

QUARTERLY REPORT No. 3 of 2014

by the

TRANSPORT COMPLAINTS UNIT

of the

TRANSPORT ADVISORY COMMITTEE

for the period

1 July 2014 – 30 September 2014

**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

E-mail : info@tcu.gov.hk

CONTENTS

<u>Chapter</u>		<u>Page</u>
1	Major Areas of Complaints and Suggestions	3-8
2	Major Events and Noteworthy Cases	9-11
3	Feature Article	12-15

LIST OF ANNEXES

<u>Annex</u>		
A	Complaints and Suggestions Received by TCU	16-17
B	Trends of Complaints and Suggestions Received by TCU	18-19
C	Summary of Results of Investigations into Complaints and Suggestions	20-21
D	Public Suggestions Taken on Board by Relevant Government Departments/Public Transport Operators	22-23
E	Complaints and Suggestions on Public Transport Services	24-25
F	Complaints and Suggestions on the Services of Kowloon Motor Bus, Citybus (Franchise 1) and New World First Bus in the Past Eight Quarters	26-28
G	Complaints and Suggestions on Taxi Services in the Past Eight Quarters	29
H	Breakdown of Complaints and Suggestions on Taxi Services	30
I	Complaints and Suggestions on Traffic and Road Conditions	31
J	Complaints and Suggestions on MTR Services (excluding Light Rail)	32
K	Complaints and Suggestions on Light Rail Services	33
L	Complaints and Suggestions on Hong Kong Tramways Services	34
M	How to Make Suggestions and Complaints to the Transport Complaints Unit	35

Chapter 1

Major Areas of Complaints and Suggestions

This is the third quarterly report for 2014 covering the period from 1 July to 30 September 2014.

Yearly and Quarterly Trends

2. During the quarter, the Transport Complaints Unit (TCU) received 7 342 complaints and suggestions, including 46 pure suggestions, from 6 608 persons. About 53% (3 498) of these persons lodged their complaints/suggestions by telephone and the remaining 47% (3 110) by e-mail, fax or mail. The number of cases represents an increase of 24.8% as compared with 5 885 cases in the previous quarter and an increase of 6.1% as compared with 6 919 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 6 098 cases (including some outstanding cases from previous quarters) were completed. Of these, 4 141 cases (68%) were found to be substantiated, 226 cases (4%) unsubstantiated, and the remaining 1 731 cases (28%) 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 20 suggestions made by members of the public who gave proposals to enhance public transport services and improve traffic conditions. A summary of the cases is at Annex D. The Chairman of the TCU Sub-Committee has issued appreciation letters to the proponents of these suggestions who provided their contact details.

Public Transport Services

6. Complaints and suggestions on public transport services accounted for 6 682 cases, which represents an increase of 23.9% as compared with the previous quarter and an increase of 6.7% 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 2 431 complaints and suggestions on franchised bus services were received during the quarter, which represents an increase of 35.1% as compared with the previous quarter and an increase of 3.9% 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 and passenger services and facilities.

8. There were 1 343 cases on the services of the KMB, as compared with 984 cases in the previous quarter and 1 321 cases in the same quarter last year. Among the 1 343 cases, 202 (or 15.0%) were about the adequacy of service and 1 112 (or 82.8%) were about the standard of service.

9. There were 222 cases on the services of Citybus Limited (Franchise 1) (CTB1), as compared with 158 cases in the previous quarter and 181 cases in the same quarter last year. Among the 222 cases, 14 (or 6.3%) were about the adequacy of service while 204 (or 91.9%) were about the standard of service.

10. There were 197 cases on the services of the New World First Bus Services Limited (NWFB), as compared with 138 cases in the previous quarter and 209 cases in the same quarter last year. Of the 197 cases, 15 (or 7.6%) were about the adequacy of service and 178 (or 90.4%) 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 62 complaints and suggestions on non-franchised bus services (e.g. residents' services, feeder bus services operated by MTR Corporation Limited (MTRCL)). Corresponding figures for the previous quarter and the same quarter last year were 45 and 49 respectively.

Public Light Bus Services

13. A total of 1 165 complaints and suggestions on public light bus (PLB) services were received in this quarter, which represents an increase of 22.1% as compared with the previous quarter and an increase of 6.4% as compared with the same quarter last year. All these cases were referred to the Transport Department (TD) or the Police for action.

14. Of the PLB cases received, 93.6% or 1 090 cases were on green minibus (GMB) services. The number of cases received in the previous quarter and the same quarter last year were 877 and 1 008 respectively. Among the 1 090 cases, 126 (or 11.6%) were about the adequacy of service and 947 (or 86.9%) were about the standard of service.

15. The remaining 6.4% or 75 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 77 and 87 respectively. Among the 75 cases, 64 (or 85.3 %) were about the standard of service.

Taxi Services

16. A total of 2 773 cases on taxi services were received in this quarter, which represents an increase of 12.4% as compared with the previous quarter and an increase of 6.7% 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 2 773 cases received, 2 715 (98%) were related to taxi driver malpractice, as compared with 2 405 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 538 such cases (20%) were referred to the Police.

18. During the quarter, the Police reported the latest developments on 394 cases previously referred to them. These cases are categorised as follows -

	<u>No. of Cases</u>	<u>Percentage</u>
(a) Summonsed	25 (17)	6 (4)
(b) Withdrawn by complainants	297 (347)	76 (76)
(c) Evidence considered insufficient by the Police for further processing	72 (91)	18 (20)
	<u>394 (455)</u>	<u>100 (100)</u>

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

It is noted that 94% of these cases could not be further pursued because of withdrawal by complainants or insufficient evidence.

Rail Services

19. A total of 214 complaints and suggestions on rail services were received. Corresponding figures for the previous quarter and the same quarter last year were 116 and 139 respectively. Of the 214 cases, 207 were on the services of MTRCL. The increase in the number of cases received was mainly due to the complaints concerning the incident which involved a stray dog run over by a train in Fanling.

Ferry Services

20. There were 37 complaints and suggestions on ferry services in this quarter. Corresponding figures for the previous quarter and the same quarter last year were 13 and 41 respectively.

Traffic Conditions

21. There were 71 complaints recorded in this quarter about traffic congestion, as compared with 47 cases in the previous quarter and 89 cases in the same quarter last year. Congestion was reported to have occurred at a total of 64 locations throughout the territory, as illustrated below -

	<u>Number of Complaints</u>		<u>Number of Locations</u>	
Hong Kong Island	28	(8)	26	(7)
Kowloon	23	(14)	22	(14)
New Territories	20	(23)	16	(13)
Others	-	(2)	-	(2)
Total	71	(47)	64	(36)

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

22. Based on the number of complaints received, districts most affected by traffic congestion were Central and Western (nine cases), Southern, Kwun Tong and Kowloon City (eight cases each) and Wan Chai (seven 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 41 complaints and suggestions on traffic management and 17 requests for additional traffic signs and aids in this quarter. As a comparison, there were 25 and 11 such cases in the previous quarter, and 46 and 17 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 43 complaints about road maintenance, as compared with 41 cases in the previous quarter and 52 cases in the same quarter last year. Among the 43 cases, 26 were related to road conditions while 16 were related to malfunctioning of traffic lights and damaged traffic signs.

27. District which attracted relatively more complaints about road maintenance were Central and Western (six cases) and Tuen Mun (five cases).

Enforcement

28. There were 444 complaints about traffic regulations enforcement in this quarter, which represents an increase of 29.4% when compared with the previous quarter and an increase of 8.3% when compared with the same quarter last year. They were mainly requests for action against illegal parking and prolonged waiting causing obstruction. All these cases were referred to the Police for action.

Chapter 2

Major Events and Noteworthy Cases

Transport Complaints Unit Sub-Committee Meeting

At the quarterly meeting of the Transport Complaints Unit (TCU) Sub-Committee on 8 August 2014, Members discussed -

- (a) complaints about enforcement matters;
 - (b) complaints and suggestions about cycling matters;
 - (c) complaints and suggestions about public light bus services; and
 - (d) TCU Quarterly Report No. 2 of 2014.
2. Members agreed that -
- (a) complaints and suggestions about enforcement matters, cycling matters and public light bus services should be closely monitored; and
 - (b) TCU Quarterly Report No. 2 of 2014 should be submitted to the Transport Advisory Committee.

Complaints about inadequate parking spaces in various districts of Kowloon

3. In July 2014, TCU received a number of complaints about inadequate parking spaces in Kowloon, such as Yau Tsim Mong, Kowloon City and Sham Shui Po. In some cases, complainants also suggested that more government car parks with less expensive parking fees should be built.

4. The Transport Department (TD) advised that the Department regularly monitored the parking situation of different types of vehicles and implemented various measures wherever possible, such as provision of on-street parking spaces where road safety was not compromised and other road users were not adversely affected, and allocation of other land not planned for immediate development for use as temporary car parks. If the demand for parking spaces designated for a specific type of vehicle was particularly high for

a certain district, TD would consider designating some existing temporary car parks for the exclusive use of the type of vehicle when renewing the tenancy of the car parks. The Department would also require an appropriate number of parking spaces designated for specific types of vehicles to be included in new developments where appropriate.

5. TD further advised that for built-up areas, understandably room for new vacant sites as car park was very limited. In the longer term, the supply of parking spaces would be improved with the re-development of some old buildings in the built-up areas, as TD would request for parking facilities within new buildings where situations permit.

6. TD's reply was conveyed to the complainants who raised no further comment on the measures taken.

Suggestion to introduce female-only compartments on MTR trains

7. A member of the public approached TCU in July 2014 and suggested to introduce female-only compartments on MTR trains to better ensure the safety of female passengers. In addition, the MTR Corporation Limited (MTRCL) should strengthen the prevention of crimes targeted at female passengers.

8. TD advised that the MTRCL had considered the matter and concluded that there were practical difficulties in setting aside compartments for the exclusive use of female passengers. As most MTR trains were of an open design, the introduction of female-only compartments would reduce the flexibility of passenger movement between train compartments, especially during emergency evacuation.

9. TD supplemented that MTR train services were very frequent. The interval between two trains could be as short as around every two minutes during peak period. Setting aside exclusive compartment would have impact on the control of passenger flow. Any crowd control actions, such as segregating male from female passengers, might cause delay to train services.

10. In deciding whether to introduce female-only compartments, compliance with the Sex Discrimination Ordinance should be considered as well.

11. Given the above, MTRCL currently has no plan to introduce female-only compartments. Notwithstanding, MTRCL will continue to work closely with the Police to take appropriate measures to prevent crime in the railway premises.

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

Complaint of short vehicular green time of a traffic light at the junction of Shing Kai Road and Muk Chui Street

13. TCU received a complaint in September 2014 about short vehicular green time of a traffic light at the junction of Shing Kai Road and Muk Chui Street causing a slow traffic flow.

14. The complainant's observation was noted by TD. The Department explained that the traffic light at the junction, together with a few other traffic lights in the nearby area, was controlled by a traffic control computer system. The system analysed data on traffic flow collected by its detectors and worked out the signal time for the junctions under control. This system was used for junctions where the variation of traffic flow was relatively irregular. With the help of the system, variable signal times could be set more flexibly than setting a fixed signal time manually.

15. Upon receipt of the complaint, TD had reviewed the system setting having regard to the traffic situation at the junction and would fine tune the system setting with a view to improving the traffic flow.

16. The complainant was informed of TD's follow-up action and raised no further question.

Complaints and Suggestions on Rail Services**Background**

Railways are the backbone of Hong Kong's public transport system. In 2013, they carried more than 1.7 billion passenger journeys, which accounted for about 39% of all trips made on public transport each day. Hong Kong's railway network comprises the Mass Transit Railway (MTR) lines, Airport Express and Light Rail. The average daily passenger trips of the railway network increased from 4.71 million in 2012 to 4.87 million in 2013, which represents an increase of 3.4%.

2. Tram services carried about 72 million passenger journeys in 2013.¹ It accounted for about 1.6% of all public transport journeys each day.

Statistics on Complaints and Suggestions

3. The trend of complaints and suggestions on rail services in the past five years is as follows –

<u>Year</u>	<u>No. of Complaints/Suggestions</u>	<u>Difference</u>
2009	535	-
2010	331	-38.1%
2011	318	-3.9%
2012	599	+88.4%
2013	1 082	+80.6%

¹ TCU used to handle complaints relating to peak tramway. From January to September 2014, TCU received one complaint about a passenger being trapped by a door on peak tram. The number is the same compared to the same period last year. As peak tramway is primarily a tourist and recreational facility, TCU will no longer handle complaints against peak tramway with effect from 1 October 2014. Such complaints will then be handled by the relevant authority.

4. A total of 445 complaints and suggestions on rail services were received during the period from January to September 2014. This represents an increase of 22.9% when compared with 362 cases received in the same period last year. An analysis of the complaints and suggestions received is given in the following paragraphs.

MTR Services

5. The trend of complaints and suggestions on services of MTRCL (excluding Light Rail) in the past five years is as follows -

<u>Year</u>	<u>No. of Complaints/Suggestions</u>	<u>Difference</u>
2009	481	-
2010	273	-43.2%
2011	259	-5.1%
2012	385	+48.6%
2013	930	+141.6%

6. A total of 370 complaints/suggestions on services of MTRCL (excluding Light Rail) were received during the period from January to September 2014. This represents an increase of 38.6% when compared with 267 cases received in the same period last year. A breakdown of the complaints and suggestions received is at Annex J. Among the 370 cases, 172 (or 46%) were about passenger services and facilities, such as inadequate notice/announcement during service disruption and nuisance due to video broadcasting, while 68 (or 18%) were about conduct and performance of staff.

Light Rail Services

7. The trend of complaints and suggestions on Light Rail services in the past five years is as follows –

<u>Year</u>	<u>No. of Complaints/Suggestions</u>	<u>Difference</u>
2009	38	-
2010	37	-2.6%
2011	39	+5.4%
2012	54	+38.5%
2013	54	-

8. A total of 34 complaints/suggestions on Light Rail services were received during the period from January to September 2014. This represents a decrease of 24.4% when compared with 45 cases received in the same period last year. Among the different categories of cases, frequency and carrying capacity and improper driving behavior attracted relatively more complaints. A breakdown of the complaints and suggestions received is at Annex K.

Tram Services

9. The trend of complaints and suggestions on tram services in the past five years is as follows –

<u>Year</u>	<u>No. of Complaints/Suggestions</u>	<u>Difference</u>
2009	16	-
2010	21	+31.3%
2011	19	-9.5%
2012	160	+742.1%
2013	97	-39.4%

10. A total of 40 complaints/suggestions on tram services were received during the period from January to September 2014, as compared with 49 cases received in the same period last year. This represents a decrease of 18.4%. The cases received were mainly about improper driving behaviour and passenger services and facilities. A breakdown of the complaints and suggestions received is at Annex L.

Measures to Improve the Situation

11. For MTR services, to improve the services provided to passengers during rail service disruption, MTRCL has enhanced information dissemination during rail incident e.g. putting up bigger signs showing bus route number at boarding point of emergency bus routes and strengthening the manpower of its Customer Service Rapid Response Unit for providing assistances to passengers. Apart from continuing to provide Quiet Cars, MTRCL would continue to monitor the performance of the on-train video broadcasting and make appropriate adjustment when required. Regarding conduct and performance of staff, MTRCL would continue to arrange regular customer service refresher training to its frontline staff. It was noted that a sizable number of complaints were made in connection with a stray dog run over by a train in Fanling. About this, MTRCL's staff had been reminded to be more attentive to suspected animals on track.

12. For Light Rail services, MTRCL has enhanced the frequencies of some Light Rail routes since April 2014 and extended the service hours of some Light Rail routes since September 2014 with a view to better catering for passengers demand in various periods. MTRCL has also reminded its Light Rail train captains about train operations in briefing and training.

13. TD will continue to closely monitor the level of rail services provided, the achievement of performance requirements and the effectiveness of contingency transport arrangements during rail service disruption, and work with MTRCL and Hong Kong Tramways Ltd. to explore further improvement measures if necessary.

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

Complaints and Suggestions Received by TCU

<u>Nature of Complaint/Suggestion</u>		Same quarter last year (1.7.13-30.9.13)		Previous quarter (1.4.14-30.6.14)		Current quarter (1.7.14-30.9.14)	
I. Public Transport Services							
(a)	Adequacy of service	396	[32]	232	[13]	448	[20]
(b)	Standard of service	5 715	[7]	5 035	[5]	6 066	[4]
(c)	General	152	[4]	127	[2]	168	[9]
		6 263	[43] (90%)	5 394	[20] (91%)	6 682	[33] (90%)
II. Traffic Conditions							
(a)	Traffic congestion	89		47	[2]	71	[1]
(b)	Traffic management	46	[9]	25	[6]	41	[6]
(c)	Additional traffic signs and aids	17	[6]	11	[6]	17	[4]
(d)	Parking facilities	18	[8]	10	[4]	19	
		170	[23] (2%)	93	[18] (1%)	148	[11] (2%)
III. Road Maintenance							
(a)	Road conditions	34		28		26	
(b)	Traffic signs and aids	16		13	[1]	16	
(c)	Carriageway markings	2	[1]	-		1	
		52	[1] (1%)	41	[1] (1%)	43	(1%)
IV. Enforcement							
(a)	Illegal parking	284	[1]	235		306	
(b)	Other enforcement matters	126		108		138	
		410	[1] (6%)	343	(6%)	444	(6%)
V. Miscellaneous							
		24	[1] (1%)	14	[2] (1%)	25	[2] (1%)
Total		6 919	[69] (100%)	5 885	[41] (100%)	7 342	[46] (100%)

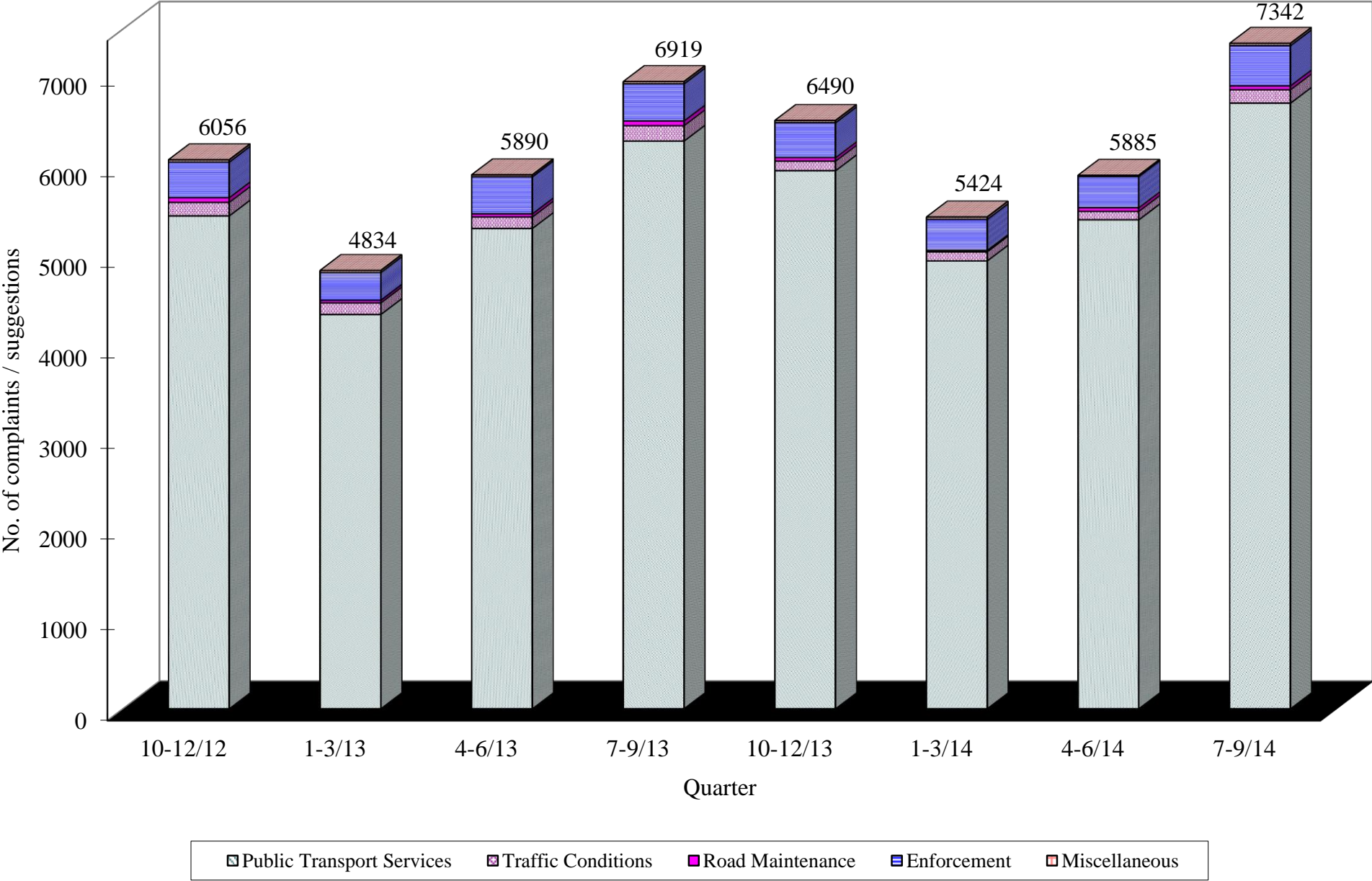
Notes : (1) Figures in square brackets are the number of pure suggestions received in the quarter. The figures have been included in the overall number of cases received.

(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

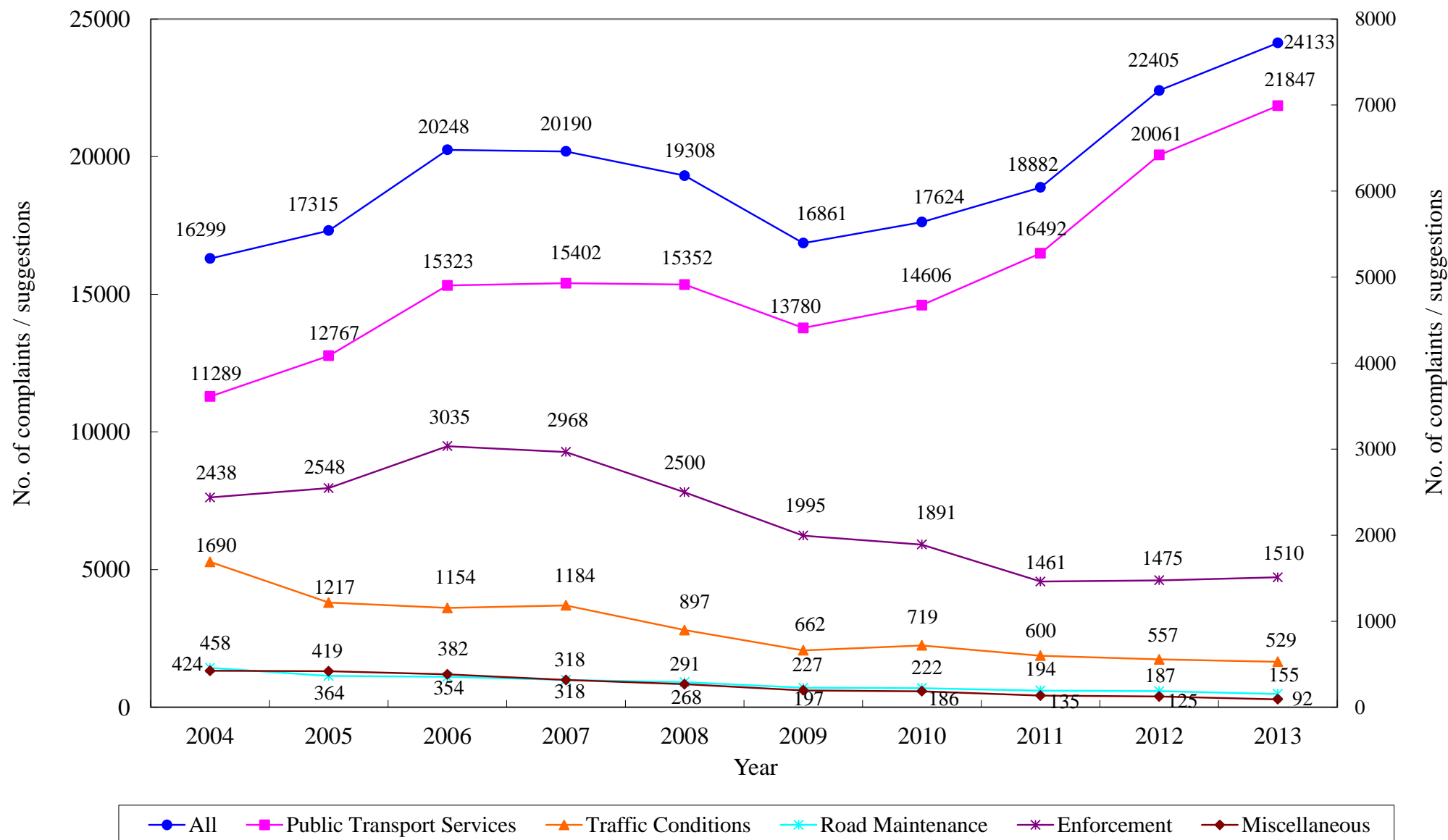
Annex A(ii)

- 17 -



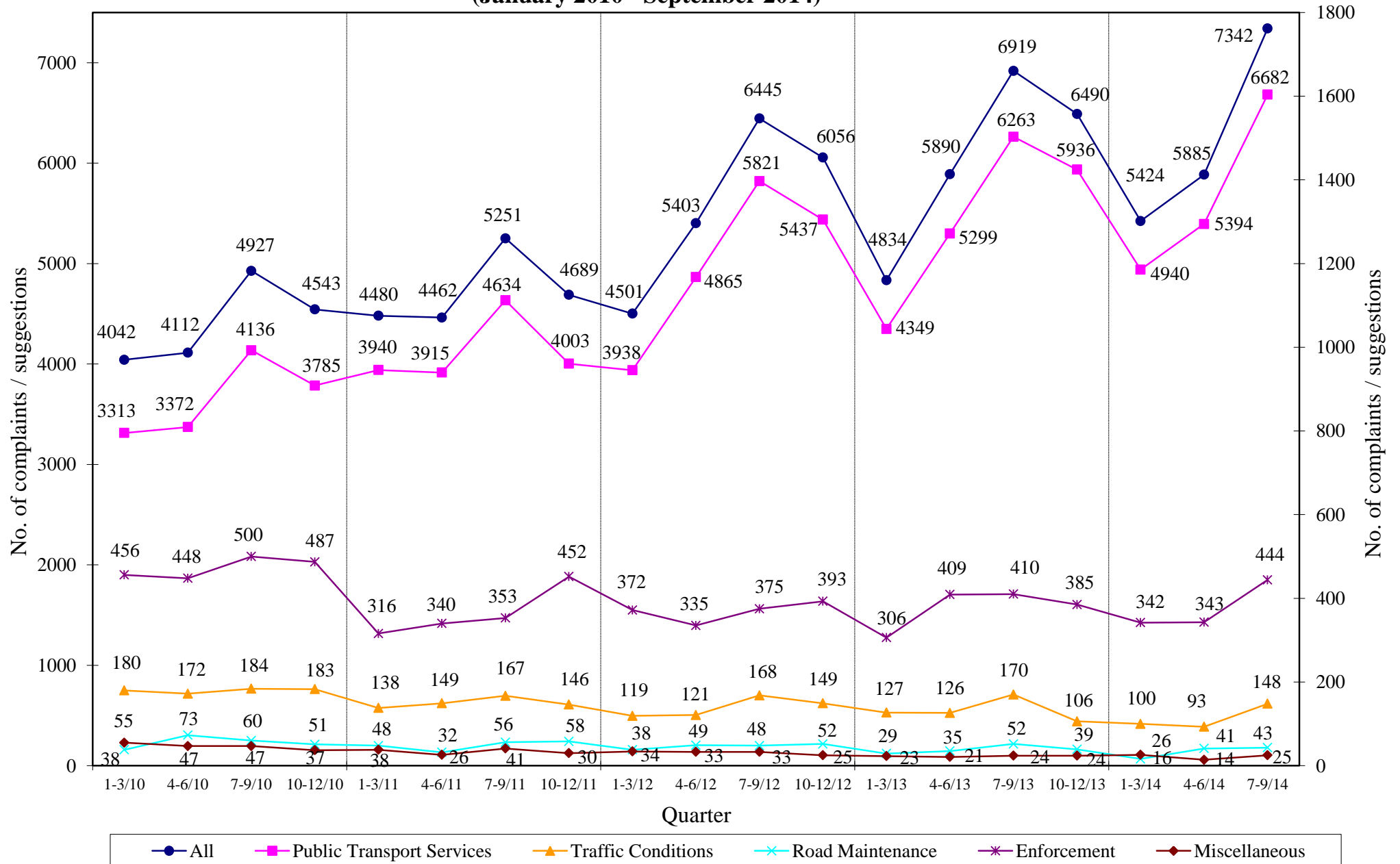
Trends of Complaints and Suggestions Received by TCU (2004 - 2013)

Annex B(i)



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

Annex B(ii)



Summary of Results of Investigations into Complaints and Suggestions
(July – September 2014)

Outcome of Investigation Nature of Complaint/ Suggestion					
	A1	A2	B	C	Total
I. Public Transport Services					
(a) Adequacy of service	17	230	13	-	260
(b) Standard of service	1 190	2 251	163	1 711	5 315
(c) General	69	59	6	6	140
	1 276	2 540	182	1 717	5 715
II. Traffic Conditions					
(a) Traffic congestion	19	23	6	-	48
(b) Traffic management	10	11	15	-	36
(c) Additional traffic signs/aids	6	5	3	-	14
(d) Parking facilities	6	3	6	-	15
	41	42	30	-	113
III. Road Maintenance					
(a) Road conditions	19	5	1	-	25
(b) Traffic signs and aids	5	-	8	-	13
(c) Carriageway markings	1	-	-	-	1
	25	5	9	-	39
IV. Enforcement					
(a) Illegal parking	80	67	1	1	149
(b) Other enforcement matters	18	31	2	13	64
	98	98	3	14	213
V. Miscellaneous	5	11	2	-	18
Total	1 445 (24%)	2 696 (44%)	226 (4%)	1 731 (28%)	6 098 (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
(July – September 2014)

Outcome of Investigation					
Mode of Transport	A1	A2	B	C	Total
The Kowloon Motor Bus Company (1933) Limited	299	674	62	11	1 046
Citybus Limited (Franchise 1)	57	81	19	1	158
Citybus Limited (Franchise 2)	13	24	3	3	43
The New World First Bus Services Limited	50	83	8	-	141
The New Lantao Bus Company (1973) Limited	12	7	2	-	21
Long Win Bus Company Limited	23	24	5	-	52
Cross-harbour Bus Services	118	293	30	9	450
Non-franchised Bus Services	16	35	1	-	52
Green Minibus	537	357	29	10	933
Red Minibus	60	17	1	10	88
Taxi	39	874	1	1 672	2 586
MTR Corporation Limited (Excluding Light Rail)	29	47	17	1	94
MTR Corporation Limited (Light Rail)	5	5	2	-	12
The Hongkong Tramways Limited	14	8	1	-	23
New World First Ferry Services Limited	1	2	1	-	4
The “Star” Ferry Company Limited	-	-	-	-	-
Minor Ferries	3	9	-	-	12
Total	1 276 (22%)	2 540 (45%)	182 (3%)	1 717 (30%)	5 715 (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
(July – September 2014)

I. Public Transport Services

- Remove railings at Yuen Long New Street to facilitate the queuing of passengers.
- Add and replace bus-stop plates at Cheung On Bus Terminus and Wang Wo Tsai Street bus-stop respectively to facilitate passengers.

II. Traffic Management

Hong Kong Island

- Add push-buttons to traffic lights on safety islands at Wong Nai Chung Gap Road and Nam Fung Road to facilitate pedestrians.
- Impose “No Stopping” restriction at the junction of Yat Fu Lane and Queen's Road West to prevent vehicle obstruction.
- Add traffic signs at the junction of Connaught Road Central and Douglas Street to better alert motorists of the “No Stopping” restriction.
- Modify road markings at the roundabout of Repulse Bay Road to better alert motorists.
- Add a “Slow” road marking at Taikoo Shing Road and replace the railings at Tai Wing Avenue to improve road safety.
- Add a safety island at Pok Fu Lam Road to enhance road safety.

Kowloon

- Increase the vehicular green time of a traffic light at Muk Chui Street in the morning to alleviate traffic congestion.
- Extend “No Stopping” restriction and add a “Keep Clear” road marking at Fung Tak Road to prevent vehicle obstruction.
- Add a “No Right Turn” traffic sign at Nam Cheong Street near Hai Tan Street to remind motorists.
- Relocate the pedestrian crossing and add road markings and traffic signs at Dunbar Road to improve road safety.

New Territories

- Add a “turn left green arrow” signal aspect at the junction of Tai Chung Kiu Road and On Sum Street to improve traffic flow.
- Increase the pedestrian green time of a traffic light at Sha Tau Kok Road - Lung Yeuk Tau to facilitate pedestrians crossing the road.
- Increase the vehicular green time of a traffic light at Ma Sik Road to alleviate traffic congestion.
- Extend “No Stopping” restriction at Lai Yan Lane to prevent vehicle obstruction.
- Impose “No Stopping” restriction at Kin Lok Street to deter illegal parking.
- Replace a “Straight Ahead and Turn Left” road marking by a “Straight Ahead” road marking at the junction of Pak Wo Road and Yat Ming Road to improve road safety.
- Install railings at Fuk Hang Tsuen Road to deter illegal parking on pavement.
- Add parking meters at Wan Po Road Carpark to facilitate parking of private cars.

Complaints and Suggestions on Public Transport Services
(July – September 2014)

Legend

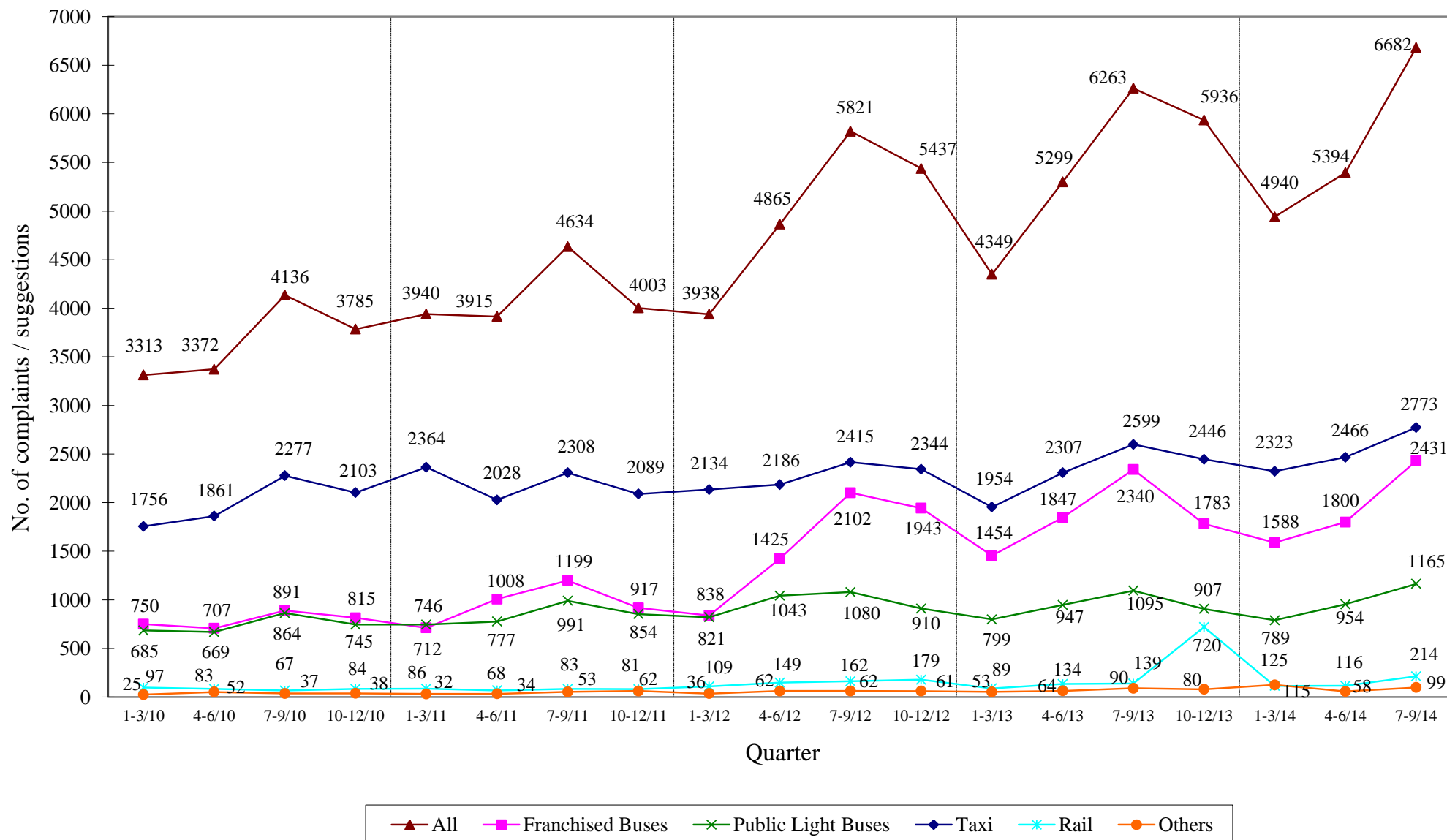
KMB	The Kowloon Motor Bus Company (1933) Limited
CTB1	Citybus Limited (Franchise 1)
CTB2	Citybus Limited (Franchise 2)
FB	The New World First Bus Services Limited
NLB	The New Lantao Bus Company (1973) Limited
LWB	Long Win Bus Company Limited
XHT	Cross-harbour Bus Services
NFBS	Non-franchised Bus Services
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
FF	New World First Ferry Services Limited
SF	The 'Star' Ferry Company Limited
MF	Minor Ferries

Mode Nature of Complaint/Suggestion	Vehicular Transport											Rail Transport			Waterborne Transport			Total/ Sub- total
	Franchised Buses											MTR (Non- LR) MTR (LR) HT			FF SF MF			
	KMB	CTB1	CTB2	FB	NLB	LWB	XHT					NFBS	GMB	RMB				
(A) Adequacy of Service																		
(1) Frequency/carrying capacity	70	7	2	12	5	12	32	4	116	-	-	3	5	-	8	-	-	276
(2) Routeing	113	1	1	2	-	2	6	-	4	-	-	1	-	-	-	-	1	131
(3) Hours of operation	7	1	-	-	-	-	2	1	1	-	-	-	-	-	-	-	-	12
(4) Provision of stops	12	5	1	1	1	2	1	1	5	-	-	-	-	-	-	-	-	29
Sub-total	202	14	4	15	6	16	41	6	126	-	-	4	5	-	8	-	1	448
(B) Standard of Service																		
(1) Regularity of service	739	95	23	92	4	17	271	34	302	-	-	12	2	-	7	-	3	1601
(2) Adherence to routeing	7	-	1	3	-	-	2	-	66	-	519	-	-	-	-	-	-	598
(3) Improper driving behaviour	87	27	9	16	1	6	43	6	156	38	317	5	2	3	-	-	-	716
(4) Conduct & performance of staff (including drivers)	143	38	3	36	6	13	95	9	329	21	1405	40	2	-	2	-	2	2144
(5) Overcharging	6	-	-	1	-	-	4	-	25	1	474 *	1	-	-	1	-	-	513
(6) Cleanliness	1	-	1	1	-	-	-	-	13	-	6	2	-	-	-	-	-	24
(6) Conditions of vehicles/vessels	10	1	4	4	-	-	2	3	17	1	10	5	-	-	2	-	-	59
(7) Passenger services & facilities	119	43	6	25	5	6	71	2	39	3	2	79	1	2	3	-	5	411 #
Sub-total	1112	204	47	178	16	42	488	54	947	64	2733	144	7	5	15	-	10	6066
(C) General	29	4	2	4	1	-	6	2	17	11	40	45	2	2	1	1	1	168
Total this quarter	1343	222	53	197	23	58	535	62	1090	75	2773	193	14	7	24	1	12	6682
Grand-total	(2431)							(4000)				(214)			(37)			
Total previous quarter	984	158	47	138	17	44	412	45	877	77	2466	84	9	23	5	-	8	5394
Total same quarter last year	1321	181	62	209	15	44	508	49	1008	87	2599	101	18	20	26	1	14	6263

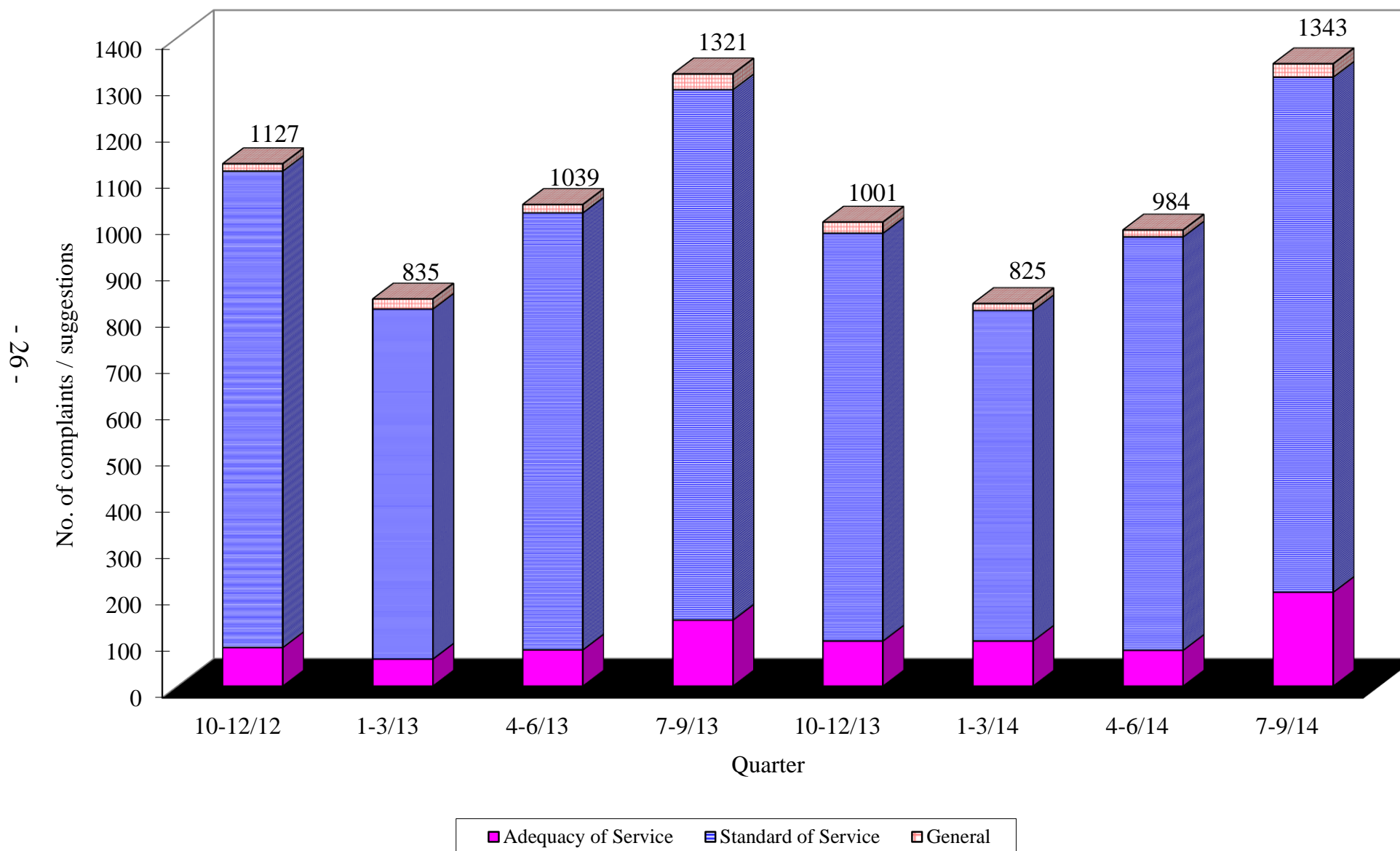
* Including taximeter irregularities

Including 130 complaints from 31 complainants about audio-visual broadcasting on public transport vehicles

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

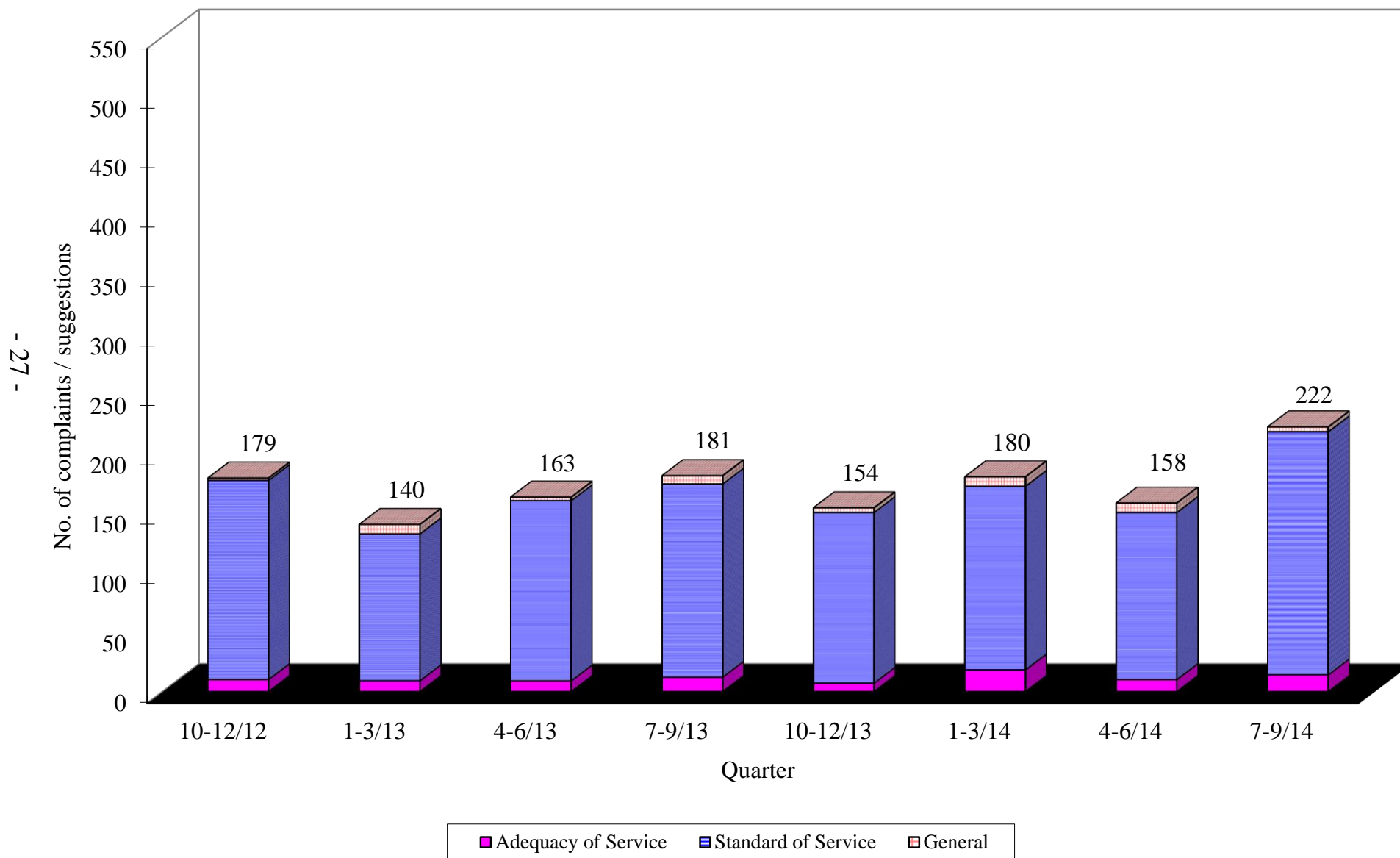


**Complaints and Suggestions on the Services of Kowloon Motor Bus Company (1933) Limited
in the Past Eight Quarters**



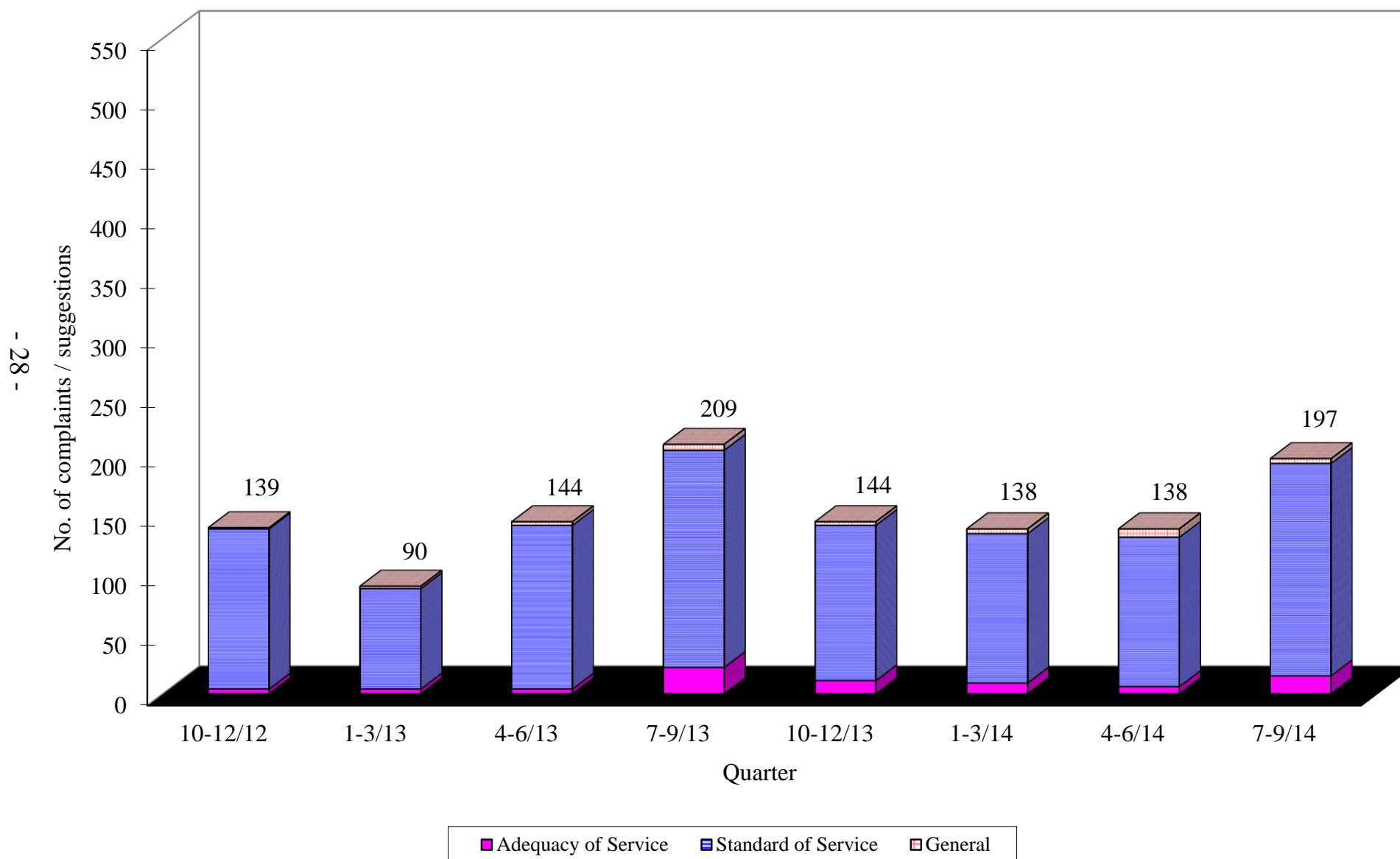
Complaints and Suggestions on the Services of Citybus Limited (Franchise 1) in the Past Eight Quarters

Annex F(ii)



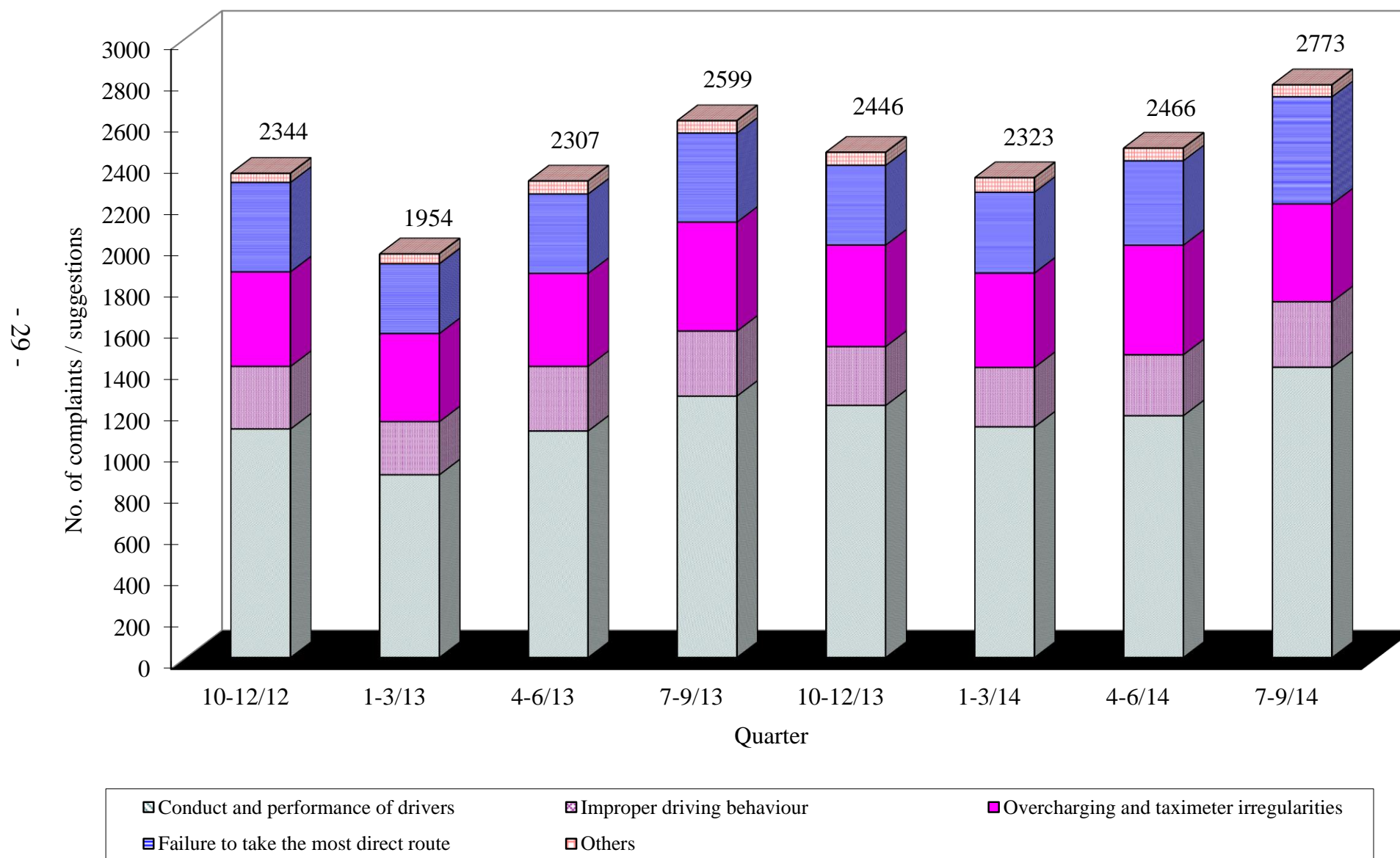
Complaints and Suggestions on the Services of New World First Bus Services Limited in the Past Eight Quarters

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>(1.7.13-30.9.13)</u>	Previous quarter <u>(1.4.14-30.6.14)</u>	Current quarter <u>(1.7.14-30.9.14)</u>
(a)	Conduct and performance of drivers			
(i)	Behaving other than in a civil & orderly manner	477	446	544
(ii)	Refusing hire	642	605	730
(iii)	Soliciting passengers	7	2	1
(iv)	Refusing to drive to destination	122	106	116
(v)	Failure to display driver identity plate	12	9	11
(vi)	Failure to display driver identity plate properly	5	2	3
	Sub-total	1 265	1 170	1 405
(b)	Improper driving behaviour	315	295	317
(c)	Overcharging	407	412	394
(d)	Taximeter irregularities	121	119	80
(e)	Failure to take the most direct route	431	409	519
(f)	Others*	60	61	58
	Total	2 599	2 466	2 773

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

Complaints and Suggestions on Traffic and Road Conditions
(July – September 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)	4 (4)	7 (7)	9 (9)	8 (6)	8 (8)	- (-)	8 (7)	3 (3)	4 (4)	3 (2)	- (-)	2 (2)	6 (5)	1 (1)	3 (3)	3 (2)	2 (1)	- (-)	- (-)
(b) Traffic management	1	1	3	-	8	2	4	1	1	1	2	1	4	2	6	-	-	2	2
(c) Additional traffic signs and aids	-	-	-	3	4	-	-	-	3	1	-	2	1	-	2	-	1	-	-
(d) Parking facilities	-	1	1	-	-	2	1	1	4	1	2	1	-	2	3	-	-	-	-
Sub-total	5	9	13	11	20	4	13	5	12	6	4	6	11	5	14	3	3	2	148
<u>Road Maintenance</u>																			
(a) Road conditions	1	2	4	2	1	2	3	2	3	1	-	-	-	2	1	2	-	-	26
(b) Traffic signs & aids	2	-	2	-	1	-	1	1	1	-	-	2	2	2	1	-	1	-	16
(c) Carriageway markings	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	1
Sub-total	3	2	6	2	2	2	4	3	4	1	-	2	2	5	2	2	1	-	43
<u>Enforcement</u>																			
(a) Illegal parking	20	14	18	12	40	8	36	11	51	4	9	21	21	9	11	9	11	1	306
(b) Other enforcement matters	9	7	10	5	8	6	10	4	10	5	2	12	11	12	8	7	5	4	138
Sub-total	29	21	28	17	48	14	46	15	61	9	11	33	32	21	19	16	16	5	444
Total	37	32	47	30	70	20	63	23	77	16	15	41	45	31	35	21	20	7	635

Complaints and Suggestions on MTR Services (excluding Light Rail)

Nature of Complaint/Suggestion	2013 <u>Jan - Sep</u>	2014 <u>Jan - Sep</u>	<u>Difference</u>
(A) Adequacy of Service			
(1) Frequency/carrying capacity	16	17	+6.3%
(2) Routeing	1	1	-
(3) Hours of operation	1	-	-100.0%
(4) Provision of stops	-	-	-
Sub-total	18	18	-
(B) Standard of Service			
(1) Regularity of service	33	25	-24.2%
(2) Adherence to routeing	-	-	-
(3) Improper driving behaviour	24	14	-41.7%
(4) Conduct and performance of staff (including drivers)	39	68	+74.4%
(5) Overcharging	-	1	-
(6) Cleanliness	6	3	-50.0%
(7) Conditions of vehicles	7	14	+100.0%
(8) Passenger services and facilities	120	172	+43.3%
Sub-total	229	297	+29.7%
(C) General	20	55	+175.0%
Total	267	370	+38.6%

Complaints and Suggestions on Light Rail Services

Nature of Complaint/Suggestion	2013 <u>Jan - Sep</u>	2014 <u>Jan - Sep</u>	<u>Difference</u>
(A) Adequacy of Service			
(1) Frequency/carrying capacity	2	8	+300.0%
(2) Routeing	1	-	-100.0%
(3) Hours of operation	1	-	-100.0%
(4) Provision of stops	-	-	-
Sub-total	4	8	+100.0%
(B) Standard of Service			
(1) Regularity of service	7	5	-28.6%
(2) Adherence to routeing	-	-	-
(3) Improper driving behaviour	15	6	-60.0%
(4) Conduct and performance of staff (including drivers)	5	2	-60.0%
(5) Overcharging	-	-	-
(6) Cleanliness	1	2	+100.0%
(7) Conditions of vehicles	-	1	-
(8) Passenger services and facilities	6	4	-33.3%
Sub-total	34	20	-41.2%
(C) General	7	6	-14.3%
Total	45	34	-24.4%

Complaints and Suggestions on Hong Kong Tramways Services

Nature of Complaint/Suggestion	2013 <u>Jan - Sep</u>	2014 <u>Jan - Sep</u>	<u>Difference</u>
(A) Adequacy of Service			
(1) Frequency/carrying capacity	1	-	-100.0%
(2) Routeing	-	-	-
(3) Hours of operation	-	-	-
(4) Provision of stops	-	-	-
Sub-total	1	-	-100.0%
(B) Standard of Service			
(1) Regularity of service	5	1	-80.0%
(2) Adherence to routeing	-	1	-
(3) Improper driving behaviour	17	18	+5.9%
(4) Conduct and performance of staff (including drivers)	5	5	-
(5) Overcharging	-	-	-
(6) Cleanliness	-	-	-
(7) Conditions of vehicles	4	2	-50.0%
(8) Passenger services and facilities	1	8	+700.0%
Sub-total	32	35	+9.4%
(C) General	16	5	-68.8%
Total	49	40	-18.4%

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

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

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

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

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

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