

QUARTERLY REPORT No. 1 of 2014

by the

TRANSPORT COMPLAINTS UNIT

of the

TRANSPORT ADVISORY COMMITTEE

for the period

1 January 2014 – 31 March 2014

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Chapter 1

Major Areas of Complaints and Suggestions

This is the first quarterly report for 2014 covering the period from 1 January to 31 March 2014.

Yearly and Quarterly Trends

2. During the quarter, the Transport Complaints Unit (TCU) received 5 424 complaints and suggestions, including 51 pure suggestions, from 4 901 persons. About 55% (2 678) of these persons lodged their complaints/suggestions by telephone and the remaining 45% (2 223) by e-mail, fax or mail. The number of cases represents a decrease of 16.4% as compared with 6 490 cases in the previous quarter and an increase of 12.2% as compared with 4 834 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 2010 is at Annex B(ii).

4. During the current quarter, investigations into 7 231 cases (including some outstanding cases from previous quarters) were completed. Of these, 5 294 cases (73%) were found to be substantiated, 254 cases (4%) unsubstantiated, and the remaining 1 683 cases (23%) 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 21 suggestions made by members of the public who gave proposals to enhance public transport services and improve traffic conditions. A summary of the cases is at Annex D. The Chairman of the TCU Sub-Committee has issued appreciation letters to the proponents of these suggestions who provided their contact details.

Public Transport Services

6. Complaints and suggestions on public transport services accounted for 4 940 cases, which represents a decrease of 16.8% as compared with the previous quarter and an increase of 13.6% 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 2010 is at Annex E(ii).

Franchised Bus Services

7. A total of 1 588 complaints and suggestions on franchised bus services were received during the quarter, which represents a decrease of 10.9% as compared with the previous quarter and an increase of 9.2% as compared with the same quarter last year. The decrease in the number of cases received was mainly due to less complaints about regularity of services.

8. There were 825 cases on the services of the KMB, as compared with 1 001 cases in the previous quarter and 835 cases in the same quarter last year. Among the 825 cases, 97 (or 11.8%) were about the adequacy of service and 713 (or 86.4%) were about the standard of service.

9. There were 180 cases on the services of Citybus Limited (Franchise 1) (CTB1), as compared with 154 cases in the previous quarter and 140 cases in the same quarter last year. Among the 180 cases, 18 (or 10%) were about the adequacy of service while 154 (or 85.6%) were about the standard of service.

10. There were 138 cases on the services of the New World First Bus Services Limited (NWFB), as compared with 144 cases in the previous quarter and 90 cases in the same quarter last year. Of the 138 cases, nine (or 6.5%) were about the adequacy of service and 125 (or 90.6%) 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 34 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 51 and 37 respectively.

Public Light Bus Services

13. A total of 789 complaints and suggestions on public light bus (PLB) services were received in this quarter, which represents a decrease of 13% as compared with the previous quarter and a decrease of 1.3% 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, 90.7% or 716 cases were on green minibus (GMB) services. The number of cases received in the previous quarter and the same quarter last year were 849 and 717 respectively. Among the 716 cases, 61 (or 8.5%) were about the adequacy of service and 633 (or 88.4%) were about the standard of service.

15. The remaining 9.3% or 73 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 58 and 82 respectively. Among the 73 cases, 61 (or 83.6 %) were about the standard of service.

Taxi Services

16. A total of 2 323 cases on taxi services were received in this quarter, which represents a decrease of 5% as compared with the previous quarter and an increase of 18.9% 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 2 323 cases received, 2 253 (97%) were related to taxi driver malpractice, as compared with 2 383 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 415 such cases (18%) were referred to the Police.

18. During the quarter, the Police reported the latest developments on 470 cases previously referred to them. These cases are categorised as follows -

	<u>No. of Cases</u>	<u>Percentage</u>
(a) Summonsed	54 (32)	12 (7)
(b) Withdrawn by complainants	317 (332)	67 (71)
(c) Evidence considered insufficient by the Police for further processing	99 (102)	21 (22)
	<u>470 (466)</u>	<u>100 (100)</u>

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

It is noted that 88% of these cases could not be further pursued because of withdrawal by complainants or insufficient evidence.

Rail Services

19. A total of 115 complaints and suggestions on rail services were received. Corresponding figures for the previous quarter and the same quarter last year were 720 and 89 respectively. Of the 115 cases, 104 were on the services of MTRCL.

Ferry Services

20. There were 91 complaints and suggestions on ferry services in this quarter. Corresponding figures for the previous quarter and the same quarter last year were 29 and 16 respectively.

Traffic Conditions

21. There were 43 complaints recorded in this quarter about traffic congestion, as compared with 43 cases in the previous quarter and 51 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 -

	<u>Number of Complaints</u>		<u>Number of Locations</u>	
Hong Kong Island	10	(8)	10	(8)
Kowloon	16	(17)	16	(16)
New Territories	16	(17)	14	(16)
Others	1	(1)	1	(1)
Total	43	(43)	41	(41)

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

22. Based on the number of complaints received, districts most affected by traffic congestion were Kowloon City (seven cases) and Yau Tsim Mong (five cases), Central and Western, North and Tai Po (four cases each). 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 seven requests for additional traffic signs and aids in this quarter. As a comparison, there were 37 and 17 such cases in the previous quarter, and 45 and 19 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 16 complaints about road maintenance, as compared with 39 cases in the previous quarter and 29 cases in the same quarter last year. Among the 16 cases, five were related to road conditions while nine were related to malfunctioning of traffic lights and damaged traffic signs.

27. District which attracted relatively more complaints about road maintenance was Kowloon City (three cases).

Enforcement

28. There were 342 complaints about traffic regulations enforcement in this quarter, which represents a decrease of 11.2% when compared with the previous quarter and an increase of 11.8% 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 5 February 2014, Members discussed -

- (a) complaints and suggestions on ferry services;
 - (b) complaints and suggestions on road safety matters;
 - (c) overview of complaints and suggestions received in 2013; and
 - (d) TCU Quarterly Report No. 4 of 2013.
2. Members agreed that -
- (a) complaints and suggestions on ferry services and road safety matters should be closely monitored; and
 - (b) TCU Quarterly Report No. 4 of 2013 should be submitted to the Transport Advisory Committee.

Complaint about the traffic arrangement at the junction of Hong On Street and Hong Yue Street

3. A member of the public approached TCU in January 2014 to express concern on the traffic arrangement at the junction of Hong On Street and Hong Yue Street. For vehicles travelling from Hong On Street (eastbound) to Hong Yue Street, they would go through a right-turn pocket after passing a traffic light at that junction and before turning right across the westbound traffic lane of Hong On Street to Hong Yue Street. The complainant was of the view that the right-turn pocket was located too close to the traffic light. This would cause confusion to motorists who would assume that it was safe to drive through when the vehicular traffic light turned green. Besides, motorists might easily overlook the “Give way” line of the right-turn pocket due to the proximity of the pocket to the traffic light.

4. The Transport Department (TD) pointed out that right-turn pocket is not an uncommon traffic arrangement at signalised junction. It would allow the traffic in opposite directions on the main road to share a common vehicular green phase of a traffic signal. This could maximise the capacity of the junction as it allows straight ahead and opposite right-turn traffic, through gap-acceptance, to run simultaneously. In fact, due to road works at Hong On Street earlier on, the Department had temporarily changed the signal arrangement and deleted the right-turn pocket to allow only exclusive right-turn from Hong On Street to Hong Yue Street. Under the temporary arrangement, the vehicular green phase of the signal on Hong On Street had to be shortened to maintain the cycle time and traffic congestion was often found there. The right-turn pocket was reinstated and the signals have been reverted to the original arrangement upon completion of the road works.

5. Nevertheless, to address the concern of the complainant and enhance road safety, TD would slightly adjust the traffic signal for the westbound traffic on Hong On Street to start the vehicular green phase a few seconds earlier than the eastbound traffic in order to increase the awareness of the eastbound motorists approaching the concerned pocket. In addition, the right-turn pocket marking on the carriageway would be adjusted to avoid it encroaching onto opposing traffic lane.

6. The complainant was informed of TD's improvement measures and raised no further comment afterwards.

Complaint about taxi obstruction at Pedder Street

7. In January 2014, a motorist lodged a complaint against taxi obstruction at Pedder Street. The complainant found that many taxis parked on the right lane at Pedder Street waiting for customers and occupying the pick-up/drop-off zone for private cars. The complainant suggested that TD should relocate the taxi stand there to another location nearby.

8. TD explained that the right lane of Pedder Street consists of three zones in terms of traffic management in different time periods of a day. From the junction with Queen's Road Central, the three zones from 7 a.m. to 10 p.m.

are (i) no stopping zone except for taxis picking up/dropping off passengers, (ii) no stopping zone except for private cars picking up/dropping off passengers, and (iii) no stopping zone at any time. From 10 p.m. to 7 a.m., the same three zones will become (i) a taxi stand, (ii) no stopping zone except for private cars and taxis picking up/dropping off passengers, and (iii) no stopping zone at any time.

9. According to the above, taxis should not wait for passengers on the right lane of Pedder Street, except during the time when one of the three zones is designated as a taxi stand and even so taxis should wait within the taxi stand only. Taxis should not wait for passengers in the no stopping zone which allows taxis picking up/dropping off passengers, as it is only for picking up/dropping off passengers. Enforcement action could be taken against motorists not complying with the restrictions. The Police was invited to take note of the situation and appropriate enforcement action had been taken at the location concerned. Regarding the relocation of the taxi stand, TD noted that the existing facilities at Pedder Street could cope with the needs of the public. Therefore, there is no plan to relocate the taxi stand for the time being.

10. TCU conveyed the above reply to the complainant, who did not raise further comment.

Suggestion to enhance the public transport other than rail services in Yuen Long, Tin Shui Wai and Tuen Mun

11. In January 2014, a member of the public approached TCU and expressed concern about the heavy reliance of the public transport on rail services in Yuen Long, Tin Shui Wai and Tuen Mun. She suggested the Government should enhance other means of public transport in the three areas.

12. TD advised that in view of the unique geographical characteristics of Hong Kong, namely limited road space and heavy traffic circulation, it is the Government's policy to develop a transportation system and implement the construction and improvement of the transport infrastructure with emphasis on rail services, in order to alleviate road congestion and roadside emissions.

13. With the availability of West Rail and Light Rail, together of other means of public transport in Yuen Long, Tin Shui Wai and Tuen Mun, TD is of the view that the existing transport services can meet passenger demand in general in those areas. The public is encouraged to make use of the existing public transport services and the various interchange schemes to enhance the network efficiency and reduce the demand on point-to-point public transport services.

14. The complainant noted TD's reply and raised no further comment.

Complaints and Suggestions on Taxi Services**Background**

Taxi service is one of the major areas which attracts regular complaints. On average, complaints and suggestions on taxi services account for about 50% of all the cases on public transport services.

Complaint Statistics

2. The trend of complaints and suggestions on taxi services in the past five years is as follows -

<u>Year</u>	<u>No. of complaints</u>	<u>Difference</u>
2009	7 277	-
2010	7 997	+9.9%
2011	8 789	+9.9%
2012	9 079	+3.3%
2013	9 306	+2.5%

3. A total of 2 323 complaints and suggestions about taxi services were received during the period from January to March 2014. This represents an increase of 18.9% when compared with 1 954 cases received in the same period last year. A breakdown of the nature of complaints and suggestions on taxi services is at Annex J.

4. Of the 2 323 complaints and suggestions received, 2 253 cases (or 97%) were related to taxi driver malpractice, as compared with 1 906 such cases (or 98%) received in the same period last year. Among the different categories of taxi driver malpractice, refusing hire (509 cases), drivers behaving other than in a civil and orderly manner (494 cases), failure to take the most direct route (392 cases) and overcharging (375 cases) attracted relatively more complaints. A significant increase in complaints about drivers not behaving in a civil and orderly manner (increased by 168 cases or 52%) is noted.

5. Apart from complaints about taxi driver malpractice, there were 70 cases about taxi obstruction and miscellaneous matters (e.g. conditions of vehicle, passenger services and facilities).

Measures to Improve the Situation

6. The Government has all along been striving to assist the trade in maintaining quality taxi services. In terms of legal framework, taxi operation is regulated by the Road Traffic Ordinance (Cap. 374) and its subsidiary legislation. The Police take vigorous enforcement actions against malpractices, and the Transport Department (TD) reminds the taxi trade to abide by the law through close communication with them. TD also disseminates information to passengers through different channels.

7. The Police is the statutory authority for taking enforcement action against taxi driver malpractice. During the period from January to March 2014, 415 cases (or 18%) on taxi driver malpractice were referred to the Police for further investigation as the complainants were willing to be court witnesses.

8. On the other hand, TD and the Quality Taxi Services Steering Committee (QTSSC)¹ have introduced a number of measures to enhance the service standard of the taxi trade.

9. To enhance the publicity against taxi malpractice, recorded interview with representative of the Police in the “Road Co-op” programme of the 881 Channel of Commercial Radio as well as feature stories in the “Police Magazine” TV programme were broadcast from January to February 2014. Furthermore, TD and QTSSC periodically published Taxi Newsletters for drivers with a view to reminding them of the need to provide high-standard services. To encourage drivers to observe taxi regulations and enhance service quality, TD and QTSSC plan to publish a new version of taxi service guidebook for distribution.

¹ QTSSC, currently chaired by Mr Peter Yan King-shun who is a Transport Advisory Committee member, was established in May 1999 to promote quality taxi service. It comprises representatives of the taxi associations, Hong Kong Tourism Board, Consumer Council, District Councils, Transport and Housing Bureau and Transport Department.

10. To motivate taxi drivers to enhance service quality, QTSSC has commended 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 have stepped up the promotion of the scheme to encourage taxi drivers to improve service quality and facilitate passengers in identifying those drivers who provide quality service. The enhanced promotional efforts included displaying posters at taxi stands, issuing letters to taxi associations to invite the participation of their drivers, and broadcasting of the scheme on radio, etc. To further facilitate 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.

11. To handle taxi complaints more effectively, TD has been working with QTSSC to update taxi information flyers, booklets, stickers, website, etc. to advise passengers to record taxi vehicle registration numbers or information displayed on the Taxi Driver Identity Plate. When new taxi fares were implemented on 8 December 2013, similar message was included in the new version of the yellow sticker on taxi fare scale for display in taxi compartment. The font size of the Transport Complaints Unit (TCU) hotline printed on the yellow sticker has also been enlarged. In regular taxi vehicle examination, TD will inspect each taxi to ensure that the yellow sticker is properly displayed.

12. As regards complaints about taxi obstruction and miscellaneous matters (70 cases), all these cases were referred to the relevant authorities for action. For example, in the case of taxi obstruction, the Police were requested to step up enforcement while TD was invited to consider traffic management measures to address the problem.

13. TCU would continue to closely monitor and follow up with the departments concerned regarding complaints and suggestions on taxi services.

Complaints and Suggestions Received by TCU

<u>Nature of Complaint/Suggestion</u>	<u>Same quarter last year (1.1.13-31.3.13)</u>			<u>Previous quarter (1.10.13-31.12.13)</u>			<u>Current quarter (1.1.14-31.3.14)</u>		
I. Public Transport Services									
(a) Adequacy of service	173	[28]		326	[28]		321	[21]	
(b) Standard of service	4 083	[8]		5 487	[10]		4 477	[5]	
(c) General	93	[6]		123	[5]		142	[10]	
	4 349	[42]	(90%)	5 936	[43]	(91%)	4 940	[36]	(91%)
II. Traffic Conditions									
(a) Traffic congestion	51	[6]		43	[1]		43		
(b) Traffic management	45	[20]		37	[9]		37	[10]	
(c) Additional traffic signs and aids	19	[10]		17	[7]		7	[1]	
(d) Parking facilities	12	[6]		9	[2]		13	[2]	
	127	[42]	(2%)	106	[19]	(1%)	100	[13]	(1%)
III. Road Maintenance									
(a) Road conditions	11	[1]		18			5		
(b) Traffic signs and aids	15	[1]		18			9		
(c) Carriageway markings	3			3			2		
	29	[2]	(1%)	39		(1%)	16		(1%)
IV. Enforcement									
(a) Illegal parking	197	[1]		251			239		
(b) Other enforcement matters	109	[2]		134	[1]		103		
	306	[3]	(6%)	385	[1]	(6%)	342		(6%)
V. Miscellaneous									
	23	[7]	(1%)	24	[5]	(1%)	26	[2]	(1%)
Total	4 834	[96]	(100%)	6 490	[68]	(100%)	5 424	[51]	(100%)

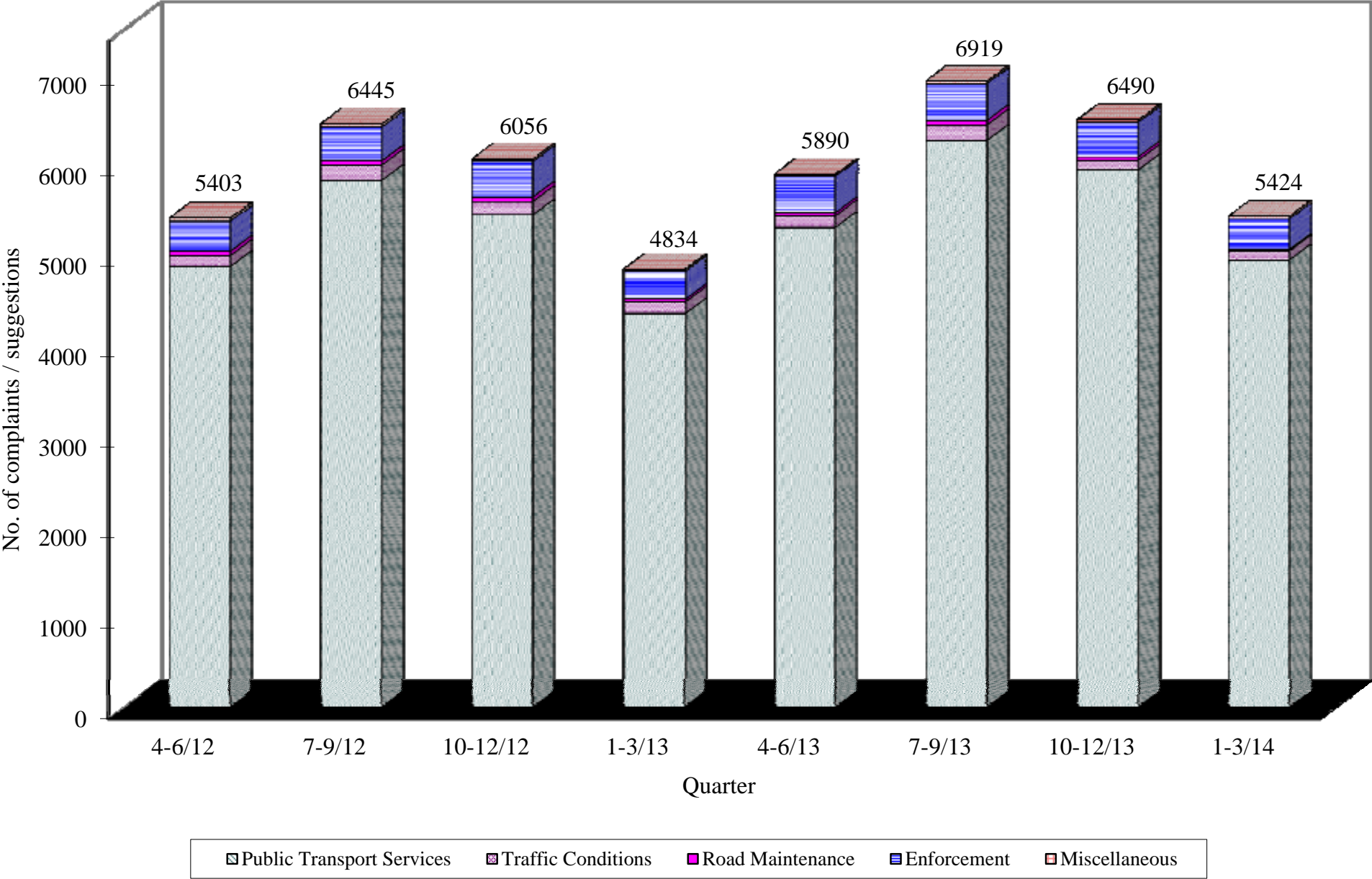
Notes : (1) Figures in square brackets are the number of pure suggestions received in the quarter. The figures have been included in the overall number of cases received.

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

Complaints and Suggestions Received by TCU

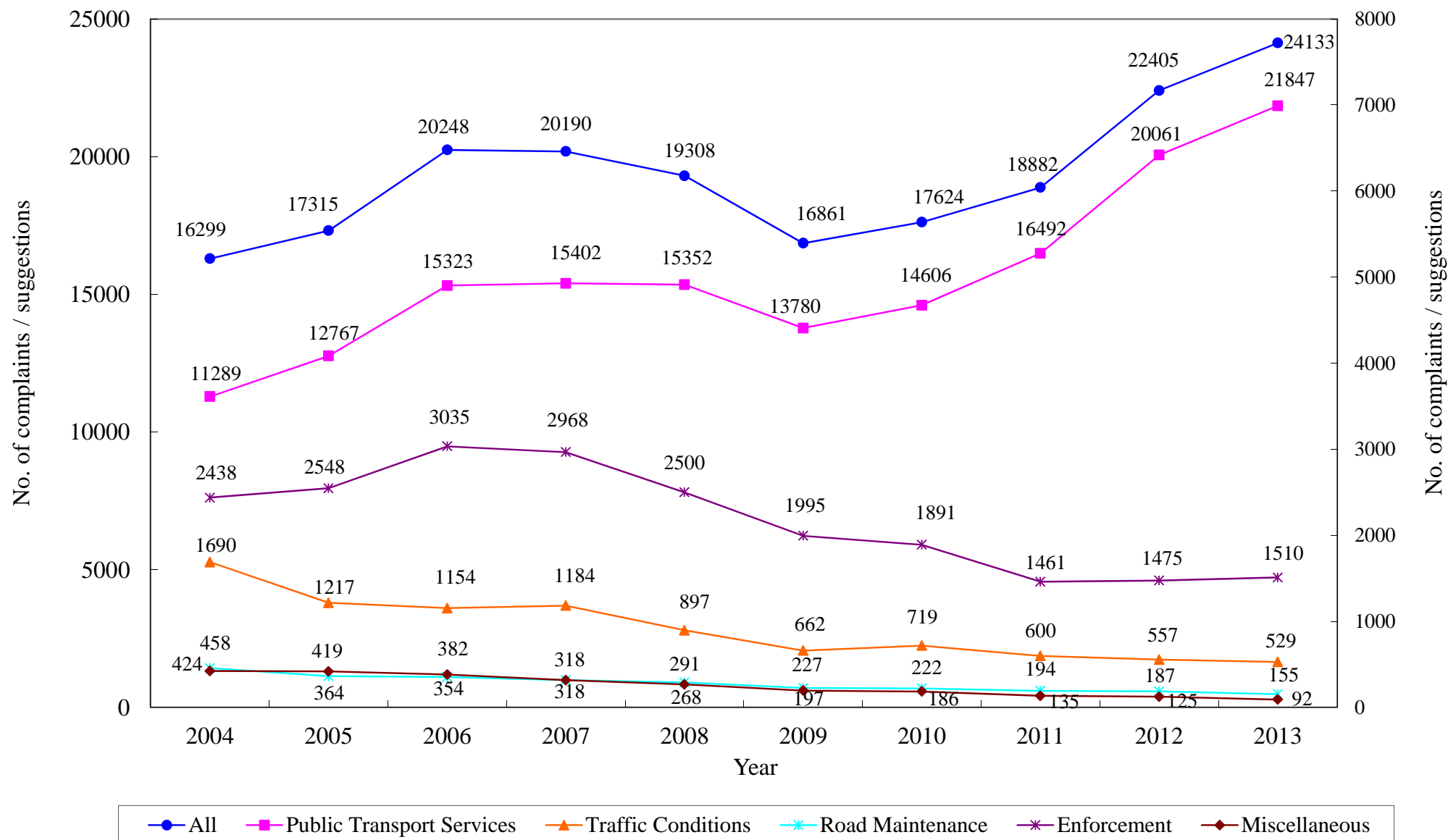
Annex A(ii)

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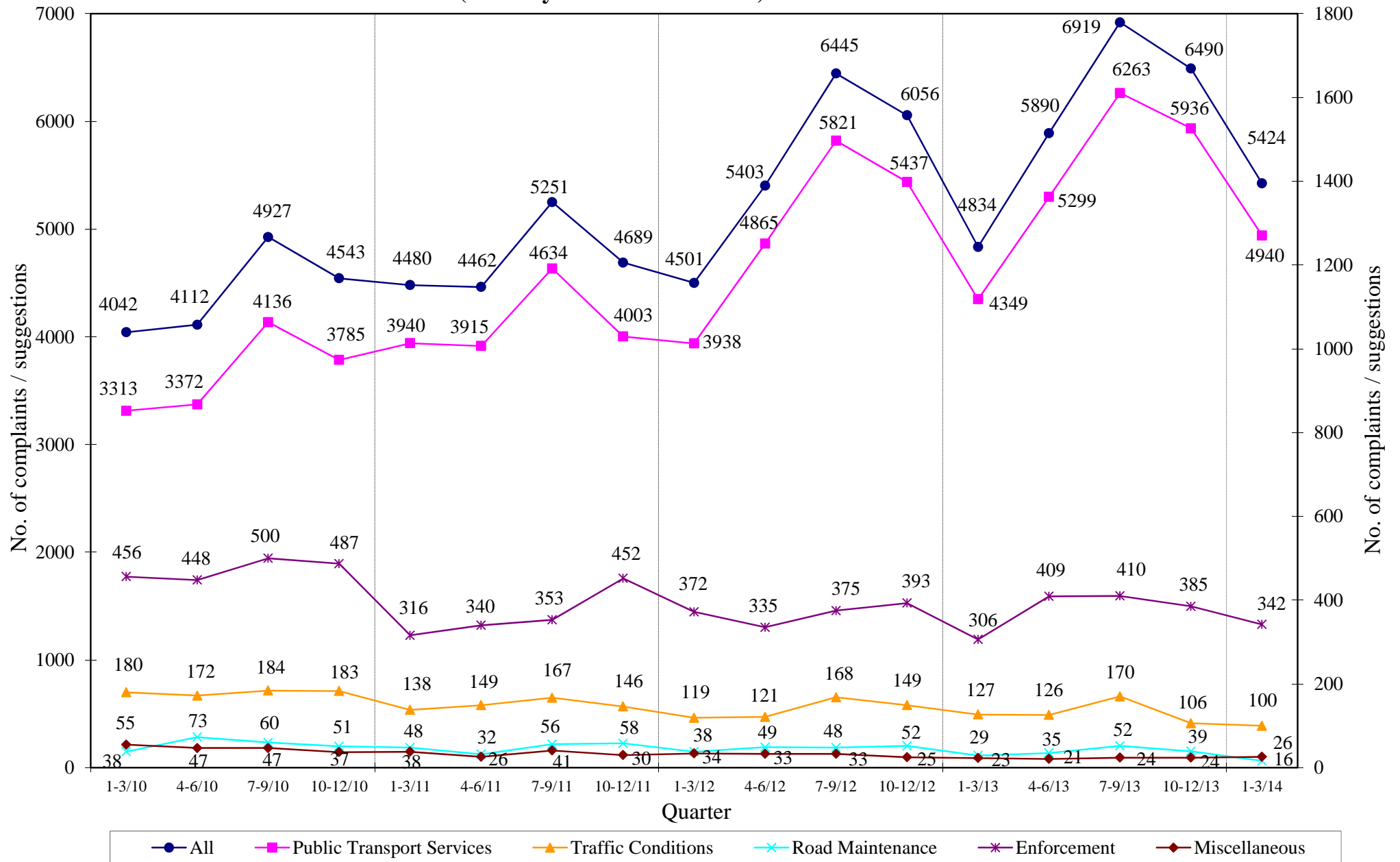
**Trends of Complaints and Suggestions Received by TCU
(2004 - 2013)**

Annex B(i)



Trends of Complaints and Suggestions Received by TCU
(January 2010 - March 2014)

Annex B(ii)



Summary of Results of Investigations into Complaints and Suggestions
(January – March 2014)

Outcome of Investigation Nature of Complaint/ Suggestion					
	A1	A2	B	C	Total
I. Public Transport Services					
(a) Adequacy of service	32	397	27	-	456
(b) Standard of service	1 521	2 538	159	1 647	5 865
(c) General	65	79	11	10	165
	1 618	3 014	197	1 657	6 486
II. Traffic Conditions					
(a) Traffic congestion	33	55	8	-	96
(b) Traffic management	13	13	23	-	49
(c) Additional traffic signs/aids	6	4	7	-	17
(d) Parking facilities	5	4	8	-	17
	57	76	46	-	179
III. Road Maintenance					
(a) Road conditions	26	1	4	-	31
(b) Traffic signs and aids	16	2	4	-	22
(c) Carriageway markings	-	-	1	-	1
	42	3	9	-	54
IV. Enforcement					
(a) Illegal parking	291	36	2	1	330
(b) Other enforcement matters	71	51	-	25	147
	362	87	2	26	477
V. Miscellaneous	24	11	-	-	35
Total	2 103 (29%)	3 191 (44%)	254 (4%)	1 683 (23%)	7 231 (100%)

Legend

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

Summary of Results of Investigations into
Complaints and Suggestions on Public Transport Services
(January – March 2014)

Outcome of Investigation Mode of Transport	A1	A2	B	C	Total
The Kowloon Motor Bus Company (1933) Limited	400	871	97	8	1 376
Citybus Limited (Franchise 1)	92	119	12	1	224
Citybus Limited (Franchise 2)	21	39	4	-	64
The New World First Bus Services Limited	77	147	13	-	237
The New Lantao Bus Company (1973) Limited	8	6	2	-	16
Long Win Bus Company Limited	15	22	4	-	41
Cross-harbour Bus Services	168	340	19	3	530
Non-franchised Bus Services	24	37	-	-	61
Green Minibus	649	438	25	15	1127
Red Minibus	70	20	-	6	96
Taxi	26	836	5	1 624	2 491
MTR Corporation Limited (Excluding Light Rail)	26	70	10	-	106
MTR Corporation Limited (Light Rail)	6	12	-	-	18
The Hongkong Tramways Limited	31	27	1	-	59
Peak Tramways Company Limited	-	-	-	-	-
New World First Ferry Services Limited	1	19	2	-	22
The “Star” Ferry Company Limited	-	2	1	-	3
Minor Ferries	4	9	2	-	15
Total	1 618 (25%)	3 014 (46%)	197 (3%)	1 657 (26%)	6 486 (100%)

Legend

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

Public Suggestions Taken on Board by
Relevant Government Departments/Public Transport Operators
(January – March 2014)

I. Public Transport Services

- Rearrange bus stops at King's Road (eastbound) to facilitate passengers.
- Add a passenger shelter at a bus stop at Yeung Uk Road to facilitate passengers.

II. Traffic Management

Hong Kong Island

- Shorten the waiting time for pedestrian green phase of traffic lights at Lung Wo Road and Edinburgh Place to facilitate pedestrians crossing the roads.
- Modify the setting of traffic lights at Shan Kwong Road to facilitate pedestrians crossing the road and to improve road safety.
- Modify the setting of a traffic light at the junction of Lyttelton Road and Park Road to improve road safety.
- Modify road markings, traffic signs and traffic light signals at Bonham Road to improve road safety.
- Install traffic cylinders and adjust the setting of a traffic light at Pok Fu Lam Road to improve road safety.
- Increase the distance between parking spaces at Tin Wan Hill Road to facilitate parking of coaches.

Kowloon

- Increase the vehicular green time of a traffic light at Fung Shing Street in the evening to alleviate traffic congestion.

- Replace the “full green” signal aspect by a “straight ahead arrow” signal aspect at Tai Po Road to better guide motorists.
- Add a safety island at La Salle Road to improve road safety.
- Add parking spaces for motorcycles at Tai Kok Tsui Road to facilitate parking of motorcycles.

New Territories

- Extend “No Stopping” restriction at Chai Wan Kok Street to prevent vehicle obstruction.
- Erect “Cattle” warning sign at South Lantau Road near Tong Fuk to alert motorists.
- Modify road markings and add traffic signs at the junction of Wing Yin Street and Wing Shun Street to facilitate vehicles below seven metres turning right.
- Modify road markings on Tuen Mun Road near Tuen Hing Road to alleviate traffic congestion.
- Add box junction road markings at the junction of San Fung Avenue and San Kin Street and at Shenzhen Bay Port near taxi queue area to prevent vehicle obstruction.
- Add and relocate street lamps at Sai Sha Road to enhance the lighting of the pedestrian path.
- Remove railings at Pik Tin Street to deter illegal parking of bicycles and facilitate pedestrians.
- Adjust the volume of the audible signal at the junction of Che Kung Miu Road and Sha Tin Tau Road to minimise disturbance to the neighbourhood.

Complaints and Suggestions on Public Transport Services
(January – March 2014)

Legend

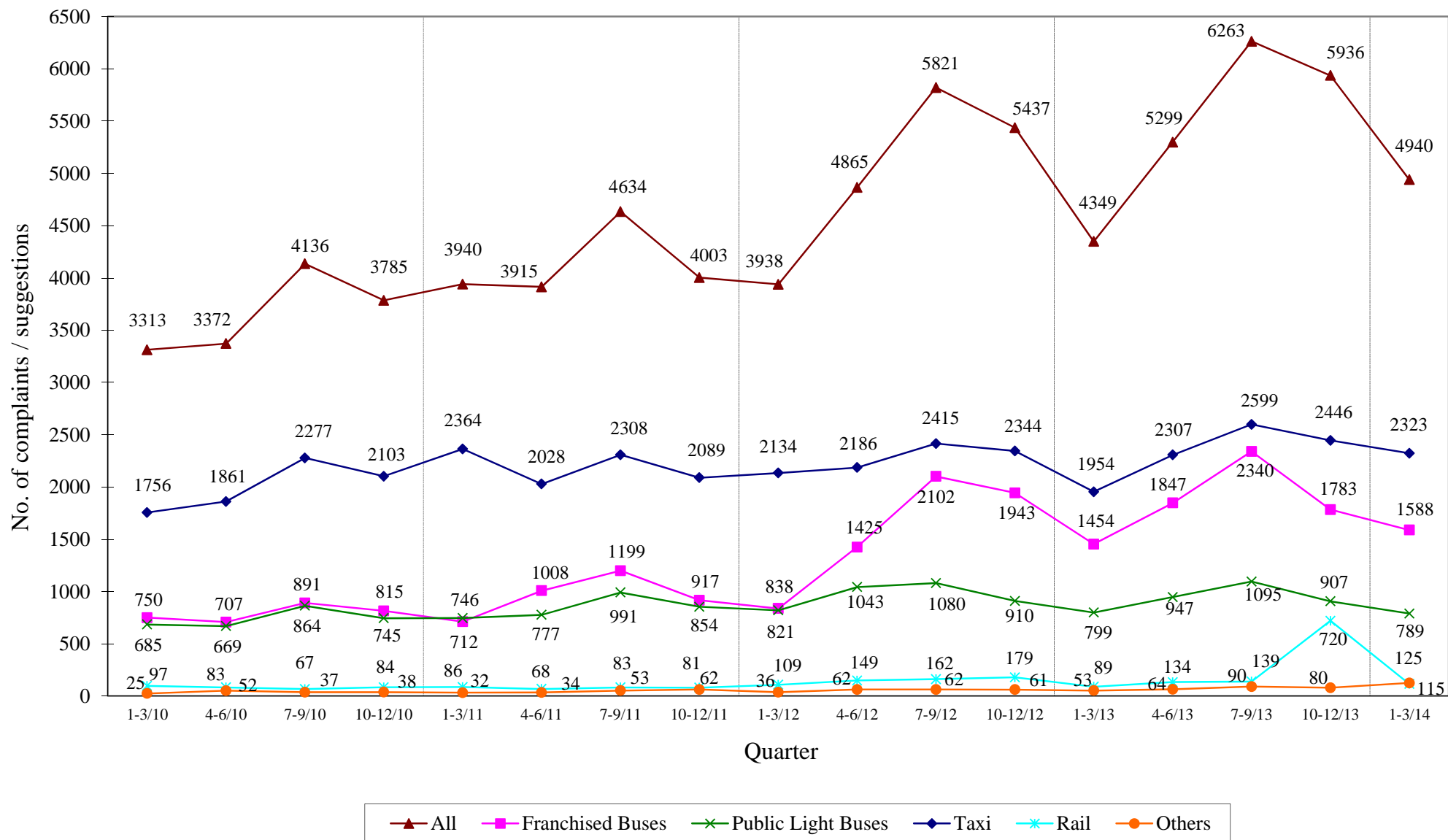
KMB	The Kowloon Motor Bus Company (1933) Limited
CTB1	Citybus Limited (Franchise 1)
CTB2	Citybus Limited (Franchise 2)
FB	The New World First Bus Services Limited
NLB	The New Lantao Bus Company (1973) Limited
LWB	Long Win Bus Company Limited
XHT	Cross-harbour Bus Services
NFBS	Non-franchised Bus Services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

Mode Nature of Complaint/Suggestion	Vehicular Transport											Rail Transport				Waterborne Transport			Total/ Sub- total
	Franchised Buses							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	60	11	2	4	2	2	30	5	55	-	-	11	1	-	-	63	-	2	248
(2) Routeing	25	6	1	3	-	-	9	-	1	-	-	-	-	-	-	-	-	1	46
(3) Hours of operation	2	-	-	-	-	-	3	-	1	-	-	-	-	-	-	-	-	1	7
(4) Provision of stops	10	1	-	2	-	-	3	-	4	-	-	-	-	-	-	-	-	-	20
Sub-total	97	18	3	9	2	2	45	5	61	-	-	11	1	-	-	63	-	4	321
(B) Standard of Service																			
(1) Regularity of service	392	76	12	58	3	17	165	13	155	-	-	8	2	-	-	4	-	1	906
(2) Adherence to routeing	4	-	2	1	-	-	7	-	46	-	392	-	-	1	-	-	-	-	453
(3) Improper driving behaviour	67	19	4	24	2	5	37	6	137	35	288	4	2	3	1	-	-	-	634
(4) Conduct & performance of staff (including drivers)	125	26	5	27	9	6	62	7	244	22	1116	13	-	3	-	4	-	1	1670
(5) Overcharging	2	-	-	-	-	-	2	-	21	-	457 *	-	-	-	-	-	-	-	482
(6) Cleanliness	-	-	-	-	-	-	1	-	4	-	5	1	1	-	-	1	-	-	13
(6) Conditions of vehicles/vessels	7	3	1	1	-	-	-	1	10	1	5	4	-	-	-	-	-	-	33
(7) Passenger services & facilities	116	30	1	14	-	3	43	1	16	3	3	46	1	3	-	4	-	2	286 #
Sub-total	713	154	25	125	14	31	317	28	633	61	2266	76	6	10	1	13	-	4	4477
(C) General	15	8	1	4	1	-	4	1	22	12	57	6	4	-	-	1	-	6	142
Total this quarter	825	180	29	138	17	33	366	34	716	73	2323	93	11	10	1	77	-	14	4940
Grand-total	(1588)							(3146)				(115)				(91)			
Total previous quarter	1001	154	43	144	14	48	379	51	849	58	2446	663	9	48	-	10	2	17	5936
Total same quarter last year	835	140	29	90	12	35	313	37	717	82	1954	71	7	11	-	6	1	9	4349

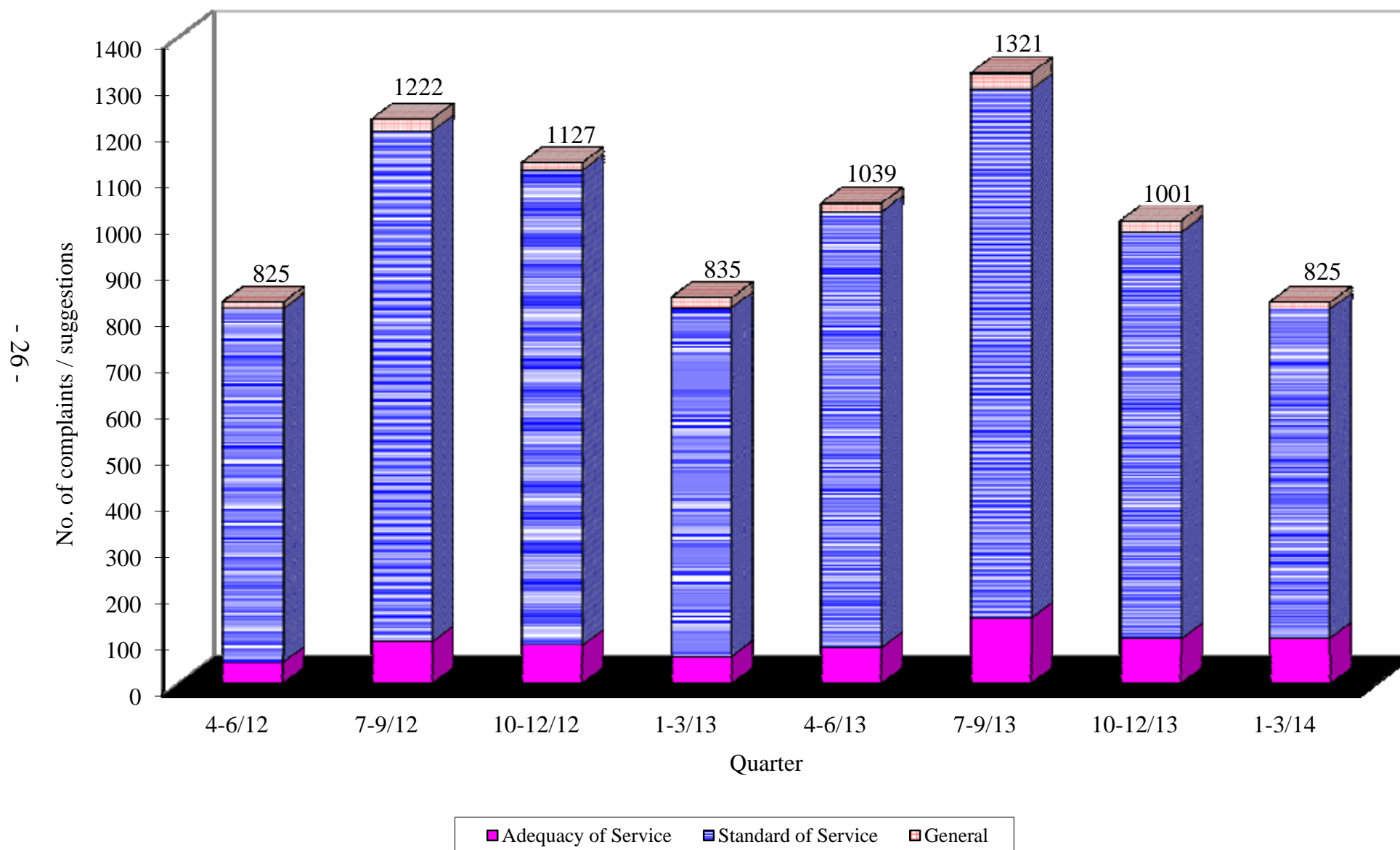
* Including taximeter irregularities

Including 160 complaints from 57 complainants about audio-visual broadcasting on public transport vehicles

**Trends of Complaints and Suggestions on Public Transport Services
(January 2010 - March 2014)**

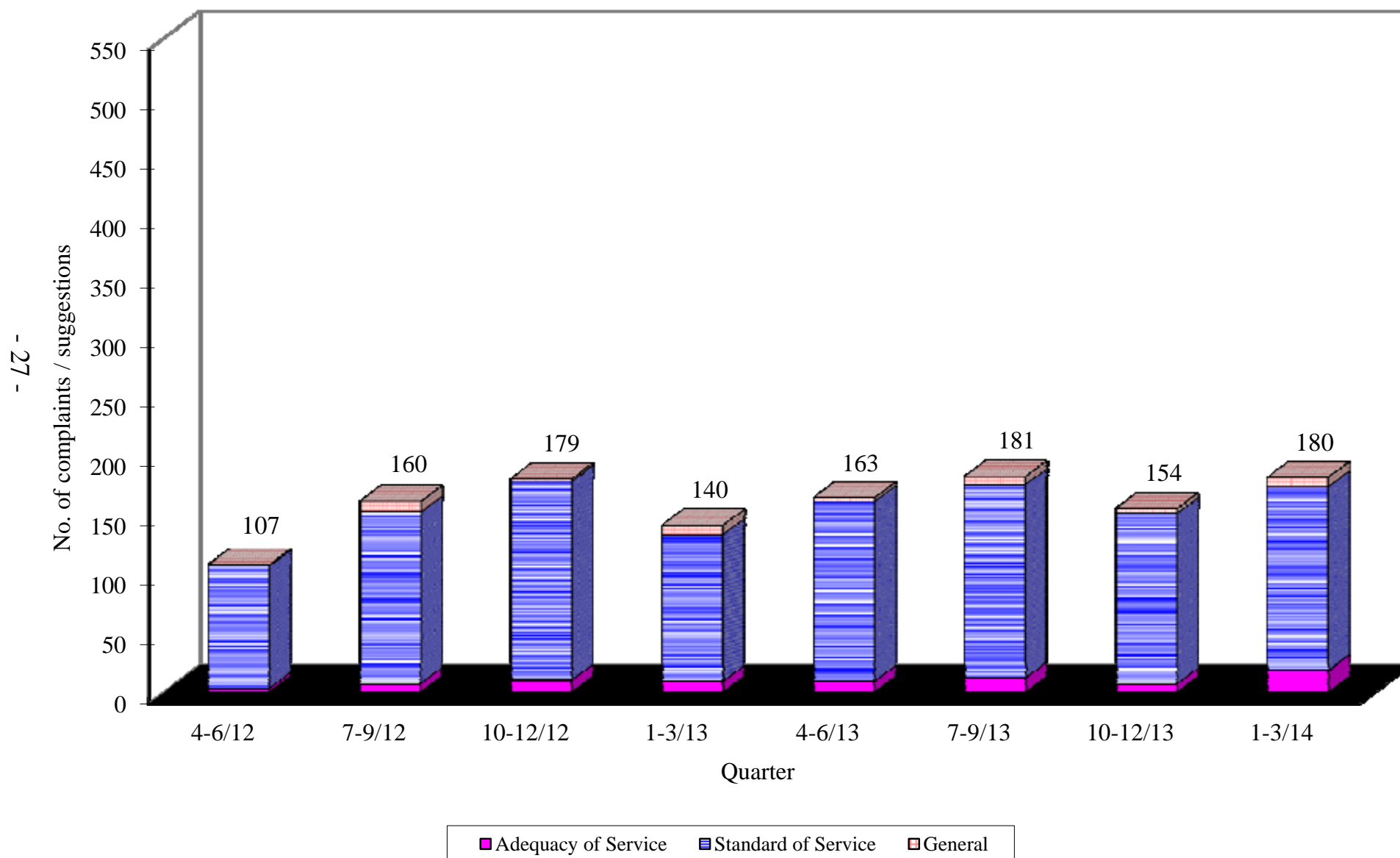


**Complaints and Suggestions on the Services of Kowloon Motor Bus Company (1933) Limited
in the Past Eight Quarters**



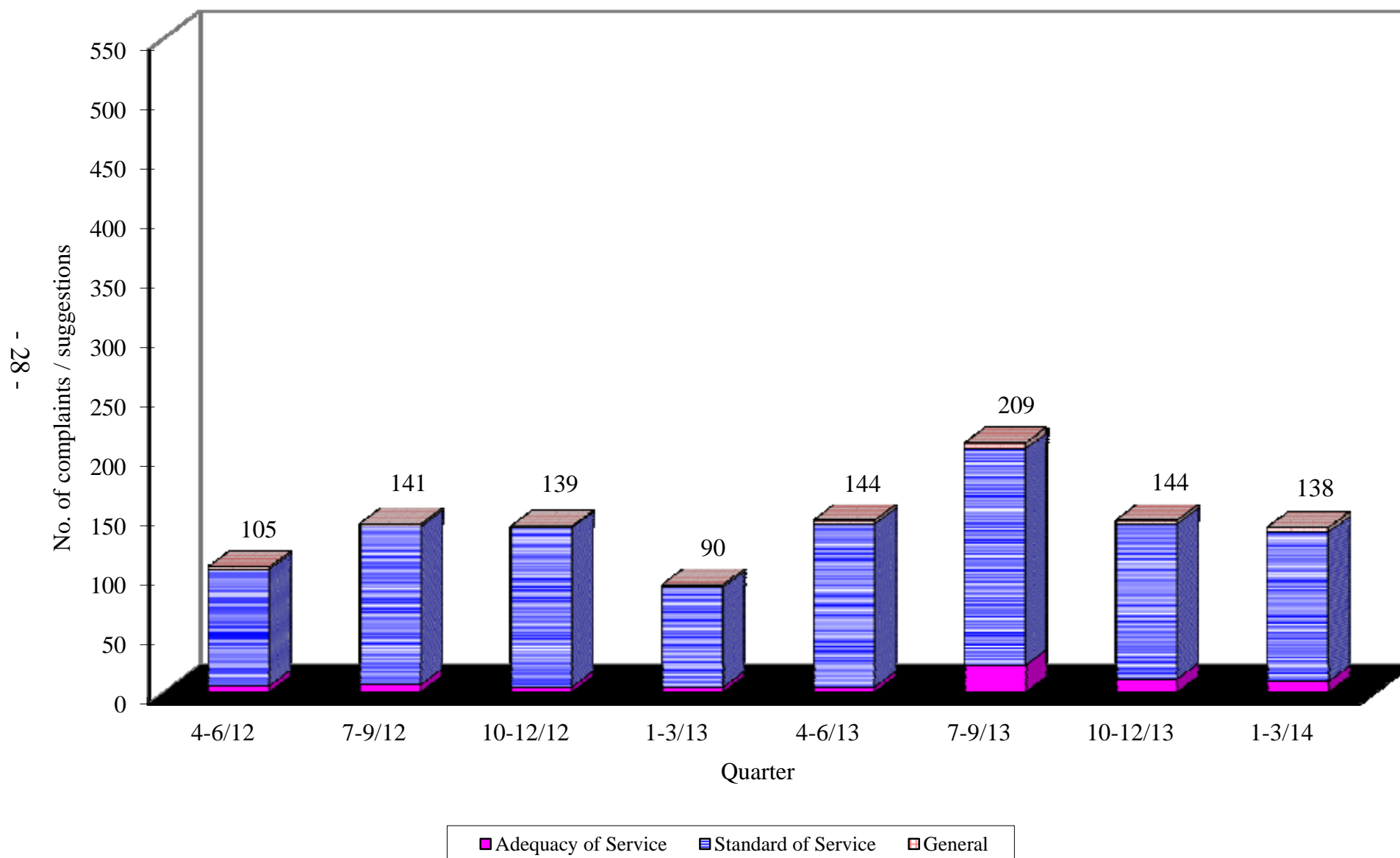
Complaints and Suggestions on the Services of Citybus Limited (Franchise 1) in the Past Eight Quarters

Annex F(ii)



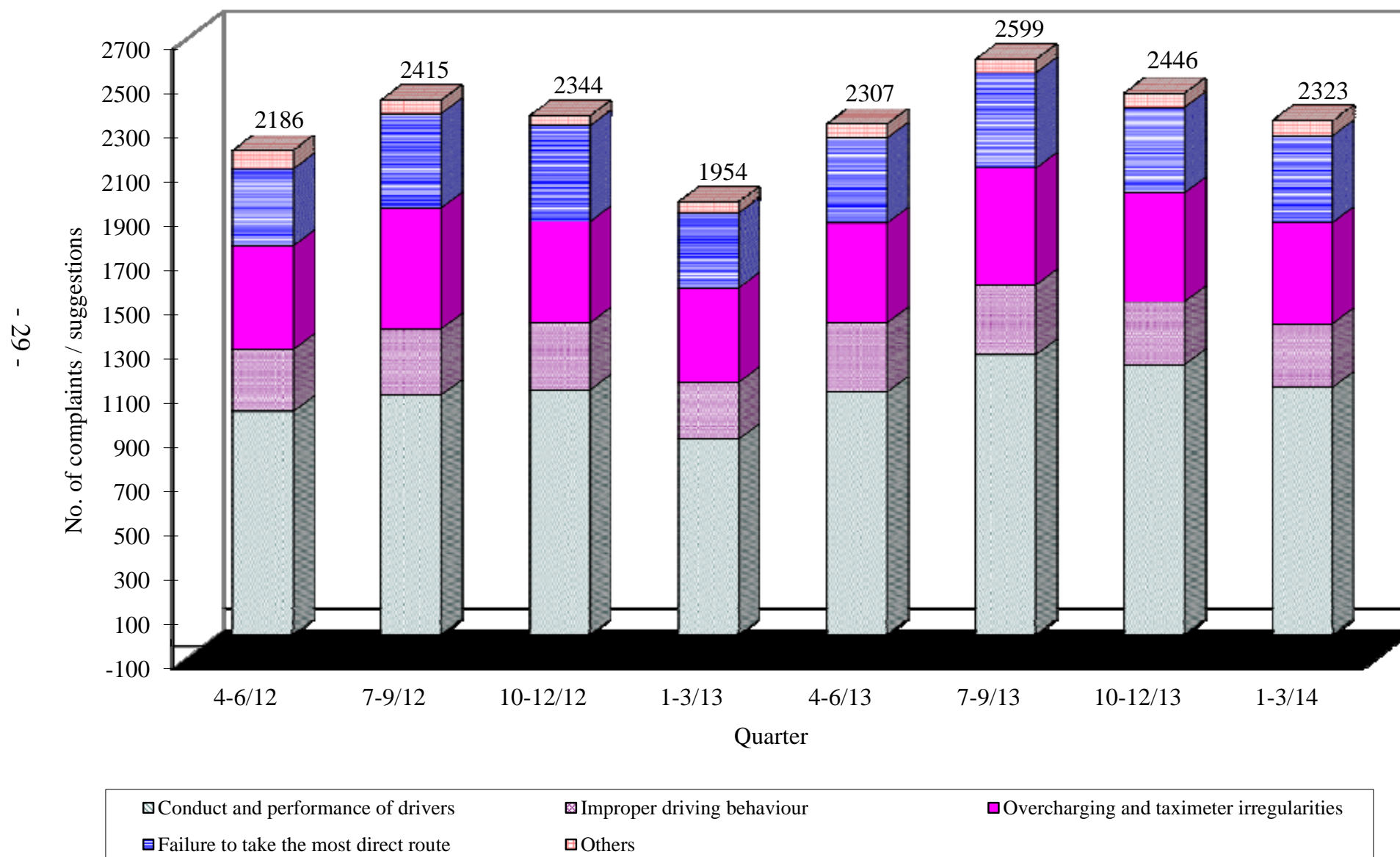
Complaints and Suggestions on the Services of New World First Bus Services Limited in the Past Eight Quarters

Annex F(iii)



Complaints and Suggestions on Taxi Services in the Past Eight Quarters

Annex G



Breakdown of Complaints and Suggestions on Taxi Services

<u>Nature of Complaint/Suggestion</u>		Same quarter last year <u>(1.1.13-31.3.13)</u>	Previous quarter <u>(1.10.13-31.12.13)</u>	Current quarter <u>(1.1.14-31.3.14)</u>
(a)	Conduct and performance of drivers			
(i)	Behaving other than in a civil & orderly manner	326	435	494
(ii)	Refusing hire	454	625	509
(iii)	Soliciting passengers	2	4	7
(iv)	Refusing to drive to destination	92	144	96
(v)	Failure to display driver identity plate	6	12	10
(vi)	Failure to display driver identity plate properly	4	-	-
	Sub-total	884	1 220	1 116
(b)	Improper driving behaviour	257	285	288
(c)	Overcharging	355	406	375
(d)	Taximeter irregularities	72	86	82
(e)	Failure to take the most direct route	338	386	392
(f)	Others*	48	63	70
	Total	1 954	2 446	2 323

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

Complaints and Suggestions on Traffic and Road Conditions
(January – March 2014)

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																				
<u>Traffic Conditions</u>																				
(a) Traffic congestion (No. of locations)	2 (2)	3 (3)	4 (4)	1 (1)	2 (2)	1 (1)	7 (7)	1 (1)	5 (5)	4 (4)	4 (2)	- (-)	- (-)	2 (2)	3 (3)	1 (1)	2 (2)	- (-)	1 (1)	43 (41)
(b) Traffic management	4	4	5	4	-	-	1	-	6	3	1	2	-	3	2	1	-	-	1	37
(c) Additional traffic signs and aids	-	-	2	-	1	-	-	1	-	-	1	-	-	-	1	-	1	-	-	7
(d) Parking facilities	3	-	1	-	-	-	2	-	-	-	-	3	-	-	1	1	1	-	1	13
Sub-total	9	7	12	5	3	1	10	2	11	7	6	5	-	5	7	3	4	-	3	100
<u>Road Maintenance</u>																				
(a) Road conditions	-	-	-	1	-	1	1	-	-	-	-	-	-	1	-	-	-	1	-	5
(b) Traffic signs & aids	-	-	-	1	1	-	2	-	1	-	-	-	-	1	-	1	2	-	-	9
(c) Carriageway markings	-	-	1	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	2
Sub-total	-	-	1	2	1	1	3	1	1	-	-	-	-	2	-	1	2	1	-	16
<u>Enforcement</u>																				
(a) Illegal parking	16	16	14	6	11	16	11	12	31	9	6	25	17	12	16	10	10	1	-	239
(b) Other enforcement matters	1	12	6	1	3	4	7	8	10	4	3	7	10	5	5	1	7	2	7	103
Sub-total	17	28	20	7	14	20	18	20	41	13	9	32	27	17	21	11	17	3	7	342
Total	26	35	33	14	18	22	31	23	53	20	15	37	27	24	28	15	23	4	10	458

Complaints and Suggestions on Taxi Services

<u>Nature of Complaint/Suggestion</u>	<u>2013 Jan - Mar</u>	<u>2014 Jan - Mar</u>	<u>Difference</u>
Taxi driver malpractice			
(a) Conduct and performance of drivers			
(i) Behaving other than in a civil and orderly manner	326	494	+51.5%
(ii) Refusing hire	454	509	+12.1%
(iii) Soliciting passengers	2	7	+250.0%
(iv) Refusing to drive to destination	92	96	+4.3%
(v) Failure to display driver identity plate	6	10	+66.7%
(vi) Failure to display driver identity plate properly	4	-	-100.0%
	884	1 116	+26.2%
(b) Improper driving behaviour	257	288	+12.1%
(c) Overcharging	355	375	+5.6%
(d) Taximeter irregularities	72	82	+13.9%
(e) Failure to take the most direct route	338	392	+16.0%
Sub-total	1 906	2 253	+18.2%
Others			
(a) Taxi obstruction	18	40	+122.2%
(b) Miscellaneous	30	30	-
Sub-total	48	70	+45.8%
Total	1 954	2 323	+18.9%

**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.