

**QUARTERLY REPORT No. 4 of 2013**

**by the**

**TRANSPORT COMPLAINTS UNIT**

**of the**

**TRANSPORT ADVISORY COMMITTEE**

**for the period**

**1 October 2013 – 31 December 2013**

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

**Hotline : 2889 9999**

**Faxline No. : 2577 1858**

**Website : [www.info.gov.hk/tcu](http://www.info.gov.hk/tcu)**

**E-mail : [info@tcu.gov.hk](mailto:info@tcu.gov.hk)**

## **CONTENTS**

<b><u>Chapter</u></b>		<b><u>Page</u></b>
1	Major Areas of Complaints and Suggestions	4-9
2	Major Events and Noteworthy Cases	10-12
3	Feature Article	13-24

## **LIST OF ANNEXES**

<b><u>Annex</u></b>		
A	Complaints and Suggestions Received by TCU	25-26
B	Trends of Complaints and Suggestions Received by TCU	27-28
C	Summary of Results of Investigations into Complaints and Suggestions	29-30
D	Public Suggestions Taken on Board by Relevant Government Departments/Public Transport Operators	31-33
E	Complaints and Suggestions on Public Transport Services	34-35
F	Complaints and Suggestions on the Services of Kowloon Motor Bus, Citybus (Franchise 1) and New World First Bus in the Past Eight Quarters	36-38
G	Complaints and Suggestions on Taxi Services in the Past Eight Quarters	39
H	Breakdown of Complaints and Suggestions on Taxi Services	40
I	Complaints and Suggestions on Traffic and Road Conditions	41
J	Complaints and Suggestions Received by TCU during 2009 – 2013	42
K	Complaints and Suggestions on Franchised Bus Services in 2013	43
L	Complaints and Suggestions on Non-franchised Bus Services in 2013	44

M	Complaints and Suggestions on Green Minibus Services in 2013	45
N	Complaints and Suggestions on Red Minibus Services in 2013	46
O	Complaints and Suggestions on Taxi Services in 2013	47
P	Complaints and Suggestions on Rail Services in 2013	48
Q	Complaints and Suggestions on Ferry Services in 2013	49
R	Complaints about Traffic Congestion during 2009 – 2013	50
S	Complaints about Illegal Parking during 2009 – 2013	51
T	Complaints about Enforcement Matters (other than Illegal Parking)	52-53
U	How to Make Suggestions and Complaints to the Transport Complaints Unit	54

## Chapter 1

## Major Areas of Complaints and Suggestions

This is the fourth quarterly report for 2013 covering the period from 1 October to 31 December 2013.

### **Yearly and Quarterly Trends**

2. During the quarter, the Transport Complaints Unit (TCU) received 6 490 complaints and suggestions, including 68 pure suggestions, from 5 921 persons. About 51% (3 000) of these persons lodged their complaints/suggestions by telephone and the remaining 49% (2 921) by e-mail, fax or mail. The number of cases represents a decrease of 6.2% as compared with 6 919 cases in the previous quarter and an increase of 7.2% as compared with 6 056 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 (2004-2013) 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 6 535 cases (including some outstanding cases from previous quarters) were completed. Of these, 4 601 cases (70%) were found to be substantiated, 173 cases (3%) unsubstantiated, and the remaining 1 761 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 25 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 5 936 cases, which represents a decrease of 5.2% as compared with the previous quarter and an increase of 9.2% 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 1 783 complaints and suggestions on franchised bus services were received during the quarter, which represents a decrease of 23.8% as compared with the previous quarter and a decrease of 8.2% as compared with the same quarter last year. The decrease in the number of cases received was mainly due to fewer complaints about regularity of services.

8. There were 1 001 cases on the services of the KMB, as compared with 1 321 cases in the previous quarter and 1 127 cases in the same quarter last year. Among the 1 001 cases, 97 (or 9.7%) were about the adequacy of service and 880 (or 87.9%) were about the standard of service.

9. There were 154 cases on the services of Citybus Limited (Franchise 1) (CTB1), as compared with 181 cases in the previous quarter and 179 cases in the same quarter last year. Among the 154 cases, 7 (or 4.5%) were about the adequacy of service while 143 (or 92.9%) 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 209 cases in the previous quarter and 139 cases in the same quarter last year. Of the 144 cases, 11 (or 7.6%) were about the adequacy of service and 130 (or 90.3%) 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 51 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 49 and 45 respectively.

### **Public Light Bus Services**

13. A total of 907 complaints and suggestions on public light bus (PLB) services were received in this quarter, which represents a decrease of 17.2% as compared with the previous quarter and a decrease of 0.3% 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, 93.6% or 849 cases were on green minibus (GMB) services. The number of cases received in the previous quarter and the same quarter last year were 1 008 and 841 respectively. Among the 849 cases, 98 (or 11.5%) were about the adequacy of service and 740 (or 87.2%) were about the standard of service.

15. The remaining 6.4% or 58 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 87 and 69 respectively. Among the 58 cases, 52 (or 89.7 %) were about the standard of service.

### **Taxi Services**

16. A total of 2 446 cases on taxi services were received in this quarter, which represents a decrease of 5.9% as compared with the previous quarter and an increase of 4.4% 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 2 446 cases received, 2 383 (97%) were related to taxi driver malpractice, as compared with 2 539 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 446 such cases (19%) were referred to the Police.

18. During the quarter, the Police reported the latest developments on 466 cases previously referred to them. These cases are categorised as follows -

	<u>No. of Cases</u>	<u>Percentage</u>
(a) Summonsed	32 (40)	7 (9)
(b) Withdrawn by complainants	332 (308)	71 (72)
(c) Evidence considered insufficient by the Police for further processing	102 (79)	22 (19)
	<u><b>466 (427)</b></u>	<u><b>100 (100)</b></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 720 complaints and suggestions on rail services were received. Corresponding figures for the previous quarter and the same quarter last year were 139 and 179 respectively. Of the 720 cases, 672 were on the services of MTRCL.

## **Ferry Services**

20. There were 29 complaints and suggestions on ferry services in this quarter. Corresponding figures for the previous quarter and the same quarter last year were 41 and 16 respectively.

## **Traffic Conditions**

21. There were 43 complaints recorded in this quarter about traffic congestion, as compared with 89 cases in the previous quarter and 57 cases in the same quarter last year. Congestion was reported to have occurred at a total of 41 locations throughout the territory, as illustrated below -

	<b><u>Number of Complaints</u></b>		<b><u>Number of Locations</u></b>	
Hong Kong Island	8	(32)	8	(26)
Kowloon	17	(18)	16	(18)
New Territories	17	(38)	16	(32)
Others	1	(1)	1	(1)
<b>Total</b>	<b>43</b>	<b>(89)</b>	<b>41</b>	<b>(77)</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 Kwun Tong (eight cases), Tuen Mun (six 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 37 complaints and suggestions on traffic management and 17 requests for additional traffic signs and aids in this quarter. As a comparison, there were 46 and 17 such cases in the previous quarter, and 37 and 27 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 39 complaints about road maintenance, as compared with 52 cases in the previous quarter and 52 cases in the same quarter last year. Among the 39 cases, 18 were related to road conditions while 18 were related to malfunctioning of traffic lights and damaged traffic signs.

27. Districts which attracted relatively more complaints about road maintenance were Tuen Mun (nine cases), Tai Po (seven cases) and Tsuen Wan (four cases).

### **Enforcement**

28. There were 385 complaints about traffic regulations enforcement in this quarter, which represents a decrease of 6.1% when compared with the previous quarter and a decrease of 2% when compared with the same quarter last year. They were mainly requests for action against illegal parking and prolonged waiting causing obstruction. All these cases were referred to the Police for action.

## **Chapter 2**

## **Major Events and Noteworthy Cases**

### **Transport Complaints Unit Sub-Committee Meeting**

At the quarterly meeting of the Transport Complaints Unit (TCU) Sub-Committee on 29 November 2013, Members discussed -

- (a) complaints and suggestions on traffic management and requests for additional traffic signs and aids;
  - (b) complaints about the use of mobile phone or telecommunications equipment while driving;
  - (c) complaints about regularity of public transport services; and
  - (d) TCU Quarterly Report No. 3 of 2013.
2. Members agreed that -
- (a) complaints and suggestions about traffic management and additional traffic signs and aids, the use of mobile phone or telecommunications equipment while driving, and regularity of public transport services should be closely monitored; and
  - (b) TCU Quarterly Report No. 3 of 2013 should be submitted to the Transport Advisory Committee.

### **Complaint about buses using the left lane of Aberdeen Tunnel causing tunnel congestion**

3. TCU received a complaint in October 2013 about buses using the left lane of Aberdeen Tunnel. The complainant was of the view that the heavy usage of the left lane caused tunnel congestion at the northbound exit.

4. The Transport Department (TD) explained that in accordance with the Road Tunnels (Government) Regulations (Cap.368A), all buses shall be driven only in the nearside of the lanes of a tunnel, except when otherwise directed or signalled by an authorized officer. Therefore, buses shall be driven at the left lane at Aberdeen Tunnel under normal circumstances.

5. Nevertheless, if the control room staff of Aberdeen Tunnel note that the traffic is very congested at the tunnel left lane while the traffic at the right lane could still keep moving, they would exercise their authority delegated under Cap.368A to direct buses and other heavy vehicles to use the fast lane of the tunnel with a view to alleviating traffic congestion.

6. The complainant raised no further comment after receiving the reply.

### **Complaint about vehicles jumping red light at the junction of Chi Kiang Street and To Kwa Wan Road**

7. A member of the public observed that vehicles often jumped red light at the junction of Chi Kiang Street and To Kwa Wan Road and then dashed through a signalized pedestrian crossing at Chi Kiang Street while the pedestrian green signal was lighting up. This posed danger to pedestrians crossing the street. He approached TCU in October 2013 and queried whether the traffic lights were functioning properly or if traffic signs were adequate there.

8. Upon receipt of the case, the Police, the Electrical and Mechanical Services Department (EMSD) and TD were invited to take follow-up actions respectively. The Police noted the case and would take enforcement action as appropriate. EMSD had carried out inspection for the traffic lights at the concerned junction and found that they were functioning properly. TD noted that Chi Kiang Street is a one-way eastbound street where there is an intersection with To Kwa Wan Road. The traffic is controlled by traffic lights which allow traffic to move by phases towards different directions. Chi Kiang Street consists of four lanes prior to the intersection. When vehicles on the two “right-turn only” lanes are directed by the “turn-right” green arrow of the traffic lights and allowed to turn right into To Kwa Wan Road towards Hung Hom, vehicles on the two left lanes should comply with the red light signal and not move forward across the intersection or turn left into To Kwa Wan Road towards Kai Tak area. Apart from traffic lights, there are lane indication arrows delineating the directions of the traffic movement. Motorists not complying with the traffic signals may contravene traffic regulations and enforcement action may be taken as appropriate.

9. Having considered the existing setting of the traffic lights and the subsequent suggestion of the complainant to make the different traffic light phases more prominent at the intersection, TD will liaise with EMSD to replace the existing traffic signal aspects by those with a larger diameter to better remind motorists.

10. The member of the public was informed of the follow-up actions taken by the relevant departments and did not have other comment.

**Complaint about all traffic signals turning red light when Light Rail vehicles approach road junctions**

11. In November 2013, a complainant lodged a complaint about all traffic signals turning red light when Light Rail vehicles approached road junctions. He was of the view that this arrangement would cause inconvenience to motorists.

12. TD advised that Light Rail is the major public transport in Tuen Mun, Yuen Long and Tin Shui Wai and the system operates by sharing the use of carriageways with other vehicles. When a Light Rail vehicle approaches a road junction, the traffic signals for traffic movements, which are in conflict with that of the Light Rail vehicle, will turn into red light to ensure road safety during the passage of the Light Rail vehicle. However, for traffic movements in directions not in conflict with the Light Rail movement, the traffic signals will show green light.

13. The complainant was informed of the reply and made no further comment.

## Chapter 3

## Feature Article

### Overview of Complaints and Suggestions Received in 2013

#### Overall Trend

TCU received 24 133 complaints and suggestions in 2013. Among these, 299 were pure suggestions. The number of cases recorded an increase of 7.7% when compared with 22 405 cases received in 2012. A breakdown of the complaints and suggestions received by TCU in the past five years is at Annex J. A breakdown of the cases received in 2013 by category is as follows -

<u>Nature of Complaint/Suggestion</u>	<u>2012</u>	<u>2013</u>	<u>Difference</u>
Public Transport Services	20 061	21 847	+8.9%
Traffic Conditions	557	529	-5.0%
Road Maintenance	187	155	-17.1%
Enforcement	1 475	1 510	+2.4%
Miscellaneous	125	92	-26.4%
<b>Total</b>	<b>22 405</b>	<b>24 133</b>	<b>+7.7%</b>

#### Public Transport Services

2. Public transport services remained the major area of concern. In 2013, 21 847 complaints and suggestions were received, accounting for about 91% of the total number of cases. Among these, 167 were pure suggestions. The number of cases in this category recorded an increase of 8.9% as compared with 20 061 cases in 2012. A breakdown of the complaints and suggestions by mode of transport is as follows -

<b><u>Mode of Transport</u></b>	<b><u>2012</u></b>	<b><u>2013</u></b>	<b><u>Difference</u></b>
Franchised Buses	6 308	7 424	+17.7%
Non-franchised Bus Services	174	182	+4.6%
Green Minibuses	3 555	3 458	-2.7%
Red Minibuses	299	290	-3.0%
Taxis	9 079	9 306	+2.5%
Rail Transport	599	1 082	+80.6%
Ferries	47	105	+123.4%
<b>Total</b>	<b>20 061</b>	<b>21 847</b>	<b>+8.9%</b>

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

3. There were 7 424 cases on franchised bus services in 2013, representing an increase of 17.7% as compared with 6 308 cases in 2012. A breakdown of the 7 424 cases by individual franchised bus companies is at Annex K. Most complaints are about regularity of service, passenger service and facilities and conduct and performance of staff.

4. To tackle complaints on regularity of service, which was attributable to lost trips due to bus captain shortage and worsened traffic congestion, measures have been taken by bus companies to enhance their bus captain recruiting and training programs as well as to review and adjust service timetable of individual routes to better reflect the actual operational situation. A good number of complaints on passenger services and facilities is on the TV broadcasting system on franchised buses. In this regard, TD has requested all the bus companies concerned to adjust the broadcasting volume to a level close to the ambient noise level so as to provide a comfortable environment of generally acceptable standard for passengers on board. To address the complaints over conduct and performance of staff, bus companies have strengthened their training programme and arranged covert ride checks to monitor drivers' performance.

5. In terms of complaints about franchised bus services in 2013, the magnitude of increase over previous year reduced substantially (17.7% in 2013 vs. 64.4% in 2012). The overall lost trip rate of bus companies was reduced remarkably from 4.2% in 2012 to 2.6% in 2013.

6. With the implementation of a number of bus route rationalisation schemes in various districts including Eastern District, Northern District, Tuen Mun and Sai Kung in the latter half of 2013, TD noted the number of complaints about the change of routing and service frequency received in the period. Such complaints were mainly a result of the teething adjustments. TD will continue to monitor the bus services through surveys and passenger feedback to ensure that scheduled service level is well adhered to.

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

7. There were 182 cases on non-franchised bus services in 2013, representing an increase of 4.6% compared with 174 cases in 2012. A detailed breakdown of the 182 cases received in 2013 is at Annex L.

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

8. A total of 3 748 complaints and suggestions on public light bus (PLB) services were received in 2013, representing a decrease of 2.8% as compared with 3 854 cases in 2012.

9. There were 3 458 cases on green minibus (GMB) services, representing a decrease of 2.7% when compared with 3 555 cases in 2012. The decrease was due to the reduced number of complaints about regularity of service. A detailed breakdown of the 3 458 cases is at Annex M.

10. There were 290 cases on red minibus (RMB) services, representing a decrease of 3.0% when compared with 299 cases in 2012. A detailed breakdown of the 290 cases is at Annex N.

11. All the complaints and suggestions on PLB services were referred to TD or the Police for follow-up actions. The decrease in the number of complaints about regularity of service against GMBs might be attributable to the implementation of remedial measures such as frequency adjustment, operation of short-working and supplementary trips to avoid congested roads particularly during peak hours, better vehicle deployment and strengthening of staff

supervision. However, the number of complaints on conduct and performance of staff (including drivers) has increased from 1 061 in 2012 to 1 145 in 2013 for GMB services and from 73 in 2012 to 92 in 2013 for RMB services. The increase was mainly in the area of failing to pick up passengers (i.e. from 628 cases in 2012 to 677 cases in 2013 for GMB and from eight cases in 2012 to 24 cases in 2013 for RMB) as well as failing to set down passengers at their designated location for GMB services (i.e. from 78 cases in 2012 to 94 cases in 2013). The problem was mainly due to driver's inattentiveness to passengers' requests and the traffic situations at specific locations which might have caused difficulties for the drivers to pick up and set down passengers. The poor conduct and performance of staff might have been caused by the overall shortage of drivers in the transport fields, including the public light bus services, which led to high turn-over rate and the employment of drivers with less experience.

12. To alleviate the problem of driver shortage and poor behavior, some GMB operators provided financial incentives such as increased salary to retain the incumbent drivers and attract new blood to join the GMB trade; and provided sufficient on-job training to new drivers. TD monitored the manpower situation closely and encouraged the GMB operators to participate in the job fairs organized by the Labour Department. Besides, TD required GMB operators to strengthen staff supervision. For repeated complaints on particular GMB routes, TD interviewed the GMB operators concerned and issued warning letters to those operators in respect of repeated complaints without improvements.

13. TD continued to implement various measures in 2013 to promote the provision of safe, quality and customer-oriented PLB services. Those measures included: publication of the PLB Newsletter, provision of workshops for PLB drivers to enhance safe driving and customer service, and appeals to the PLB associations and operators to promote safe driving and quality service.

14. To further enhance the safety of operation and quality of PLB services, two statutory measures, namely a mandatory completion of a pre-service course by applicants for a PLB driving licence and the installation of approved electronic data recording devices on newly registered PLBs are planned to be implemented in 2014 tentatively.



## *Taxi Services*

15. There were 9 306 cases on taxi services in 2013, representing an increase of 2.5% when compared with 9 079 cases in 2012. The increase was mainly attributable to more complaints about taxi driver malpractice (especially those related to refusing hire and drivers behaving other than in a civil and orderly manner). A detailed breakdown of the 9 306 cases is at Annex O.

16. A two-pronged approach is being adopted for tackling malpractices by a small group of unscrupulous taxi drivers. The Police has stepped up enforcement actions against the malpractices of overcharging, refusing hire, etc as well as those akin to stealing. TD has strengthened its efforts in providing taxi service information and educating taxi passengers. Taxi information is provided at the airport, major cross-boundary points, cruise termini and major taxi stands by means of information boards, LED displays and information flyers. Through the Airport Authority and the Hong Kong Tourism Board, information flyers on taxi fares are being distributed at the airport and major tourist spots. In particular, to combat unscrupulous drivers overcharging passengers boarding at the Peak Tram stations at The Peak and Garden Road, TD has put up banners at conspicuous locations near these two stations to alert passengers to pay according to meters and inform them of the rough taxi fares to popular destinations. Riding on the prize presentation ceremony of the Taxi Driver Commendation Scheme in January 2014 (see paragraph 19 below), radio programmes and segments to promote quality taxi services and remind taxi drivers to refrain from malpractices were extensively broadcast on Commercial Radio in December 2013 and January 2014. TD, Police and the Hong Kong Tourism Board are considering further joint efforts to educate both taxi passengers and drivers for combating taxi malpractices.

17. Improving the quality of taxi service in Hong Kong is the ultimate goal. TD and the Quality Taxi Services Steering Committee (QTSSC)<sup>1</sup> have introduced a number of measures to improve the service standard of the taxi trade from all perspectives.

---

<sup>1</sup> The Quality Taxi Services Steering Committee (QTSSC) currently chaired by Mr Peter Yan King-shun, a Transport Advisory Committee member, was established in May 1999, comprising representatives of the taxi associations, Hong Kong Tourism Board, Consumer Council, District Councils, Transport and Housing Bureau and Transport Department, to promote quality taxi service.

18. TD and QTSSC promulgated a set of service standards to taxi drivers, produced for them self-learning programmes on languages and taxi operation, and periodically published Taxi Newsletters for drivers with a view to reminding them the need to provide high-standard services.

19. QTSSC has started to commend those taxi drivers providing good service through its Taxi Driver Commendation Scheme since 2001. As at the end of 2013, some 7 500 taxi drivers have been commended under the scheme. TD and QTSSC enhanced the scheme in 2010 to provide more incentives for taxi drivers to improve service quality and facilitate passengers in identifying those drivers who provide quality service. The enhancements included the display of relevant posters at taxi stands, letters to taxi associations to invite the participation of their drivers, and broadcasting of the scheme on radio, etc. To improve the convenience for the public to access the QTSSC website to make commendation nomination, a QR code has been created and printed in taxi publicity materials since December 2013.

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

21. TD also supports the Road Co-op Lost & Found 24-Hour Free Hotline for Lost Property on Taxi. Furthermore, TD continues to designate more taxi stands and taxi pick-up/drop-off points where the circumstances so warrant for meeting passengers' aspiration for point to point convenience when using taxi service.

### ***Rail Services***

22. There were 1 082 cases on rail services in 2013, which represents an increase of 80.6% when compared with 599 cases in 2012. The increase was mainly attributable to more complaints about the Mass Transit Railway (MTR) services (excluding Light Rail). There were 930 complaints about MTR services (excluding Light Rail) as compared with 385 complaints in 2012. A breakdown of the 1 082 cases by individual railway companies is at Annex P.

23. The upsurge of complaints against MTR services in 2013 was mainly about the the nuisance brought to passengers by the “MTR Talkazine”. This issue alone has accounted for 563 complaints. The MTR Corporation Limited (MTRCL) originally intended to launch a three-month trial of a live talk show, “the MTR Talkazine”, in station concourses of Kwun Tong Line, Island Line, Tsuen Wan Line and Tseung Kwan O Line during evening peaks on every Friday, Saturday and Sunday. The talk show started on 28 September 2013 aiming to bring the latest news on MTRCL’s service enhancements for passengers and up-to-date train service information. However, due to large number of complaints received against the talk show as it caused noise nuisance to passengers, MTRCL terminated the talk show after two weeks of the trial.

### ***Ferry Services***

24. There were 105 cases on ferry services in 2013, representing an increase of 123.4% when compared with 47 cases in 2012. A breakdown of the 105 cases by individual ferry companies is at Annex Q. The increase is mainly caused by complaints against New World First Ferry Services Limited (“NWFF”), Hong Kong and Kowloon Ferry Holdings Limited (“HKK”) and Discovery Bay Transportation Services Limited (“DBTSL”).

25. There were 49 complaints against NWFF in 2013, including 19 about frequency/carrying capacity, 14 about staff conduct and performance, six about passenger services, five about regularity of service, three about fare and two about conditions of vessel. Majority of the complaints were caused by the increase in passenger demand for a few specific sailings of “Central – Cheung Chau” licensed ferry route in peak hours and the associated passengers’ dissatisfaction with failure of pier staff to arrange additional sailings. TD has asked NWFF to deploy available resources to arrange additional sailings to cater for the passenger demand.

26. For HKK, there were 34 complaints in 2013, including 14 about regularity of service, seven about passenger services, six about conditions of vessel, three about frequency/carrying capacity, two about fare collection and two about staff conduct and performance. Majority of complaints were about regularity of “Central - Peng Chau” licensed ferry route upon service re-organisation in August. In response to TD’s request, HKK has already deployed an additional spare vessel on the route to enhance the service quality.

27. There were seven complaints against DBTSL's only "Central – Discovery Bay" licensed ferry route in 2013. About half of the complaints were related to the local objection to the 9.5% fare increase of the route imposed in May.

28. TD will continue to closely monitor the performance of ferry operators through field surveys and inspections, with a view to ensuring that all ferry operators adhere to the schedules and improve services to meet passenger demand, when needed.

### **Traffic Conditions**

29. In 2013, 529 complaints and suggestions about traffic conditions were received, accounting for about 2% of the total number of cases. The number of cases in this category recorded a decrease of 5% as compared with 557 cases in 2012.

### ***Traffic Congestion***

30. Of the 529 cases received, 237 (45%) were related to traffic congestion. This represents a decrease of 4.4% as compared with 248 cases in 2012. A breakdown of the complaints about traffic congestion by district is at Annex R. In 2013, districts which attracted relatively more complaints are -

<b><u>District</u></b>	<b><u>No. of complaints</u></b>		<b><u>Difference</u></b>
	<b><u>2012</u></b>	<b><u>2013</u></b>	
Tuen Mun	13	27	+107.7%
Central & Western	23	24	+4.3%
Kowloon City	27	20	-26.0%
Tsuen Wan	8	19	+137.5%

31. Factors contributing to the complaints about traffic congestion in 2013 are broken down as follows -

<b><u>Factor</u></b>	<b><u>No. of complaints</u></b>		<b><u>Difference</u></b>
	<b><u>2012</u></b>	<b><u>2013</u></b>	
Traffic management	139	113	-18.7%
Road works	53	63	+18.9%
Vehicle obstruction	26	26	-
Others	30	35	+16.7%
<b>Total</b>	<b>248</b>	<b>237</b>	<b>-4.4%</b>

32. All the complaints and suggestions concerning traffic congestion were referred to TD, the Police, the Highways Department and other relevant departments for consideration and follow-up actions. In 2013, TD implemented the following measures to alleviate traffic congestion -

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

### ***Traffic Management***

33. In 2013, there were 171 complaints and suggestions on traffic management matters (excluding those causing congestion). These cases were related to traffic light phasing, traffic lane arrangements and restricted zones. The number of cases represents an increase of 21.3% as compared with 141 cases in 2012.

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

34. TCU received 74 requests for additional traffic signs and aids in 2013, 21.3% less than that of 2012.

### ***Parking Facilities***

35. There were 47 complaints and suggestions on parking facilities in 2013. This represents a decrease of 36.5% as compared with 74 cases in 2012.

### **Road Maintenance**

36. In 2013, 155 complaints and suggestions about road maintenance were received, accounting for about 1% of the total number of cases. The number of cases in this category recorded a decrease of 17.1% as compared with 187 cases in 2012.

### **Enforcement**

37. In 2013, 1 510 complaints about enforcement matters were received, accounting for about 6% of the total number of cases. A comparison between the complaints received in 2013 and 2012 is as follows -

<b><u>Category</u></b>	<b><u>2012</u></b>	<b><u>2013</u></b>	<b><u>Difference</u></b>
Illegal parking	922	989	+7.3%
Other enforcement matters	553	521	-5.8%
<b>Total</b>	<b>1 475</b>	<b>1 510</b>	<b>+2.4%</b>

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

### ***Illegal Parking***

38. In 2013, districts which attracted relatively more complaints about illegal parking are -

<b><u>District</u></b>	<b><u>No. of Complaints</u></b>		<b><u>Difference</u></b>
	<b><u>2012</u></b>	<b><u>2013</u></b>	
Yau Tsim Mong	152	119	-21.7%
Kwun Tong	85	103	+21.2%
Sha Tin	61	95	+55.7%
Kowloon City	80	77	-3.8%

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

40. To tackle the problem of shortage of parking facilities, particularly for goods vehicles and coaches, the Government will request developers to provide parking spaces in accordance with the Hong Kong Planning Standards and Guidelines to meet the long-term demand as far as possible. The Government would also consider requesting developers to provide parking spaces for public use if planning conditions allow and relevant departments agree. In addition, the Government will continue to search for suitable sites to provide overnight on-street parking as well as short-term tenancy sites to provide additional parking spaces.

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

41. In 2013, districts which attracted relatively more complaints about motorists/pedestrians failing to comply with traffic regulations are -

<b><u>District</u></b>	<b><u>No. of Complaints</u></b>		<b><u>Difference</u></b>
	<b><u>2012</u></b>	<b><u>2013</u></b>	
Kowloon City	63	68	+7.9%
Yau Tsim Mong	67	51	-23.9%
Central & Western	54	42	-22.2%
Wan Chai	59	41	-30.5%

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

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



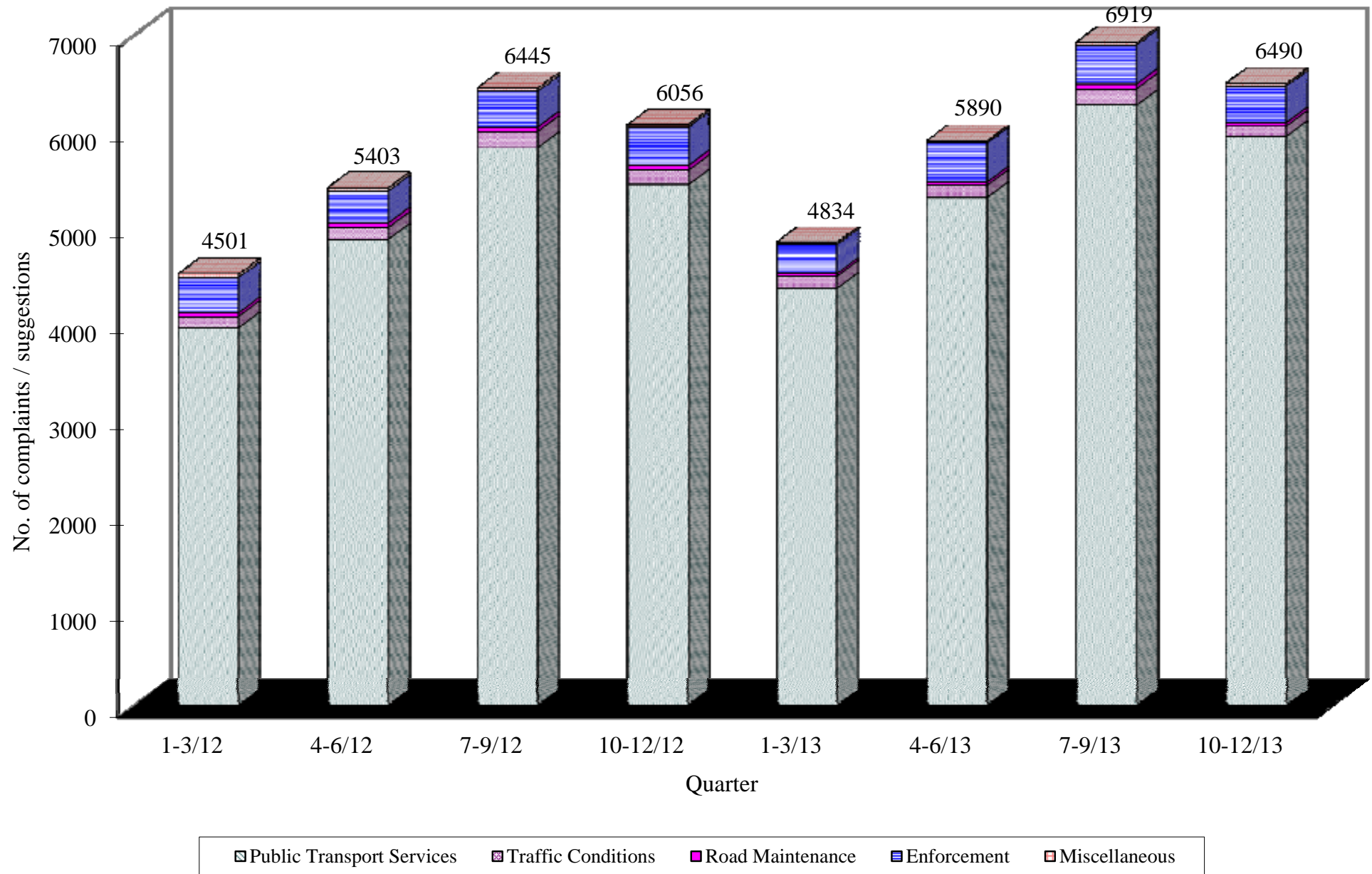
**Complaints and Suggestions Received by TCU**

<b><u>Nature of Complaint/Suggestion</u></b>	<b><u>Same quarter last year (1.10.12-31.12.12)</u></b>			<b><u>Previous quarter (1.7.13-30.9.13)</u></b>			<b><u>Current quarter (1.10.13-31.12.13)</u></b>		
<b>I. Public Transport Services</b>									
(a) Adequacy of service	224	[25]		396	[32]		326	[28]	
(b) Standard of service	5 094	[15]		5 715	[7]		5 487	[10]	
(c) General	119	[6]		152	[4]		123	[5]	
	<b>5 437</b>	<b>[46]</b>	<b>(90%)</b>	<b>6 263</b>	<b>[43]</b>	<b>(90%)</b>	<b>5 936</b>	<b>[43]</b>	<b>(91%)</b>
<b>II. Traffic Conditions</b>									
(a) Traffic congestion	57	[2]		89			43	[1]	
(b) Traffic management	37	[18]		46	[9]		37	[9]	
(c) Additional traffic signs and aids	27	[17]		17	[6]		17	[7]	
(d) Parking facilities	28	[24]		18	[8]		9	[2]	
	<b>149</b>	<b>[61]</b>	<b>(2%)</b>	<b>170</b>	<b>[23]</b>	<b>(2%)</b>	<b>106</b>	<b>[19]</b>	<b>(1%)</b>
<b>III. Road Maintenance</b>									
(a) Road conditions	17	[2]		34			18		
(b) Traffic signs and aids	26	[2]		16			18		
(c) Carriageway markings	9	[2]		2	[1]		3		
	<b>52</b>	<b>[6]</b>	<b>(1%)</b>	<b>52</b>	<b>[1]</b>	<b>(1%)</b>	<b>39</b>		<b>(1%)</b>
<b>IV. Enforcement</b>									
(a) Illegal parking	242			284	[1]		251		
(b) Other enforcement matters	151	[1]		126			134	[1]	
	<b>393</b>	<b>[1]</b>	<b>(6%)</b>	<b>410</b>	<b>[1]</b>	<b>(6%)</b>	<b>385</b>	<b>[1]</b>	<b>(6%)</b>
<b>V. Miscellaneous</b>									
	<b>25</b>	<b>[4]</b>	<b>(1%)</b>	<b>24</b>	<b>[1]</b>	<b>(1%)</b>	<b>24</b>	<b>[5]</b>	<b>(1%)</b>
<b>Total</b>	<b>6 056</b>	<b>[118]</b>	<b>(100%)</b>	<b>6 919</b>	<b>[69]</b>	<b>(100%)</b>	<b>6 490</b>	<b>[68]</b>	<b>(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.

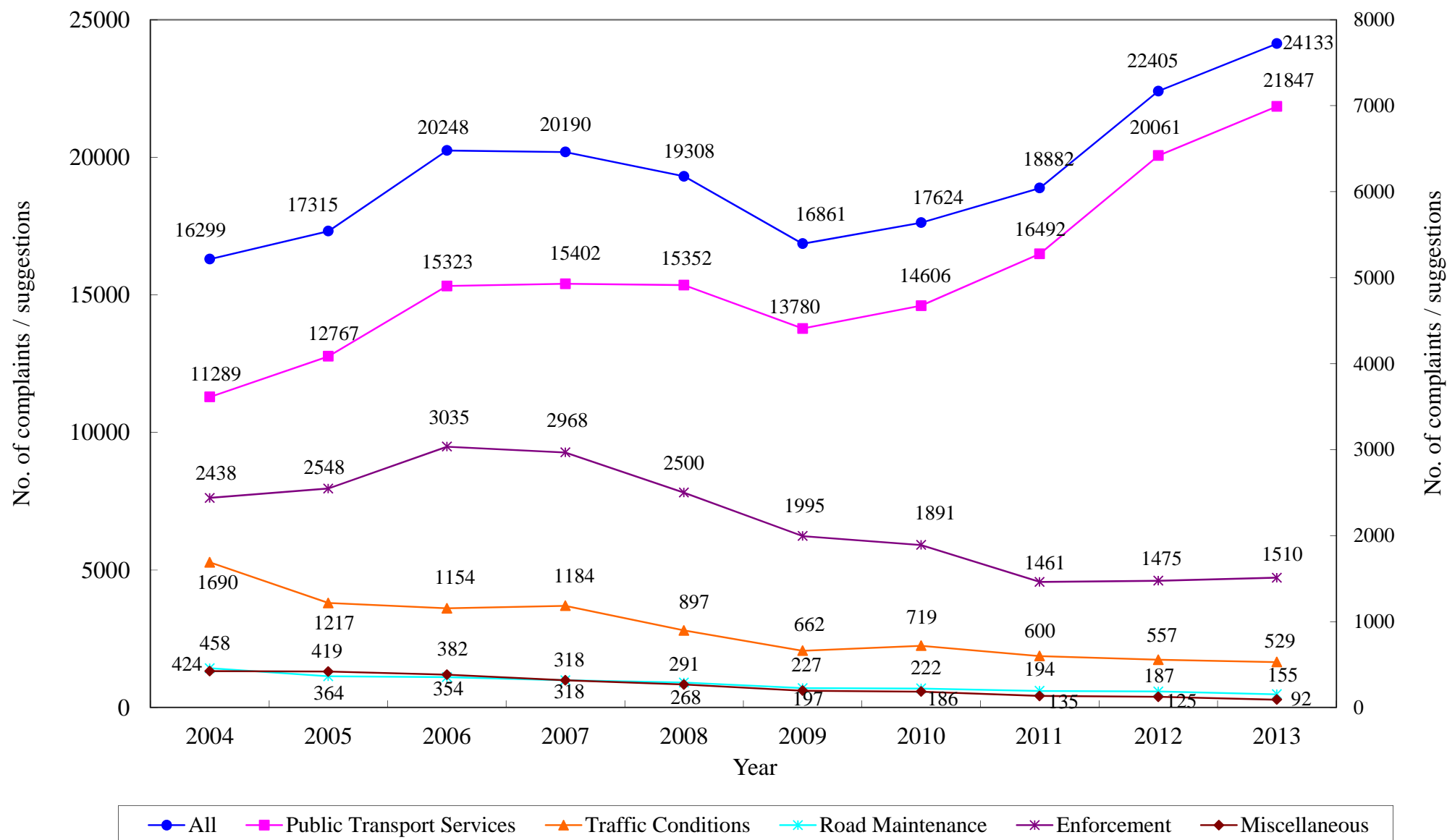
(2) Percentage figures in brackets represent the proportion of a category of complaints/suggestions to the total number of cases received in the quarter.

**Complaints and Suggestions Received by TCU**



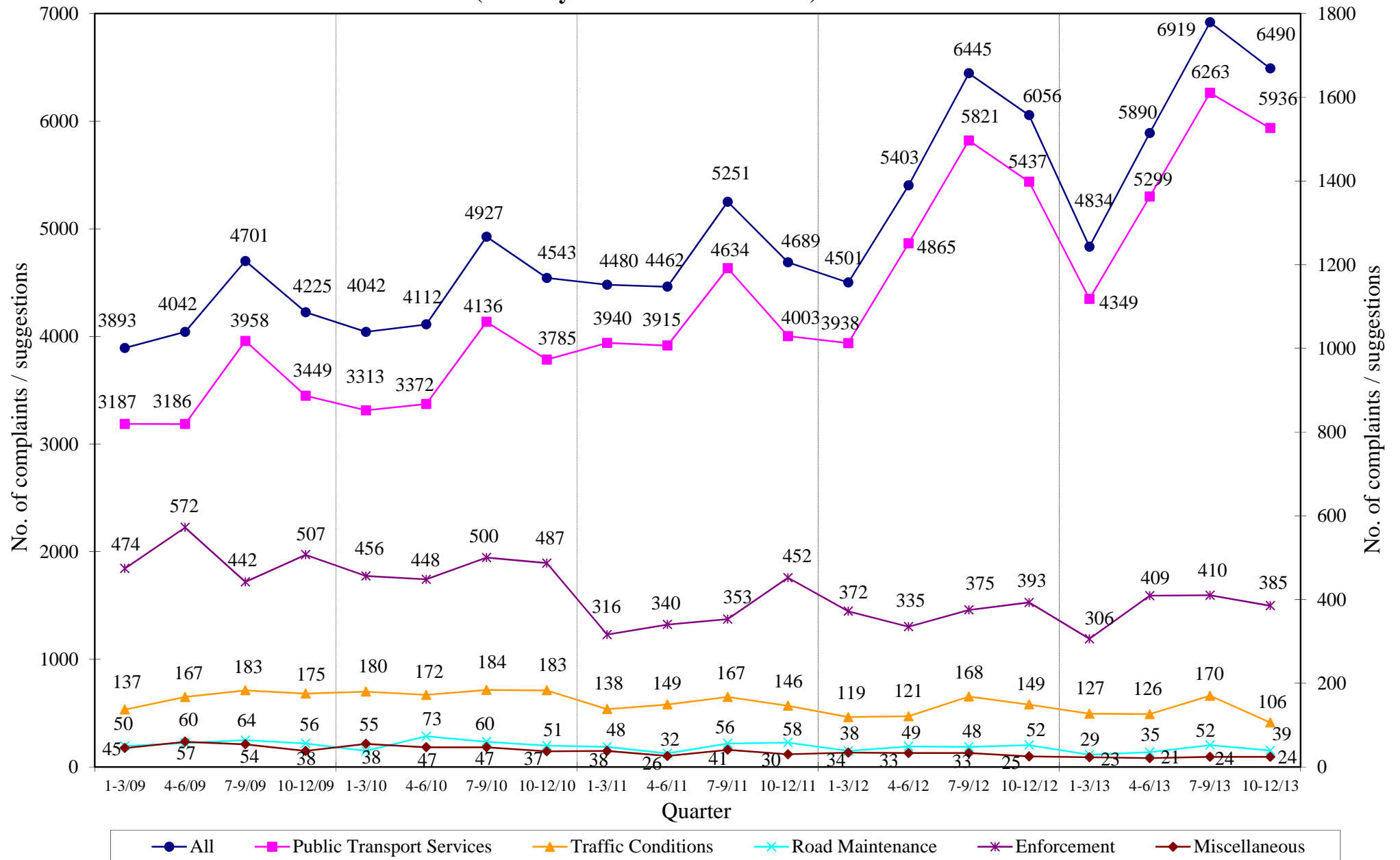
**Trends of Complaints and Suggestions Received by TCU  
(2004 - 2013)**

**Annex B(i)**



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

**Annex B(ii)**



**Summary of Results of Investigations into Complaints and Suggestions**  
**(October – December 2013)**

Outcome of Investigation  Nature of Complaint/ Suggestion					
	A1	A2	B	C	Total
<b>I. Public Transport Services</b>					
(a) Adequacy of service	18	217	12	-	247
(b) Standard of service	1 682	2 093	113	1 735	5 623
(c) General	47	54	9	2	112
	<b>1 747</b>	<b>2 364</b>	<b>134</b>	<b>1 737</b>	<b>5 982</b>
<b>II. Traffic Conditions</b>					
(a) Traffic congestion	15	23	5	1	44
(b) Traffic management	10	13	11	-	34
(c) Additional traffic signs/aids	10	7	9	-	26
(d) Parking facilities	4	5	7	-	16
	<b>39</b>	<b>48</b>	<b>32</b>	<b>1</b>	<b>120</b>
<b>III. Road Maintenance</b>					
(a) Road conditions	19	1	-	-	20
(b) Traffic signs and aids	8	4	5	-	17
(c) Carriageway markings	-	-	-	-	-
	<b>27</b>	<b>5</b>	<b>5</b>	<b>-</b>	<b>37</b>
<b>IV. Enforcement</b>					
(a) Illegal parking	216	41	1	-	258
(b) Other enforcement matters	45	50	-	23	118
	<b>261</b>	<b>91</b>	<b>1</b>	<b>23</b>	<b>376</b>
<b>V. Miscellaneous</b>	<b>13</b>	<b>6</b>	<b>1</b>	<b>-</b>	<b>20</b>
<b>Total</b>	<b>2 087</b> <b>(32%)</b>	<b>2 514</b> <b>(38%)</b>	<b>173</b> <b>(3%)</b>	<b>1 761</b> <b>(27%)</b>	<b>6 535</b> <b>(100%)</b>

**Legend**

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

**Summary of Results of Investigations into**  
**Complaints and Suggestions on Public Transport Services**  
**(October – December 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	269	605	68	4	946
Citybus Limited (Franchise 1)	64	91	3	-	158
Citybus Limited (Franchise 2)	19	24	5	-	48
The New World First Bus Services Limited	43	94	5	2	144
The New Lantao Bus Company (1973) Limited	5	6	2	-	13
Long Win Bus Company Limited	20	33	3	-	56
Cross-harbour Bus Services	116	280	19	2	417
Non-franchised Bus Services	13	36	6	-	55
Green Minibus	526	331	11	11	879
Red Minibus	37	10	-	8	55
Taxi	25	766	-	1 709	2 500
MTR Corporation Limited (Excluding Light Rail)	584	65	8	1	658
MTR Corporation Limited (Light Rail)	11	8	2	-	21
The Hongkong Tramways Limited	8	3	-	-	11
Peak Tramways Company Limited	-	-	-	-	-
New World First Ferry Services Limited	1	11	1	-	13
The “Star” Ferry Company Limited	-	-	-	-	-
Minor Ferries	6	1	1	-	8
<b>Total</b>	<b>1 747</b> <b>(29%)</b>	<b>2 364</b> <b>(40%)</b>	<b>134</b> <b>(2%)</b>	<b>1 737</b> <b>(29%)</b>	<b>5 982</b> <b>(100%)</b>

**Legend**

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

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

**I. Public Transport Services**

- Erect a two-faced sign of cross-harbour taxi stand at Paterson Street to facilitate passengers.
- Add a taxi pick-up/drop-off point at Ning Tai Road to meet the demand of passengers.

**II. Traffic Management**

***Hong Kong Island***

- Increase the vehicular green time of a traffic light at Harbour Road in the evening to improve traffic flow.
- Adjust the signal setting of traffic lights at Hing Fat Street to improve traffic flow.
- Add “Ahead Only” and “No Right Turn” traffic signs at Marsh Road to remind motorists.

***Kowloon***

- Adjust the orientation of traffic signs and install a traffic bollard at the junction of Yan Wing Street and Cha Kwo Ling Road to alert motorists of the “No Entry” restriction.
- Modify the road markings at San Lau Street to regulate lane-changing activities.
- Modify the road markings and add box junction road markings at Sheung Yuen Street to alleviate traffic congestion.

- Add hatched road markings at the junction of Sai Yee Street and Argyle Street to enhance road safety.
- Convert part of the carriageway to pavement at the junction of Un Chau Street and Cheung Wah Street and the junction of Ng Fong Street and Tai Yau Street to facilitate pedestrian crossing the road.

### *New Territories*

- Increase the vehicular green time of traffic lights at the junction of Wu Shan Road and Lun Mun Road, the junction of Tan Kwai Tsuen Road and Castle Peak Road (Hung Shui Kiu), the junction of Yau Lai Road and Castle Peak Road (Ting Kau) and the junction of Town Park Road South and Lam Hau Tsuen Road to alleviate traffic congestion.
- Adjust the settings of traffic lights at the junction of Ting Kok Road and Fung Yuen Road to improve traffic flow.
- Increase the vehicular green time of a traffic light at the junction of Tong Yan San Tsuen Road and Castle Peak Road (Ping Shan) to improve traffic flow.
- Impose “No Stopping” restriction at On Ping Street, On Lai Street, Chai Wan Kok Street and Hoi Tak Street to prevent vehicle obstruction.
- Add traffic signs at Po Shun Road to remind motorists of the speed limit.
- Add traffic signs at Castle Peak Road (Tai Lam) and Castle Peak Road (Tsing Lung Tau) to remind motorists of the requirement of keeping left unless overtaking.
- Add traffic signs and road markings at Siu Hong Station (North) Public Transport Interchange to remind motorists of the bus lane and loading/unloading area.
- Relocate traffic signs at Sha Tin Wai Road to improve the sight-line of motorists.
- Add “No Through Road” traffic signs at Yau Tin East Road to remind motorists.
- Add “Slow” road marking at Tsing King Road to remind motorists.



- Add parking spaces for motorcycles and railings at Heung Fan Liu Street to deter illegal parking.

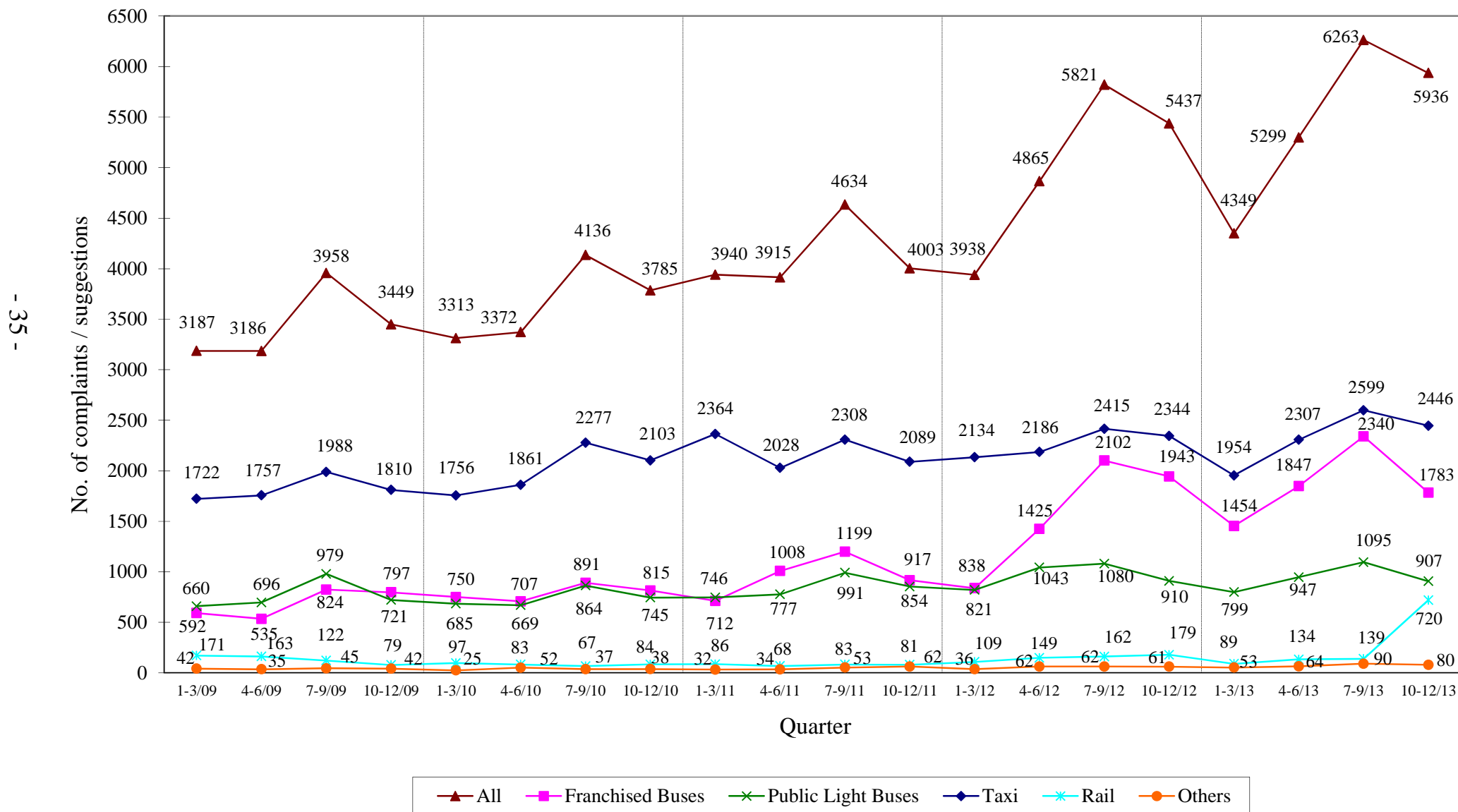
**Complaints and Suggestions on Public Transport Services**  
**(October – December 2013)**

**Legend**

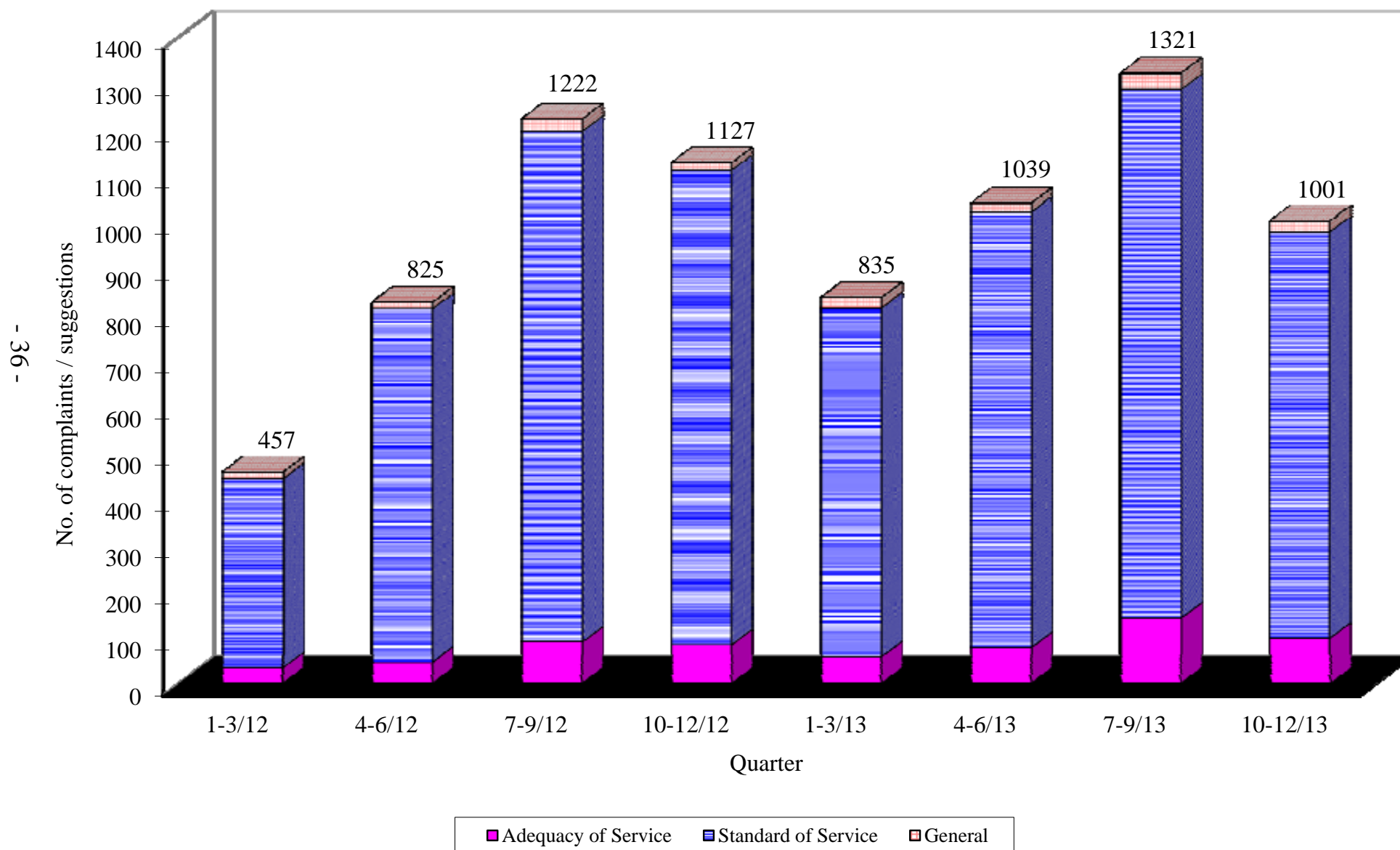
<b>KMB</b>	The Kowloon Motor Bus Company (1933) Limited
<b>CTB1</b>	Citybus Limited (Franchise 1)
<b>CTB2</b>	Citybus Limited (Franchise 2)
<b>FB</b>	The New World First Bus Services Limited
<b>NLB</b>	The New Lantao Bus Company (1973) Limited
<b>LWB</b>	Long Win Bus Company Limited
<b>XHT</b>	Cross-harbour 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) <u>Adequacy of Service</u>																			
(1) Frequency/carrying capacity	77	3	2	7	3	9	25	11	87	-	-	9	3	-	-	2	-	3	241
(2) Routeing	15	1	-	2	-	-	21	3	4	-	-	-	-	-	-	-	-	1	47
(3) Hours of operation	1	1	-	-	-	-	8	4	2	-	-	1	-	1	-	-	-	-	18
(4) Provision of stops	4	2	-	2	-	-	5	2	5	-	-	-	-	-	-	-	-	-	20
Sub-total	97	7	2	11	3	9	59	20	98	-	-	10	3	1	-	2	-	4	326
(B) <u>Standard of Service</u>																			
(1) Regularity of service	495	64	20	71	-	21	193	10	186	-	-	11	1	-	-	1	1	8	1082
(2) Adherence to routeing	1	1	1	-	-	-	4	1	52	-	386	-	-	-	-	-	-	-	446
(3) Improper driving behaviour	98	16	1	16	5	5	34	2	178	32	285	11	1	29	-	-	-	-	713
(4) Conduct & performance of staff (including drivers)	136	26	10	16	3	7	39	13	277	18	1220	14	2	1	-	5	1	-	1788
(5) Overcharging	2	-	-	-	1	-	1	-	17	-	492*	-	-	-	-	-	-	-	513
(6) Cleanliness	2	-	1	-	-	-	3	2	7	-	2	-	-	-	-	1	-	-	18
(7) Conditions of vehicles/vessels	12	3	1	1	-	1	1	1	7	-	8	2	-	5	-	-	-	1	43
(8) Passenger services & facilities	134	33	6	26	-	2	41	1	16	2	7	614	1	-	-	-	-	1	884#
Sub-total	880	143	40	130	9	36	316	30	740	52	2400	652	5	35	-	7	2	10	5487
(C) <u>General</u>	24	4	1	3	2	3	4	1	11	6	46	1	1	12	-	1	-	3	123
Total this quarter	1001	154	43	144	14	48	379	51	849	58	2446	663	9	48	-	10	2	17	5936
Grand-total	(1783)							(3404)				(720)				(29)			
Total previous quarter	1321	181	62	209	15	44	508	49	1008	87	2599	101	18	20	-	26	1	14	6263
Total same quarter last year	1127	179	34	139	5	41	418	45	841	69	2344	116	15	48	-	7	2	7	5437

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

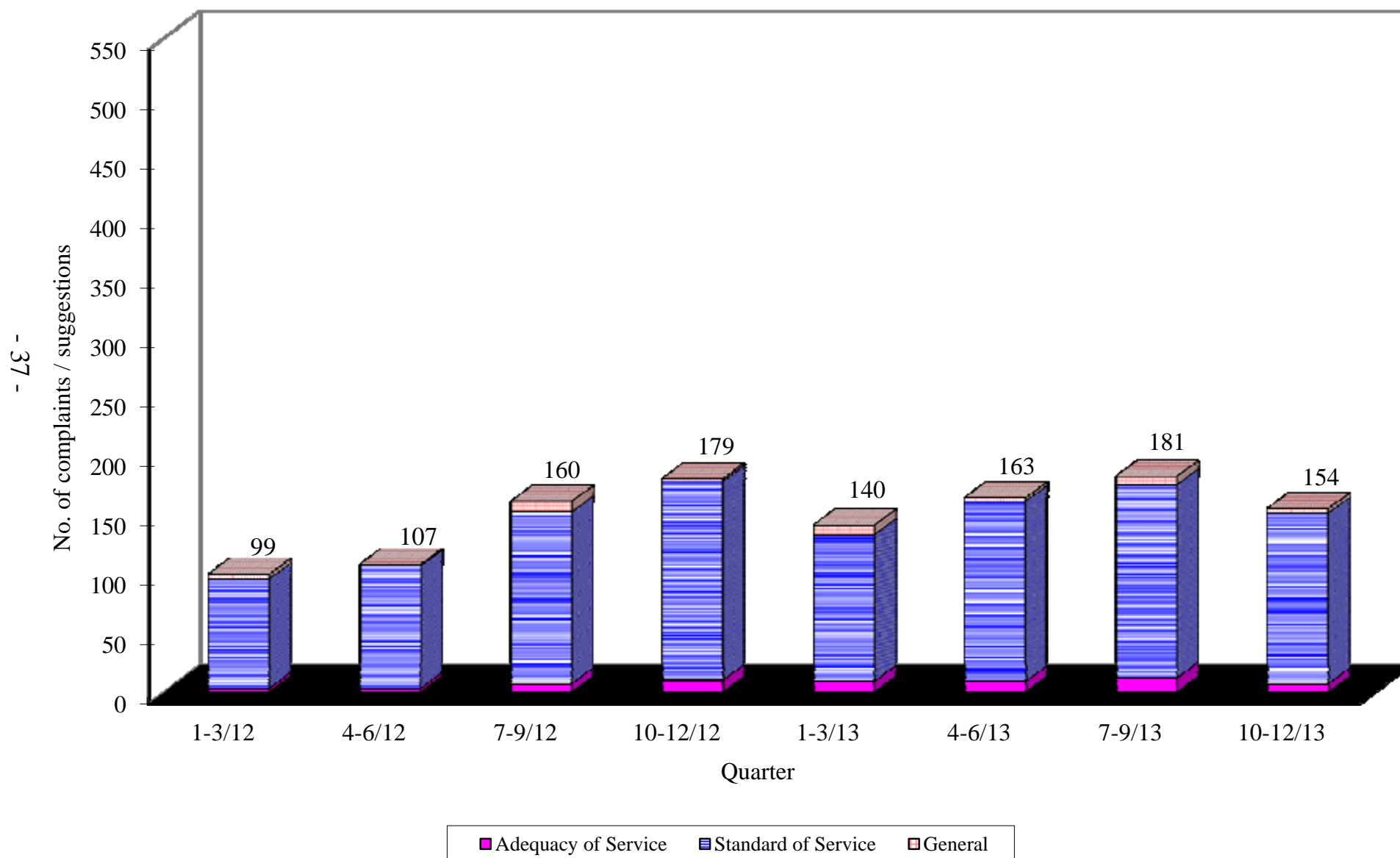


# Complaints and Suggestions on the Services of Kowloon Motor Bus Company (1933) Limited in the Past Eight Quarters



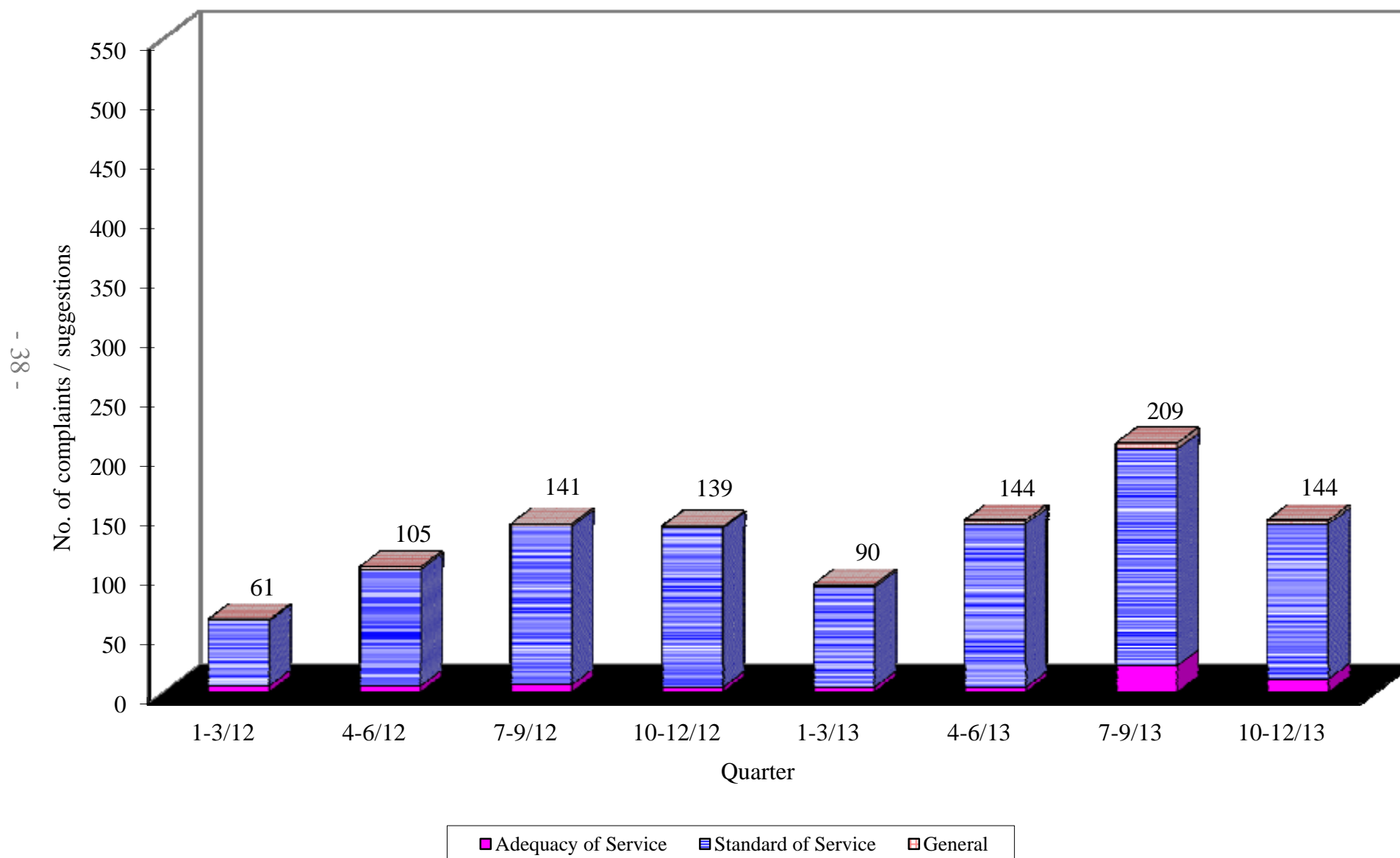
# Complaints and Suggestions on the Services of Citybus Limited (Franchise 1) in the Past Eight Quarters

Annex F(ii)



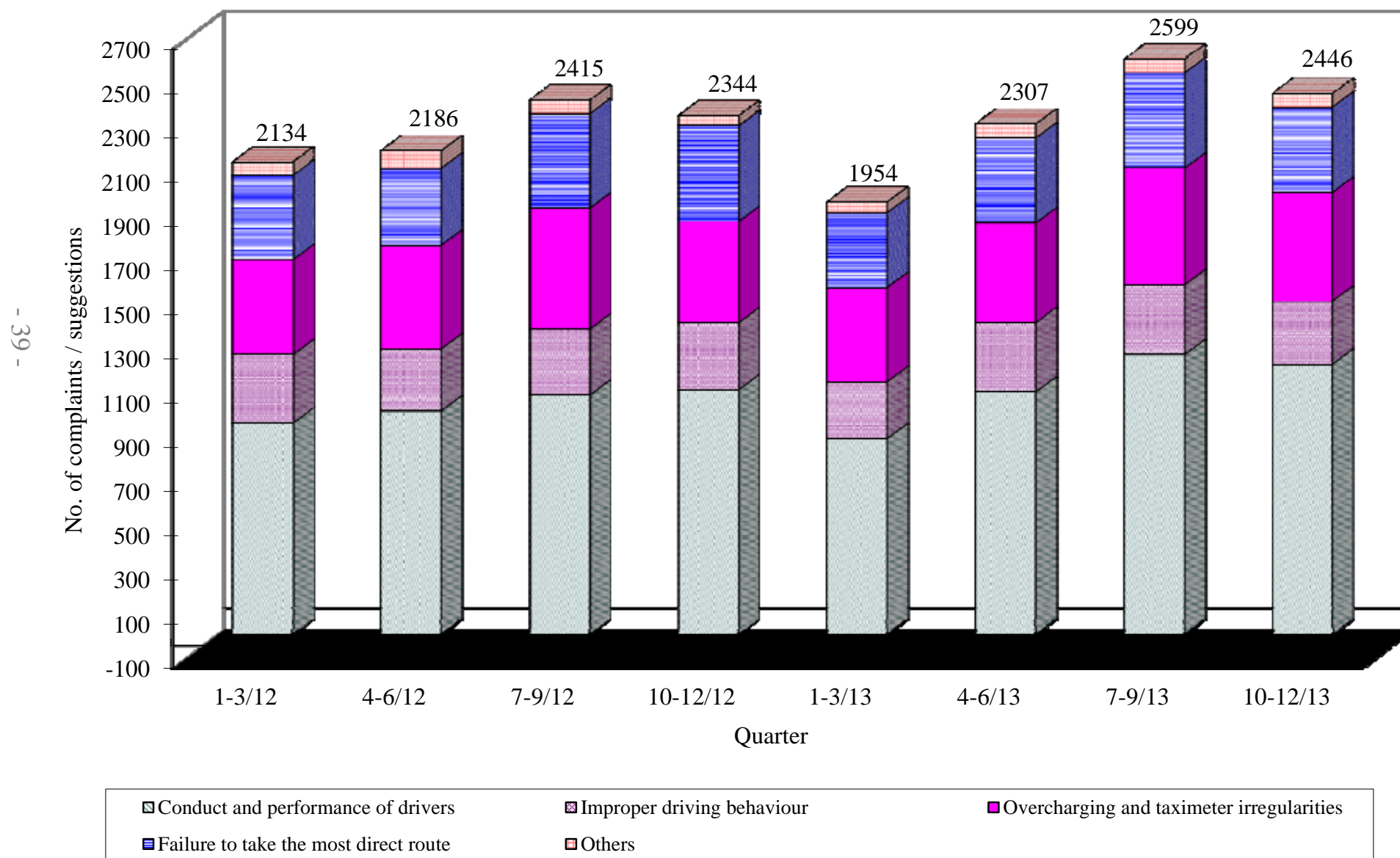
# Complaints and Suggestions on the Services of New World First Bus Services Limited in the Past Eight Quarters

Annex F(iii)



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

**Annex G**



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

<b><u>Nature of Complaint/Suggestion</u></b>		<b>Same quarter last year <u>(1.10.12-31.12.12)</u></b>	<b>Previous quarter <u>(1.7.13-30.9.13)</u></b>	<b>Current quarter <u>(1.10.13-31.12.13)</u></b>
(a)	Conduct and performance of drivers			
(i)	Behaving other than in a civil & orderly manner	377	477	435
(ii)	Refusing hire	580	642	625
(iii)	Soliciting passengers	6	7	4
(iv)	Refusing to drive to destination	129	122	144
(v)	Failure to display driver identity plate	13	12	12
(vi)	Failure to display driver identity plate properly	1	5	-
	Sub-total	1 106	1 265	1 220
(b)	Improper driving behaviour	303	315	285
(c)	Overcharging	355	407	406
(d)	Taximeter irregularities	103	121	86
(e)	Failure to take the most direct route	433	431	386
(f)	Others*	44	60	63
	<b>Total</b>	<b>2 344</b>	<b>2 599</b>	<b>2 446</b>

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



**Complaints and Suggestions on Traffic and Road Conditions**  
**(October – December 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																			
<b>Traffic Conditions</b>																			
(a) Traffic congestion (No. of locations)	1 (1)	3 (3)	3 (3)	1 (1)	8 (8)	3 (2)	5 (5)	- (-)	1 (1)	- (-)	3 (2)	1 (1)	1 (1)	6 (6)	4 (4)	2 (2)	- (-)	- (-)	1 (1)
(b) Traffic management	1	4	5	-	5	2	1	2	4	1	1	5	2	-	2	1	1	-	-
(c) Additional traffic signs and aids	3	1	2	2	1	-	1	1	3	-	-	-	2	-	1	-	-	-	-
(d) Parking facilities	-	-	1	-	-	2	2	-	-	-	-	2	-	-	-	-	-	2	-
Sub-total	5	8	11	3	14	7	9	3	8	1	4	8	5	6	7	3	1	2	1
<b>Road Maintenance</b>																			
(a) Road conditions	-	-	-	-	1	1	1	1	1	-	4	-	1	4	1	1	-	1	1
(b) Traffic signs & aids	1	-	1	-	2	-	2	-	-	2	3	-	-	5	2	-	-	-	-
(c) Carriageway markings	-	-	-	-	-	-	-	-	-	-	-	1	-	-	1	1	-	-	-
Sub-total	1	-	1	-	3	1	3	1	1	2	7	1	1	9	4	2	-	1	1
<b>Enforcement</b>																			
(a) Illegal parking	18	22	17	7	21	12	17	6	34	9	4	24	19	9	11	11	10	-	-
(b) Other enforcement matters	7	17	18	5	5	2	16	6	14	2	4	5	5	5	6	9	5	2	1
Sub-total	25	39	35	12	26	14	33	12	48	11	8	29	24	14	17	20	15	2	1
Total	31	47	47	15	43	22	45	16	57	14	19	38	30	29	28	25	16	5	3

**Complaints and Suggestions Received by TCU during 2009-2013**

<b><u>Nature of Complaint/Suggestion</u></b>	<b><u>2009</u></b>	<b><u>2010</u></b>	<b><u>2011</u></b>	<b><u>2012</u></b>	<b><u>2013</u></b>
<b>I. Public Transport Services</b>					
(a) Adequacy of service	747 [45]	734 [84]	775 [109]	918 [120]	1 120 [115]
(b) Standard of service	12 538 [18]	13 455 [27]	15 355 [52]	18 671 [91]	20 255 [31]
(c) General	495 [15]	417 [11]	362 [26]	472 [30]	472 [21]
	13 780 [78]	14 606 [122]	16 492 [187]	20 061 [241]	21 847 [167]
<b>II. Traffic Conditions</b>					
(a) Traffic congestion	279	321 [1]	262 [13]	248 [19]	237 [7]
(b) Traffic management	226 [35]	239 [34]	186 [65]	141 [55]	171 [50]
(c) Additional traffic signs and aids	83 [8]	92 [20]	94 [55]	94 [53]	74 [33]
(d) Parking facilities	74 [14]	67 [8]	58 [24]	74 [49]	47 [18]
	662 [57]	719 [63]	600 [157]	557 [176]	529 [108]
<b>III. Road maintenance</b>					
(a) Road conditions	131	115	79 [6]	81 [3]	80 [1]
(b) Traffic signs and aids	84	96 [1]	98 [2]	81 [2]	65 [2]
(c) Carriageway markings	12 [1]	11 [1]	17 [2]	25 [4]	10 [1]
	227 [1]	222 [2]	194 [10]	187 [9]	155 [4]
<b>IV. Enforcement</b>					
(a) Illegal parking	1 000	1 048	828 [2]	922	989 [2]
(b) Other enforcement matters	995 [1]	843 [1]	633 [6]	553 [2]	521 [3]
	1 995 [1]	1 891 [1]	1 461 [8]	1 475 [2]	1 510 [5]
<b>V. Miscellaneous</b>	197 [26]	186 [24]	135 [16]	125 [17]	92 [15]
<b>Total</b>	<b>16 861 [163]</b>	<b>17 624 [212]</b>	<b>18 882 [378]</b>	<b>22 405 [445]</b>	<b>24 133 [299]</b>

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

**Complaints and Suggestions on Franchised Bus Services in 2013**

<b><u>Bus Company</u></b>	<b><u>2012</u></b>	<b><u>2013</u></b>	<b><u>Difference</u></b>
The Kowloon Motor Bus Company (1933) Limited (KMB)	3 631	4 196	+15.6%
Citybus Limited (Franchise 1) (Citybus)	545	638	+17.1%
Citybus Limited (Franchise 2) (Citybus)	126	174	+38.1%
The New World First Bus Services Limited (NWFB)	446	587	+31.6%
The New Lantao Bus Company (1973) Limited	31	51	+64.5%
Long Win Bus Company Limited	139	164	+18.0%
Cross-harbour Bus Services	1 390	1 614	+16.1%
<b>Total</b>	<b>6 308</b>	<b>7 424</b>	<b>+17.7%</b>

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

**Complaints and Suggestions on Non-franchised Bus Services in 2013**

<b><u>Nature of Complaint/Suggestion</u></b>	<b><u>2012</u></b>	<b><u>2013</u></b>	<b><u>Difference</u></b>
<b>(A) <u>Adequacy of Service</u></b>			
(1) Frequency	20	29	+45.0%
(2) Routeing	8	9	+12.5%
(3) Hours of operation	1	4	+300.0%
(4) Provision of stops	5	3	-40.0%
<b>Sub-total</b>	<b>34</b>	<b>45</b>	<b>+32.4%</b>
<b>(B) <u>Standard of Service</u></b>			
(1) Regularity of service	58	59	+1.7%
(2) Adherence to routeing	2	1	-50.0%
(3) Improper driving behaviour	29	24	-17.2%
(4) Conduct and performance of staff (including drivers)	16	34	+112.5%
(5) Overcharging	-	1	-
(6) Cleanliness	-	2	-
(7) Conditions of vehicles	10	6	-40.0%
(8) Passenger services and facilities	15	4	-73.3%
<b>Sub-total</b>	<b>130</b>	<b>131</b>	<b>+0.8%</b>
<b>(C) <u>General*</u></b>	<b>10</b>	<b>6</b>	<b>-40.0%</b>
<b>Total</b>	<b>174</b>	<b>182</b>	<b>+4.6%</b>

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

**Complaints and Suggestions on Green Minibus Services in 2013**

<u><b>Nature of Complaint/Suggestion</b></u>	<u><b>2012</b></u>	<u><b>2013</b></u>	<u><b>Difference</b></u>
<b>(A) Adequacy of Service</b>			
(1) Frequency	332	329	-0.9%
(2) Routeing	21	18	-14.3%
(3) Hours of operation	7	6	-14.3%
(4) Provision of stops	29	20	-31.0%
<b>Sub-total</b>	<b>389</b>	<b>373</b>	<b>-4.1%</b>
<b>(B) Standard of Service</b>			
(1) Regularity of service	920	798	-13.3%
(2) Adherence to routeing	209	210	+0.5%
(3) Improper driving behaviour	698	680	-2.6%
(4) Conduct and performance of staff (including drivers)	1 061	1 145	+7.9%
(5) Overcharging	71	71	-
(6) Cleanliness	25	17	-32.0%
(7) Conditions of vehicles	42	44	+4.8%
(8) Passenger services and facilities	77	64	-16.9%
<b>Sub-total</b>	<b>3 103</b>	<b>3 029</b>	<b>-2.4%</b>
<b>(C) General*</b>	<b>63</b>	<b>56</b>	<b>-11.1%</b>
<b>Total</b>	<b>3 555</b>	<b>3 458</b>	<b>-2.7%</b>

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

**Complaints and Suggestions on Red Minibus Services in 2013**

<b><u>Nature of Complaint/Suggestion</u></b>	<b><u>2012</u></b>	<b><u>2013</u></b>	<b><u>Difference</u></b>
<b>(A) Adequacy of Service</b>	-	-	-
<b>(B) Standard of Service</b>			
(1) Regularity of service	-	-	-
(2) Adherence to routeing	-	-	-
(3) Improper driving behaviour	159	148	-6.9%
(4) Conduct and performance of staff (including drivers)	73	92	+26.0%
(5) Overcharging	8	9	+12.5%
(6) Cleanliness	-	-	-
(7) Conditions of vehicles	6	3	-50.0%
(8) Passenger services and facilities	3	3	-
<b>Sub-total</b>	<b>249</b>	<b>255</b>	<b>+2.4%</b>
<b>(C) General*</b>	<b>50</b>	<b>35</b>	<b>-30.0%</b>
<b>Total</b>	<b>299</b>	<b>290</b>	<b>-3.0%</b>

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

Complaints and Suggestions on Taxi Services in 2013Nature of Complaint/Suggestion

<b>Taxi driver malpractice</b>	<b><u>2012</u></b>	<b><u>2013</u></b>	<b><u>Difference</u></b>
(a) Conduct and performance of drivers			
(i) Behaving other than in a civil & orderly manner	1 510	1 672	+10.7%
(ii) Refusing hire	2 063	2 255	+9.3%
(iii) Soliciting passengers	24	16	-33.3%
(iv) Refusing to drive to destination	486	464	-4.5%
(v) Failure to display driver identity plate	64	45	-29.7%
(vi) Failure to display driver identity plate properly	8	13	+62.5%
	4 155	4 465	+7.5%
(b) Improper driving behaviour	1 192	1 170	-1.8%
(c) Overcharging	1 525	1 535	+0.7%
(d) Taximeter irregularities	378	363	-4.0%
(e) Failure to take the most direct route	1 590	1 539	-3.2%
<b>Sub-total</b>	<b>8 840</b>	<b>9 072</b>	<b>+2.6%</b>
Others			
(a) Taxi obstruction	119	104	-12.6%
(b) Miscellaneous	120	130	+8.3%
<b>Sub-total</b>	<b>239</b>	<b>234</b>	<b>-2.1%</b>
<b>Total</b>	<b>9 079</b>	<b>9 306</b>	<b>+2.5%</b>

**Complaints and Suggestions on Rail Services in 2013**

<b><u>Railway Company</u></b>	<b><u>2012</u></b>	<b><u>2013</u></b>	<b><u>Difference</u></b>
Mass Transit Railway Corporation Limited (Excluding Light Rail)	385	930	+141.6%
Mass Transit Railway Corporation Limited (Light Rail)	54	54	-
The Hongkong Tramways Limited	160	97	-39.4%
Peak Tramways Company Limited	-	1	-
<b>Total</b>	<b>599</b>	<b>1 082</b>	<b>+80.6%</b>



**Complaints and Suggestions on Ferry Services in 2013**

<b><u>Ferry Company</u></b>	<b><u>2012</u></b>	<b><u>2013</u></b>	<b><u>Difference</u></b>
New World First Ferry Services Limited	21	49	+133.3%
The 'Star' Ferry Company Limited	7	5	-28.6%
Minor Ferries	19	51	+168.4%
<b>Total</b>	<b>47</b>	<b>105</b>	<b>+123.4%</b>

**Complaints about Traffic Congestion during 2009-2013**

<b><u>District</u></b>		<b><u>No. of Complaints</u></b>				
		<b><u>2009</u></b>	<b><u>2010</u></b>	<b><u>2011</u></b>	<b><u>2012</u></b>	<b><u>2013</u></b>
Hong Kong	- Eastern	15	15	14	9	18
	- Wan Chai	26	33	26	51	18
	- Central & Western	36	42	31	23	24
	- Southern	23	15	23	16	15
Kowloon	- Kwun Tong	22	29	17	19	18
	- Wong Tai Sin	7	8	6	6	6
	- Kowloon City	34	39	23	27	20
	- Sham Shui Po	12	13	5	6	8
	- Yau Tsim Mong	30	34	25	25	12
New Territories	- North	4	6	10	2	7
	- Tai Po	6	7	5	6	14
	- Sha Tin	9	17	25	16	5
	- Yuen Long	9	8	3	6	6
	- Tuen Mun	11	17	15	13	27
	- Tsuen Wan	13	11	16	8	19
	- Kwai Tsing	2	15	6	5	9
	- Sai Kung	16	6	11	5	4
	- Islands	1	1	1	-	1
Others		3	5	-	5	6
<b>Total</b>		<b>279</b>	<b>321</b>	<b>262</b>	<b>248</b>	<b>237</b>

**Complaints about Illegal Parking during 2009-2013**

<u><b>District</b></u>		<u><b>2009</b></u>	<u><b>2010</b></u>	<u><b>2011</b></u>	<u><b>2012</b></u>	<u><b>2013</b></u>
Hong Kong	- Eastern	61	71	65	65	67
	- Wan Chai	62	73	66	67	61
	- Central & Western	81	95	56	40	52
	- Southern	39	27	23	23	38
Kowloon	- Kwun Tong	79	86	64	85	103
	- Wong Tai Sin	52	42	44	34	42
	- Kowloon City	63	76	48	80	77
	- Sham Shui Po	54	50	35	40	33
	- Yau Tsim Mong	122	106	96	152	119
New Territories	- North	45	45	33	48	39
	- Tai Po	24	33	28	23	20
	- Sha Tin	70	73	59	61	95
	- Yuen Long	76	63	48	48	70
	- Tuen Mun	46	48	39	33	50
	- Tsuen Wan	43	49	37	35	42
	- Kwai Tsing	45	47	39	44	41
	- Sai Kung	33	58	46	42	29
	- Islands	5	6	2	2	10
Others		-	-	-	-	1
<b>Total</b>		<b>1 000</b>	<b>1 048</b>	<b>828</b>	<b>922</b>	<b>989</b>

**Complaints about Enforcement Matters (other than Illegal Parking)**  
**during 2009-2013**

<b><u>District</u></b>		<b><u>2009</u></b>	<b><u>2010</u></b>	<b><u>2011</u></b>	<b><u>2012</u></b>	<b><u>2013</u></b>
Hong Kong	- Eastern	55	35	37	23	36
	- Wan Chai	113	112	69	59	41
	- Central & Western	101	104	56	54	42
	- Southern	52	37	27	18	21
Kowloon	- Kwun Tong	72	41	41	36	26
	- Wong Tai Sin	25	30	25	23	13
	- Kowloon City	96	82	60	63	68
	- Sham Shui Po	58	41	38	29	27
	- Yau Tsim Mong	108	101	61	67	51
New Territories	- North	25	16	20	10	16
	- Tai Po	17	8	12	14	10
	- Sha Tin	52	38	35	30	30
	- Yuen Long	49	41	42	28	25
	- Tuen Mun	33	40	24	27	24
	- Tsuen Wan	43	38	33	25	24
	- Kwai Tsing	41	37	24	16	29
	- Sai Kung	28	26	15	13	19
	- Islands	10	8	6	8	12
Others		17	8	8	10	7
<b>Total</b>		<b>995</b>	<b>843</b>	<b>633</b>	<b>553</b>	<b>521</b>

**Complaints about Enforcement Matters (other than Illegal Parking)**  
**Districts which Attracted Relatively More Complaints**  
**(January – December 2013)**

<b>District</b> <b>Nature</b>	<b>Kowloon City</b>	<b>Yau Tsim Mong</b>	<b>Central &amp; Western</b>	<b>Wan Chai</b>	<b>Total</b>
1. Prolonged waiting causing obstruction	21 [Yan Yung Street – 3]	11	15 [Connaught Road Central – 3]	13 [Leighton Road – 4]	<b>60</b>
2. Disobeying traffic signs/schemes	20 [Shing Tak Street – 4] [Nga Tsin Wai Road – 4]	9	13 [Des Voeux Road West – 3]	11 [Johnston Road – 3]	<b>53</b>
3. Jumping red light / Failing to give way to pedestrians /traffic	11	15	10	7	<b>43</b>
4. Cutting lane abruptly / Overtaking on solid line	12	10	3	4	<b>29</b>
5. Speedy driving	2	1	-	-	<b>3</b>
6. Using mobile phone while driving	-	-	-	-	<b>-</b>
7. Others	2	5	1	6	<b>14</b>
<b>Total</b>	<b>68</b>	<b>51</b>	<b>42</b>	<b>41</b>	<b>202</b>

Note: [ ] indicates location which had attracted three or more complaints during the period January to December 2013.

**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.