

QUARTERLY REPORT No. 2 of 2013

by the

TRANSPORT COMPLAINTS UNIT

of the

TRANSPORT ADVISORY COMMITTEE

for the period

1 April 2013 – 30 June 2013

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Chapter 1

Major Areas of Complaints and Suggestions

This is the second quarterly report for 2013 covering the period from 1 April to 30 June 2013.

Yearly and Quarterly Trends

2. During the quarter, the Transport Complaints Unit (TCU) received 5 890 complaints and suggestions, including 66 pure suggestions, from 5 323 persons. About 57% (3 025) of these persons lodged their complaints/suggestions by telephone and the remaining 43% (2 298) by e-mail, fax or mail. The number of cases represents an increase of 21.8% as compared with 4 834 cases in the previous quarter and an increase of 9% as compared with 5 403 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 quarter, since 2009 is at Annex B(ii).

4. During the current quarter, investigations into 5 373 cases (including some outstanding cases from previous quarters) were completed. Of these, 3 917 cases (73%) were found to be substantiated, 177 cases (3%) unsubstantiated, and the remaining 1 279 cases (24%) 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 5 299 cases, which represents an increase of 21.8% as compared with the previous quarter and an increase of 8.9% 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 quarter, since 2009 is at Annex E(ii).

Franchised Bus Services

7. A total of 1 847 complaints and suggestions on franchised bus services were received during the quarter, which represents an increase of 27% as compared with the previous quarter and an increase of 29.6% 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 1 039 cases on the services of the KMB, as compared with 835 cases in the previous quarter and 825 cases in the same quarter last year. Among the 1 039 cases, 78 (or 8%) were about the adequacy of service and 943 (or 91%) were about the standard of service.

9. There were 163 cases on the services of Citybus Limited (Franchise 1) (CTB1), as compared with 140 cases in the previous quarter and 107 cases in the same quarter last year. Among the 163 cases, nine (or 6%) were about the adequacy of service while 151 (or 93%) were about the standard of service.

10. There were 144 cases on the services of the New World First Bus Services Limited (NWFB), as compared with 90 cases in the previous quarter and 105 cases in the same quarter last year. Of the 144 cases, four (or 3%) were about the adequacy of service and 137 (or 95%) 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 37 and 50 respectively.

Public Light Bus Services

13. A total of 947 complaints and suggestions on public light bus (PLB) services were received in this quarter, which represents an increase of 18.5% as compared with the previous quarter but a decrease of 9.2% as compared with the same quarter last year. All these cases were referred to the Transport Department (TD) or the Police for action.

14. Of the PLB cases received, 93% or 884 cases were on green minibus (GMB) services. The number of cases received in the previous quarter and the same quarter last year were 717 and 971 respectively. Among the 884 cases, 91 (or 10%) were about the adequacy of service and 781 (or 88%) were about the standard of service.

15. The remaining 7% or 63 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 82 and 72 respectively. Among the 63 cases, 50 (or 79 %) were about the standard of service.

Taxi Services

16. A total of 2 307 cases on taxi services were received in this quarter, which represents an increase of 18.1% as compared with the previous quarter and an increase of 5.5% 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 2 307 cases received, 2 244 (97%) were related to taxi driver malpractice, as compared with 1 906 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 415 such cases (18%) were referred to the Police.

18. During the quarter, the Police reported the latest developments on 263 cases previously referred to them. These cases are categorised as follows -

	<u>No. of Cases</u>	<u>Percentage</u>
(a) Summonsed	21 (28)	8 (7)
(b) Withdrawn by complainants	167 (168)	63 (42)
(c) Evidence considered insufficient by the Police for further processing	75 (201)	29 (51)
	<u>263 (397)</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 134 complaints and suggestions on rail services were received. Corresponding figures for the previous quarter and the same quarter last year were 89 and 149 respectively. Of the 134 cases, 115 were on the services of MTRCL.

Ferry Services

20. There were 19 complaints and suggestions on ferry services in this quarter. Corresponding figures for the previous quarter and the same quarter last year were 16 and 12 respectively.

Traffic Conditions

21. There were 54 complaints recorded in this quarter about traffic congestion, as compared with 51 cases in the previous quarter and 50 cases in the same quarter last year. Congestion was reported to have occurred at a total of 51 locations throughout the territory, as illustrated below -

	<u>Number of Complaints</u>		<u>Number of Locations</u>	
Hong Kong Island	18	(17)	16	(15)
Kowloon	14	(15)	14	(14)
New Territories	22	(15)	21	(14)
Others	-	(4)	-	(3)
Total	54	(51)	51	(46)

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

22. Based on the number of complaints received, districts most affected by traffic congestion were Southern (seven cases), Kowloon City (six cases) and Tuen Mun (six 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 43 complaints and suggestions on traffic management and 21 requests for additional traffic signs and aids in this quarter. As a comparison, there were 45 and 19 such cases in the previous quarter, and 37 and 22 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 35 complaints about road maintenance, as compared with 29 cases in the previous quarter and 49 cases in the same quarter last year. Among the 35 cases, 17 were related to road conditions while 16 were related to malfunctioning of traffic lights and damaged traffic signs.

27. Districts which attracted relatively more complaints about road maintenance were Wan Chai (four cases), Central & Western (four cases), Sham Shui Po (four cases) and Tuen Mun (four cases).

Enforcement

28. There were 409 complaints about traffic regulations enforcement in this quarter, which represents an increase of 33.7% when compared with the previous quarter and an increase of 22.1% 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 9 May 2013, Members discussed -

- (a) complaints about illegal parking;
 - (b) complaints and suggestions on rail services;
 - (c) complaints and suggestions on road safety matters; and
 - (d) TCU Quarterly Report No. 1 of 2013.
2. Members agreed that -
- (a) complaints and suggestions about illegal parking, rail services and road safety matters should be closely monitored; and
 - (b) TCU Quarterly Report No. 1 of 2013 should be submitted to the Transport Advisory Committee.

Complaint about the congestion at Ngau Tau Kok Road

3. In April 2013, TCU received a complaint about congestion at Ngau Tau Kok Road. The complainant was of the view that the congestion was caused by the traffic lights at the junctions of Tung Ming Street and Hong Ning Road not synchronized. Vehicles were not able to pass both traffic lights in one go and this adversely affected the traffic flow of Ngau Tau Kok Road.

4. The Transport Department (TD) advised that the vehicular green time would depend on the volume of traffic at a particular junction. At the junction of Ngau Tau Kok Road/Hong Ning Road/Yue Man Square, the traffic signals comprised three stages in a cycle. Since the volume of traffic entering Hong Ning Road from Yue Man Square was higher than that from Ngau Tau Kok Road, the vehicular green time allocated to Ngau Tau Kok Road was less than that to Yue Man Square. At the junction of Ngau Tau Kok Road/Tung Ming Street, the traffic signals comprised two stages in a cycle. The vehicular green

time allocated to Ngau Tau Kok Road at this junction was much more than that at the junction of Ngau Tau Kok Road/Hong Ning Road/Yue Man Square, resulting in the vehicular green signals for Ngau Tau Kok Road at the two junctions very often not appearing at the same time.

5. TD noted the complainant's concern of the traffic congestion at Ngau Tau Kok Road and had reviewed the traffic signal arrangement in the area. The Department had subsequently increased the vehicular green time for Ngau Tau Kok Road traffic at the junction of Ngau Tau Kok Road/Hong Ning Road/Yue Man Square on a trial basis, but would keep monitoring the traffic condition there to see if further adjustment would be required. The complainant noted TD's reply and raised no further comment.

Suggestion to add box junction road markings at all zebra controlled areas

6. In May 2013, a member of the public suggested adding box junction road markings, i.e. box with criss-cross broad yellow lines, within 15 metres on both sides of all zebra crossings as he noted that very often vehicles, especially lorries, parked along the zigzag lines near zebra crossings. This might lead to road accidents when motorists could not notice pedestrians crossing the road due to sightline obstruction caused by vehicles parking along the zigzag lines.

7. TD pointed out that the box junction road marking was painted on a carriageway at a road junction indicating that motorists must not enter the box if the exit road or lane was not clear, so as to prevent congestion and gridlock at junctions. On the other hand, the setting and function of the zebra controlled area was laid down in the Road Traffic (Traffic Control) Regulations (Cap. 374G), and the area with zigzag road markings formed part of the controlled area. Regarding vehicles parking in the controlled area, the Fixed Penalty (Traffic Contraventions) Ordinance (Cap. 237) had set out stipulations against such activities.

8. In view of the different functions of the road markings, TD considered it not appropriate to add box junction road markings within the zebra controlled area. Enforcement action could be taken against motorists committing the traffic offence of parking within the zebra controlled area, even without the box junction road marking. TCU conveyed TD's reply to the member of the public, who raised no further comment on the issue.

Suggestion to adjust the speed limit of Tai Po Road – Sha Tin

9. A member of the public approached TCU in May 2013 to suggest raising the speed limit from 50 kilometres to 70 kilometres per hour at Tai Po Road – Sha Tin (Kowloon bound) outside the New Town Plaza to improve traffic flow.

10. On receipt of the suggestion, TD had conducted site inspection at the location. Having taken into account the high traffic volume and frequent lane changing activities, TD considered it necessary to keep the speed limit at 50 kilometres per hour for road safety reasons. In fact, TD had previously conducted consultation exercise among the local communities and relevant government departments on changing the speed limit along that section of Tai Po Road – Sha Tin. The exercise concluded that the existing speed limit was appropriate.

11. TD further pointed out that the traffic volume of Tai Po Road – Sha Tin had reached full capacity, and the congestion problem could not be solved through measures of traffic management alone. The completion of the second traffic lane at the Tai Po Road Slip Road joining the Tsing Sha Highway would offer a long-term alleviation of the traffic congestion in the area. Nevertheless, TD would keep monitoring the traffic condition there and review the speed limit upon the completion of the said traffic lane.

12. TCU conveyed the Department's reply to the member of the public, who did not raise further comment.

Complaints about Improper Driving Behaviour of Public Transport Drivers**Background**

On average, 12 million passenger journeys are made every day on the public transport (PT) system in Hong Kong which includes railways, trams, buses, minibuses, taxis and ferries. PT services remain a prime issue among the complaints and suggestions received by TCU. In 2012, 20 061 complaints and suggestions about PT services were received, accounting for about 90% of the total number of cases (22 405). Among these 20 061 cases, improper driving behaviour was one of the major areas of concern with 2 836 cases received in 2012.

2. This paper focuses on complaints about improper driving behaviour of PT drivers as safety is always a very important consideration in the operation of PT services.

Complaint Statistics

3. The trend of complaints about improper driving behaviour of PT drivers in the past five years is as follows -

<u>Year</u>	<u>No. of Complaints</u>	<u>Difference</u>
2009	2 221	-
2010	2 339	+5.3%
2011	2 479	+6.0%
2012	2 836	+14.4%
2013 (up to 30.6.2013)	1 368	-

A breakdown by transport mode of the cases received from January to June 2013 is as follows -

<u>Transport Mode</u>	<u>2012 Jan - Jun</u>	<u>2013 Jan - Jun</u>	<u>Difference</u>
Taxi	590	570	-3.4%
Franchised Bus	281	342	+21.7%
Green Mini Bus	350	332	-5.1%
Red Mini Bus	78	72	-7.7%
Mass Transit Railway (excluding Light Rail)	6	16	+166.7%
Light Rail	8	9	+12.5%
Others	36	27	-25.0%
Total	1 349	1 368	+1.4%

4. A total of 1 368 complaints about improper driving behaviour of PT drivers were received during the period from January to June 2013. This represents an increase of 1.4% when compared with 1 349 cases received in the same period last year.

5. Of these 1 368 cases, the complainants were mostly concerned about the following improper acts -

- (a) Driving speedily;
- (b) Starting before passengers safely alighted/boarded;
- (c) Changing lanes abruptly/overtaking on solid line;
- (d) Dashing through traffic light;
- (e) Picking up/setting down passengers at restricted area/out of line;
- (f) Jerky driving; and
- (g) Using mobile phone while driving.

Comparisons of the complaints received during the period from January to June 2013 and the same period of 2012 are at Annex J.

Actions Taken

6. All the complaints received about improper driving behaviour of PT drivers were referred to the respective operators, the Transport Department (TD) or the Police for investigation.

7. If the complainants agree to be court witnesses, prosecution against the drivers concerned may be considered. During the period from January to June 2013, 222 out of the 1 368 cases about improper driving behaviour were referred to the Police for consideration of prosecution action. So far, investigation had been completed on 93 of these cases, the results of which are as follows -

	<u>No. of Cases</u>	<u>Percentage</u>
(a) Summoned	4	4
(b) Withdrawn by complainants	43	46
(c) Evidence considered insufficient by the Police for further processing	46	50
Total	93	100

Measures to Improve the Situation

Franchised Bus Services

8. To enhance the promotion of bus operation safety, all franchised bus operators continue to adopt measures to strengthen their bus captains' driving skills, driving attitude and safety awareness. All of them provide enhancement, refresher and remedial training courses on safe driving to their bus captains, in addition to incentive schemes such as safety bonus and safe driving awards.

9. To enhance monitoring of driving behaviour of bus captains, all franchised buses are now equipped with black boxes and speed limiter. Operation data of a vehicle recorded by the black box, such as journey speed, acceleration and deceleration, abrupt braking and door opening can be retrieved for monitoring the drivers' performance and accident investigation. Bus captains, who are found to have driving irregularities or involved in serious

traffic accidents, would be reminded or even disciplined, and arranged to attend remedial driving training.

10. More and regular on-board and on-site monitoring at bus stops and traffic lights by driving instructors and plain-clothes staff are conducted by bus companies from time to time to check bus captain's driving manner, compliance with traffic signals/sign and service manner while observing bus stop, and followed up with disciplinary actions if required.

11. Apart from the above, TD and the Police have scheduled seven Road Safety Seminars in 2013 for professional bus captains. During the seminars, bus captains would be briefed by the Police on safe driving skills and behaviour with a view to enhancing their awareness of road safety.

Public Light Bus Services

12. TD has implemented various measures in 2012 and 2013 to promote the provision of safe, quality and customer-oriented public light bus (PLB) services. These measures included issuing the PLB Newsletter, organising workshops for PLB drivers to enhance safe driving and customer service, and appealing to the PLB associations and operators to promote safe driving and quality service. TD would continue delivering the safe driving message to the PLB trade at the trade conferences.

13. Since the effective of the Road Traffic (Amendment) Ordinance 2012 on 13 April 2012, a package of measures has been implemented to enhance the safety of PLB operation and the quality of PLB services, viz. imposing maximum speed limit of 80 km/h for PLBs, installation of approved speed limiters on PLBs and the display of PLB driver identity plates by PLB drivers. TD is making preparation to implement the remaining two new measures, viz. mandating the installation of approved electronic data recording devices on newly registered PLBs; and mandating attendance and completion of a pre-service course by new applicants for PLB driving licences. The Government plans to introduce the legislative amendments and commencement notice of these two measures into the Legislative Council by end of 2013.

14. As regards monitoring of driving behaviour of PLB drivers, TD would continue conducting regular surveys to check the performance of PLB drivers. Should malpractice of drivers such as speeding be found, TD would send the information to the Police for follow up actions. For the repeated public complaints about improper driving behaviour of green minibus drivers, TD would interview the operators who would warn the drivers concerned and would, depending on the situation, take disciplinary actions which deemed appropriate against the drivers concerned.

Taxi Services

15. TD supports the Vocational Training Council and Employees Retraining Board to offer courses for new entrants and serving drivers which cover trade ethics and customer service skills, as well as road safety, driving improvement, emergency handling, occupational health in relation to driving behaviour. TD will liaise with the education institutions as appropriate if and when specific training needs are identified for the trade.

16. Since 2010, TD and the Quality Taxi Services Steering Committee (QTSSC)^{Note} have organised safety and health seminars for taxi drivers to refresh and strengthen their awareness of good driving manner and habits, as well as their physical conditions. The last seminar was held on 23 April 2013. On publicity, TD had ridden on the publicity arrangements for the Taxi Driver Commendation Scheme Prize Presentation Ceremony 2012 held on 23 January 2013 to educate both taxi passengers and drivers. Dedicated items were displayed in the Ceremony to educate passengers on how to bust possible taxi driver malpractices. Recorded interviews with representatives of the Tourism Board, Police and TD featuring taxi malpractices were also broadcast in the “Road Co-op” (馬路的事) programme of the 881 Channel of Commercial Radio, together with other radio segments on taxi driver malpractices. Furthermore, to address public’s concern over the driving behaviour of taxi

^{Note} 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.

drivers and prevent taxi crimes, TD will continue to distribute leaflets to taxi drivers and passengers at major taxi stands throughout the year. On driver education, TD and QTSSC will refresh and enhance drivers' attitude in providing high standard service via taxi trade conferences and the periodically published Taxi Newsletters.

Others

17. TD, in its continuous efforts to enhance driving safety and health awareness of commercial vehicle drivers (i.e. including PT drivers), launched the "Safe Driving and Health Campaign 2012/2013" between December 2012 and May 2013 with four main themes including no speeding, attending to cyclists on roads, good driving behaviour and good health conditions. A series of publicity programmes were arranged to promote road safety and health awareness of commercial vehicle drivers.

18. "Road Safety" has been listed as one of the Commissioner of Police's Operational Priorities. A three-pronged approach of publicity, education and enforcement has been adopted to enhance road safety in Hong Kong. The Police regularly organises road safety talks to the PT drivers as well as their trade operators and appeals to them to adopt a safe driving attitude to prevent traffic accidents. Publicity materials and leaflets are also distributed. Regular territory-wide publicity and enforcement operations against improper driving behaviour of PT drivers are conducted targeting offences like "tailgating", "speeding", "traffic light offences", "use of hand held mobile phones whilst driving" and "seat belt offences". From January to June 2013, 39 501 traffic enforcement actions were taken against drivers/vehicles of the major PT including taxi, PLB and bus, representing a decrease of 3.4% when compared with the same period of 2012. A breakdown is at Annex K.

19. 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

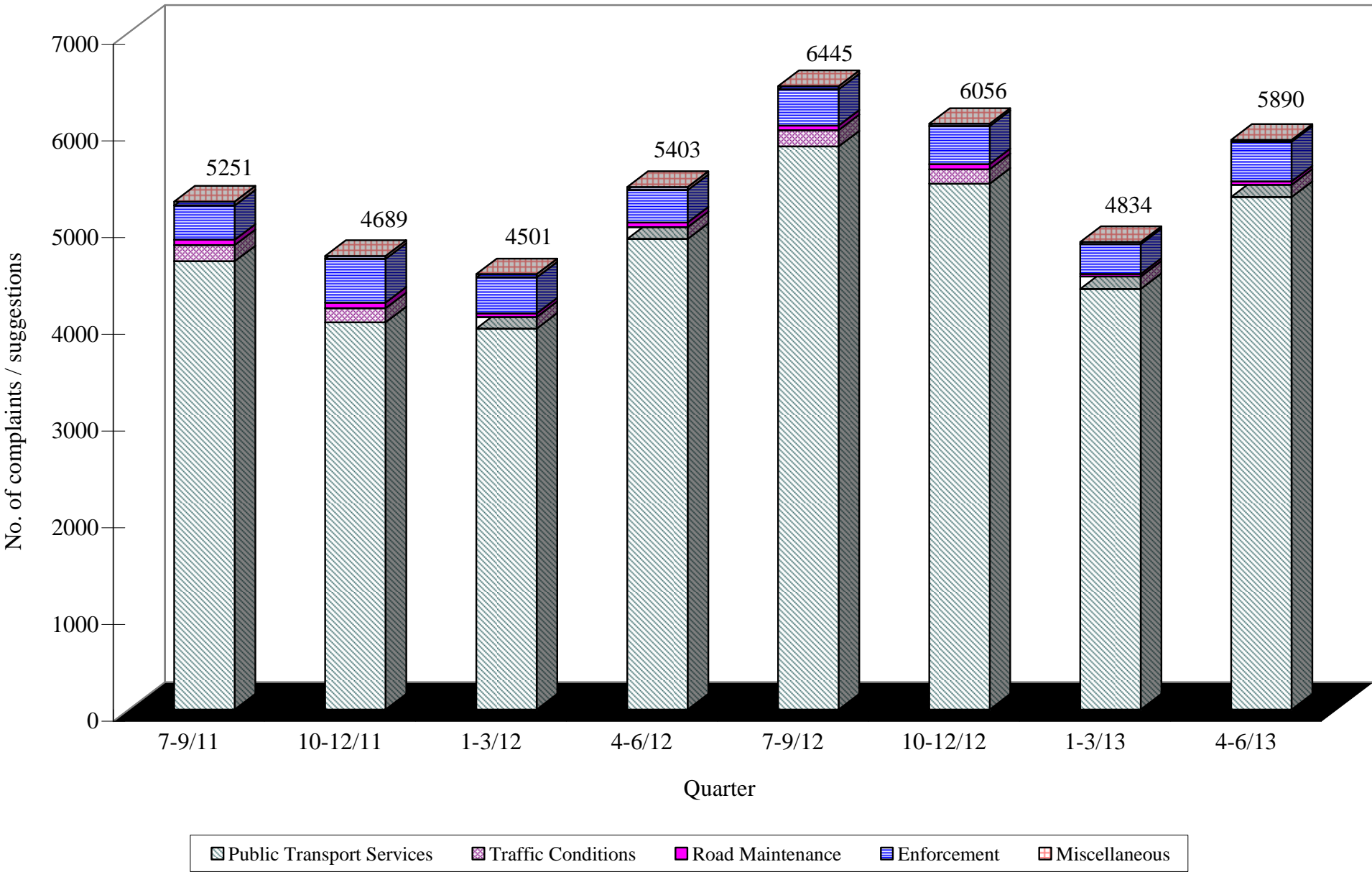
<u>Nature of Complaint/Suggestion</u>	<u>Same quarter last year (1.4.12-30.6.12)</u>			<u>Previous quarter (1.1.13-31.3.13)</u>			<u>Current quarter (1.4.13-30.6.13)</u>		
I. Public Transport Services									
(a) Adequacy of service	210	[29]		173	[28]		225	[27]	
(b) Standard of service	4 536	[35]		4 083	[8]		4 970	[6]	
(c) General	119	[11]		93	[6]		104	[6]	
	4 865	[75]	(90%)	4 349	[42]	(90%)	5 299	[39]	(90%)
II. Traffic Conditions									
(a) Traffic congestion	50	[4]		51	[6]		54		
(b) Traffic management	37	[15]		45	[20]		43	[12]	
(c) Additional traffic signs and aids	22	[11]		19	[10]		21	[10]	
(d) Parking facilities	12	[10]		12	[6]		8	[2]	
	121	[40]	(2%)	127	[42]	(2%)	126	[24]	(2%)
III. Road Maintenance									
(a) Road conditions	27			11	[1]		17		
(b) Traffic signs and aids	16			15	[1]		16	[1]	
(c) Carriageway markings	6	[1]		3			2		
	49	[1]	(1%)	29	[2]	(1%)	35	[1]	(1%)
IV. Enforcement									
(a) Illegal parking	223			197	[1]		257		
(b) Other enforcement matters	112	[1]		109	[2]		152		
	335	[1]	(6%)	306	[3]	(6%)	409		(6%)
V. Miscellaneous									
	33	[1]	(1%)	23	[7]	(1%)	21	[2]	(1%)
Total	5 403	[118]	(100%)	4 834	[96]	(100%)	5 890	[66]	(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.

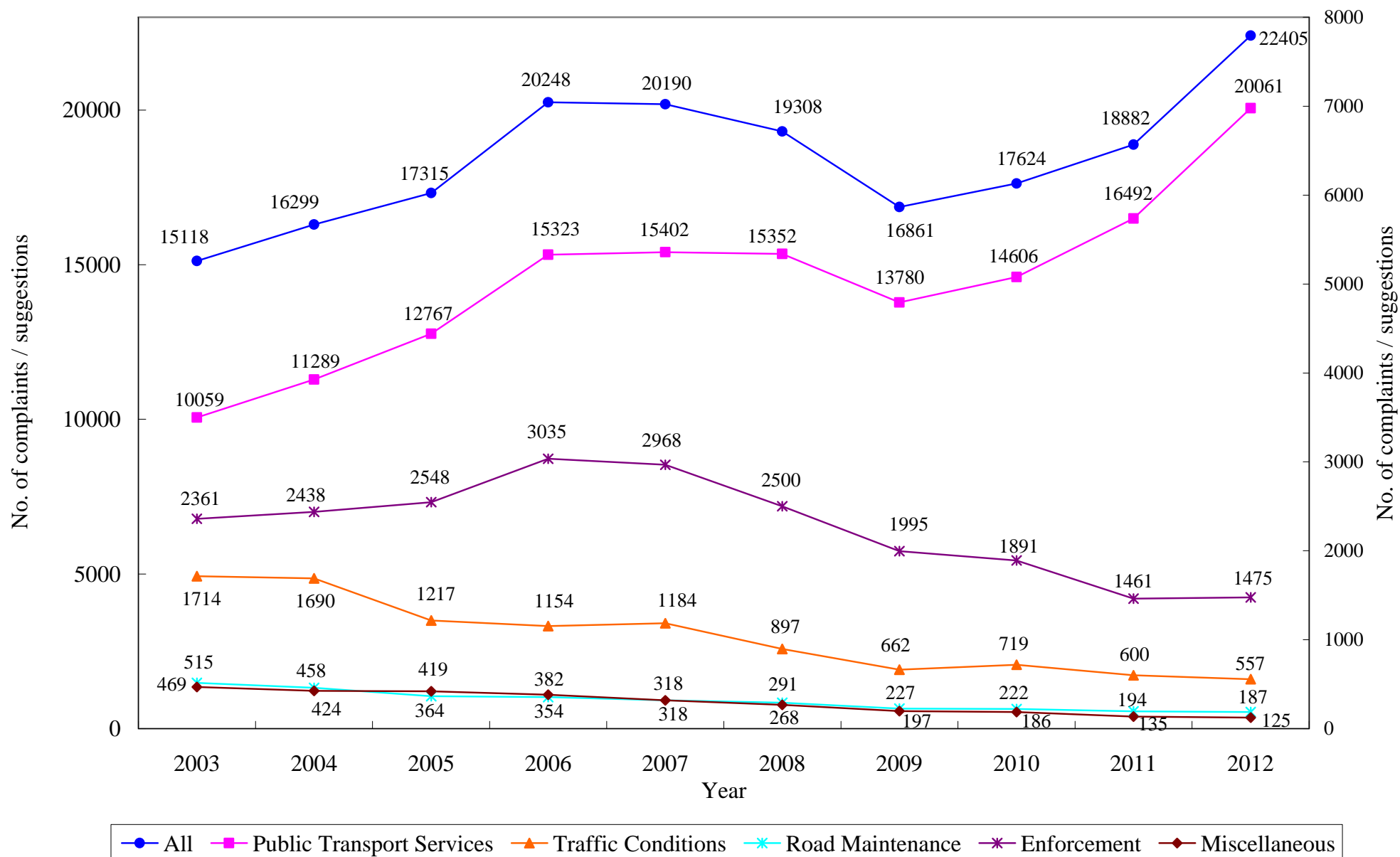
(2) Percentage figures in brackets represent the proportion of a category of complaints/suggestions to the total number of cases received in the quarter.

Complaints and Suggestions Received by TCU

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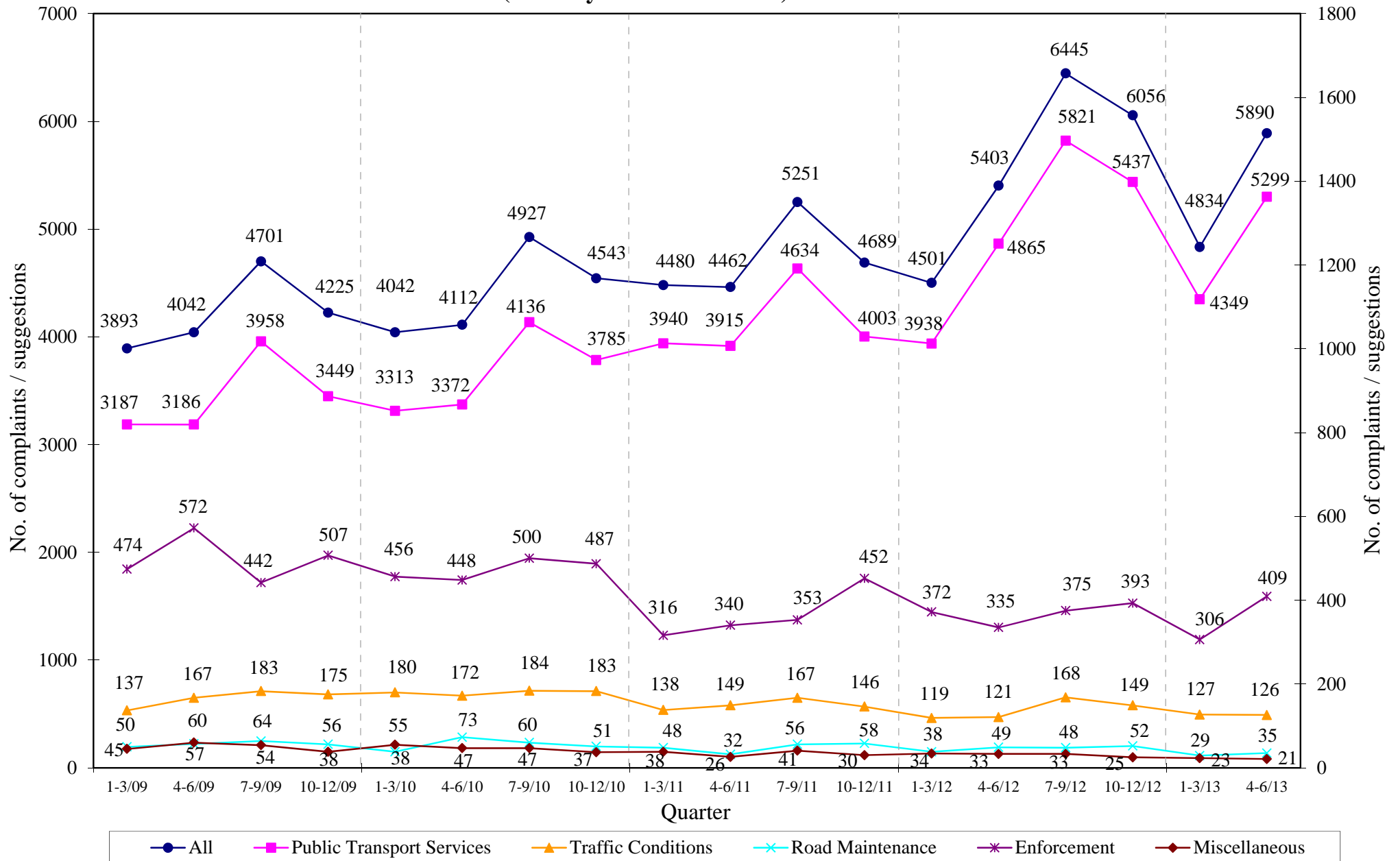


Trends of Complaints and Suggestions Received by TCU (2003 - 2012)



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

Annex B(ii)



Summary of Results of Investigations into Complaints and Suggestions
(April – June 2013)

Outcome of Investigation Nature of Complaint/ Suggestion					
	A1	A2	B	C	Total
I. Public Transport Services					
(a) Adequacy of service	43	218	13	1	275
(b) Standard of service	1 104	2 111	95	1 254	4 564
(c) General	46	54	12	2	114
	1 193	2 383	120	1 257	4 953
II. Traffic Conditions					
(a) Traffic congestion	21	30	6	2	59
(b) Traffic management	12	12	16	-	40
(c) Additional traffic signs/aids	4	1	7	-	12
(d) Parking facilities	4	3	6	-	13
	41	46	35	2	124
III. Road Maintenance					
(a) Road conditions	16	-	4	-	20
(b) Traffic signs and aids	14	1	11	-	26
(c) Carriageway markings	5	-	-	-	5
	35	1	15	-	51
IV. Enforcement					
(a) Illegal parking	122	15	-	2	139
(b) Other enforcement matters	39	26	2	18	85
	161	41	2	20	224
V. Miscellaneous	9	7	5	-	21
Total	1 439 (27%)	2 478 (46%)	177 (3%)	1 279 (24%)	5 373 (100%)

Legend

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

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

Outcome of Investigation Mode of Transport	A1	A2	B	C	Total
The Kowloon Motor Bus Company (1933) Limited	271	522	63	4	860
Citybus Limited (Franchise 1)	56	80	6	-	142
Citybus Limited (Franchise 2)	12	17	1	1	31
The New World First Bus Services Limited	31	65	1	-	97
The New Lantao Bus Company (1973) Limited	6	-	-	-	6
Long Win Bus Company Limited	11	24	-	-	35
Cross-harbour Bus Services	144	392	20	1	557
Non-franchised Bus Services	13	25	3	-	41
Green Minibus	520	452	12	17	1 001
Red Minibus	80	8	2	8	98
Taxi	20	699	-	1 225	1 944
MTR Corporation Limited (Excluding Light Rail)	19	67	10	-	96
MTR Corporation Limited (Light Rail)	3	6	1	-	10
The Hongkong Tramways Limited	5	14	-	1	20
Peak Tramways Company Limited	-	-	-	-	-
New World First Ferry Services Limited	1	-	1	-	2
The “Star” Ferry Company Limited	-	1	-	-	1
Minor Ferries	1	11	-	-	12
Total	1 193 (24%)	2 383 (48%)	120 (3%)	1 257 (25%)	4 953 (100%)

Legend

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

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

I. Public Transport Services

- Provide barrier-free access at Shau Kei Wan Bus Terminus to facilitate disabled passengers' access.
- Impose “No Stopping” restriction near a minibus stop at Lai King Hill Road 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 Water Street, Victoria Road, Edinburgh Place and Hung Hing Road to improve traffic flow.
- Relocate a traffic light at Chater Road to avoid confusion to motorists.
- Extend “No Stopping” restriction at Smithfield to prevent vehicle obstruction.
- Reposition the traffic island, add a kerb built-out, and shift the zebra crossing northward at the junction of Blue Pool Road and Wong Nai Chung Road to enhance road safety.

Kowloon

- Add a “No Right Turn” traffic sign at Shung Shun Street to remind motorists.
- Add a “Give Way” traffic sign and road markings at the junction of Hai Tan Street and Kiu Kiang Street to remind motorists.

- Add a direction sign at Kwai Chung Road to remind motorists to get in lane in advance.
- Add road marking and alert marking at Tung Chau Street to alert motorists of the edge of the carriageway.
- Allow U-turn activities at the junction of Yau Tong Road and Cha Kwo Ling Road to provide a convenient access for motorists.
- Convert part of the carriageway into pavement at Maple Street to facilitate pedestrians crossing the road.
- Add a pedestrian crossing at King Fuk Street to facilitate pedestrians crossing the road.

New Territories

- Increase the vehicular green time of traffic lights at Po Lam Road North and the junction of Hang Hong Street and Sai Sha Road to alleviate traffic congestion.
- Increase the pedestrian green time of a traffic light at Hiram's Highway to facilitate pedestrians crossing the road.
- Impose "No Stopping" restriction at Chui Pak Road to deter illegal parking.
- Add a "Keep Clear" road marking at Po Lam Road South to prevent vehicle obstruction.
- Add a traffic lane at Yuen Tun Circuit to alleviate traffic congestion.
- Add tactile warning strips and adjust the location of steel bollards at Tuen Lee Street to improve the pedestrian crossing.
- Add parking spaces for motorcycles near Po Lam Road North to facilitate parking of motorcycles.

Complaints and Suggestions on Public Transport Services
(April – June 2013)

Legend

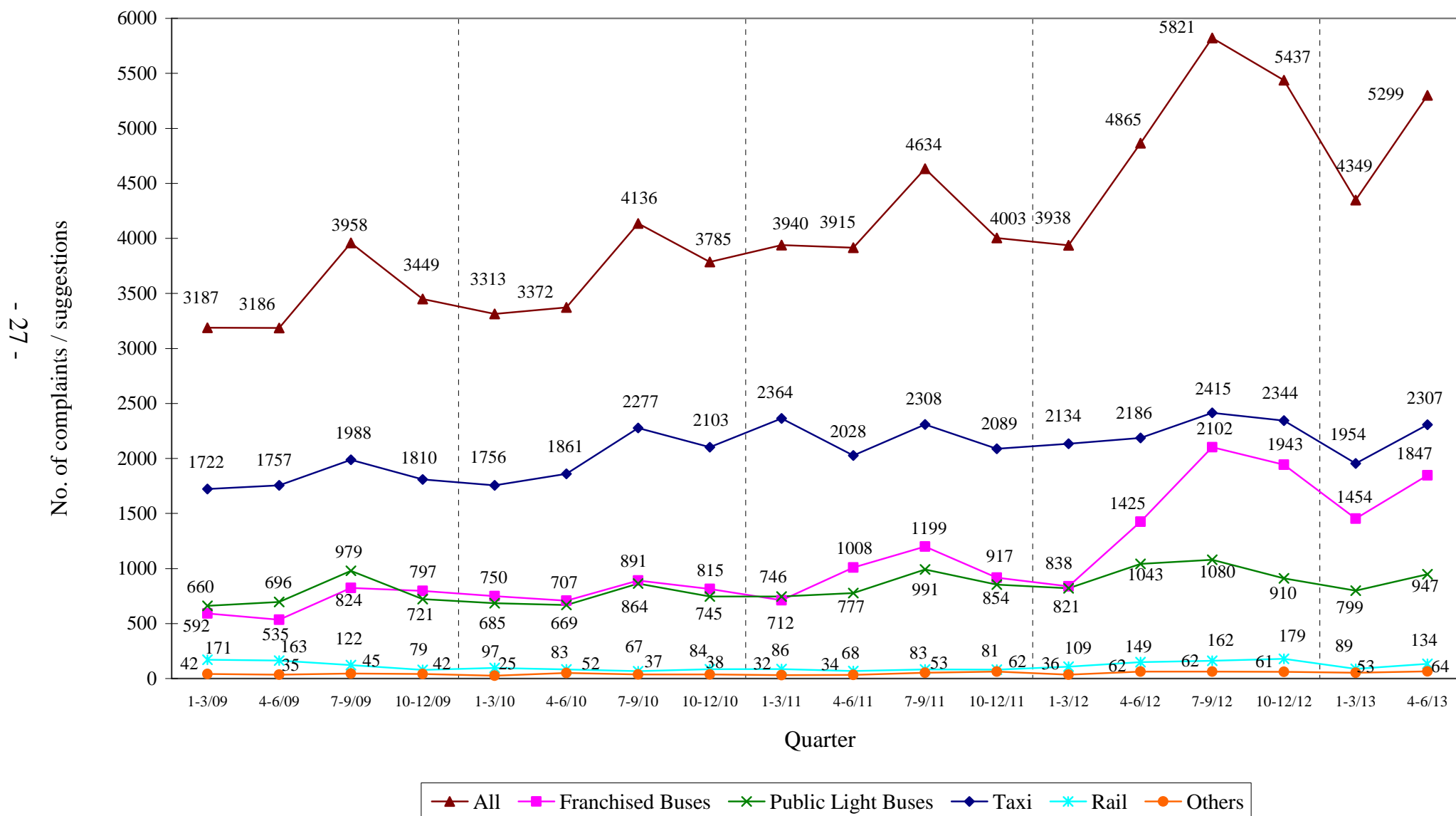
KMB	The Kowloon Motor Bus Company (1933) Limited
CTB1	Citybus Limited (Franchise 1)
CTB2	Citybus Limited (Franchise 2)
FB	The New World First Bus Services Limited
NLB	The New Lantao Bus Company (1973) Limited
LWB	Long Win Bus Company Limited
XHT	Cross-harbour Bus Services
NFBS	Non-franchised bus services
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	40	5	1	3	1	6	16	7	84	-	-	3	1	-	-	-	-	-	167
(2) Routeing	26	2	-	1	-	1	2	1	1	-	-	1	-	-	-	-	-	-	35
(3) Hours of operation	9	-	-	-	-	-	-	-	2	-	-	1	-	-	-	-	-	-	12
(4) Provision of stops	3	2	-	-	-	-	2	-	4	-	-	-	-	-	-	-	-	-	11
Sub-total	78	9	1	4	1	7	20	8	91	-	-	5	1	-	-	-	-	-	225
(B) Standard of Service																			
(1) Regularity of service	602	77	18	85	3	13	244	16	204	-	-	13	4	3	-	2	-	-	1284
(2) Adherence to routeing	3	1	-	2	-	-	1	-	67	-	384	-	-	-	-	-	-	-	458
(3) Improper driving behaviour	93	20	5	21	-	3	23	9	146	29	313	10	4	5	-	-	-	-	681
(4) Conduct & performance of staff (including drivers)	130	14	8	14	3	10	41	9	307	16	1096	13	2	2	-	2	-	1	1668
(5) Overcharging	3	1	1	-	1	-	2	-	20	3	451*	-	-	-	-	-	-	1	483
(6) Cleanliness	-	1	-	-	-	-	1	-	5	-	9	2	1	-	-	-	1	-	20
(7) Conditions of vehicles/vessels	9	3	-	2	-	-	2	-	12	1	18	-	-	3	-	1	-	3	54
(8) Passenger services & facilities	103	34	7	13	2	4	75	1	20	1	7	44	5	-	1	2	-	3	322#
Sub-total	943	151	39	137	9	30	389	35	781	50	2278	82	16	13	1	7	1	8	4970
(C) General	18	3	-	3	-	-	5	2	12	13	29	8	3	5	-	-	-	3	104
Total this quarter	1039	163	40	144	10	37	414	45	884	63	2307	95	20	18	1	7	1	11	5299
Grand-total	(1847)							(3299)				(134)				(19)			
Total previous quarter	835	140	29	90	12	35	313	37	717	82	1954	71	7	11	-	6	1	9	4349
Total same quarter last year	825	107	21	105	14	50	303	50	971	72	2186	106	16	27	-	6	1	5	4865

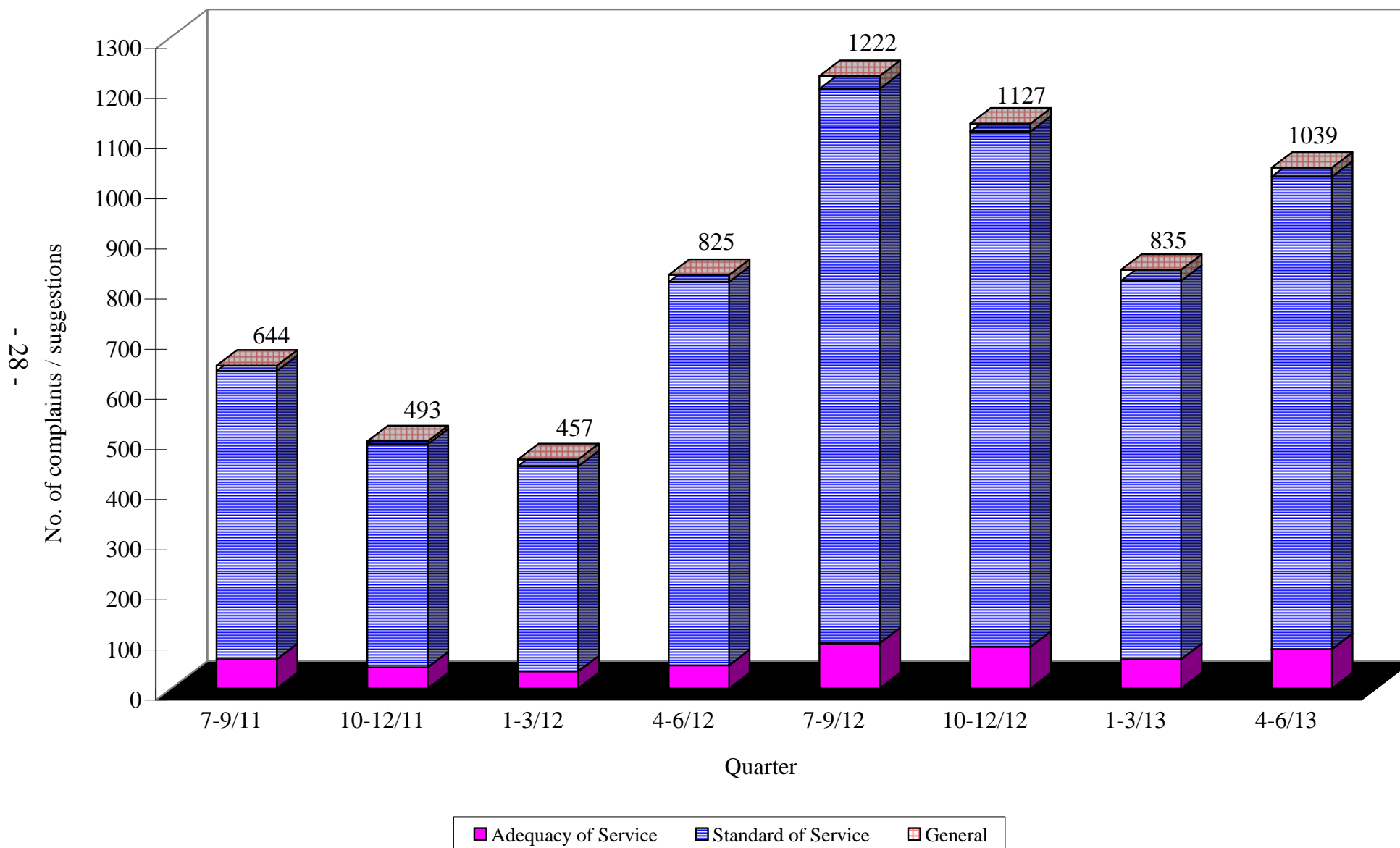
* Including taximeter irregularities

Including 146 complaints from 34 complainants about audio-visual broadcasting on public transport vehicles

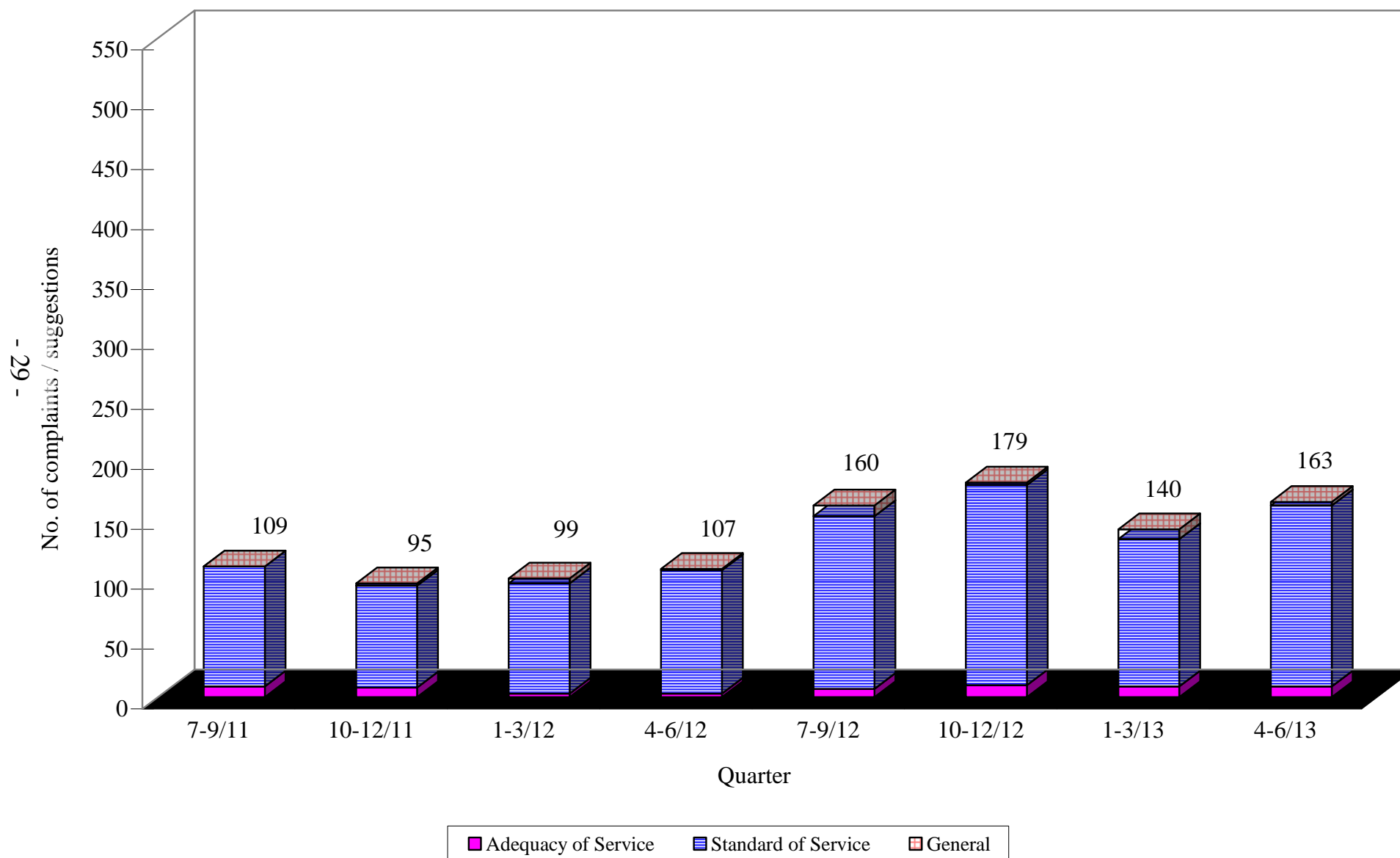
Trends of Complaints and Suggestions on Public Transport Services (January 2009 - June 2013)



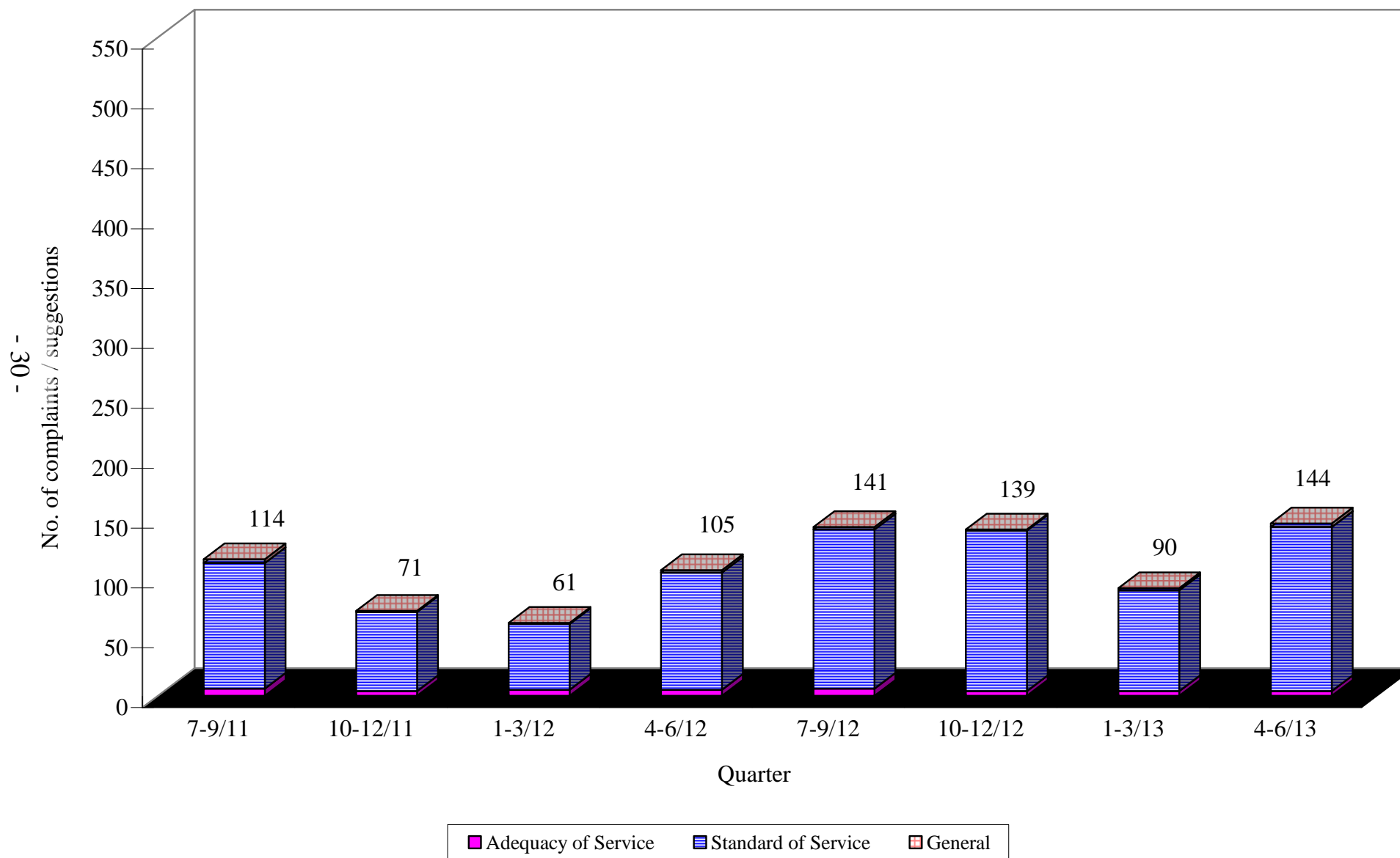
**Complaints and Suggestions on the Services of Kowloon Motor Bus Company (1933) Limited
in the Past Eight Quarters**



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

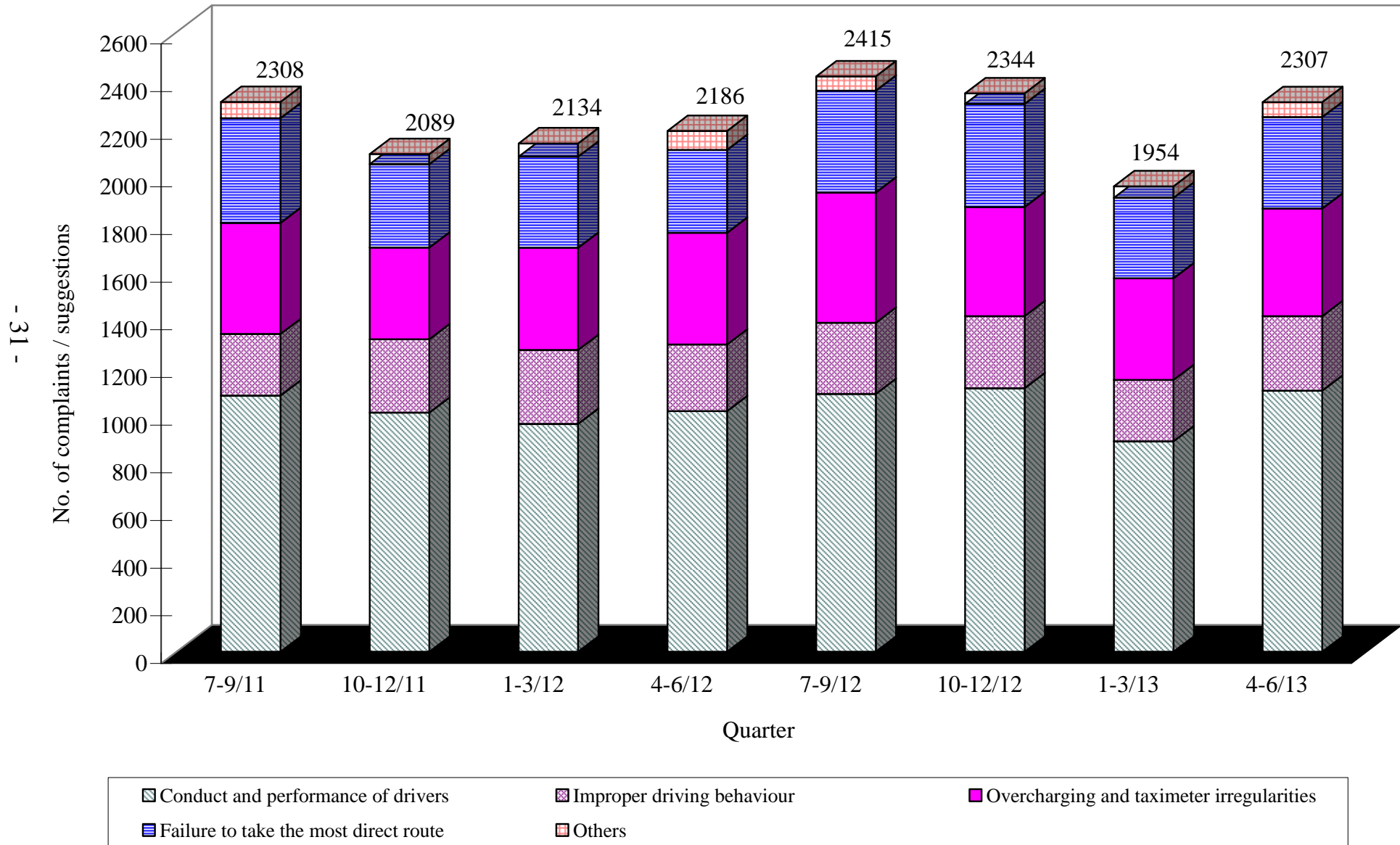


**Complaints and Suggestions on the Services of New World First Bus Services Limited
in the Past Eight Quarters**



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 (1.4.12-30.6.12)</u>	<u>Previous quarter (1.1.13-31.3.13)</u>	<u>Current quarter (1.4.13-30.6.13)</u>
(a)	Conduct and performance of drivers			
(i)	Behaving other than in a civil & orderly manner	383	326	434
(ii)	Refusing hire	487	454	534
(iii)	Soliciting passengers	2	2	3
(iv)	Refusing to drive to destination	115	92	106
(v)	Failure to display driver identity plate	20	6	15
(vi)	Failure to display driver identity plate properly	3	4	4
	Sub-total	1 010	884	1 096
(b)	Improper driving behaviour	280	257	313
(c)	Overcharging	364	355	367
(d)	Taximeter irregularities	105	72	84
(e)	Failure to take the most direct route	348	338	384
(f)	Others*	79	48	63
	Total	2 186	1 954	2 307

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

Complaints and Suggestions on Traffic and Road Conditions
(April – June 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)	4 (3)	3 (3)	4 (4)	7 (6)	4 (4)	1 (1)	6 (6)	2 (2)	1 (1)	1 (1)	1 (1)	3 (3)	- (-)	6 (5)	5 (5)	3 (3)	2 (2)	1 (1)	- (-)
(b) Traffic management	-	2	3	4	5	1	3	1	2	1	1	2	4	4	5	2	2	1	-
(c) Additional traffic signs and aids	1	3	1	-	1	2	2	1	1	-	-	3	3	-	1	-	1	-	1
(d) Parking facilities	-	-	1	1	-	-	-	-	-	-	-	3	1	-	-	1	-	-	1
Sub-total	5	8	9	12	10	4	11	4	4	2	2	11	8	10	11	6	5	2	2
<u>Road Maintenance</u>																			
(a) Road conditions	1	3	4	-	-	-	-	-	3	-	1	1	-	2	1	-	1	-	-
(b) Traffic signs & aids	1	-	-	1	1	-	2	3	-	-	-	2	-	2	1	1	1	-	1
(c) Carriageway markings	-	1	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-
Sub-total	2	4	4	1	1	-	2	4	3	-	1	3	-	4	2	1	2	-	1
<u>Enforcement</u>																			
(a) Illegal parking	14	14	9	10	37	12	17	9	31	8	7	24	18	18	9	10	8	2	-
(b) Other enforcement matters	7	8	10	6	11	7	23	10	14	6	1	6	5	7	7	9	11	2	2
Sub-total	21	22	19	16	48	19	40	19	45	14	8	30	23	25	16	19	19	4	2
Total	28	34	32	29	59	23	53	27	52	16	11	44	31	39	29	26	26	6	5

**Breakdown of Complaints about Improper Driving Behaviour
of Public Transport Drivers**

<u>Nature of Complaint/Suggestion</u>	<u>2012 Jan – Jun</u>	<u>2013 Jan – Jun</u>	<u>Difference</u>
1. Driving speedily	186	186	-
2. Starting before passengers safely alighted/boarded	122	132	+8.2%
3. Changing lanes abruptly/ Overtaking on solid line	164	122	-25.6%
4. Dashing through traffic light	111	119	+7.2%
5. Picking up/Setting down passengers at restricted area/out of line	91	90	-1.1%
6. Jerky driving	106	89	-16.0%
7. Using mobile phone while driving	74	88	+18.9%
8. Trapping passengers with door	44	65	+47.7%
9. Failing to give way to pedestrians/traffic	56	64	+14.3%
10. Picking up/Setting down passengers at a distance from bus stop	60	63	+5.0%
11. Others	335	350	+4.5%
Total	1 349	1 368	+1.4%

**Breakdown of Complaints about Improper Driving Behaviour
of Franchised Bus Drivers**

<u>Nature of Complaint/Suggestion</u>	2012	2013	<u>Difference</u>
	<u>Jan – Jun</u>	<u>Jan – Jun</u>	
1. Jerky driving	51	46	-9.8%
2. Picking up/Setting down passengers at a distance from bus stop	23	34	+47.8%
3. Changing lanes abruptly/ Overtaking on solid line	30	28	-6.7%
4. Starting before passengers safely alighted/boarded	17	28	+64.7%
5. Dashing through traffic light	16	28	+75.0%
6. Slow driving	29	27	-6.9%
7. Driving speedily	15	22	+46.7%
8. Trapping passengers with door	15	21	+40.0%
9. Picking up/Setting down passengers at restricted area/out of line	14	20	+42.9%
10. Braking suddenly	8	17	+112.5%
11. Others	63	71	+12.7%
Total	281	342	+21.7%

**Breakdown of Complaints about Improper Driving Behaviour
of Green Minibus Drivers**

<u>Nature of Complaint/Suggestion</u>		<u>2012 Jan – Jun</u>	<u>2013 Jan – Jun</u>	<u>Difference</u>
1.	Starting before passengers safely alighted/boarded	66	56	-15.2 %
2.	Driving speedily	46	36	-21.7%
3.	Dashing through traffic light	28	32	+14.3%
4.	Picking up/Setting down passengers at a distance from bus stop	36	28	-22.2%
5.	Picking up/Setting down passengers at restricted area/out of line	24	28	+16.7%
6.	Changing lanes abruptly/ Overtaking on solid line	30	26	-13.3%
7.	Using mobile phone while driving	16	23	+43.8%
8.	Trapping passengers with door	10	19	+90.0%
9.	Failing to give way to pedestrians/traffic	9	13	+44.4%
10.	Overloading	10	11	+10.0%
11.	Others	75	60	-20.0%
Total		350	332	-5.1%

**Breakdown of Complaints about Improper Driving Behaviour
of Red Minibus Drivers**

<u>Nature of Complaint/Suggestion</u>	<u>2012 Jan – Jun</u>	<u>2013 Jan – Jun</u>	<u>Difference</u>
1. Driving speedily	25	19	-24.0%
2. Dashing through traffic light	8	14	+75.0%
3. Changing lanes abruptly/ Overtaking on solid line	15	9	-40.0%
4. Starting before passengers safely alighted/boarded	2	7	+250.0%
5. Picking up/Setting down passengers at restricted area/out of line	5	5	-
6. Overloading	4	2	-50.0%
7. Drowsing while driving	2	2	-
8. Trapping passengers with door	1	2	+100.0%
9. Others	16	12	-25.0%
Total	78	72	-7.7%

**Breakdown of Complaints about Improper Driving Behaviour
of Taxi Drivers**

<u>Nature of Complaint/Suggestion</u>		<u>2012 Jan – Jun</u>	<u>2013 Jan – Jun</u>	<u>Difference</u>
1.	Driving speedily	85	103	+21.2%
2.	Changing lanes abruptly/ Overtaking on solid line	89	59	-33.7%
3.	Using mobile phone while driving	50	57	+14.0%
4.	Dashing through traffic light	57	42	-26.3%
5.	Failing to give way to pedestrians/traffic	31	39	+25.8%
6.	Starting before passengers safely alighted/boarded	34	37	+8.8%
7.	Picking up/Setting down passengers at restricted area/out of line	47	35	-25.5%
8.	Jerky driving	32	31	-3.1%
9.	Braking suddenly	23	20	-13.0%
10.	Slow driving	25	19	-24.0%
11.	Others	117	128	+9.4%
Total		590	570	-3.4%

**Breakdown of Enforcement Actions Taken against Drivers/Vehicles
of Taxi, Public Light Bus and Bus**

Transport Mode	<u>2012 Jan - Jun</u>	<u>2013 Jan - Jun</u>	<u>Difference</u>
Taxi	31 312	30 452	-2.7%
Public Light Bus	4 954	4 215	-14.9%
Bus (Including Franchised and Non-Franchised)	4 640	4 834	+4.2%
Total	40 906	39 501	-3.4%

**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.