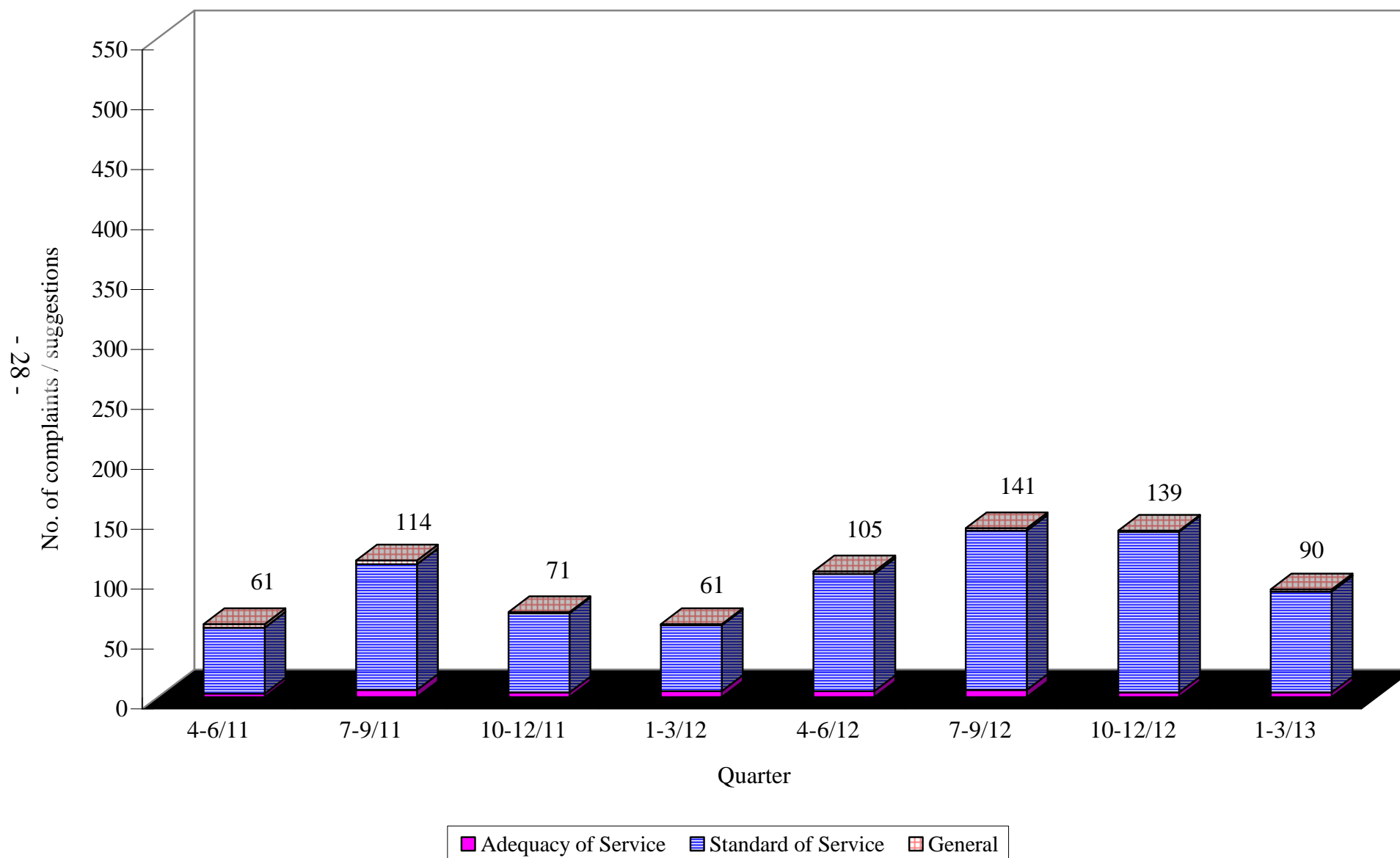
**Complaints and Suggestions on the Services of Kowloon Motor Bus Company (1933) Limited
in the Past Eight Quarters**



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

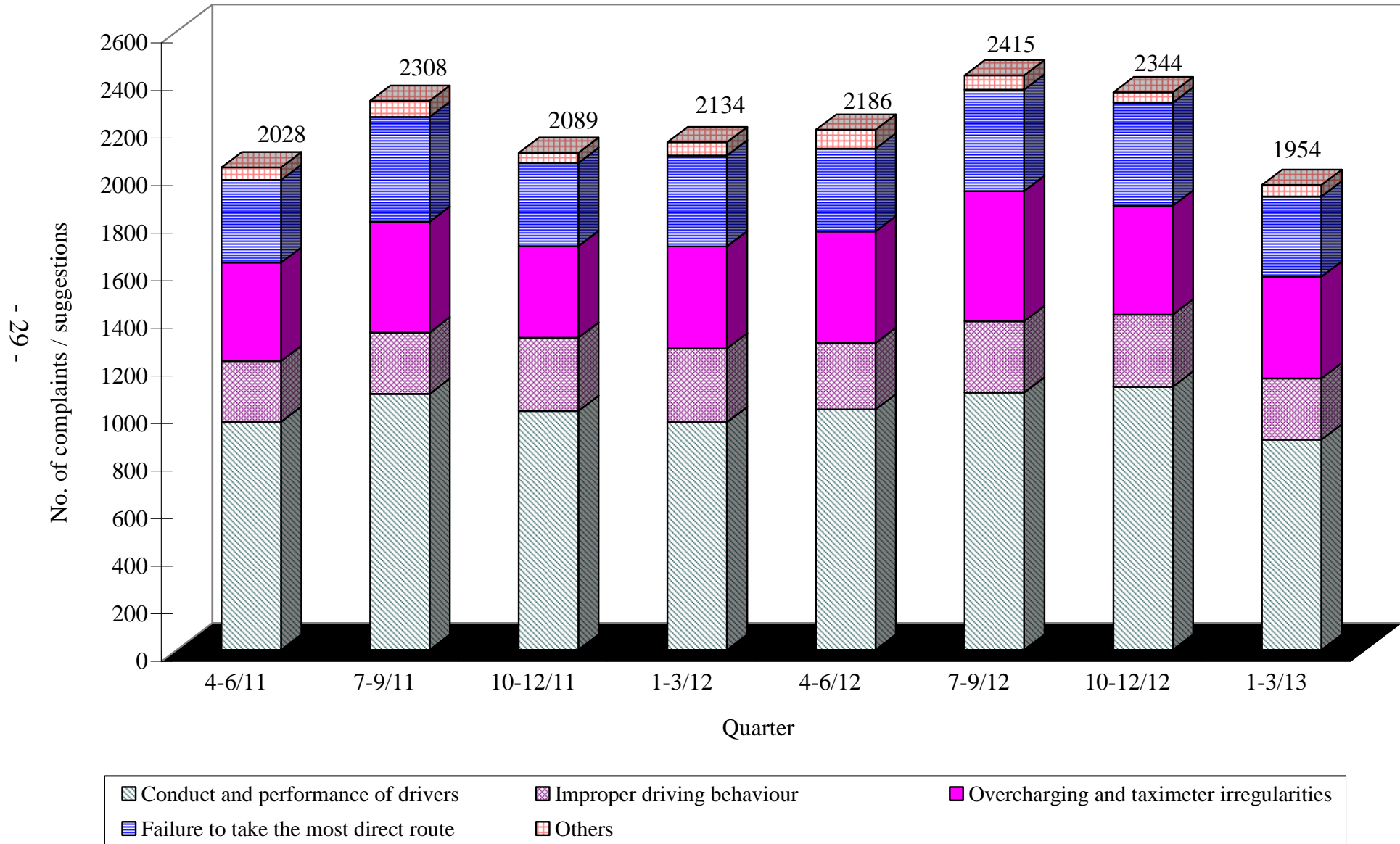


**Complaints and Suggestions on the Services of New World First Bus Services Limited
in the Past Eight Quarters**



Complaints and Suggestions on Taxi Services in the Past Eight Quarters

Annex G



Breakdown of Complaints and Suggestions on Taxi Services

<u>Nature of Complaint/Suggestion</u>	<u>Same quarter last year (1.1.12-31.3.12)</u>	<u>Previous quarter (1.10.12-31.12.12)</u>	<u>Current quarter (1.1.13-31.3.13)</u>
(a) Conduct and performance of drivers			
(i) Behaving other than in a civil & orderly manner	367	377	326
(ii) Refusing hire	452	580	454
(iii) Soliciting passengers	7	6	2
(iv) Refusing to drive to destination	112	129	92
(v) Failure to display driver identity plate	16	13	6
(vi) Failure to display driver identity plate properly	3	1	4
Sub-total	957	1 106	884
(b) Improper driving behaviour	310	303	257
(c) Overcharging	350	355	355
(d) Taximeter irregularities	79	103	72
(e) Failure to take the most direct route	382	433	338
(f) Others*	56	44	48
Total	2 134	2 344	1 954

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

Complaints and Suggestions on Traffic and Road Conditions
(January – March 2013)

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		
Nature of Complaint/Suggestion																			
<u>Traffic Conditions</u>																			
(a) Traffic congestion (No. of locations)	5 (5)	5 (4)	6 (5)	1 (1)	4 (3)	1 (1)	5 (5)	1 (1)	4 (4)	1 (1)	1 (1)	- (-)	2 (2)	3 (2)	4 (4)	3 (3)	1 (1)	- (-)	4 (3)
(b) Traffic management	1	3	4	1	3	-	1	4	4	-	1	3	6	2	8	1	1	-	2
(c) Additional traffic signs and aids	2	1	2	1	1	1	1	-	5	-	-	1	1	-	1	1	-	-	1
(d) Parking facilities	2	-	-	-	2	-	3	-	3	1	-	-	-	-	-	-	-	-	1
Sub-total	10	9	12	3	10	2	10	5	16	2	2	4	9	5	13	5	2	-	8
<u>Road Maintenance</u>																			
(a) Road conditions	-	-	-	-	2	-	1	2	-	-	1	1	1	2	-	1	-	-	-
(b) Traffic signs & aids	-	1	-	2	1	-	1	1	4	-	1	1	-	1	-	-	2	-	-
(c) Carriageway markings	-	-	1	-	-	-	-	-	1	-	-	-	-	1	-	-	-	-	-
Sub-total	-	1	1	2	3	-	2	3	5	-	2	2	1	4	-	1	2	-	-
<u>Enforcement</u>																			
(a) Illegal parking	15	13	10	13	13	9	17	8	19	8	7	21	8	9	12	6	5	3	1
(b) Other enforcement matters	9	8	7	6	5	1	15	6	9	5	3	11	6	6	4	5	1	2	-
Sub-total	24	21	17	19	18	10	32	14	28	13	10	32	14	15	16	11	6	5	1
Total	34	31	30	24	31	12	44	22	49	15	14	38	24	24	29	17	10	5	9

Complaints and Suggestions on Road Safety Matters

		<u>No. of</u> <u>Complaints/Suggestions</u>	
	<u>Nature of Complaint/Suggestion</u>	<u>Jan-Mar 2012</u>	<u>Jan-Mar 2013</u>
(I)	<u>Public Transport Services</u>		
	(a) Driver malpractice (e.g. driving speedily, starting before passengers safely alighted/boarded, changing lanes abruptly, dashing through traffic lights)	491	534
	(b) Obstruction by taxis/buses/minibuses	12	8
	(c) Others (e.g. condition of vehicles, boarding arrangement)	17	11
		<u>520</u>	<u>553</u>
(II)	<u>Traffic Management</u>		
	(a) Inadequate traffic signs/aids/road markings	2	4
	(b) Sight-line obstruction	4	3
	(c) Inadequate traffic lights	0	3
	(d) Others (e.g. inadequate crossing facilities for pedestrians, vehicular green phase too short, inadequate pavement/traffic lane width)	10	6
		<u>16</u>	<u>16</u>
(III)	<u>Road Maintenance</u>		
	(a) Inadequate traffic signs/aids for road works	2	2
	(b) Others (e.g. damaged road surface)	7	3
		<u>9</u>	<u>5</u>
(IV)	<u>Enforcement</u>		
	(a) Illegal parking	61	41
	(b) Other enforcement matters (e.g. dashing through traffic lights, changing lanes abruptly, disobeying traffic signs/schemes)	104	79
		<u>165</u>	<u>120</u>
	Total	<u>710</u>	<u>694</u>

**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.