

**QUARTERLY REPORT No. 3 of 2013**

**by the**

**TRANSPORT COMPLAINTS UNIT**

**of the**

**TRANSPORT ADVISORY COMMITTEE**

**for the period**

**1 July 2013 – 30 September 2013**

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## Chapter 1

## Major Areas of Complaints and Suggestions

This is the third quarterly report for 2013 covering the period from 1 July to 30 September 2013.

### **Yearly and Quarterly Trends**

2. During the quarter, the Transport Complaints Unit (TCU) received 6 919 complaints and suggestions, including 69 pure suggestions, from 6 212 persons. About 56% (3 507) of these persons lodged their complaints/suggestions by telephone and the remaining 44% (2 705) by e-mail, fax or mail. The number of cases represents an increase of 17.5% as compared with 5 890 cases in the previous quarter and an increase of 7.4% as compared with 6 445 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 5 372 cases (including some outstanding cases from previous quarters) were completed. Of these, 3 540 cases (66%) were found to be substantiated, 168 cases (3%) unsubstantiated, and the remaining 1 664 cases (31%) 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 19 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 6 263 cases, which represents an increase of 18.2% as compared with the previous quarter and an increase of 7.6% 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 2 340 complaints and suggestions on franchised bus services were received during the quarter, which represents an increase of 26.7% as compared with the previous quarter and an increase of 11.3% as compared with the same quarter last year. The increase in the number of cases received was mainly due to more complaints about regularity of services.

8. There were 1 321 cases on the services of the KMB, as compared with 1 039 cases in the previous quarter and 1 222 cases in the same quarter last year. Among the 1 321 cases, 142 (or 11%) were about the adequacy of service and 1 145 (or 87%) were about the standard of service.

9. There were 181 cases on the services of Citybus Limited (Franchise 1) (CTB1), as compared with 163 cases in the previous quarter and 160 cases in the same quarter last year. Among the 181 cases, 12 (or 7%) were about the adequacy of service while 162 (or 90%) were about the standard of service.

10. There were 209 cases on the services of the New World First Bus Services Limited (NWFB), as compared with 144 cases in the previous quarter and 141 cases in the same quarter last year. Of the 209 cases, 22 (or 11%) were about the adequacy of service and 182 (or 87%) 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 49 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 56 respectively.

### **Public Light Bus Services**

13. A total of 1 095 complaints and suggestions on public light bus (PLB) services were received in this quarter, which represents an increase of 15.6% as compared with the previous quarter and an increase of 1.4% 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 1 008 cases were on green minibus (GMB) services. The number of cases received in the previous quarter and the same quarter last year were 884 and 1 008 respectively. Among the 1 008 cases, 134 (or 13%) were about the adequacy of service and 857 (or 85%) were about the standard of service.

15. The remaining 8% or 87 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 63 and 72 respectively. Among the 87 cases, 76 (or 87 %) were about the standard of service.

### **Taxi Services**

16. A total of 2 599 cases on taxi services were received in this quarter, which represents an increase of 12.7% as compared with the previous quarter and an increase of 7.6% as compared with the same quarter last year. A comparison of the complaints and suggestions on taxi services in the past eight quarters is at Annex G.

17. Of the 2 599 cases received, 2 539 (98%) were related to taxi driver malpractice, as compared with 2 244 such cases (97%) in the previous quarter. Complaints about driver malpractice included drivers behaving other than in a civil and orderly manner, refusing hire, improper driving behaviour, overcharging, taximeter irregularities and failure to take the most direct and practicable route, etc. A detailed breakdown of the nature of complaints and suggestions on taxi services is at Annex H. Reports on taxi driver malpractice were referred to the Police for further investigation if the complainants agreed to be court witnesses. During the quarter, a total of 458 such cases (18%) were referred to the Police.

18. During the quarter, the Police reported the latest developments on 427 cases previously referred to them. These cases are categorised as follows -

	<u>No. of Cases</u>	<u>Percentage</u>
(a) Summonsed	40 (21)	9 (8)
(b) Withdrawn by complainants	308 (167)	72 (63)
(c) Evidence considered insufficient by the Police for further processing	79 (75)	19 (29)
	<u>427 (263)</u>	<u>100 (100)</u>

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

It is noted that 91% of these cases could not be further pursued because of withdrawal by complainants or insufficient evidence.

### **Rail Services**

19. A total of 139 complaints and suggestions on rail services were received. Corresponding figures for the previous quarter and the same quarter last year were 134 and 162 respectively. Of the 139 cases, 119 were on the services of MTRCL.

## **Ferry Services**

20. There were 41 complaints and suggestions on ferry services in this quarter. Corresponding figures for the previous quarter and the same quarter last year were 19 and 6 respectively.

## **Traffic Conditions**

21. There were 89 complaints recorded in this quarter about traffic congestion, as compared with 54 cases in the previous quarter and 74 cases in the same quarter last year. Congestion was reported to have occurred at a total of 77 locations throughout the territory, as illustrated below -

	<b><u>Number of Complaints</u></b>		<b><u>Number of Locations</u></b>	
Hong Kong Island	32	(18)	26	(16)
Kowloon	18	(14)	18	(14)
New Territories	38	(22)	32	(21)
Others	1	(-)	1	(-)
<b>Total</b>	<b>89</b>	<b>(54)</b>	<b>77</b>	<b>(51)</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 Tuen Mun (12 cases), Central & Western (11 cases) and Tai Po (nine 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 46 complaints and suggestions on traffic management and 17 requests for additional traffic signs and aids in this quarter. As a comparison, there were 43 and 21 such cases in the previous quarter, and 39 and 29 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 35 cases in the previous quarter and 48 cases in the same quarter last year. Among the 52 cases, 34 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 Eastern (seven cases), Wan Chai (seven cases), Sha Tin (five cases), Yuen Long (five cases) and Kwai Tsing (five cases).

### **Enforcement**

28. There were 410 complaints about traffic regulations enforcement in this quarter, which represents a slight increase of 0.2% when compared with the previous quarter and an increase of 9.3% 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 August 2013, Members discussed -

- (a) complaints and suggestions about cycling matters;
  - (b) complaints about road works and road maintenance;
  - (c) complaints about improper driving behaviour of public transport drivers; and
  - (d) TCU Quarterly Report No. 2 of 2013.
2. Members agreed that -
- (a) complaints and suggestions about cycling matters, road works and road maintenance and improper driving behaviour of public transport drivers should be closely monitored; and
  - (b) TCU Quarterly Report No. 2 of 2013 should be submitted to the Transport Advisory Committee.

### **Complaint about speeding of vehicles in the vicinity of Tong Fuk Village along South Lantau Road**

3. TCU received a complaint in July 2013 about the speeding of vehicles near Tong Fuk Village along South Lantau Road. To tackle the problem, the complainant suggested speed bumps and a speed enforcement camera be put in place at that section of the road. In addition, the complainant pointed out that speed limit sign was available only at the eastern end of the village but not the western end.

4. Upon receipt of the case, the Police and the Transport Department (TD) were invited to take appropriate enforcement action and consider the suggestions of the complainant respectively. With regard to the placing of speed bumps, TD advised that there was public transport using South Lantau Road, road bumps would likely cause discomfort and injury to passengers and

damage to the public transport vehicles. The Department further explained that the speed limit of 50 kilometres per hour would apply to all roads in Hong Kong unless otherwise specified. The speed limit of the western section of South Lantau Road from Tong Fuk to Tai O is 50 kilometres per hour all along, thus it was not necessary to erect a speed limit sign there. For the eastern section near Cheung Sha where the speed limit was 70 kilometres per hour, it was necessary to erect a speed limit sign of 50 kilometres per hour to remind motorists the change of the speed limit when entering Tong Fuk from the east.

5. As to the feasibility of installing a speed enforcement camera, TD had conducted a site visit and found that the curvature of the road bend exceeded the specified limit of the camera system. Under the circumstances, the detecting radar might not be able to measure the speed of passing vehicles accurately.

6. TD's reply was conveyed to the complainant, who raised no further question.

#### **Concern about the different traffic arrangements at the junction of Lee Nam Road and Ap Lei Chau Bridge Road**

7. In July 2013, a member of the public expressed concern on the different traffic arrangements at the junction of Lee Nam Road and Ap Lei Chau Bridge Road. He pointed out that vehicles travelling from Lee Nam Road turning left into Ap Lei Chau Bridge Road and those from Ap Lei Chau Bridge Road turning left into Lee Nam Road were not directed by traffic signals, but were warned by "Give Way" road markings and traffic signs only. On the other hand, traffic for other directions at that junction was directed by traffic signals. He suggested that all traffic there should be directed by traffic signals to enhance road safety.

8. TD explained that it was a common arrangement to have "give way" at the left turn slip road of a junction at an intersection mainly directed by traffic signals. The purpose was to remind motorists entering from a minor road (usually with low traffic volume) and turning left onto a major road to watch out for the traffic of the major road and that they could proceed only when it was safe to do so. According to TD's observation, there was clear sightline at the junction of Lee Nam Road and Ap Lei Chau Bridge Road and the traffic at the concerned direction, i.e. from Lee Nam Road turning left into Ap Lei Chau

Bridge Road and from Ap Lei Chau Bridge Road turning left into Lee Nam Road, was not heavy. Under the circumstances, the traffic arrangement at that junction was working effectively. Installation of traffic lights would cause unnecessary delay to both pedestrian and vehicles.

9. The member of the public was informed of TD's reply and made no further comment.

### **Complaint about traffic congestion at Fung Tak Road and Sheung Yuen Street outside Plaza Hollywood**

10. In July and August 2013, a few complainants approached TCU to complain about traffic congestion at Fung Tak Road and Sheung Yuen Street, especially during the weekends, as a result of cars queuing for entering into the carpark of Plaza Hollywood.

11. TD advised that sections of Fung Tak Road and Sheung Yuen Street were already designated as "no stopping" zones. As cars stopping along the roads were in contravention of the regulation, TD had liaised with the Police to step up enforcement actions during the peak periods as appropriate.

12. To further alleviate the impact of the congestion, TD had added box junction road markings at the two ends of the bus stop at Sheung Yuen Street to keep a clear way for bus approaching and departing the stop. In addition, the road markings at the location were adjusted to prohibit lane changing activities with a view to smoothen the traffic.

13. With the above measures put in place, the Police would keep monitoring the traffic situation and take appropriate enforcement actions accordingly.

14. The complainants were informed of the traffic management measures and made no further comment.

**Complaints about Regularity of Public Transport Services****Background**

The public transport (PT) system comprises a variety of modes, including railways, trams, buses, taxis and ferries. Among the traffic matters raised in the complaints received by TCU, PT services have long been a major area of concern. In 2012, 20 061 complaints and suggestions about PT services were received, accounting for about 90% of the total number of cases (22 405) received by TCU. Among them, 4 556 cases (23%) concerned service regularity. This paper focuses on complaints about service regularity. Irregularity of services is likely to cause inconvenience or even hardship to passengers whose mobility relies solely on PT services as their daily activities may be adversely affected.

**The Complaints**

2. Passengers were annoyed by the non-adherence of the service schedules as they were then unable to estimate the waiting time and hence the total journey time, in particular if service was irregular in the early morning or at night time when they were rushing to work/school or to take the last scheduled trip. They also had concern about service regularity when there was only a limited choice of alternative means of PT services (e.g. in remote areas) or the alternative means were less convenient or incurred higher costs.

3. The trend of complaints about service regularity in recent years is as follows -

<b><u>Transport Mode</u></b>	<b><u>2011</u></b>	<b><u>2012</u></b>	<b><u>2013*</u></b>
Franchised Buses	1 468	3 508	3 033
Non-franchised Buses	36	58	49
Green Minibuses	639	920	612
Rail Transport	23	61	45
Ferries	13	9	10
<b>Total</b>	<b>2 179</b>	<b>4 556</b>	<b>3 749</b>

\* Up to 30.9.2013

4. Among the various transport modes, franchised bus and green minibus (GMB) services consistently attracted most of the complaints about service regularity in the past few years. A comparison of the cases received during the period from January to September of 2012 and the same period of 2013 is at Annex J. The increase in the number of cases during the said period was mostly due to more cases related to franchised bus services, which mainly concerned the services of Kowloon Motor Bus Company (1933) Limited.

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

5. All the complaints received were referred to the respective operators and/or the Transport Department (TD) for investigation and follow up. TCU also compiled lists of bus/GMB routes which attracted relatively more complaints to TD for review. For cases involving road conditions (e.g. traffic congestion, road closure) that required enforcement actions, they were also referred to the Police for investigation.

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

6. TD was alive to the increase of complaints on franchised bus services over regularity of service, which was mainly attributable to lost trips due to bus captain shortage and road congestion.

7. In view of this and under close monitoring of TD, the franchised bus operators have stepped up their bus captain recruitment and training efforts to tackle crew shortage. Apart from hiring new captains, incentive measures to retain existing ones such as monthly bonus to and career advancement opportunities for good performers have been introduced. Separately, the bus operators have also reviewed the service timetable and suitably adjusted frequency, journey time and bus allocation according to the actual traffic situation.

8. With concerted effort, the lost trip situation has in general been improving since the third quarter of 2012. The overall average lost trip rate of all franchised bus operators went down from 6.3% in 2011 to 4.2% in 2012, and further to 2.3% in the first half year of 2013. TD will continue to closely monitor the performance of the individual franchised bus operators through a multi-pronged approach to ensure that the operators would remain vigilant in keeping service reliable. The measures include field surveys and inspections, examination of regular reports submitted by bus operators (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 operators etc.

### ***GMB services***

9. Irregularity of GMB service was mainly due to non-adherence to scheduled timetables, adverse en-route traffic conditions, breakdown of GMBs, unplanned sick leave of GMB drivers and/or shortage of drivers. In particular, GMBs passing through busy corridors were prone to delays given the heavy traffic and congestion caused by accidents, road works and other emergency incidents.

10. TD monitors the performance of GMB operators through field surveys and inspections, vehicle examinations, reviews of regular reports submitted by the operators, mid-term appraisal, regular trade conferences and collation of public opinions.

11. For repeated complaints against service irregularity, TD would interview the GMB operator concerned to find out the causes, help formulate remedial measures (such as better vehicle deployment, vehicle maintenance and staff management), and urge the operator to implement timely improvement

measures. If appropriate, TD would ask the GMB operator to arrange special departures from some mid-way stops, taking into account the passenger demand pattern. If the circumstances so warrant, the GMB operator might also increase the fleet size to help improve the punctuality of service.

### ***Other Transport Services***

12. For ferry services, irregularity of service mostly involved services for outlying islands. TD has reminded the operators to operate the ferry services according to the schedules of service. TD will continue to monitor the ferry services closely.

13. On rail services, the majority of complaints on regularity of service concerned those operated by the MTR Corporation Limited (MTRCL). TD pointed out that the contributory factors to rail service delay were equipment failure, human factor, passenger action and external events.

14. To ensure high-quality performance and the good condition of its train service systems and equipment, MTRCL has put in place a stringent maintenance regime as well as a comprehensive programme to upgrade and renew assets. Preventive and corrective maintenance works have been carried out in different areas including civil engineering structure, railway tracks, signalling system, power supply system, overhead lines, passenger trains, engineering trains and buses. Maintenance works, including inspection, maintenance, cleaning and asset replacement, were carried out according to an established regular maintenance schedule. According to MTRCL, more than \$4 billion is invested each year into the maintenance, repair and renewal of railway assets.

15. TD noted that since the rail merger in 2007, the performance of MTR train service has remained very satisfactory, with 99.9% of passengers reaching their destinations within five minutes of their scheduled arrival times. TD will continue to monitor the services.

**Complaints and Suggestions Received by TCU**

<b><u>Nature of Complaint/Suggestion</u></b>		<b><u>Same quarter last year (1.7.12-30.9.12)</u></b>		<b><u>Previous quarter (1.4.13-30.6.13)</u></b>		<b><u>Current quarter (1.7.13-30.9.13)</u></b>	
<b>I. Public Transport Services</b>							
(a) Adequacy of service		315	[40]	225	[27]	396	[32]
(b) Standard of service		5 370	[21]	4 970	[6]	5 715	[7]
(c) General		136	[8]	104	[6]	152	[4]
		<b>5 821</b>	<b>[69] (90%)</b>	<b>5 299</b>	<b>[39] (90%)</b>	<b>6 263</b>	<b>[43] (90%)</b>
<b>II. Traffic Conditions</b>							
(a) Traffic congestion		74	[10]	54		89	
(b) Traffic management		39	[12]	43	[12]	46	[9]
(c) Additional traffic signs and aids		29	[14]	21	[10]	17	[6]
(d) Parking facilities		26	[8]	8	[2]	18	[8]
		<b>168</b>	<b>[44] (2%)</b>	<b>126</b>	<b>[24] (2%)</b>	<b>170</b>	<b>[23] (2%)</b>
<b>III. Road Maintenance</b>							
(a) Road conditions		19		17		34	
(b) Traffic signs and aids		22		16	[1]	16	
(c) Carriageway markings		7	[1]	2		2	[1]
		<b>48</b>	<b>[1] (1%)</b>	<b>35</b>	<b>[1] (1%)</b>	<b>52</b>	<b>[1] (1%)</b>
<b>IV. Enforcement</b>							
(a) Illegal parking		229		257		284	[1]
(b) Other enforcement matters		146		152		126	
		<b>375</b>	<b>(6%)</b>	<b>409</b>	<b>(6%)</b>	<b>410</b>	<b>[1] (6%)</b>
<b>V. Miscellaneous</b>							
		<b>33</b>	<b>[5] (1%)</b>	<b>21</b>	<b>[2] (1%)</b>	<b>24</b>	<b>[1] (1%)</b>
<b>Total</b>		<b>6 445</b>	<b>[119] (100%)</b>	<b>5 890</b>	<b>[66] (100%)</b>	<b>6 919</b>	<b>[69] (100%)</b>

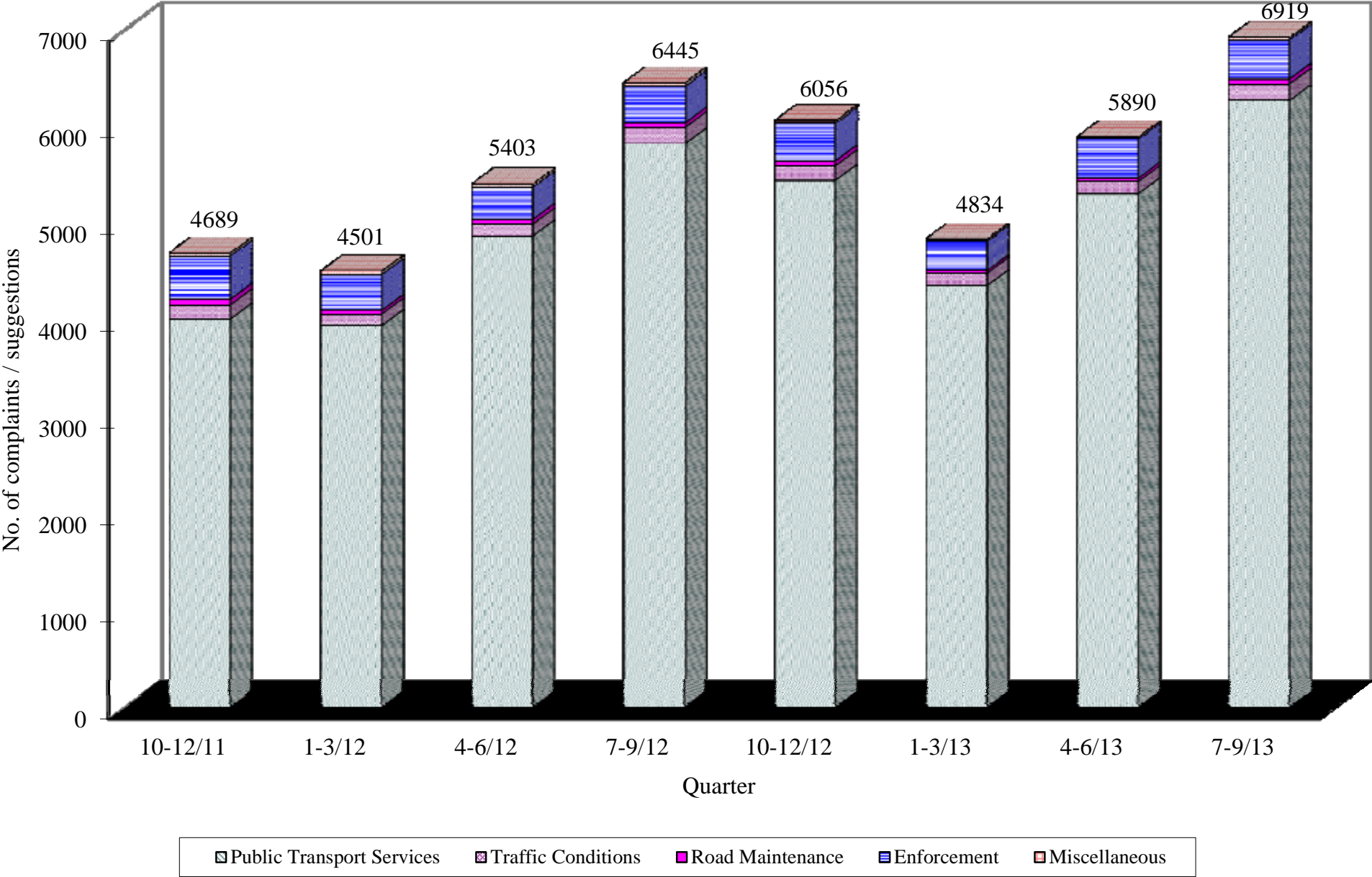
**Notes :** (1) Figures in square brackets are the number of pure suggestions received in the quarter. The figures have been included in the overall number of cases received.

(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

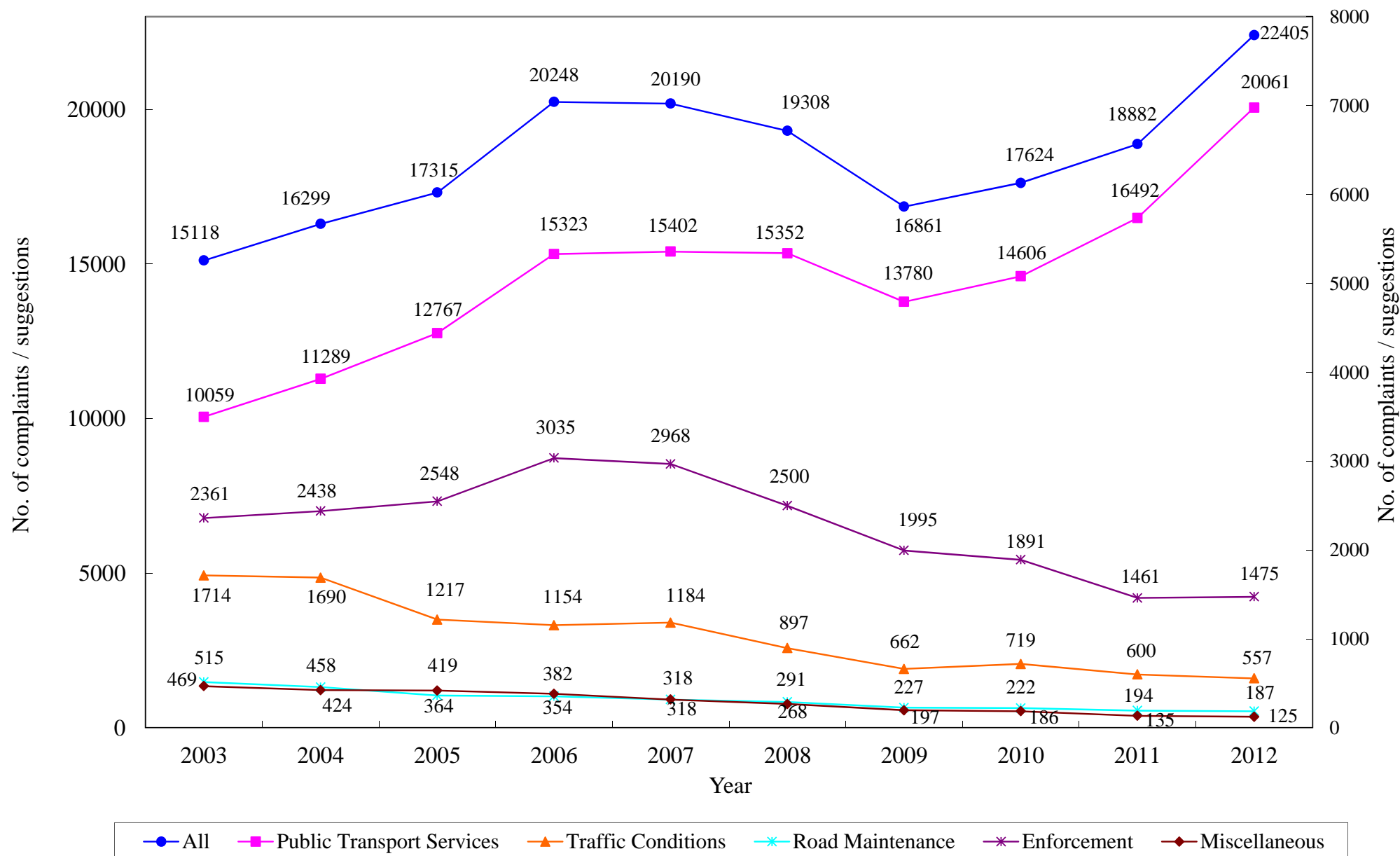
Annex A(ii)

- 17 -



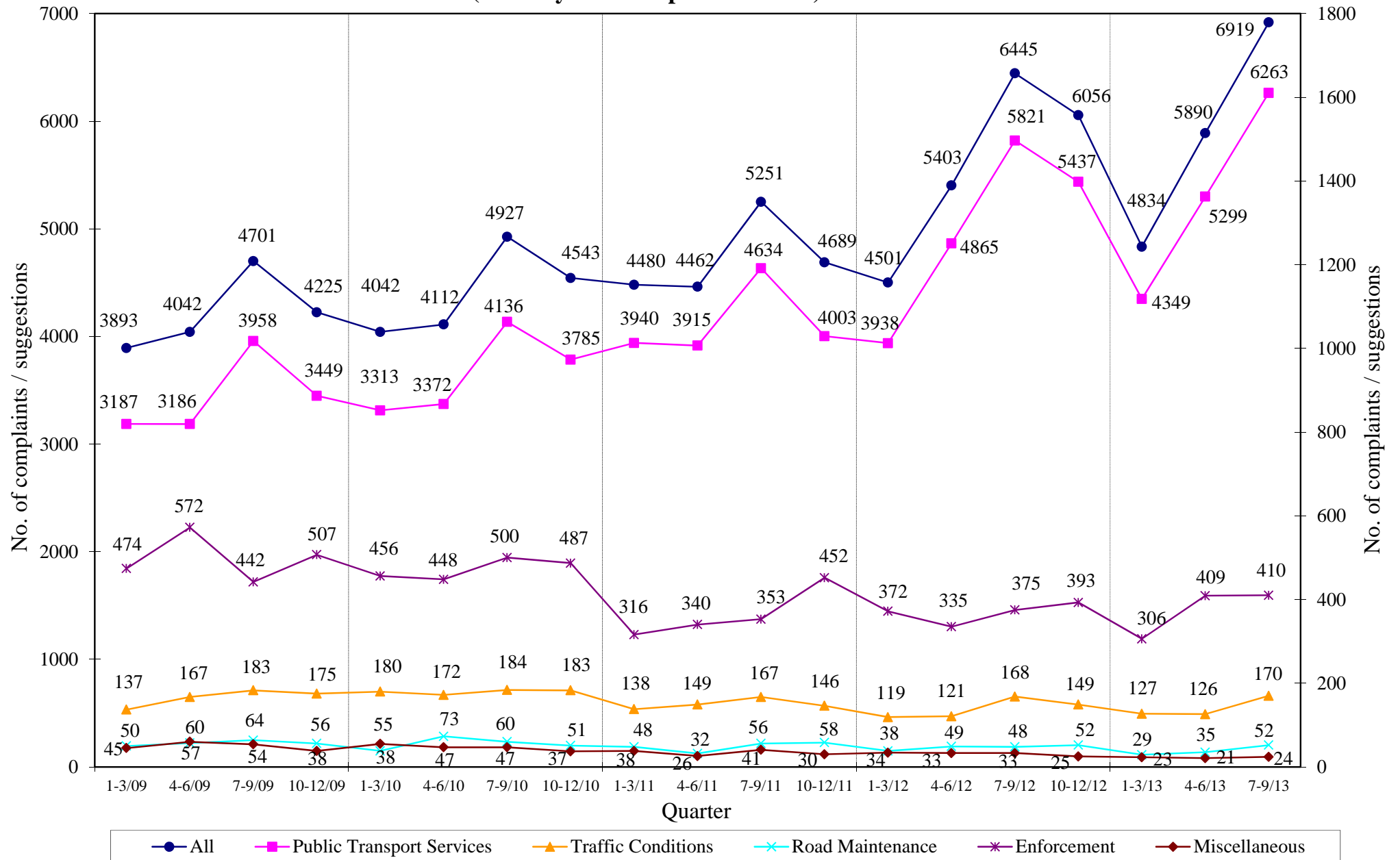
**Trends of Complaints and Suggestions Received by TCU  
(2003 - 2012)**

**Annex B(i)**



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

**Annex B(ii)**



**Summary of Results of Investigations into Complaints and Suggestions**  
**(July – September 2013)**

Outcome of Investigation  Nature of Complaint/ Suggestion					
	A1	A2	B	C	Total
<b>I. Public Transport Services</b>					
(a) Adequacy of service	13	164	10	-	187
(b) Standard of service	1 028	1 885	106	1 628	4 647
(c) General	30	39	12	-	81
	<b>1 071</b>	<b>2 088</b>	<b>128</b>	<b>1 628</b>	<b>4 915</b>
<b>II. Traffic Conditions</b>					
(a) Traffic congestion	9	28	7	1	45
(b) Traffic management	12	11	16	-	39
(c) Additional traffic signs/aids	5	5	7	-	17
(d) Parking facilities	3	1	2	-	6
	<b>29</b>	<b>45</b>	<b>32</b>	<b>1</b>	<b>107</b>
<b>III. Road Maintenance</b>					
(a) Road conditions	4	-	1	-	5
(b) Traffic signs and aids	1	-	3	-	4
(c) Carriageway markings	1	-	-	-	1
	<b>6</b>	<b>-</b>	<b>4</b>	<b>-</b>	<b>10</b>
<b>IV. Enforcement</b>					
(a) Illegal parking	168	28	1	1	198
(b) Other enforcement matters	43	46	3	34	126
	<b>211</b>	<b>74</b>	<b>4</b>	<b>35</b>	<b>324</b>
<b>V. Miscellaneous</b>	<b>15</b>	<b>1</b>	<b>-</b>	<b>-</b>	<b>16</b>
<b>Total</b>	<b>1 332</b> <b>(25%)</b>	<b>2 208</b> <b>(41%)</b>	<b>168</b> <b>(3%)</b>	<b>1 664</b> <b>(31%)</b>	<b>5 372</b> <b>(100%)</b>

**Legend**

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

**Summary of Results of Investigations into**  
**Complaints and Suggestions on Public Transport Services**  
**(July – September 2013)**

<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	220	571	62	6	859
Citybus Limited (Franchise 1)	61	64	2	-	127
Citybus Limited (Franchise 2)	6	15	4	-	25
The New World First Bus Services Limited	33	64	1	-	98
The New Lantao Bus Company (1973) Limited	8	2	3	-	13
Long Win Bus Company Limited	7	12	-	-	19
Cross-harbour Bus Services	97	229	19	1	346
Non-franchised Bus Services	6	15	-	1	22
Green Minibus	542	270	19	8	839
Red Minibus	43	9	1	4	57
Taxi	19	774	2	1 608	2 403
MTR Corporation Limited (Excluding Light Rail)	16	39	10	-	65
MTR Corporation Limited (Light Rail)	3	4	-	-	7
The Hongkong Tramways Limited	8	10	-	-	18
Peak Tramways Company Limited	-	1	-	-	1
New World First Ferry Services Limited	-	6	-	-	6
The “Star” Ferry Company Limited	1	1	-	-	2
Minor Ferries	1	2	5	-	8
<b>Total</b>	<b>1 071</b> <b>(22%)</b>	<b>2 088</b> <b>(42%)</b>	<b>128</b> <b>(3%)</b>	<b>1 628</b> <b>(33%)</b>	<b>4 915</b> <b>(100%)</b>

**Legend**

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

**Public Suggestions Taken on Board by**  
**Relevant Government Departments/Public Transport Operators**  
**(July – September 2013)**

**I. Public Transport Services**

- Add a green minibus stop at Chai Wan Road to meet the demand of passengers.
- Install an information board at the taxi pick-up/drop-off point at Pak Lam Road to remind passengers about additional fare incurred for the use of the Lantau Link.

**II. Traffic Management**

***Hong Kong Island***

- Increase the vehicular green time of a traffic light at Caine Road during weekends to improve traffic flow.
- Increase the vehicular green time of traffic lights at the junction of Victoria Road and Sandy Bay Road to improve traffic flow.
- Increase the pedestrian green time of a traffic light at Queen's Road Central to facilitate pedestrians crossing the road.
- Impose “No Stopping” restriction at Green Lane and Blue Pool Road to prevent vehicle obstruction and improve road safety.
- Add metered parking spaces at New Praya, Kennedy Town to facilitate parking of private cars.

***Kowloon***

- Increase the pedestrian green time of a traffic light at the junction of Chun Wah Road and Choi Ha Road to facilitate pedestrians crossing the road.

- Add “No Left Turn” traffic signs at Lai Chi Kok Road near Prince Edward Road West to remind motorists.
- Add hatched road markings at Scout Path to remind motorists of the two way road.
- Add a cautionary crossing at Ngau Tau Kok Road to improve road safety.
- Add signalised pedestrian crossings at the junction of How Ming Street, Tsun Yip Street and Tsun Yip Lane to facilitate pedestrians crossing the road.
- Convert a cautionary crossing at Wai Yip Street to a signalised crossing to improve road safety.

### ***New Territories***

- Increase the vehicular green time of traffic lights at Castle Peak Road (Sham Tseng), the junction of Yu Tai Road and Pak Wo Road, the junction of Chun Yat Street and Wan Po Road, and the junction of Kin Wing Street and Tsun Wen Road to alleviate traffic congestion.
- Add “No U-turn” traffic signs at Kwai Foo Road and Hing Fong Road to remind motorists.
- Install railings at Fui Yiu Kok Street to deter illegal parking on pavement.

**Complaints and Suggestions on Public Transport Services**  
**(July – September 2013)**

**Legend**

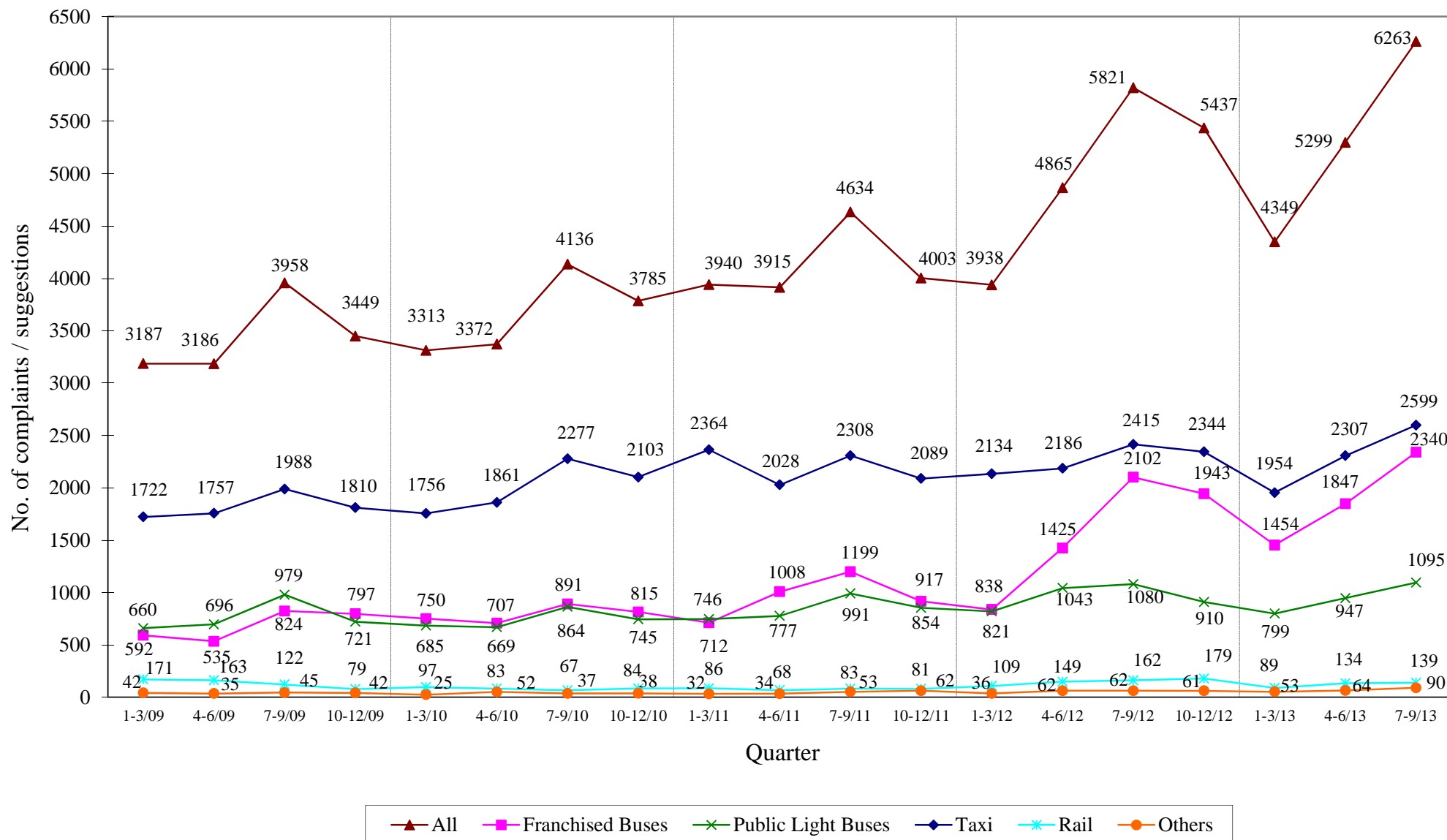
<b>KMB</b>	The Kowloon Motor Bus Company (1933) Limited
<b>CTB1</b>	Citybus Limited (Franchise 1)
<b>CTB2</b>	Citybus Limited (Franchise 2)
<b>FB</b>	The New World First Bus Services Limited
<b>NLB</b>	The New Lantao Bus Company (1973) Limited
<b>LWB</b>	Long Win Bus Company Limited
<b>XHT</b>	Cross-harbour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

Mode Nature of Complaint/Suggestion	Vehicular Transport											Rail Transport				Waterborne Transport			Total/ Sub- total
	Franchised Buses							NFBS	GMB	RMB	Taxi	MTR (Non-LR) MTR (LR) HT PT				FF	SF	MF	
	KMB	CTB1	CTB2	FB	NLB	LWB	XHT												
(A) Adequacy of Service																			
(1) Frequency/carrying capacity	65	7	6	12	1	8	28	3	119	-	-	8	1	1	-	15	-	1	275
(2) Routeing	61	4	-	9	-	-	4	4	7	-	-	-	1	-	-	-	-	-	90
(3) Hours of operation	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2
(4) Provision of stops	14	1	1	1	-	-	3	1	8	-	-	-	-	-	-	-	-	-	29
Sub-total	142	12	7	22	1	8	35	8	134	-	-	8	2	1	-	15	-	1	396
(B) Standard of Service																			
(1) Regularity of service	743	82	36	105	3	16	292	17	250	-	-	16	3	1	-	2	-	2	1568
(2) Adherence to routeing	2	-	-	1	-	1	-	-	57	-	431	-	-	-	-	-	-	-	492
(3) Improper driving behaviour	65	20	5	19	3	5	46	8	170	44	315	8	6	5	-	1	-	1	721
(4) Conduct & performance of staff (including drivers)	144	19	10	21	3	9	44	8	333	27	1265	16	3	1	-	4	-	1	1908
(5) Overcharging	5	-	-	1	-	-	4	1	18	4	528*	-	-	-	-	-	-	-	561
(6) Cleanliness	3	-	-	1	-	1	-	-	4	-	-	4	-	-	-	-	-	3	16
(7) Conditions of vehicles/vessels	20	5	1	6	-	-	5	3	10	1	11	3	-	1	-	-	-	2	68
(8) Passenger services & facilities	163	36	2	28	4	2	76	2	15	-	4	42	1	1	-	2	1	2	381#
Sub-total	1145	162	54	182	13	34	467	39	857	76	2554	89	13	9	-	9	1	11	5715
(C) General	34	7	1	5	1	2	6	2	17	11	45	4	3	10	-	2	-	2	152
Total this quarter	1321	181	62	209	15	44	508	49	1008	87	2599	101	18	20	-	26	1	14	6263
Grand-total	(2340)							(3743)				(139)				(41)			
Total previous quarter	1039	163	40	144	10	37	414	45	884	63	2307	95	20	18	1	7	1	11	5299
Total same quarter last year	1222	160	38	141	4	36	501	56	1008	72	2415	108	10	44	-	2	2	2	5821

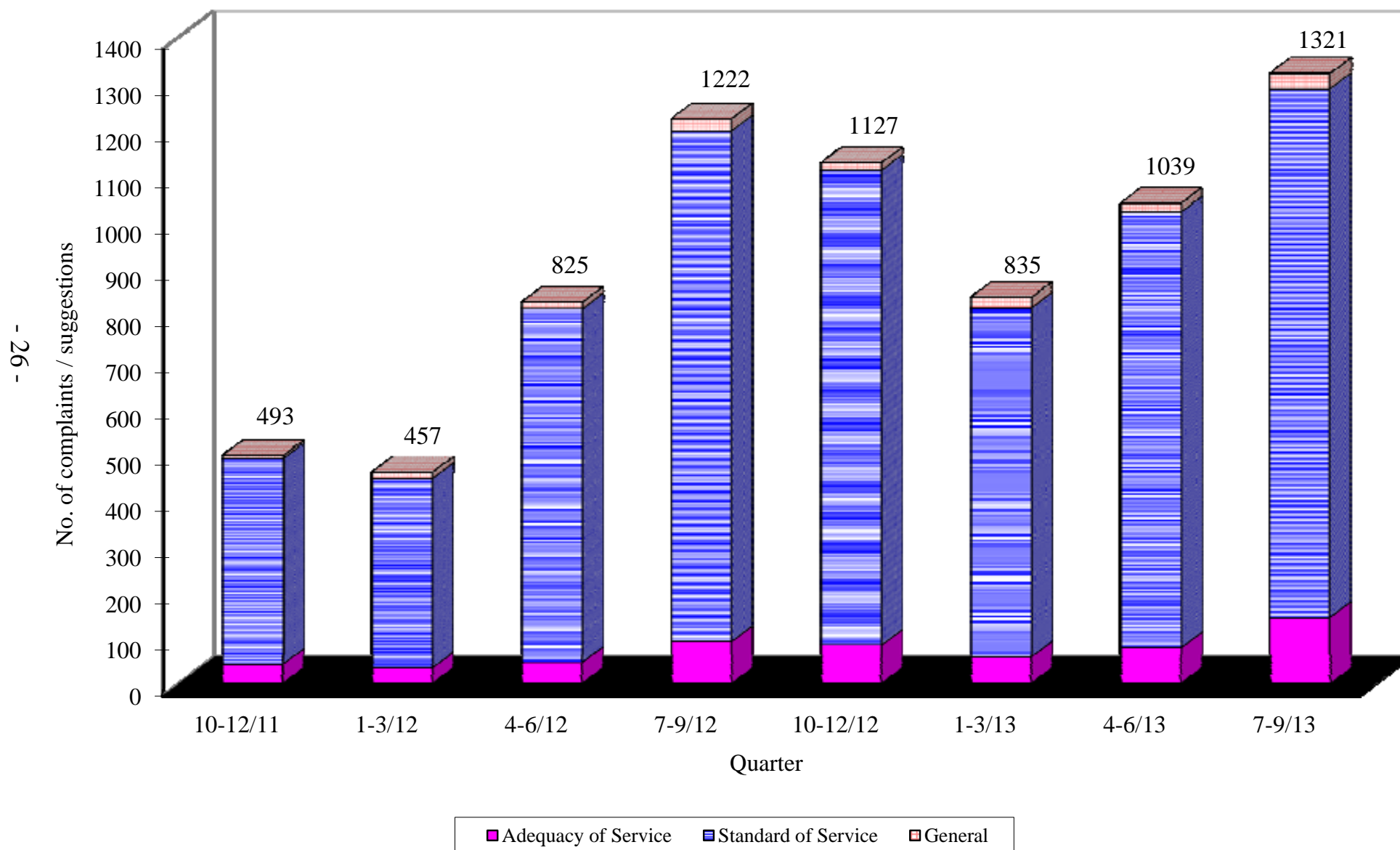
\* Including taximeter irregularities

# Including 190 complaints from 53 complainants about audio-visual broadcasting on public transport vehicles

# **Trends of Complaints and Suggestions on Public Transport Services (January 2009 - September 2013)**

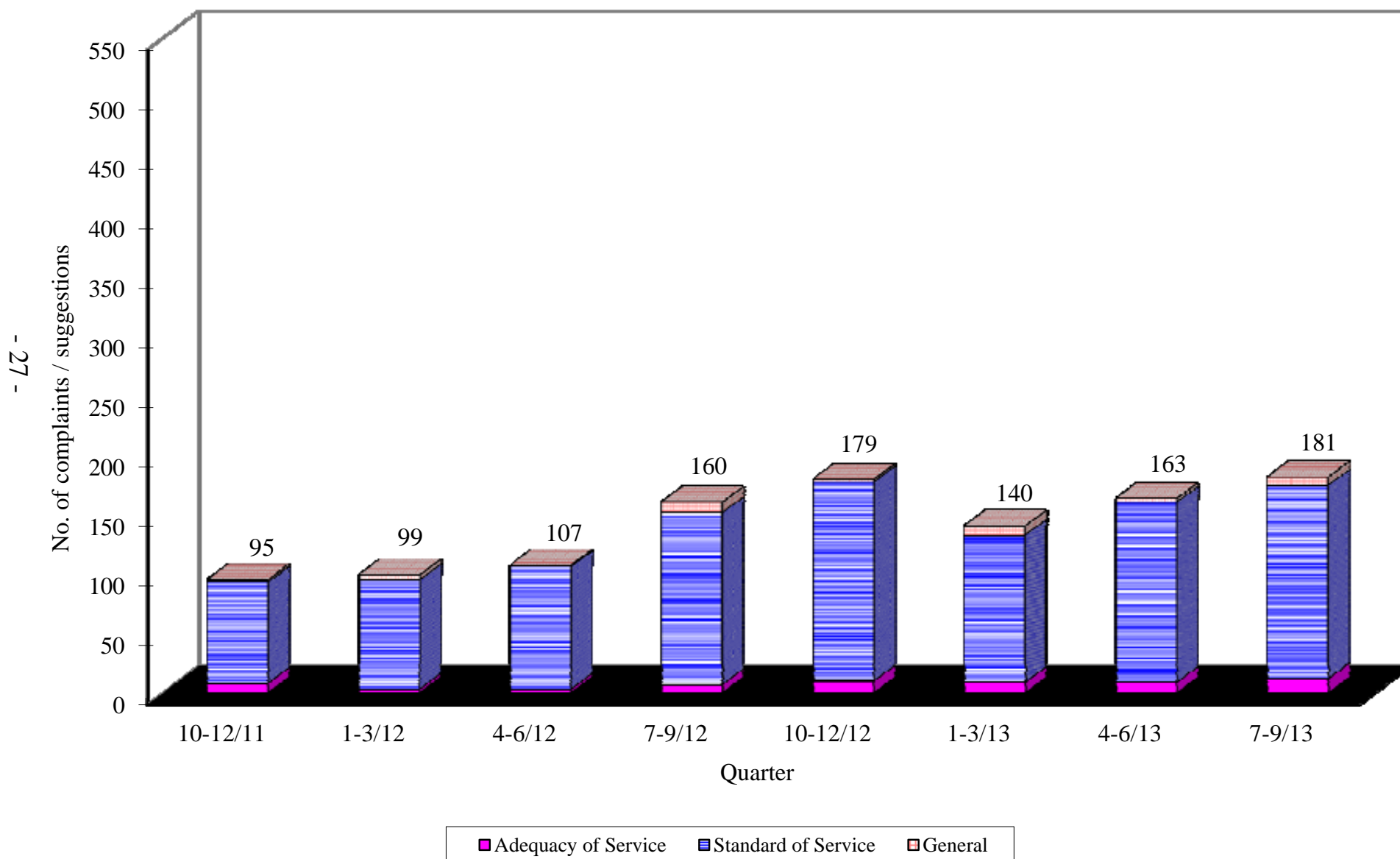


# Complaints and Suggestions on the Services of Kowloon Motor Bus Company (1933) Limited in the Past Eight Quarters



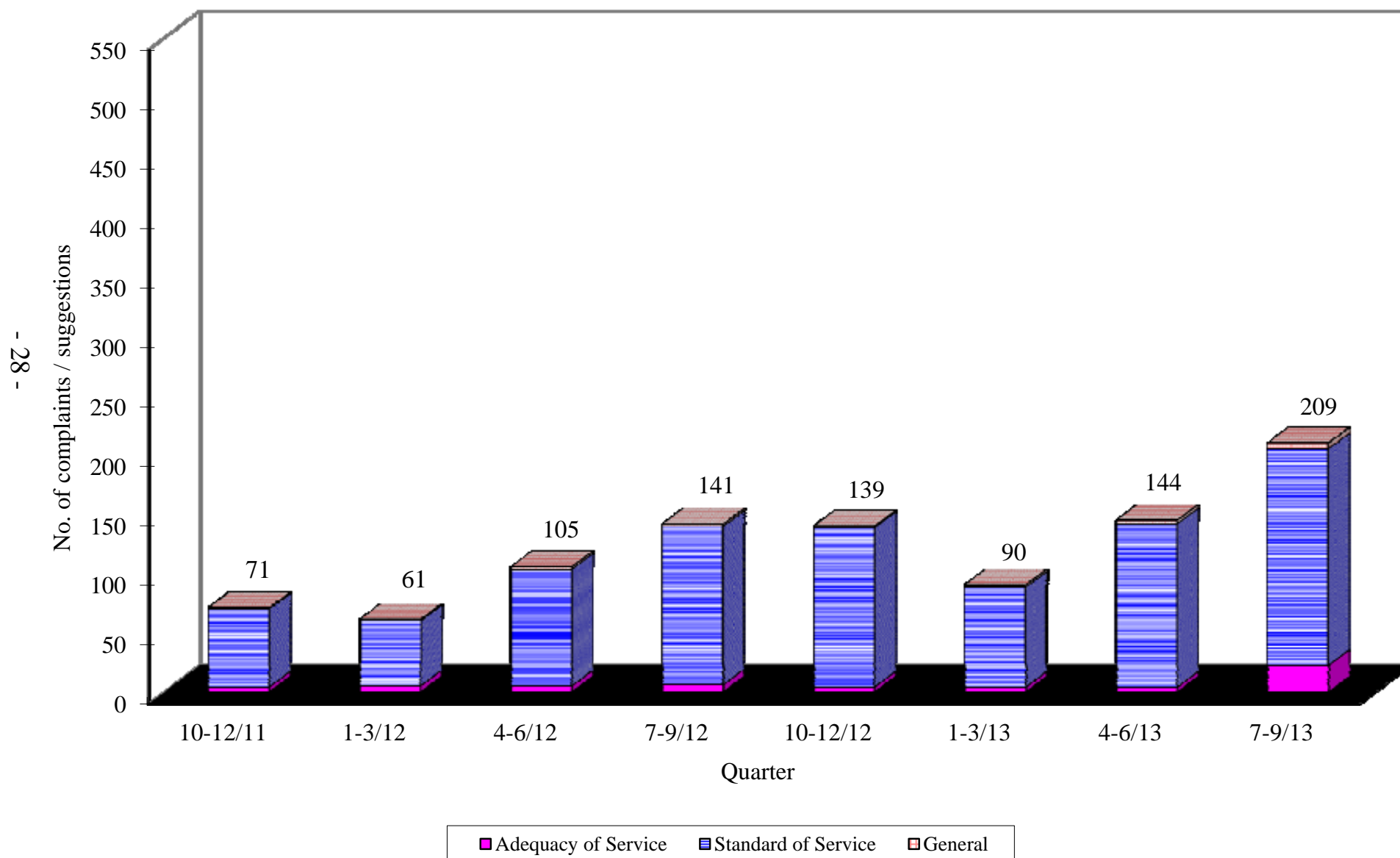
# Complaints and Suggestions on the Services of Citybus Limited (Franchise 1) in the Past Eight Quarters

Annex F(ii)



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

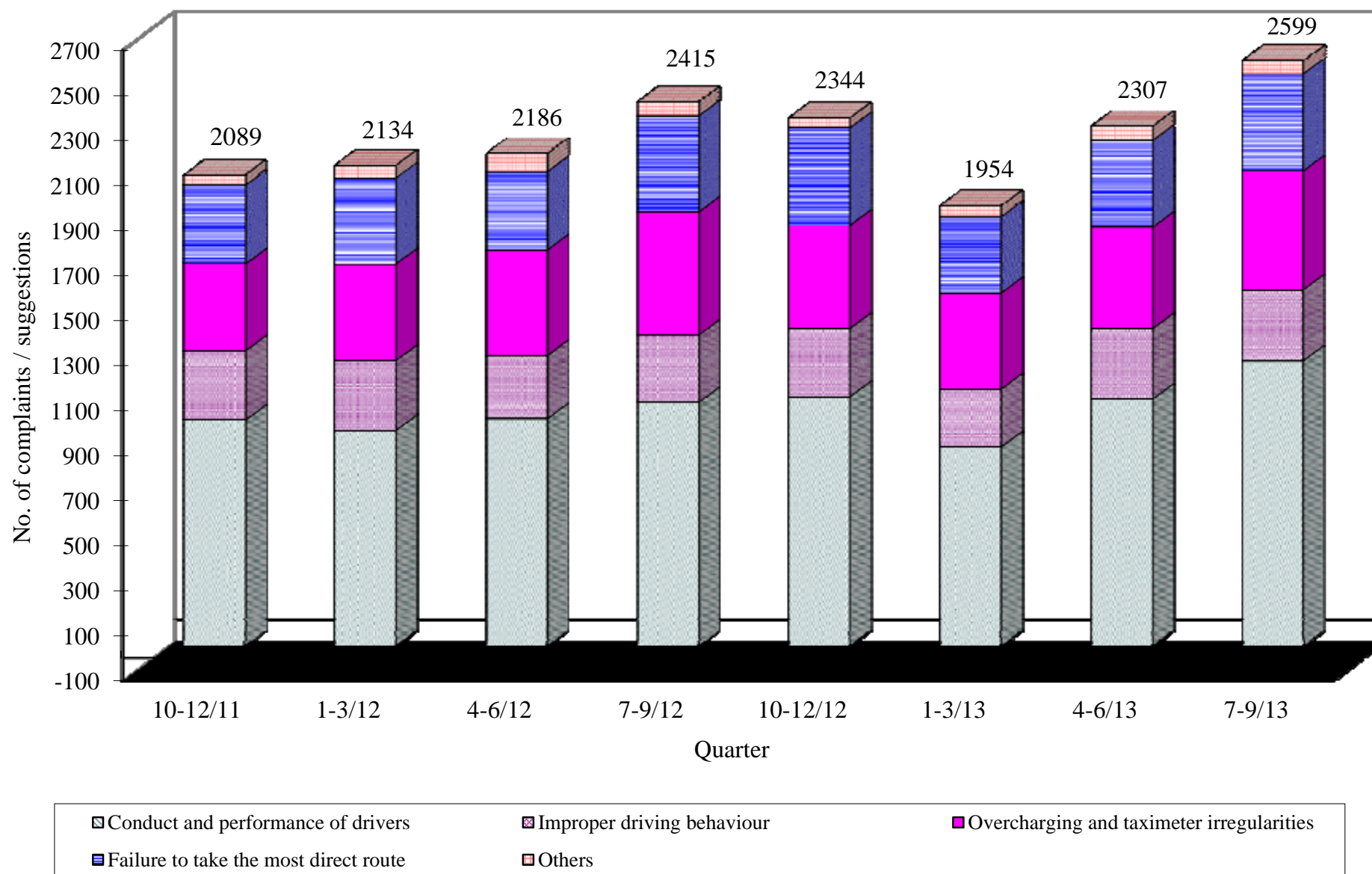
Annex F(iii)



# Complaints and Suggestions on Taxi Services in the Past Eight Quarters

**Annex G**

- 29 -



**Breakdown of Complaints and Suggestions on Taxi Services**

<b><u>Nature of Complaint/Suggestion</u></b>		<b>Same quarter last year <u>(1.7.12-30.9.12)</u></b>	<b>Previous quarter <u>(1.4.13-30.6.13)</u></b>	<b>Current quarter <u>(1.7.13-30.9.13)</u></b>
(a)	Conduct and performance of drivers			
(i)	Behaving other than in a civil & orderly manner	383	434	477
(ii)	Refusing hire	544	534	642
(iii)	Soliciting passengers	9	3	7
(iv)	Refusing to drive to destination	130	106	122
(v)	Failure to display driver identity plate	15	15	12
(vi)	Failure to display driver identity plate properly	1	4	5
	Sub-total	1 082	1 096	1 265
(b)	Improper driving behaviour	299	313	315
(c)	Overcharging	456	367	407
(d)	Taximeter irregularities	91	84	121
(e)	Failure to take the most direct route	427	384	431
(f)	Others*	60	63	60
	<b>Total</b>	<b>2 415</b>	<b>2 307</b>	<b>2 599</b>

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

**Complaints and Suggestions on Traffic and Road Conditions**  
**(July – September 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			Islands
Nature of Complaint/Suggestion																				
<b><u>Traffic Conditions</u></b>																				
(a) Traffic congestion (No. of locations)	8 (5)	7 (7)	11 (11)	6 (3)	2 (2)	1 (1)	4 (4)	5 (5)	6 (6)	5 (5)	9 (8)	1 (1)	3 (3)	12 (8)	6 (5)	1 (1)	1 (1)	- (-)	1 (1)	89 (77)
(b) Traffic management	3	2	5	2	4	1	3	-	4	4	1	3	1	1	5	3	-	2	2	46
(c) Additional traffic signs and aids	-	3	2	3	-	-	1	-	1	-	-	-	-	1	1	2	1	-	2	17
(d) Parking facilities	-	-	-	1	2	4	1	-	2	-	-	5	-	1	-	-	1	1	-	18
Sub-total	11	12	18	12	8	6	9	5	13	9	10	9	4	15	12	6	3	3	5	170
<b><u>Road Maintenance</u></b>																				
(a) Road conditions	4	5	1	2	3	-	2	-	-	1	4	2	3	3	-	3	-	-	1	34
(b) Traffic signs & aids	3	1	1	-	-	-	1	1	-	-	-	3	2	-	-	2	1	-	1	16
(c) Carriageway markings	-	1	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-	2
Sub-total	7	7	2	2	3	-	3	1	-	1	4	5	5	4	-	5	1	-	2	52
<b><u>Enforcement</u></b>																				
(a) Illegal parking	20	12	16	8	32	9	26	10	35	14	2	26	25	14	10	14	6	5	-	284
(b) Other enforcement matters	13	8	7	4	5	3	14	5	14	3	2	8	9	6	7	6	2	6	4	126
Sub-total	33	20	23	12	37	12	40	15	49	17	4	34	34	20	17	20	8	11	4	410
Total	51	39	43	26	48	18	52	21	62	27	18	48	43	39	29	31	12	14	11	632

**Complaints on Regularity of Service**

<b><u>Transport Mode</u></b>	<b><u>2012</u></b>	<b><u>2013</u></b>	<b><u>Difference</u></b>
	<b><u>Jan - Sep</u></b>	<b><u>Jan - Sep</u></b>	
Franchised Buses	2 363	3 033	+28.4%
Non-franchised Buses	39	49	+25.6%
Green Minibuses	693	612	-11.7%
Railways	49	45	-8.2%
Ferries	6	10	+66.7%
<b>Total</b>	<b>3 150</b>	<b>3 749</b>	<b>+19.0%</b>

**How to Make Suggestions and Complaints  
to the Transport Complaints Unit**

Members of the public may contact the Transport Complaints Unit (TCU) by phone if they have any suggestions or complaints to make about transport matters. The TCU hotline at **2889 9999** is manned during office hours and a voice mail service is provided outside office hours.

Alternatively, they may fill in the appropriate forms (Transport Complaint Form and Taxi Complaint Form) and post them to P.O. Box 12430, G.P.O. These forms are obtainable from the District Offices and the Transport Department.

They may also write to the Executive Secretary of the TCU at the following address -

**Transport Complaints Unit  
20/F East Wing  
Central Government Offices  
2 Tim Mei Avenue  
Tamar  
Hong Kong.**

The TCU has a faxline **2577 1858**, an e-mail address **info@tcu.gov.hk** and a website **www.info.gov.hk/tcu**, through which the public may send their suggestions or complaints to the Unit.