

**QUARTERLY REPORT No. 2 of 2014**

**by the**

**TRANSPORT COMPLAINTS UNIT**

**of the**

**TRANSPORT ADVISORY COMMITTEE**

**for the period**

**1 April 2014 – 30 June 2014**

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## Chapter 1

## Major Areas of Complaints and Suggestions

This is the second quarterly report for 2014 covering the period from 1 April to 30 June 2014.

### **Yearly and Quarterly Trends**

2. During the quarter, the Transport Complaints Unit (TCU) received 5 885 complaints and suggestions, including 41 pure suggestions, from 5 340 persons. About 56% (2 983) of these persons lodged their complaints/suggestions by telephone and the remaining 44% (2 357) by e-mail, fax or mail. The number of cases represents an increase of 8.5% as compared with 5 424 cases in the previous quarter and a slight decrease of 0.08% as compared with 5 890 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 6 986 cases (including some outstanding cases from previous quarters) were completed. Of these, 5 104 cases (73%) were found to be substantiated, 274 cases (4%) unsubstantiated, and the remaining 1 608 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 22 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 5 394 cases, which represents an increase of 9.2% as compared with the previous quarter and an increase of 1.8% 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 1 800 complaints and suggestions on franchised bus services were received during the quarter, which represents an increase of 13.4% as compared with the previous quarter and a decrease of 2.5% as compared with the same quarter last year. The increase in the number of cases received compared with the last quarter was mainly due to more complaints about regularity of services.

8. There were 984 cases on the services of the KMB, as compared with 825 cases in the previous quarter and 1 039 cases in the same quarter last year. Among the 984 cases, 77 (or 7.8%) were about the adequacy of service and 892 (or 90.7%) were about the standard of service.

9. There were 158 cases on the services of Citybus Limited (Franchise 1) (CTB1), as compared with 180 cases in the previous quarter and 163 cases in the same quarter last year. Among the 158 cases, 10 (or 6.3%) were about the adequacy of service while 140 (or 88.6%) 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 138 cases in the previous quarter and 144 cases in the same quarter last year. Of the 138 cases, six (or 4.3%) 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 45 complaints and suggestions on non-franchised bus services (e.g. residents' services, feeder bus services operated by MTR Corporation Limited (MTRCL)). Corresponding figures for the previous quarter and the same quarter last year were 34 and 45 respectively.

### **Public Light Bus Services**

13. A total of 954 complaints and suggestions on public light bus (PLB) services were received in this quarter, which represents an increase of 20.9% as compared with the previous quarter and a slight increase of 0.7% as compared with the same quarter last year. All these cases were referred to the Transport Department (TD) or the Police for action.

14. Of the PLB cases received, 91.9% or 877 cases were on green minibus (GMB) services. The number of cases received in the previous quarter and the same quarter last year were 716 and 884 respectively. Among the 877 cases, 99 (or 11.3%) were about the adequacy of service and 754 (or 86.0%) were about the standard of service.

15. The remaining 8.1% or 77 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 73 and 63 respectively. Among the 77 cases, 69 (or 89.6 %) were about the standard of service.

### **Taxi Services**

16. A total of 2 466 cases on taxi services were received in this quarter, which represents an increase of 6.2% as compared with the previous quarter and an increase of 6.9% 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 2 466 cases received, 2 405 (98%) were related to taxi driver malpractice, as compared with 2 253 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 461 such cases (19%) were referred to the Police.

18. During the quarter, the Police reported the latest developments on 455 cases previously referred to them. These cases are categorised as follows -

	<u>No. of Cases</u>	<u>Percentage</u>
(a) Summonsed	17 (54)	4 (12)
(b) Withdrawn by complainants	347 (317)	76 (67)
(c) Evidence considered insufficient by the Police for further processing	91 (99)	20 (21)
	<u>455 (470)</u>	<u>100 (100)</u>

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

It is noted that 96% of these cases could not be further pursued because of withdrawal by complainants or insufficient evidence.

### **Rail Services**

19. A total of 116 complaints and suggestions on rail services were received. Corresponding figures for the previous quarter and the same quarter last year were 115 and 134 respectively. Of the 116 cases, 93 were on the services of MTRCL.

## **Ferry Services**

20. There were 13 complaints and suggestions on ferry services in this quarter. Corresponding figures for the previous quarter and the same quarter last year were 91 and 19 respectively.

## **Traffic Conditions**

21. There were 47 complaints recorded in this quarter about traffic congestion, as compared with 43 cases in the previous quarter and 54 cases in the same quarter last year. Congestion was reported to have occurred at a total of 36 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	(10)	7	(10)
Kowloon	14	(16)	14	(16)
New Territories	23	(16)	13	(14)
Others	2	(1)	2	(1)
<b>Total</b>	<b>47</b>	<b>(43)</b>	<b>36</b>	<b>(41)</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 Yuen Long (ten cases), Kwun Tong and Yau Tsim Mong (five cases each) and Central and Western and North (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 25 complaints and suggestions on traffic management and 11 requests for additional traffic signs and aids in this quarter. As a comparison, there were 37 and 7 such cases in the previous quarter, and 43 and 21 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 41 complaints about road maintenance, as compared with 16 cases in the previous quarter and 35 cases in the same quarter last year. Among the 41 cases, 28 were related to road conditions while 13 were related to malfunctioning of traffic lights and damaged traffic signs.

27. Districts which attracted relatively more complaints about road maintenance were Tuen Mun and Tsuen Wan (five cases each).

### **Enforcement**

28. There were 343 complaints about traffic regulations enforcement in this quarter, which represents a slight increase of 0.3% when compared with the previous quarter and a decrease of 16.1% when compared with the same quarter last year. They were mainly requests for action against illegal parking and prolonged waiting causing obstruction. All these cases were referred to the Police for action.



## **Chapter 2**

## **Major Events and Noteworthy Cases**

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

At the quarterly meeting of the Transport Complaints Unit (TCU) Sub-Committee on 30 April 2014, Members discussed -

- (a) complaints and suggestions about parking facilities;
  - (b) complaints about traffic congestion;
  - (c) complaints and suggestions on taxi services; and
  - (d) TCU Quarterly Report No. 1 of 2014.
2. Members agreed that -
- (a) complaints and suggestions about parking facilities, traffic congestion and taxi services should be closely monitored; and
  - (b) TCU Quarterly Report No. 1 of 2014 should be submitted to the Transport Advisory Committee.

### **Complaint about green minibus (GMB) not picking up passenger outside designated stops**

3. In April 2014, a complainant lodged a complaint with TCU about a GMB driver not responding to his waving and did not pick him up. The complainant added that although the location concerned was not a designated GMB stop, it was not within a restricted zone.

4. The Transport Department (TD) noted that the location where the incident took place was not within a restricted/prohibited zone. Even though the location was not a designated GMB stop, the driver should pick up/drop off passengers upon request where the traffic conditions so allowed.

5. TD further advised that GMB stops were designated at noticeable locations to facilitate the boarding and alighting as well as picking up and setting down of passengers by drivers. In determining such locations, factors such as passenger convenience, road safety and traffic management would be considered. If necessary, GMB stops might be designated within prohibited/restricted zones where the traffic conditions so allowed. All GMB stops must be specified in the schedule of service of each route issued under a passenger service licence.

6. In response to the complaint case, TD requested the GMB operator concerned to remind all drivers to adhere to operation requirements. The complainant was informed of TD's explanation and raised no further question on the pick-up/drop-off arrangements of GMBs.

#### **Complaint about traffic congestion at the junction of Morrison Hill Road and Sports Road**

7. TCU received a complaint in April 2014 about traffic congestion at the junction of Morrison Hill Road and Sports Road. The complainant attributed the congestion to the 'Stop' sign and road markings there, which demanded all vehicles to stop at the double white line even if there was no traffic ahead. He was of the view that if a 'Give way' sign and road markings were placed there instead, vehicles could continue to move forward when there was no traffic ahead and thus traffic flow would be improved.

8. TD pointed out that at the junction, vehicles coming from Canal Road East and Leighton Road, heading towards Happy Valley/Aberdeen Tunnel/Queen's Road East, had to give way to traffic coming from Morrison Hill Road. The location was once a traffic accident black spot due to vehicles failing to give priority to traffic coming from Morrison Hill Road. TD had reservation on the complainant's suggestion to replace the 'Stop' sign and road markings by 'Give way' sign and road markings because of road safety consideration.

9. Nevertheless, TD had noted the congestion problem in the area and was planning to convert the junction into a signal-controlled junction in order to regulate various traffic movements and to further enhance the road safety standard. TD would optimize the signal timing to improve the traffic flow at the location.

10. TCU conveyed the above reply to the complainant, who raised no further comment.

**Complaint about the improper use of horn by a Light Rail captain**

11. In June 2014, a complaint was lodged concerning the improper use of horn by a Light Rail captain. The complainant noted that instead of using the “Ding Ding” bell, a train captain used the horn at an intersection and kept sounding the horn even after the train had departed the intersection. Many pedestrians were startled by the horn.

12. The MTR Corporation Limited (MTRCL) looked into the matter and expressed its sincere apologies for the unpleasant experience. The Corporation explained that as a safety measure Light Rail captains would sound a “Ding Ding” bell when the Light Rail vehicles are about to start off, before entering a road junction/a pedestrian crossing and when approaching a station. On the other hand, the horn would be sounded to alert other road users when there is an emergency.

13. Regarding the incident, MTRCL advised that the horn was sounded in response to a bicycle suddenly moving across the intersection. The train captain had to alert the cyclist of the approaching Light Rail vehicle. Nevertheless, MTRCL took note of the account and the complainant’s concern and had reminded the captain to use the “Ding Ding” bell/the horn according to the instructions and be mindful of the road situation.

14. The complainant noted MTRCL’s reply and raised no further comment.

**Complaints and Suggestions on Public Light Bus (PLB) Services****Background**

PLBs play a role of complementing mass carriers in the public transport system, carrying approximately 1.82 million passengers every day<sup>Note</sup>. PLBs are regulated under the Road Traffic Ordinance (Cap. 374) and its subsidiary legislation.

2. There are two types of PLBs, namely green minibuses (GMBs) and red minibuses (RMBs). GMBs serve areas where patronage cannot sustain the provision of high capacity modes, or where bus services are not economical or are constrained by road terrain. They also provide feeder services to railway stations and major public transport interchanges. GMBs provide scheduled services with fixed fares, routes, vehicle allocation and timetables regulated by the Transport Department (TD).

3. RMBs operate on non-scheduled routes in response to market demand for passengers who are prepared to pay higher fares in return for more flexible services.

4. As at 30 June 2014, there were 4 350 PLBs, including 3 117 GMBs and 1 233 RMBs. There were 344 GMB main routes and 148 supplementary routes in operation.

**Statistics on Complaints and Suggestions**

5. A total of 1 743 complaints and suggestions on PLB services were received during the period from January to June 2014. This represents a slight decrease of 0.2% when compared with 1 746 cases received in the same period last year. An analysis of the complaints and suggestions received is given in the following paragraphs.

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<sup>Note</sup> Passengers figure as at April 2014.

### ***GMB Services***

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

<b>Year</b>	<b>No. of Complaints/Suggestions</b>	<b>Difference</b>
2009	2 649	-
2010	2 656	+0.3%
2011	3 051	+14.9%
2012	3 555	+16.5%
2013	3 458	-2.7%

7. A total of 1 593 complaints/suggestions on GMB services were received during the period from January to June 2014. This represents a slight decrease of 0.5% when compared with 1 601 cases received in the same period last year. A breakdown of the complaints and suggestions received is at Annex J. Among the different categories of complaints, conduct and performance of staff (513 cases), regularity of service (363 cases) and improper driving behavior (281 cases) attracted relatively more complaints.

### ***RMB Services***

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

<b>Year</b>	<b>No. of Complaints/Suggestions</b>	<b>Difference</b>
2009	407	-
2010	307	-24.6%
2011	317	+3.3%
2012	299	-5.7%
2013	290	-3.0%

9. A total of 150 complaints/suggestions on RMB services were received during the period from January to June 2014, as compared with 145 cases received in the same period last year. This represents a slight increase of 3.4%. Among the different categories of complaints, improper driving behavior (71 cases) and conduct and performance of staff (53 cases) attracted relatively more complaints. A breakdown of the complaints and suggestions received is at Annex K.

### **Measures to Enhance PLB Service**

10. All the complaints and suggestions on PLB services were referred to TD or the Police for follow-up actions. The number of complaints about improper driving behaviour against GMBs from January to June 2014 decreased when compared with the number for the same period last year. This might be attributable to the strengthening of staff supervision. However, the number of complaints on picking up/setting down passengers at a distance from minibus stop increased from 28 to 34 in the said period for GMB services. This was mainly due to drivers' inattentiveness to passengers' requests and traffic situations at specific locations causing difficulties for drivers to pick up and set down passengers.

11. To enhance service quality, some GMB operators provided financial incentives such as salary increase to encourage drivers to, amongst others, serve passengers better. 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 without improvements.

12. TD continued to implement various measures in 2014 to promote the provision of safe, quality and customer-oriented PLB services. Those measures included publication of PLB Newsletter, provision of seminars for PLB drivers to enhance safe driving and customer service, and appeals to the PLB associations and operators to promote safe driving and provision of quality service.

13. To further enhance the safety of operation and quality of PLB services, the Government has introduced legislative amendments to implement two measures, namely the mandatory installation of approved electronic data recording devices on newly registered PLBs, and mandatory completion of a pre-service course by applicants of PLB driving licence.

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

**Complaints and Suggestions Received by TCU**

<b><u>Nature of Complaint/Suggestion</u></b>	<b><u>Same quarter last year (1.4.13-30.6.13)</u></b>			<b><u>Previous quarter (1.1.14-31.3.14)</u></b>			<b><u>Current quarter (1.4.14-30.6.14)</u></b>		
<b>I. Public Transport Services</b>									
(a) Adequacy of service	225	[27]		321	[21]		232	[13]	
(b) Standard of service	4 970	[6]		4 477	[5]		5 035	[5]	
(c) General	104	[6]		142	[10]		127	[2]	
	<b>5 299</b>	<b>[39]</b>	(90%)	<b>4 940</b>	<b>[36]</b>	(91%)	<b>5 394</b>	<b>[20]</b>	(91%)
<b>II. Traffic Conditions</b>									
(a) Traffic congestion	54			43			47	[2]	
(b) Traffic management	43	[12]		37	[10]		25	[6]	
(c) Additional traffic signs and aids	21	[10]		7	[1]		11	[6]	
(d) Parking facilities	8	[2]		13	[2]		10	[4]	
	<b>126</b>	<b>[24]</b>	(2%)	<b>100</b>	<b>[13]</b>	(1%)	<b>93</b>	<b>[18]</b>	(1%)
<b>III. Road Maintenance</b>									
(a) Road conditions	17			5			28		
(b) Traffic signs and aids	16	[1]		9			13	[1]	
(c) Carriageway markings	2			2			-		
	<b>35</b>	<b>[1]</b>	(1%)	<b>16</b>		(1%)	<b>41</b>	<b>[1]</b>	(1%)
<b>IV. Enforcement</b>									
(a) Illegal parking	257			239			235		
(b) Other enforcement matters	152			103			108		
	<b>409</b>		(6%)	<b>342</b>		(6%)	<b>343</b>		(6%)
<b>V. Miscellaneous</b>									
	<b>21</b>	<b>[2]</b>	(1%)	<b>26</b>	<b>[2]</b>	(1%)	<b>14</b>	<b>[2]</b>	(1%)
<b>Total</b>	<b>5 890</b>	<b>[66]</b>	(100%)	<b>5 424</b>	<b>[51]</b>	(100%)	<b>5 885</b>	<b>[41]</b>	(100%)

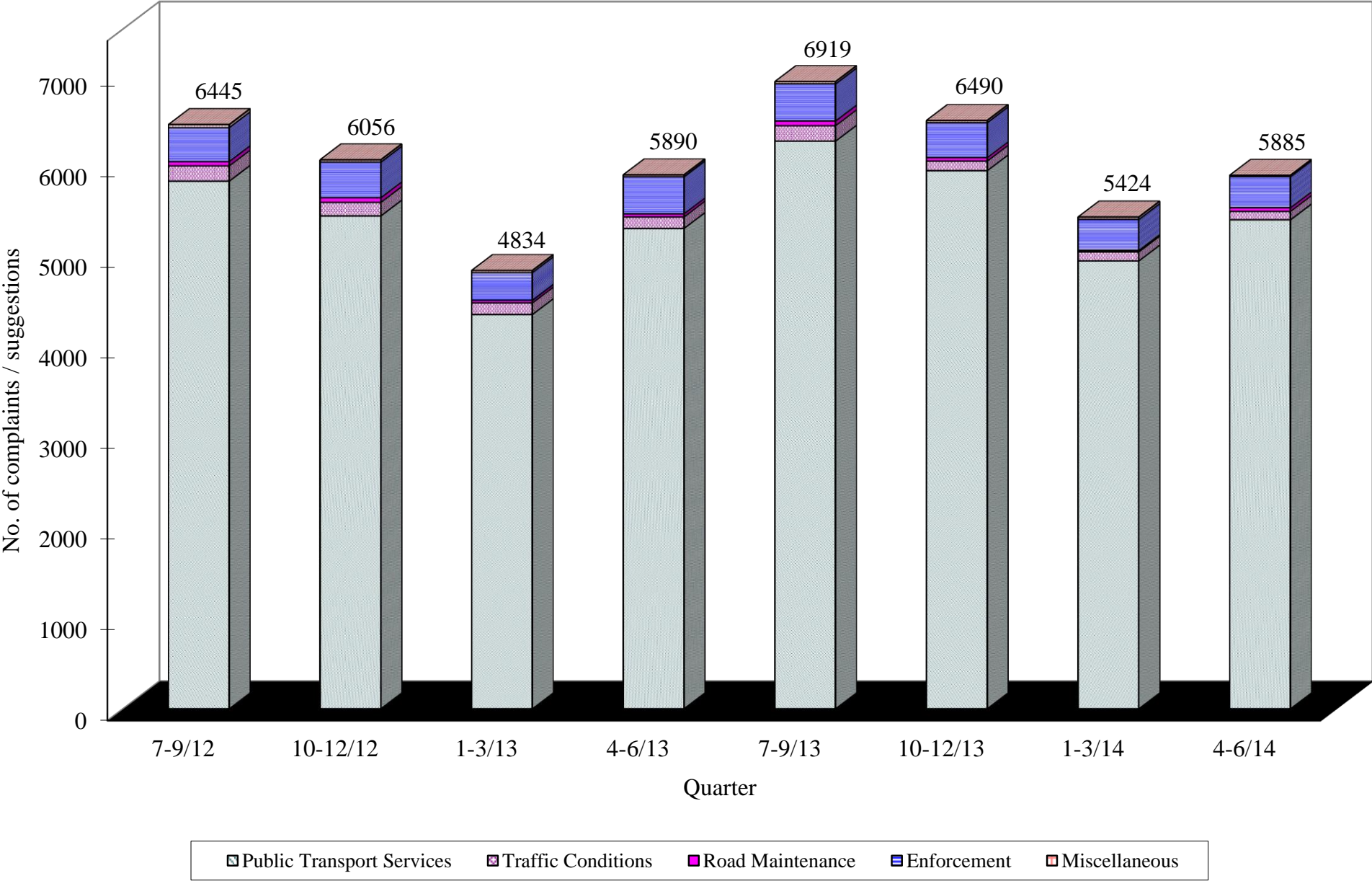
**Notes :** (1) Figures in square brackets are the number of pure suggestions received in the quarter. The figures have been included in the overall number of cases received.

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



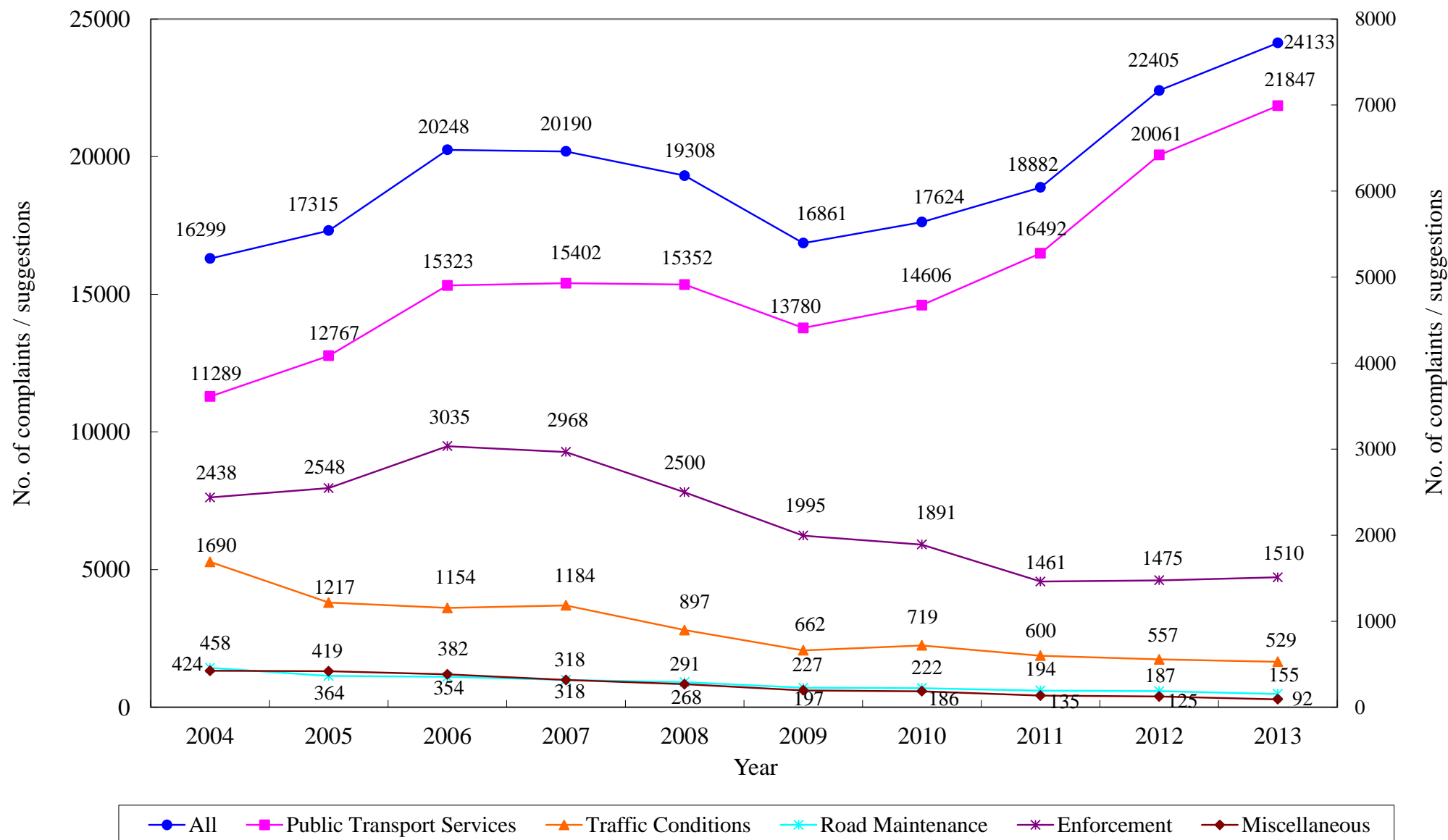
Complaints and Suggestions Received by TCU

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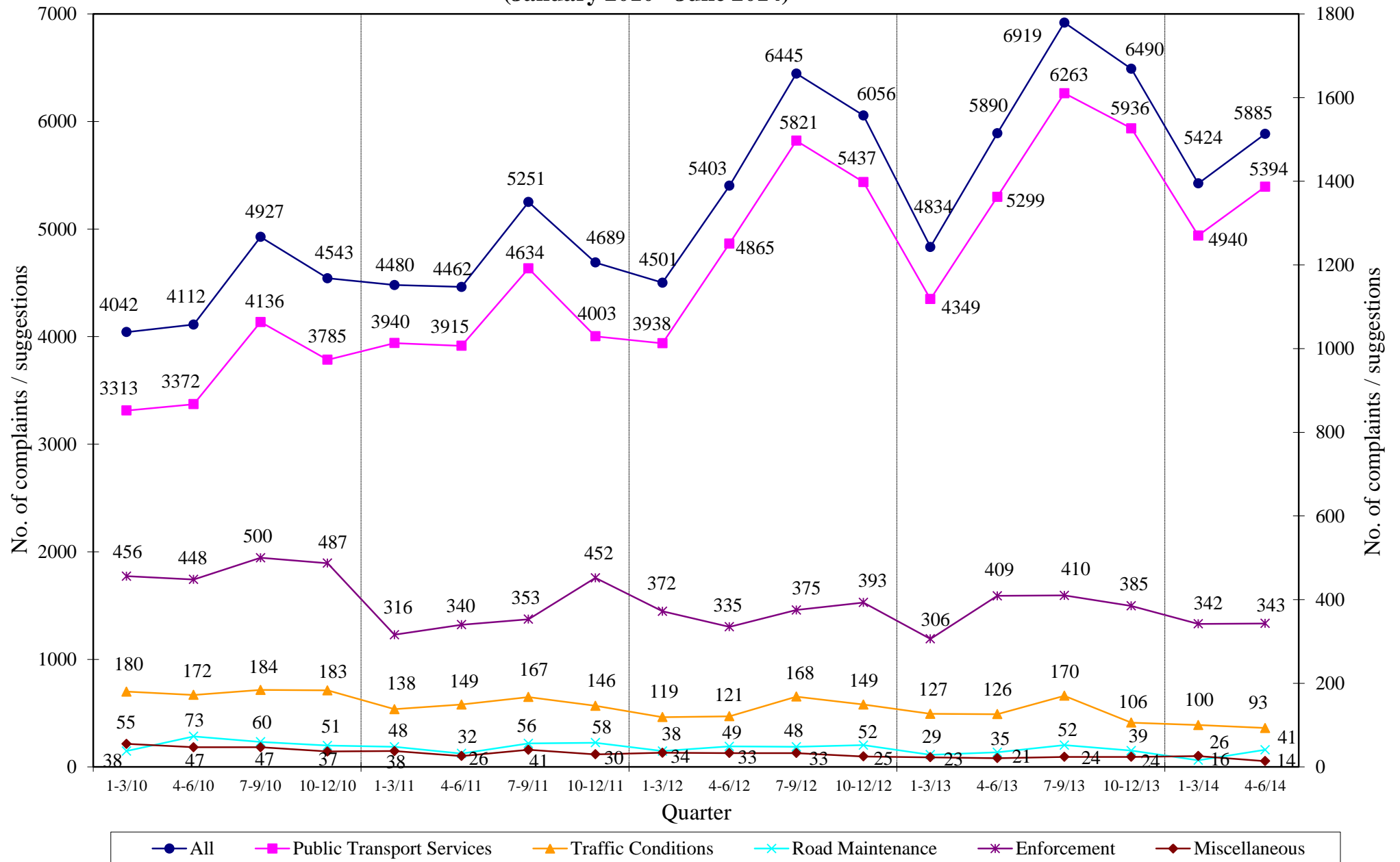
**Trends of Complaints and Suggestions Received by TCU  
(2004 - 2013)**

**Annex B(i)**



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

**Annex B(ii)**



**Summary of Results of Investigations into Complaints and Suggestions**  
**(April – June 2014)**

Outcome of Investigation Nature of Complaint/ Suggestion					
	A1	A2	B	C	Total
<b>I. Public Transport Services</b>					
(a) Adequacy of service	23	398	26	-	447
(b) Standard of service	1 409	2 387	194	1 556	5 546
(c) General	64	81	23	14	182
	<b>1 496</b>	<b>2 866</b>	<b>243</b>	<b>1 570</b>	<b>6 175</b>
<b>II. Traffic Conditions</b>					
(a) Traffic congestion	22	25	3	-	50
(b) Traffic management	17	13	11	-	41
(c) Additional traffic signs/aids	2	3	8	-	13
(d) Parking facilities	7	3	2	-	12
	<b>48</b>	<b>44</b>	<b>24</b>	<b>-</b>	<b>116</b>
<b>III. Road Maintenance</b>					
(a) Road conditions	11	1	1	-	13
(b) Traffic signs and aids	14	-	2	-	16
(c) Carriageway markings	3	4	-	-	7
	<b>28</b>	<b>5</b>	<b>3</b>	<b>-</b>	<b>36</b>
<b>IV. Enforcement</b>					
(a) Illegal parking	362	61	-	-	423
(b) Other enforcement matters	90	72	2	38	202
	<b>452</b>	<b>133</b>	<b>2</b>	<b>38</b>	<b>625</b>
<b>V. Miscellaneous</b>	<b>21</b>	<b>11</b>	<b>2</b>	<b>-</b>	<b>34</b>
<b>Total</b>	<b>2 045</b> <b>(29%)</b>	<b>3 059</b> <b>(44%)</b>	<b>274</b> <b>(4%)</b>	<b>1 608</b> <b>(23%)</b>	<b>6 986</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  
(April – June 2014)**

<b>Outcome of Investigation 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	372	889	77	10	1 348
Citybus Limited (Franchise 1)	74	112	29	3	218
Citybus Limited (Franchise 2)	17	27	-	-	44
The New World First Bus Services Limited	77	92	12	1	182
The New Lantao Bus Company (1973) Limited	16	7	-	-	23
Long Win Bus Company Limited	15	36	5	1	57
Cross-harbour Bus Services	157	352	33	-	542
Non-franchised Bus Services	17	28	4	1	50
Green Minibus	619	354	34	16	1 023
Red Minibus	64	17	1	6	88
Taxi	24	764	9	1 530	2 327
MTR Corporation Limited (Excluding Light Rail)	26	83	30	2	141
MTR Corporation Limited (Light Rail)	4	8	1	-	13
The Hongkong Tramways Limited	9	7	-	-	16
Peak Tramways Company Limited	1	-	-	-	1
New World First Ferry Services Limited	2	79	2	-	83
The “Star” Ferry Company Limited	-	-	-	-	-
Minor Ferries	2	11	6	-	19
<b>Total</b>	<b>1 496 (24%)</b>	<b>2 866 (46%)</b>	<b>243 (4%)</b>	<b>1 570 (26%)</b>	<b>6 175 (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**  
**(April – June 2014)**

**I. Public Transport Services**

- Add a bus stop at Taikoo Shing Road to meet the demand of passengers.
- Add bus stop plates indicating destinations of bus routes at Cheung Ching Bus Terminus to facilitate passengers.

**II. Traffic Management**

***Hong Kong Island***

- Increase the vehicular green time of a traffic light at Eastern Street to improve traffic flow.
- Impose “No Stopping” restriction at the junction of Siu Sai Wan Road and Hiu Tsui Street and the junction of Tai Ning Street and Tai Shek Street to prevent vehicle obstruction.
- Relocate a traffic sign at Sin Fat Road to better alert motorists.
- Convert a set of steps at Des Voeux Road Central to an access ramp to facilitate pedestrians.

***Kowloon***

- Replace the standard signal aspects by larger aspects at the junction of Mody Road and Mody Lane and the junction of To Kwa Wan Road and Chi Kiang Street to better alert motorists.
- Reduce the lighting of direction signs at the junction of Broadcast Drive and Junction Road to improve the sight-line of motorists.

- Add a “Keep Clear” road marking at Sai Yee Street to prevent vehicle obstruction.
- Install bollards at Diamond Hill Station Public Transport Interchange to deter illegal parking on pavement.
- Modify railings at Sheung Hing Street to improve the sight-line of motorists and pedestrians.

### *New Territories*

- Increase the pedestrian green time of a traffic light at the junction of Tong Chun Street and Tong Tak Street to facilitate pedestrians crossing the road.
- Relocate traffic signal poles at Sha Tsui Road to improve road safety.
- Extend the “No Stopping” restriction and modify the road marking at Kat Cheung Crescent to improve road safety.
- Impose “No Stopping” restriction at Sha Tin Centre Street to alleviate traffic congestion.
- Relocate traffic signs and modify road markings at Tai Wo Service Road West to improve road safety.
- Replace a “Turn left” road marking by a “Ahead only or turn left” road marking at Tong Ming Street to improve traffic flow.
- Add box junction road markings at Shek Mun Interchange to prevent vehicle obstruction.
- Install railings at Po Lam Road to deter illegal parking on pavement.
- Add parking spaces for motorcycles at Tsing King Road to facilitate parking of motorcycles.

**Complaints and Suggestions on Public Transport Services**  
**(April – June 2014)**

**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

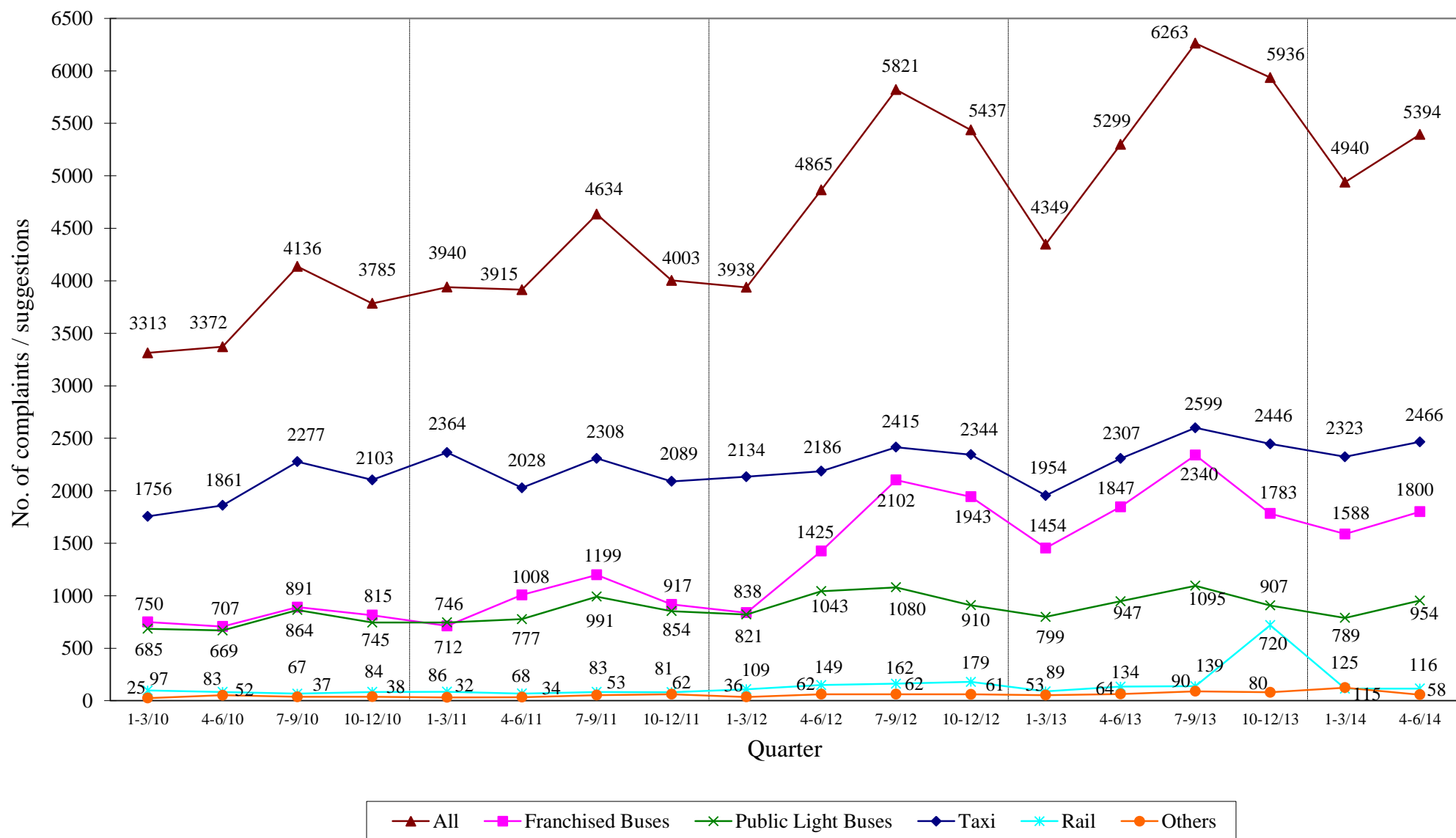
Mode Nature of Complaint/Suggestion	Vehicular Transport											Rail Transport				Waterborne Transport			Total/ Sub- total
	Franchised Buses							NFBS	GMB	RMB	Taxi	MTR (Non- MTR LR) (LR) HT PT				FF	SF	MF	
	KMB	CTB1	CTB2	FB	NLB	LWB	XHT												
(A) Adequacy of Service																			
(1) Frequency/carrying capacity	54	6	1	3	1	2	18	2	83	-	-	3	2	-	-	2	-	1	178
(2) Routeing	13	1	2	2	-	-	-	1	3	-	-	-	-	-	-	-	-	-	22
(3) Hours of operation	2	-	-	1	-	-	1	1	4	-	-	-	-	-	-	-	-	-	9
(4) Provision of stops	8	3	-	-	1	1	1	-	9	-	-	-	-	-	-	-	-	-	23
Sub-total	77	10	3	6	2	3	20	4	99	-	-	3	2	-	-	2	-	1	232
(B) Standard of Service																			
(1) Regularity of service	588	64	27	73	2	13	250	18	208	-	-	5	1	1	-	1	-	2	1253
(2) Adherence to routeing	5	1	-	-	-	-	2	-	55	-	409	-	-	-	-	-	-	-	472
(3) Improper driving behaviour	100	17	7	18	3	11	39	12	144	36	295	5	2	12	-	1	-	-	702
(4) Conduct & performance of staff (including drivers)	117	28	5	26	6	14	49	4	269	31	1170	15	-	2	-	-	-	2	1738
(5) Overcharging	3	1	1	1	-	-	3	1	25	1	531*	-	-	-	-	-	-	-	567
(6) Cleanliness	3	-	-	-	-	1	1	-	11	-	6	-	1	-	-	-	-	-	23
(6) Conditions of vehicles/vessels	7	1	-	-	1	1	2	1	9	1	7	5	1	2	-	-	-	-	38
(7) Passenger services & facilities	69	28	4	7	1	1	40	1	33	-	2	47	2	3	-	1	-	3	242 #
Sub-total	892	140	44	125	13	41	386	37	754	69	2420	77	7	20	-	3	-	7	5035
(C) General	15	8	-	7	2	-	6	4	24	8	46	4	-	3	-	-	-	-	127
Total this quarter	984	158	47	138	17	44	412	45	877	77	2466	84	9	23	-	5	-	8	5394
Grand-total	(1800)							(3465)				(116)				(13)			
Total previous quarter	825	180	29	138	17	33	366	34	716	73	2323	93	11	10	1	77	-	14	4940
Total same quarter last year	1039	163	40	144	10	37	414	45	884	63	2307	95	20	18	1	7	1	11	5299

\* Including taximeter irregularities

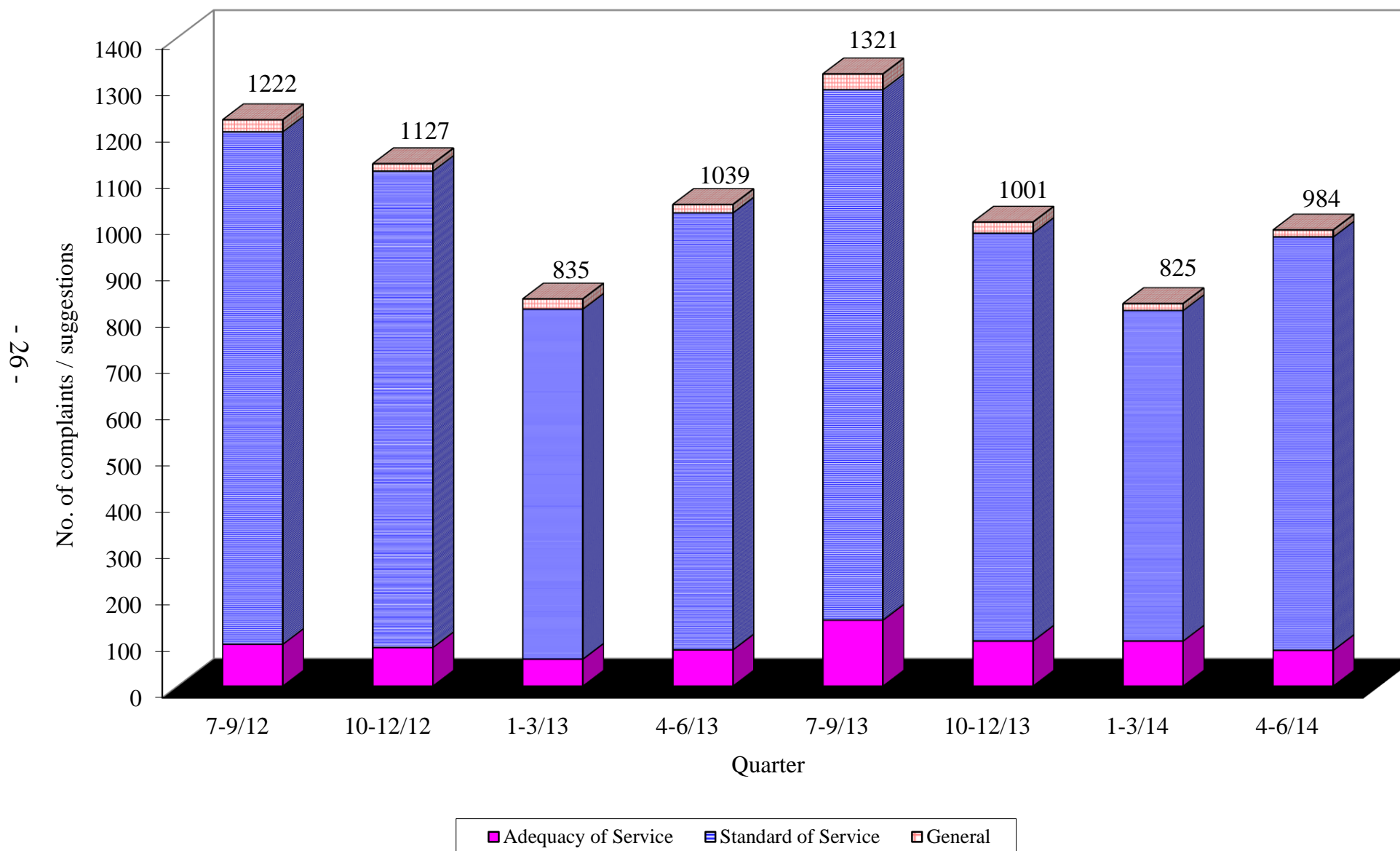
# Including 105 complaints from 28 complainants about audio-visual broadcasting on public transport vehicles



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

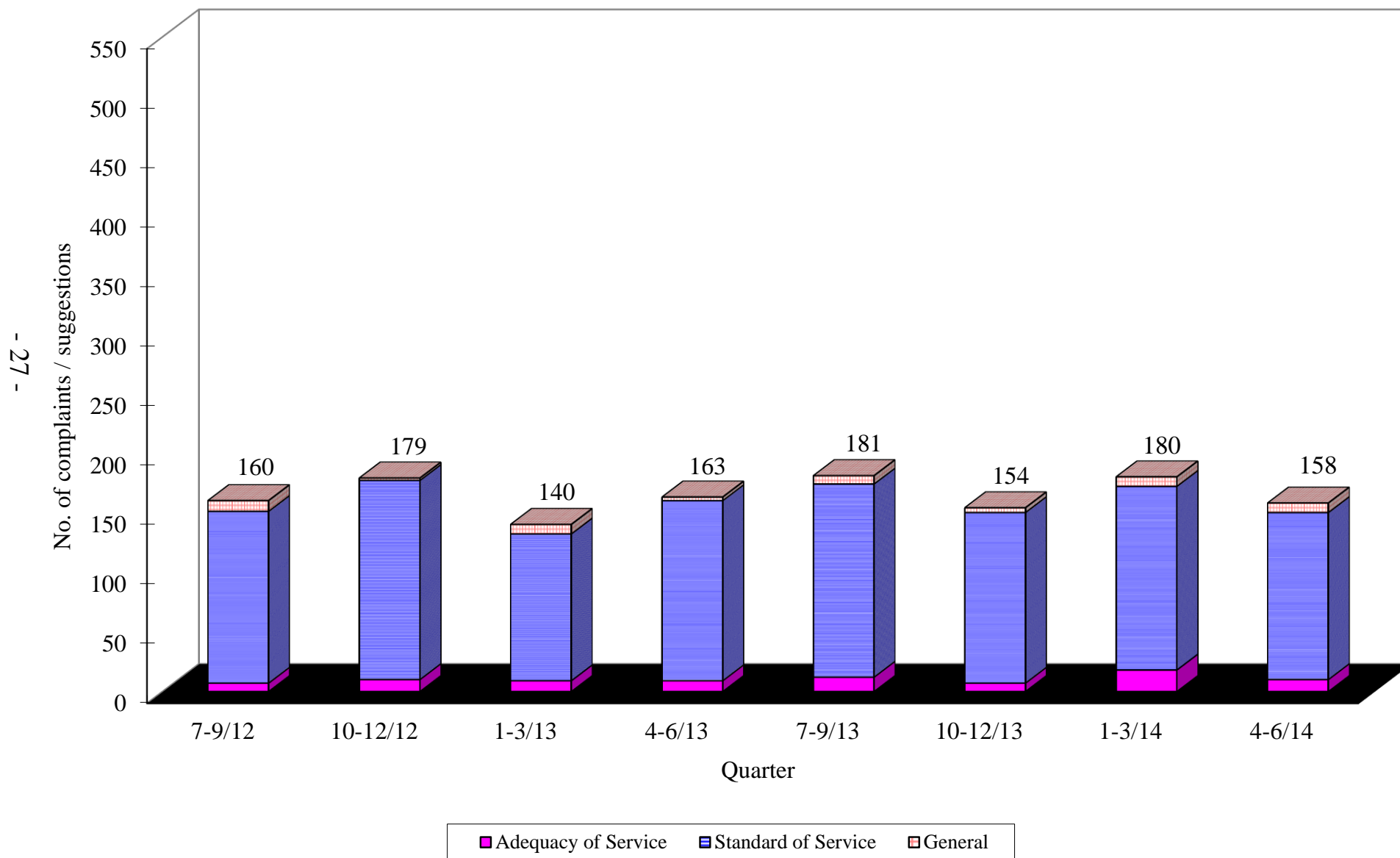


**Complaints and Suggestions on the Services of Kowloon Motor Bus Company (1933) Limited  
in the Past Eight Quarters**



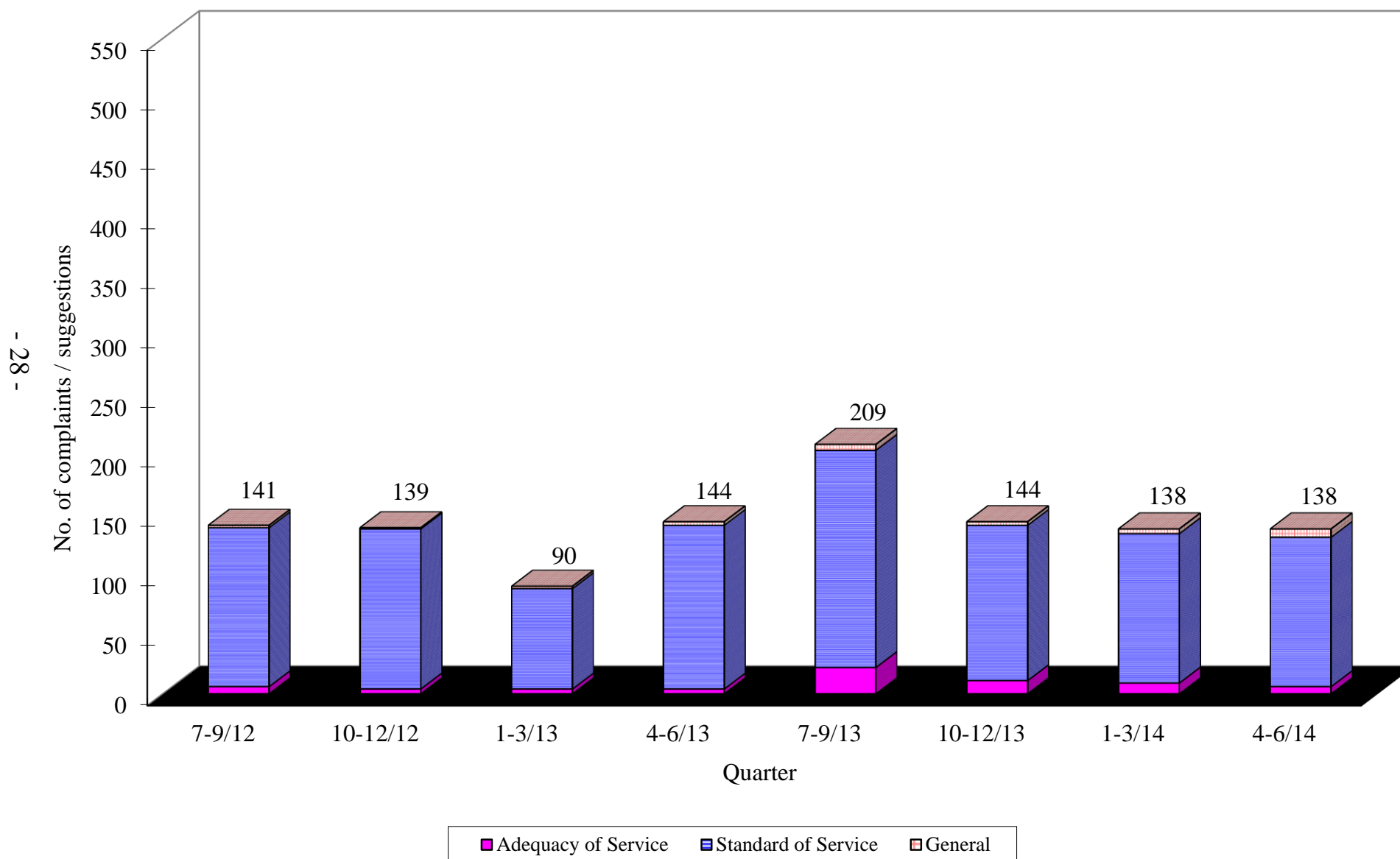
# Complaints and Suggestions on the Services of Citybus Limited (Franchise 1) in the Past Eight Quarters

Annex F(ii)



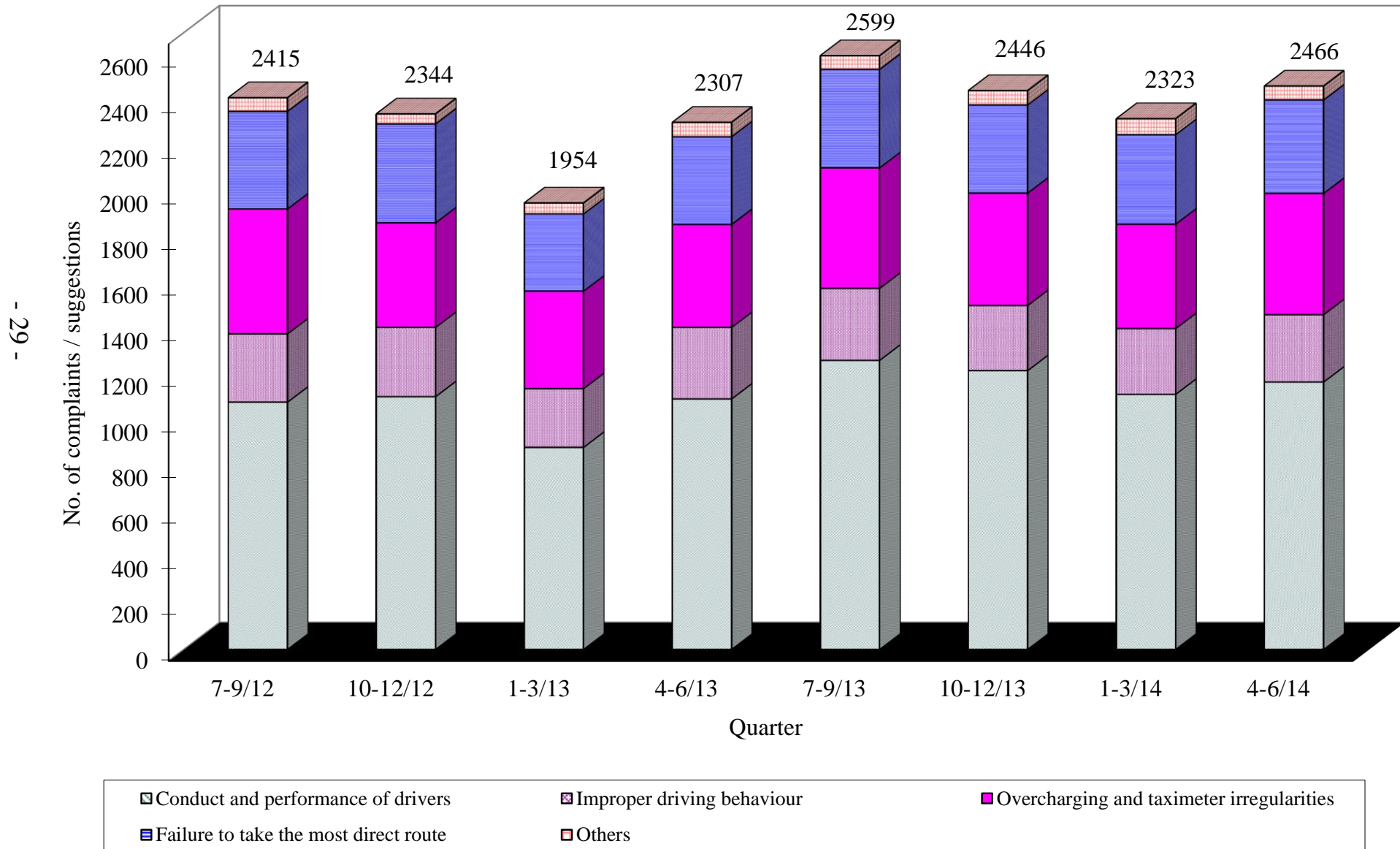
# Complaints and Suggestions on the Services of New World First Bus Services Limited in the Past Eight Quarters

Annex F(iii)



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

**Annex G**



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

<b><u>Nature of Complaint/Suggestion</u></b>		<b>Same quarter last year <u>(1.4.13-30.6.13)</u></b>	<b>Previous quarter <u>(1.1.14-31.3.14)</u></b>	<b>Current quarter <u>(1.4.14-30.6.14)</u></b>
(a)	Conduct and performance of drivers			
(i)	Behaving other than in a civil & orderly manner	434	494	446
(ii)	Refusing hire	534	509	605
(iii)	Soliciting passengers	3	7	2
(iv)	Refusing to drive to destination	106	96	106
(v)	Failure to display driver identity plate	15	10	9
(vi)	Failure to display driver identity plate properly	4	-	2
	Sub-total	1 096	1 116	1 170
(b)	Improper driving behaviour	313	288	295
(c)	Overcharging	367	375	412
(d)	Taximeter irregularities	84	82	119
(e)	Failure to take the most direct route	384	392	409
(f)	Others*	63	70	61
	<b>Total</b>	<b>2 307</b>	<b>2 323</b>	<b>2 466</b>

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

**Complaints and Suggestions on Traffic and Road Conditions**  
**(April – June 2014)**

District   <
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**Complaints and Suggestions on Green Minibus Services**

<b><u>Nature of Complaint/Suggestion</u></b>	<b><u>2013 Jan – Jun</u></b>	<b><u>2014 Jan – Jun</u></b>	<b><u>Difference</u></b>
<b>(A) Adequacy of Service</b>			
(1) Frequency	123	138	+12.2%
(2) Routeing	7	4	-42.9%
(3) Hours of operation	4	5	+25.0%
(4) Provision of stops	7	13	+85.7%
<b>Sub-total</b>	<b>141</b>	<b>160</b>	<b>+13.5%</b>
<b>(B) Standard of Service</b>			
(1) Regularity of service	362	363	+0.3%
(2) Adherence to routeing	101	101	-
(3) Improper driving behaviour	332	281	-15.4%
(4) Conduct and performance of staff (including drivers)	535	513	-4.1%
(5) Overcharging	36	46	+27.8%
(6) Cleanliness	6	15	+150.0%
(7) Conditions of vehicles	27	19	-29.6%
(8) Passenger services and facilities	33	49	+48.5%
<b>Sub-total</b>	<b>1 432</b>	<b>1 387</b>	<b>-3.1%</b>
<b>(C) General*</b>	<b>28</b>	<b>46</b>	<b>+64.3%</b>
<b>Total</b>	<b>1 601</b>	<b>1 593</b>	<b>-0.5%</b>

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



**Complaints and Suggestions on Green Minibus Services**  
**Breakdown on Complaints about Improper Driving Behaviour**

<b><u>Nature of Complaint/Suggestion</u></b>		<b>2013</b> <b><u>Jan – Jun</u></b>	<b>2014</b> <b><u>Jan – Jun</u></b>	<b><u>Difference</u></b>
(1)	Starting before passengers safely alighted/boarded	56	50	-10.7%
(2)	Driving speedily	36	38	+5.6%
(3)	Picking up/setting down passengers at a distance from bus stop	28	34	+21.4%
(4)	Dashing through traffic light	32	23	-28.1%
(5)	Picking up/setting down passengers at restricted area/out of line	28	22	-21.4%
(6)	Trapping passengers with door	19	17	-10.5%
(7)	Using mobile phone while driving	23	15	-34.8%
(8)	Changing lanes abruptly/overtaking on solid line	26	13	-50.0%
(9)	Failing to give way to pedestrians/traffic	13	10	-23.1%
(10)	Others	71	59	-16.9%
<b>Total</b>		<b>332</b>	<b>281</b>	<b>-15.4%</b>

**Complaints and Suggestions on Green Minibus Services**  
**Breakdown on Complaints about Conduct and Performance of Staff**

<b><u>Nature of Complaint/Suggestion</u></b>		<b>2013</b> <b><u>Jan – Jun</u></b>	<b>2014</b> <b><u>Jan – Jun</u></b>	<b><u>Difference</u></b>
(1)	Failing to pick up passengers	311	299	-3.9%
(2)	Scolding/insulting/poor attitude towards passengers	100	106	+6.0%
(3)	Failing to set down passengers at their designated locations/stops	46	35	-23.9%
(4)	Smoking	22	16	-27.3%
(5)	Others	56	57	+1.8%
<b>Total</b>		<b>535</b>	<b>513</b>	<b>-4.1%</b>

Complaints and Suggestions on Red Minibus Services

<u>Nature of Complaint/Suggestion</u>	<u>2013 Jan – Jun</u>	<u>2014 Jan – Jun</u>	<u>Difference</u>
<b>(A) Adequacy of Service</b>	-	-	-
<b>(B) Standard of Service</b>			
(1) Regularity of service	-	-	-
(2) Adherence to routeing	-	-	-
(3) Improper driving behaviour	72	71	-1.4%
(4) Conduct and performance of staff (including drivers)	47	53	+12.8%
(5) Overcharging	5	1	-80.0%
(6) Cleanliness	-	-	-
(7) Conditions of vehicles	2	2	-
(8) Passenger services and facilities	1	3	+200.0%
<b>Sub-total</b>	<b>127</b>	<b>130</b>	<b>+2.4%</b>
<b>(C) General*</b>	<b>18</b>	<b>20</b>	<b>+11.1%</b>
<b>Total</b>	<b>145</b>	<b>150</b>	<b>+3.4%</b>

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

**Complaints and Suggestions on Red Minibus Services**  
**Breakdown on Complaints about Improper Driving Behaviour**

<b><u>Nature of Complaint/Suggestion</u></b>		<b><u>2013</u></b> <b><u>Jan – Jun</u></b>	<b><u>2014</u></b> <b><u>Jan – Jun</u></b>	<b><u>Difference</u></b>
(1)	Driving speedily	19	15	-21.1%
(2)	Dashing through traffic light	14	15	+7.1%
(3)	Changing lanes abruptly/overtaking on solid line	9	7	-22.2%
(4)	Overloading	2	6	+200.0%
(5)	Using mobile phone while driving	1	5	+400.0%
(6)	Others	27	23	-14.8%
<b>Total</b>		<b>72</b>	<b>71</b>	<b>-1.4%</b>

**Complaints and Suggestions on Red Minibus Services**  
**Breakdown on Complaints about Conduct and Performance of Staff**

<b><u>Nature of Complaint/Suggestion</u></b>		<b><u>2013</u></b> <b><u>Jan – Jun</u></b>	<b><u>2014</u></b> <b><u>Jan – Jun</u></b>	<b><u>Difference</u></b>
(1)	Scolding/insulting/poor attitude towards passengers	20	20	-
(2)	Failing to set down passengers at their designated locations/stops	6	11	+83.3%
(3)	Smoking	1	8	+700.0%
(4)	Failing to pick up passengers	15	6	-60.0%
(5)	Others	5	8	+60.0%
<b>Total</b>		<b>47</b>	<b>53</b>	<b>+12.8%</b>

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

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

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

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

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

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