

QUARTERLY REPORT No. 4 of 2014

by the

TRANSPORT COMPLAINTS UNIT

of the

TRANSPORT ADVISORY COMMITTEE

for the period

1 October 2014 – 31 December 2014

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Chapter 1

Major Areas of Complaints and Suggestions

This is the fourth quarterly report for 2014 covering the period from 1 October to 31 December 2014.

Yearly and Quarterly Trends

2. During the quarter, the Transport Complaints Unit (TCU) received 6 112 complaints and suggestions, including 41 pure suggestions, from 5 539 persons. About 48% (2 684) of these persons lodged their complaints/suggestions by telephone and the remaining 52% (2 855) by e-mail, fax or mail. The number of cases represents a decrease of 16.8% as compared with 7 342 cases in the previous quarter and a decrease of 5.8% as compared with 6 490 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 (2005-2014) 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 6 861 cases (including some outstanding cases from previous quarters) were completed. Of these, 4 712 cases (68%) were found to be substantiated, 193 cases (3%) unsubstantiated, and the remaining 1 956 cases (29%) not pursuable due to lack of evidence. A summary of the results of investigations is at Annex C.

5. During the same period, relevant government departments and public transport operators took on board 19 suggestions made by members of the public who gave proposals to enhance public transport services and improve traffic conditions. A summary of the cases is at Annex D. The Chairman of the TCU Sub-Committee has issued appreciation letters to the proponents of these suggestions who provided their contact details.

Public Transport Services

6. Complaints and suggestions on public transport services accounted for 5 534 cases, which represents a decrease of 17.2% as compared with the previous quarter and a decrease of 6.8% 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 1 623 complaints and suggestions on franchised bus services were received during the quarter, which represents a decrease of 33.2% as compared with the previous quarter and a decrease of 9.0% as compared with the same quarter last year. The decrease in the number of cases received was mainly due to fewer complaints about regularity of services.

8. There were 793 cases on the services of the KMB, as compared with 1 343 cases in the previous quarter and 1 001 cases in the same quarter last year. Among the 793 cases, 78 (or 9.8%) were about the adequacy of service and 698 (or 88%) were about the standard of service.

9. There were 167 cases on the services of Citybus Limited (Franchise 1) (CTB1), as compared with 222 cases in the previous quarter and 154 cases in the same quarter last year. Among the 167 cases, 12 (or 7.2%) were about the adequacy of service while 152 (or 91%) were about the standard of service.

10. There were 156 cases on the services of the New World First Bus Services Limited (NWFB), as compared with 197 cases in the previous quarter and 144 cases in the same quarter last year. Of the 156 cases, 13 (or 8.3%) were about the adequacy of service and 138 (or 88.5%) 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 33 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 62 and 51 respectively.

Public Light Bus Services

13. A total of 1 247 complaints and suggestions on public light bus (PLB) services were received in this quarter, which represents an increase of 7.0% as compared with the previous quarter and an increase of 37.5% 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, 66.7% or 832 cases were on green minibus (GMB) services. The number of cases received in the previous quarter and the same quarter last year were 1 090 and 849 respectively. Among the 832 cases, 90 (or 10.8%) were about the adequacy of service and 729 (or 87.6%) were about the standard of service.

15. The remaining 33.3% or 415 cases were on the services provided by red minibuses (RMB). The number of cases received in the previous quarter and the same quarter last year were 75 and 58 respectively. The upsurge of complaints was mainly about RMB obstruction in Mongkok.

Taxi Services

16. A total of 2 498 cases on taxi services were received in this quarter, which represents a decrease of 9.9% as compared with the previous quarter and an increase of 2.1% 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 2 498 cases received, 2 413 (97%) were related to taxi driver malpractice, as compared with 2 715 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 482 such cases (20%) were referred to the Police.

18. During the quarter, the Police reported the latest developments on 525 cases previously referred to them. These cases are categorised as follows -

	<u>No. of Cases</u>	<u>Percentage</u>
(a) Summonsed	38 (25)	7 (6)
(b) Withdrawn by complainants	391 (297)	75 (76)
(c) Evidence considered insufficient by the Police for further processing	96 (72)	18 (18)
	<u>525 (394)</u>	<u>100 (100)</u>

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

It is noted that 93% of these cases could not be further pursued because of withdrawal by complainants or insufficient evidence.

Rail Services

19. A total of 118 complaints and suggestions on rail services were received. Corresponding figures for the previous quarter and the same quarter last year were 214 and 720 respectively. Of the 118 cases, 103 were on the services of MTRCL.

Ferry Services

20. There were 15 complaints and suggestions on ferry services in this quarter. Corresponding figures for the previous quarter and the same quarter last year were 37 and 29 respectively.

Traffic Conditions

21. There were 81 complaints recorded in this quarter about traffic congestion, as compared with 71 cases in the previous quarter and 43 cases in the same quarter last year. Congestion was reported to have occurred at a total of 63 locations throughout the territory, as illustrated below -

	<u>Number of Complaints</u>		<u>Number of Locations</u>	
Hong Kong Island	47	(28)	33	(26)
Kowloon	17	(23)	15	(22)
New Territories	13	(20)	13	(16)
Others	4	(-)	2	(-)
Total	81	(71)	63	(64)

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

22. Based on the number of complaints received, districts most affected by traffic congestion were Wan Chai (16 cases), Central & Western (15 cases) and Eastern and Southern (eight 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 31 complaints and suggestions on traffic management and 14 requests for additional traffic signs and aids in this quarter. As a comparison, there were 41 and 17 such cases in the previous quarter, and 37 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 26 complaints about road maintenance, as compared with 43 cases in the previous quarter and 39 cases in the same quarter last year. Among the 26 cases, 16 were related to road conditions while 8 were related to malfunctioning of traffic lights and damaged traffic signs.

27. Districts which attracted relatively more complaints about road maintenance were Central & Western (six cases) and Yau Tsim Mong and Yuen Long (three cases each).

Enforcement

28. There were 398 complaints about traffic regulations enforcement in this quarter, which represents a decrease of 10.4% when compared with the previous quarter and an increase of 3.4% 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 6 November 2014, Members discussed -

- (a) complaints about road works and road maintenance;
 - (b) complaints about conduct and performance of staff of public transport services;
 - (c) complaints and suggestions on rail services; and
 - (d) TCU Quarterly Report No. 3 of 2014.
2. Members agreed that -
- (a) complaints and suggestions about road works and road maintenance, conduct and performance of staff of public transport services and rail services should be closely monitored; and
 - (b) TCU Quarterly Report No. 3 of 2014 should be submitted to the Transport Advisory Committee.

Complaints about the vehicular traffic lights along Salisbury Road

3. TCU received a complaint in October 2014 about the vehicular traffic lights along Salisbury Road westbound not being synchronized. The complainant complained that green signals of the traffic lights between Chatham Road South and the Star Ferry Pier did not light up at the same time to allow for a smooth traffic flow.

4. The Transport Department (TD) explained that it was a usual arrangement for green vehicular signals to light up at different times along different sections of a road. Depending on the traffic condition, green signal might light up first for the traffic light located upstream in some areas as it would take some time for vehicles to reach downstream. At other locations, the green signal for traffic light located downstream might light up first to free

up space for the vehicles coming from upstream. Therefore, setting green signals to light up at the same time for all traffic lights along different sections of a road would not be the most effective way to ensure a smooth traffic flow.

5. TD further advised that the traffic lights along Salisbury Road had been set with the optimal cycles taking into account the traffic condition and the need of pedestrians. In fact, a signalized control crossing had been added recently at the junction of Salisbury Road and Nathan Road to facilitate pedestrian crossing the road. TD would continue to monitor the traffic condition in the area and make adjustments to the traffic arrangements when necessary.

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

Suggestion on the door chimes of MTR trains

7. A member of the public approached TCU in December 2014 to express concern on the recent change of the audible warnings for door closing of MTR trains. She said that only warning announcements were broadcast for door closing and she did not hear the usual "Do-Do-Do" closing door chime on a few occasions when she took MTR trains. She suggested keeping the "Do-Do-Do" door chime as a warning for door closing.

8. The MTR Corporation Limited (MTRCL) advised that the volume of the audible warnings was set to a level so as to allow passengers to be aware of the door closing and yet it should not overwhelm the comfortable environment on the platform and in the passenger compartment.

9. The MTRCL further advised that standardized train door chimes across MTR lines were being rolled out from 10 December 2014 to facilitate smoother train operations and to raise passenger awareness of door safety by providing clearer audio signals to indicate when doors were opening and closing. When implemented, passengers would hear a new "Ding-Dong" chime indicating that the platform and train doors were opening and passengers waiting on the platform should let those on the train alight first before boarding. When the platform and train doors were closing, the familiar "Do-Do-Do" chime would sound to alert passengers to stop boarding and wait for the next train.

The chimes would be sounded at the same time on the platforms and in the compartments. The MTRCL planned to implement the standardized train door chimes to all MTR lines in the first quarter of 2015.

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

Complaint about long pedestrian red time of a traffic light at the junction of Ming Kum Road and Shek Pai Tau Road in Tuen Mun

11. A complaint was lodged in December 2014 about the long pedestrian red time of a traffic light at the junction of Ming Kum Road and Shek Pai Tau Road in Tuen Mun causing inconvenience to pedestrians.

12. Upon receipt of the complaint, TD had checked the traffic light concerned and found no malfunction. TD advised that the junction of Ming Kum Road and Shek Pai Tau Road was shared by Light Rail vehicles, other vehicles and pedestrians. The traffic signals at the location operated with a view to achieving an optimal efficiency according to the traffic condition. Being the major public transport in Tuen Mun, the operation of Light Rail was accorded priority at junctions used by Light Rail vehicles, so as to shorten the travelling time for a large number of passengers.

13. TD further advised that push-buttons were installed for the traffic light at the junction concerned. By pressing the buttons, pedestrians would alert the traffic control system to activate the pedestrian green signal at the earliest possible time. However, the waiting time for pedestrian green signal would vary having regard to the traffic flow in the area nearby as detected by sensors on the carriageway. Nevertheless, pedestrians were advised to use the push-buttons.

14. The complainant was informed of TD's reply and raised no further question.

Chapter 3

Feature Article

Overview of Complaints and Suggestions Received in 2014

Overall Trend

TCU received 24 763 complaints and suggestions in 2014. Among these, 179 were pure suggestions. The number of cases recorded an increase of 2.6% when compared with 24 133 cases received in 2013. A breakdown of the complaints and suggestions received by TCU in the past five years is at Annex J. A breakdown of the cases received in 2014 by category is as follows -

<u>Nature of Complaint/Suggestion</u>	<u>2013</u>	<u>2014</u>	<u>Difference</u>
Public Transport Services	21 847	22 550	+3.2%
Traffic Conditions	529	473	-10.6%
Road Maintenance	155	126	-18.7%
Enforcement	1 510	1 527	+1.1%
Miscellaneous	92	87	-5.4%
Total	24 133	24 763	+2.6%

Public Transport Services

2. Public transport services remained the major area of concern. In 2014, 22 550 complaints and suggestions were received, accounting for more than 90% of the total number of cases. Among these, 119 were pure suggestions. The number of cases in this category recorded an increase of 3.2% as compared with 21 847 cases in 2013. A breakdown of the complaints and suggestions by mode of transport is as follows -

<u>Mode of Transport</u>	<u>2013</u>	<u>2014</u>	<u>Difference</u>
Franchised Buses	7 424	7 442	+0.2%
Non-franchised Bus Services	182	174	-4.4%
Green Minibuses	3 458	3 515	+1.6%
Red Minibuses	290	640	+120.7%
Taxis	9 306	10 060	+8.1%
Rail Transport	1 082	563	-48.0%
Ferries	105	156	+48.6%
Total	21 847	22 550	+3.2%

Franchised Bus Services

3. There were 7 442 cases on franchised bus services in 2014, representing no significant change to the number of 7 424 cases in 2013. Though there was a reduction on the number of complaints against standard of service (-71 cases), there was an increase in the number of complaints against adequacy of service (+97 cases). A breakdown of the 7 442 cases by individual franchised bus companies is at Annex K.

4. With the concerted effort of the bus companies in recruitment of bus captain as well as making adjustment to bus operation and service timetable of individual routes in light of the actual operational situation, the reliability of bus service continued to improve in 2014, which was reflected by the decreasing number of complaints against regularity of service (from 3 897 cases in 2013 to 3 767 cases in 2014, representing a reduction of 3.3%). The Transport Department (TD) also noted that there was obvious reduction in the number of complaints against passenger services and facilities (from 981 cases in 2013 to 849 cases in 2014, representing a reduction of 13.5%). Having said that, TD will continue to monitor the quality of passenger service and facilities provided by the bus companies. In view of the increasing trend of complaints against conduct and performance of staff in 2014 (from 908 cases in 2013 to 1 107 cases in 2014, representing an increase of 22%), the TD has requested the bus companies to strengthen training given to their staff on driving attitude and customer service and in handling passengers' enquiries and complaints.

5. The bus route rationalisation plans were vigorously pursued in 2014, in particular in four districts, namely, Shatin, Yuen Long, Tai Po and Tsing Yi where bus services were rationalised under “Area Approach”. As it takes time for passengers to adapt to the changed bus network and for the travelling pattern to stabilise, this might be attributable to the increase in complaints on adequacy of service. Nevertheless, the TD would continue to pursue bus rationalisation plans after detailed assessment and extensive consultation with a view to efficiently using existing bus resources to cater for the changing demand, alleviating traffic congestion as well as improving the environment.

Non-franchised Bus Services

6. There were 174 cases on non-franchised bus services in 2014, representing a decrease of 4.4% compared with 182 cases in 2013. The decrease was due to the reduced number of complaints about adequacy of service. A detailed breakdown of the 174 cases received in 2014 is at Annex L.

Public Light Bus Services

7. A total of 4 155 complaints and suggestions on public light bus (PLB) services were received in 2014, representing an increase of 10.9% as compared with 3 748 cases in 2013.

8. There were 3 515 cases on green minibus (GMB) services, representing an increase of 1.6% when compared with 3 458 cases in 2013. The increase was mainly attributable to more complaints on regularity of service. A detailed breakdown of the 3 515 cases is at Annex M.

9. There were 640 cases on red minibus (RMB) services, representing an increase of 120.7% when compared with 290 cases in 2013. A detailed breakdown of the 640 cases is at Annex N.

10. All the complaints and suggestions on PLB services were referred to the TD or the Police for follow-up actions. The number of complaints about regularity of service against GMBs increased from 798 in 2013 to 880 in 2014. The service regularity of GMB was mainly affected by shortage of drivers and

traffic congestion. TD will continue to implement measures to help GMB operators, such as service rationalisation and fare increases, to improve the financial viability of GMB services thus enabling the operators to employ adequate drivers by increasing drivers' wages; and to implement frequency adjustment and operate short-working and supplementary trips to avoid congested roads with a view to improving the regularity of services. For the complaints on improper driving behavior, the number of complaints decreased from 680 in 2013 to 578 in 2014 for GMB services. The decrease might be attributable to the strengthening of staff supervision by the operators and the increase of drivers' wages. TD will continue to closely monitor the GMB service regularity and the driver's driving behavior through surveys.

11. The drastic increase in the number of complaints against RMB under "General" from 35 in 2013 to 367 in 2014 was attributable to the large number of complaints on obstruction to traffic caused by RMBs in Mong Kok in late 2014. TD reminded the RMB associations by letter and at the regular meeting in December 2014 not to cause obstruction to other traffic, in particular on Tung Choi Street in Mong Kok.

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 the PLB Newsletter, provision of workshops for PLB drivers to enhance safe driving and customer service, and appeals to the GMB operators and RMB associations to promote safe driving and quality service.

13. To further enhance the safety of operation and quality of PLB services, the legal requirement to install approved electronic data recording devices on newly registered PLBs was implemented on 1 December 2014 and that to complete a pre-service course by applicants for a PLB driving licence will be implemented on 1 June 2015.

Taxi Services

14. There were 10 060 cases on taxi services in 2014, representing an increase of 8.1% when compared with 9 306 cases in 2013. The increase was mainly attributable to more complaints about taxi driver malpractice (especially those related to drivers behaving other than in a civil and orderly manner; refusing hire; and failure to take the most direct route). A detailed breakdown of the 10 060 cases is at Annex O.

15. The Government has been taking measures to improve the standard of taxi services in Hong Kong. The Police have, in various police districts, particularly the districts frequented by tourists, implemented targeted measures against taxi malpractice on a regular basis. Key tasks are to strengthen patrols at black spots like Lan Kwai Fong and Canton Road and launch intelligence-led operations. In encountering any taxi malpractice, such as overcharging, refusing hire and soliciting passengers, members of the public are strongly encouraged to have the incidents reported to the Police with details, such as date, time, location and taxi registration numbers, for investigation. Police will take prosecution action if there is sufficient evidence.

16. TD and the Quality Taxi Services Steering Committee (QTSSC)¹ have already set up information boards at major taxi stands and tourist spots to provide passengers, particularly tourists, with information on taxi fares as well as reference fares for taxi rides to major destinations. Information flyers on taxi fares are being distributed at Hong Kong International Airport, Hong Kong Tourism Board's visitor centres at major tourist spots, Ocean Terminal and Kai Tak Cruise Terminal. TD and QTSSC also inform different passenger groups via channels like taxi service guidebooks and websites on useful taxi information and tips on lodging complaints.

17. TD and QTSSC also promulgated a set of service standards to taxi drivers, produced for them self-learning programmes on languages and taxi operation, and periodically published Taxi Newsletters for drivers with a view to reminding them the need to provide high-standard services. Radio programmes and segments will also be broadcast on Commercial Radio in the first quarter of 2015 to remind taxi drivers to behave courteously and refrain from malpractices.

18. The Taxi Driver Commendation Scheme was launched in 2001 by TD and QTSSC to establish an on-going channel to commend taxi drivers who have provided quality taxi services to passengers. Between 2002 and 2013, a total of 122 people were conferred with the honour of Quality Taxi Drivers under the Scheme. To improve the convenience for the public to access the QTSSC website to nominate drivers, a QR code has been created and printed in taxi publicity materials since 2013. Besides, postage will be free if nomination forms are mailed in Hong Kong.

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.

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

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

Rail Services

21. There were 563 cases on rail services in 2014, which represents a decrease of 48% when compared with 1 082 cases in 2013. The decrease was mainly attributable to fewer complaints about the Mass Transit Railway (MTR) services (excluding Light Rail). There were 465 complaints about MTR services (excluding Light Rail) as compared with 930 complaints in 2013. A breakdown of the 563 cases by individual railway companies is at Annex P.

22. The drop of complaints against MTR services in 2014 was mainly related to the absence of the nuisance brought to passengers by the "MTR Talkazine"². This issue alone had accounted for 563 complaints in 2013. Due to large number of complaints received against the talk show as it caused noise nuisance to passengers, MTR Corporation Limited (MTRCL) terminated the talk show after two weeks of the trial.

23. On the other hand, the number of complaints in the areas of "conduct and performance of staff" and "general" against MTR service increased in 2014. The increase in the number of cases was mainly due to a stray dog incident on East Rail Line tracks on 20 August 2014. This incident was widely discussed in social media leading to demonstration to the headquarters of MTRCL and various stations, accusing MTRCL of killing the dog deliberately. MTRCL

² The MTR Corporation Limited (MTRCL) originally intended to launch a three-month trial of a live talk show, "the MTR Talkazine", in station concourses of Kwun Tong Line, Island Line, Tsuen Wan Line and Tseung Kwan O Line during evening peaks on every Friday, Saturday and Sunday. The talk show started on 28 September 2013 aiming to bring the latest news on MTRCL's service enhancements for passengers and up-to-date train service information.

then set up a Task Force to investigate the incident and introduce improvement measures and staff training to handle situation when stray dogs are found on rail track and to prevent similar incidents from happening.

Ferry Services

24. There were 156 cases on ferry services in 2014, representing an increase of 48.6% when compared with 105 cases in 2013. A breakdown of the 156 cases by individual ferry companies is at Annex Q. The increase is mainly caused by complaints against New World First Ferry (“NWFF”).

25. There were 115 complaints against NWFF in 2014, including 76 about frequency/carrying capacity, 12 about regularity of service, and the remaining ones were about improper driving behaviour, conduct & performance of staff, overcharging, cleanliness, conditions of vessel and passenger services & facilities. Majority of the complaints were caused by the increase in passenger demand for “Central – Cheung Chau” licensed ferry route, especially during the Lunar New Year holiday period. In February 2014, 60 complaints cases on the frequency/carrying capacity of the “Central – Cheung Chau” route were received. TD has asked NWFF to arrange additional sailings to cater for the passenger demand. In fact, the number of complaints and suggestions had significantly reduced after February 2014.

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

Traffic Conditions

27. In 2014, 473 complaints and suggestions about traffic conditions were received, accounting for about 2% of the total number of cases. The number of cases in this category recorded a decrease of 10.6% as compared with 529 cases in 2013.

Traffic Congestion

28. Of the 473 cases received, 242 (51%) were related to traffic congestion. This represents an increase of 2.1% as compared with 237 cases in 2013. A breakdown of the complaints about traffic congestion by district is at Annex R. In 2014, districts which attracted relatively more complaints are -

<u>District</u>	<u>No. of complaints</u>		<u>Difference</u>
	<u>2013</u>	<u>2014</u>	
Central & Western	24	32	+33.3%
Wan Chai	18	29	+61.1%
Yau Tsim Mong	12	21	+75.0%
Kowloon City	20	20	-

29. Factors contributing to the complaints about traffic congestion in 2014 are broken down as follows –

<u>Factor</u>	<u>No. of complaints</u>		<u>Difference</u>
	<u>2013</u>	<u>2014</u>	
Traffic management	113	131	+15.9%
Road works	63	46	-27.0%
Vehicle obstruction	26	35	+34.6%
Others	35	30	-14.3%
Total	237	242	+2.1%

30. All the complaints and suggestions concerning traffic congestion were referred to TD, the Police, the Highways Department and other relevant departments for consideration and follow-up actions. In 2014, TD implemented the following measures to alleviate traffic congestion -

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

Traffic Management

31. In 2014, there were 134 complaints and suggestions on traffic management matters (excluding those causing congestion). These cases were related to traffic light phasing, traffic lane arrangements and restricted zones. The number of cases represents a decrease of 21.6% as compared with 171 cases in 2013.

Additional Traffic Signs and Aids

32. TCU received 49 requests for additional traffic signs and aids in 2014, 33.8% less than that of 2013.

Parking Facilities

33. There were 48 complaints and suggestions on parking facilities in 2014. This represents a slight increase of 2.1% as compared with 47 cases in 2013.

Road Maintenance

34. In 2014, 126 complaints and suggestions about road maintenance were received, accounting for about 1% of the total number of cases. The number of cases in this category recorded a decrease of 18.7% as compared with 155 cases in 2013.

Enforcement

35. In 2014, 1 527 complaints about enforcement matters were received, accounting for about 6% of the total number of cases. A comparison between the complaints received in 2014 and 2013 is as follows -

<u>Category</u>	<u>2013</u>	<u>2014</u>	<u>Difference</u>
Illegal parking	989	1 057	+6.9%
Other enforcement matters	521	470	-9.8%
Total	1 510	1 527	+1.1%

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

Illegal Parking

36. In 2014, districts which attracted relatively more complaints about illegal parking are -

<u>District</u>	<u>No. of Complaints</u>		<u>Difference</u>
	<u>2013</u>	<u>2014</u>	
Yau Tsim Mong	119	146	+22.7%
Kwun Tong	103	109	+5.8%
Kowloon City	77	86	+11.7%
Sha Tin	95	79	-16.8%

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

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

Other Enforcement Matters

39. In 2014, districts which attracted relatively more complaints about motorists/pedestrians failing to comply with traffic regulations are -

<u>District</u>	<u>No. of Complaints</u>		<u>Difference</u>
	<u>2013</u>	<u>2014</u>	
Kowloon City	68	44	-35.3%
Wan Chai	41	43	+4.9%
Yau Tsim Mong	51	40	-21.6%
Yuen Long	25	36	+44.0%

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

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

Complaints and Suggestions Received by TCU

<u>Nature of Complaint/Suggestion</u>	<u>Same quarter last year (1.10.13-31.12.13)</u>			<u>Previous quarter (1.7.14-30.9.14)</u>			<u>Current quarter (1.10.14-31.12.14)</u>		
I. Public Transport Services									
(a) Adequacy of service	326	[28]		448	[20]		249	[15]	
(b) Standard of service	5 487	[10]		6 066	[4]		4 822	[11]	
(c) General	123	[5]		168	[9]		463	[4]	
	5 936	[43]	(91%)	6 682	[33]	(90%)	5 534	[30]	(90%)
II. Traffic Conditions									
(a) Traffic congestion	43	[1]		71	[1]		81		
(b) Traffic management	37	[9]		41	[6]		31	[7]	
(c) Additional traffic signs and aids	17	[7]		17	[4]		14	[1]	
(d) Parking facilities	9	[2]		19			6	[1]	
	106	[19]	(1%)	148	[11]	(2%)	132	[9]	(2%)
III. Road Maintenance									
(a) Road conditions	18			26			16		
(b) Traffic signs and aids	18			16			8		
(c) Carriageway markings	3			1			2		
	39		(1%)	43		(1%)	26		(1%)
IV. Enforcement									
(a) Illegal parking	251			306			277		
(b) Other enforcement matters	134	[1]		138			121		
	385	[1]	(6%)	444		(6%)	398		(6%)
V. Miscellaneous									
	24	[5]	(1%)	25	[2]	(1%)	22	[2]	(1%)
Total	6 490	[68]	(100%)	7 342	[46]	(100%)	6 112	[41]	(100%)

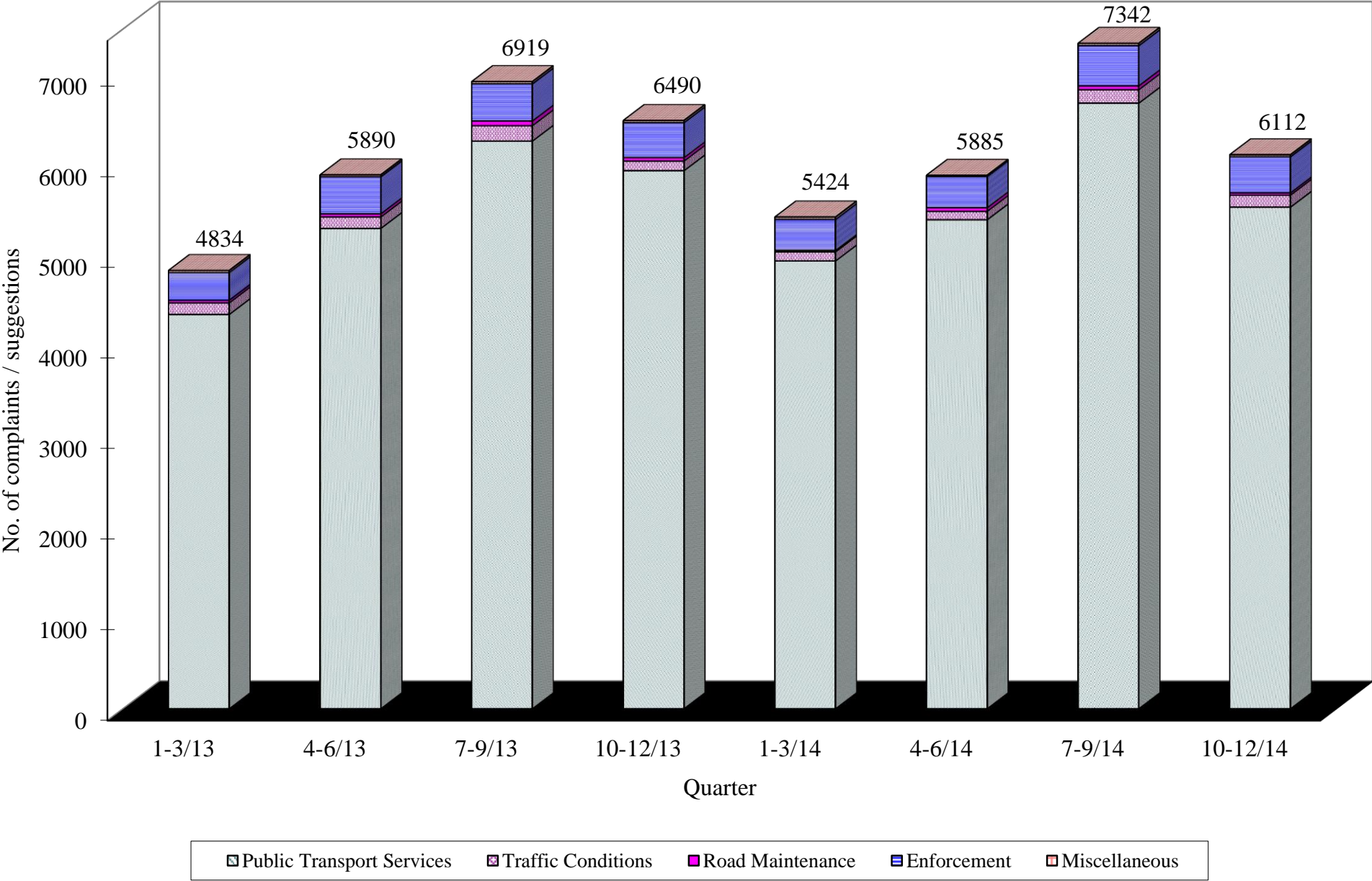
Notes : (1) Figures in square brackets are the number of pure suggestions received in the quarter. The figures have been included in the overall number of cases received.

(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

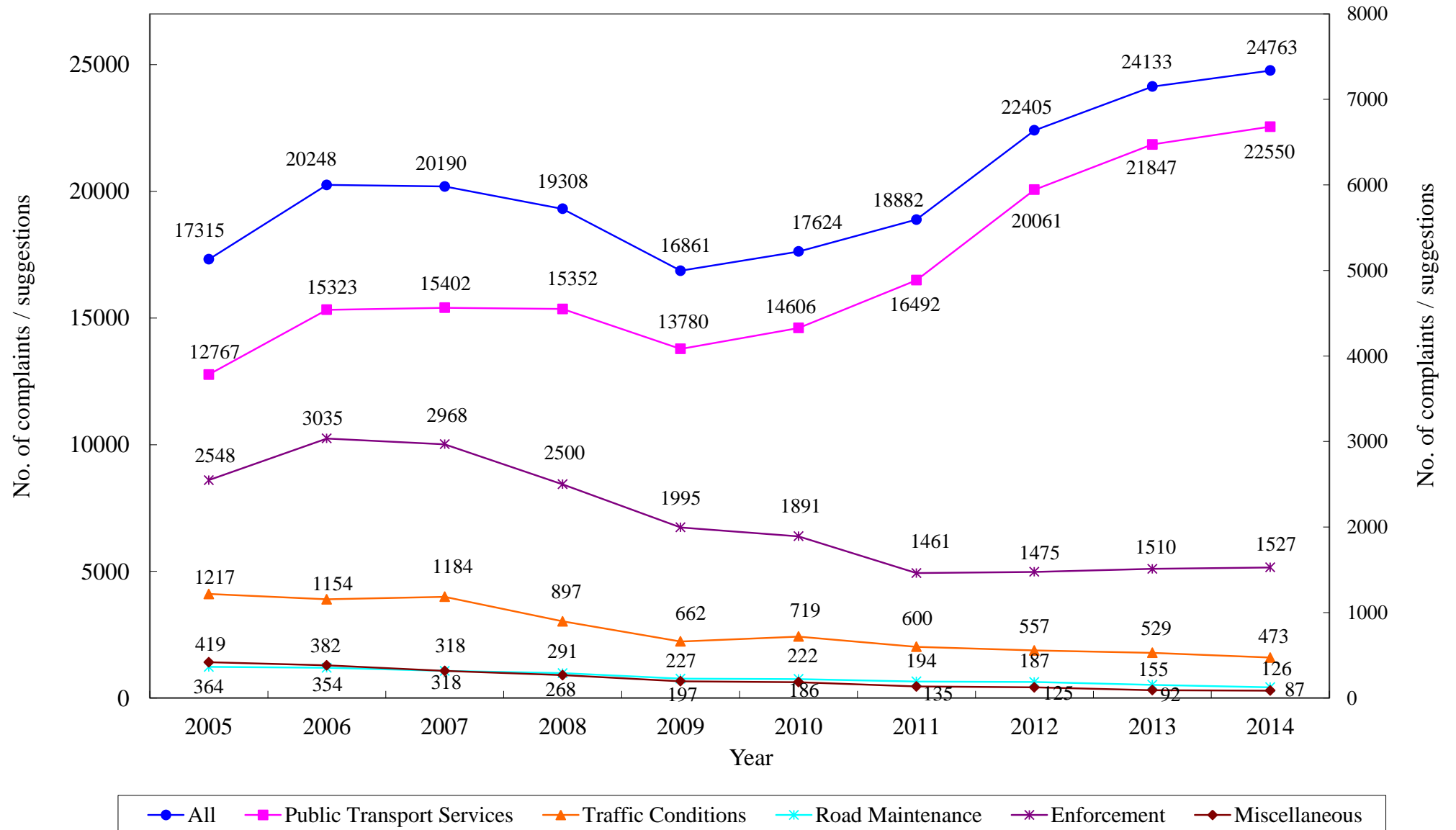
Annex A(ii)

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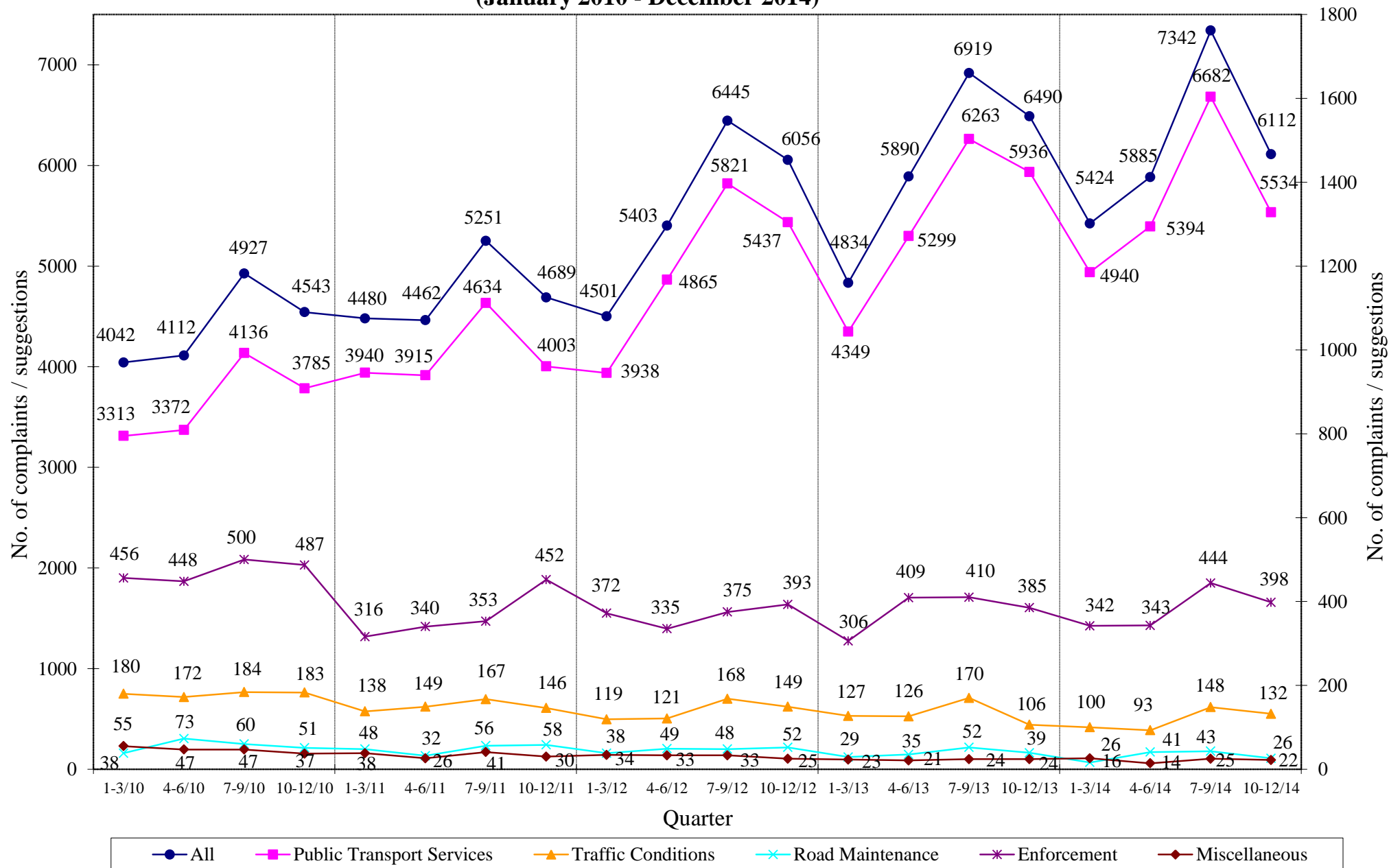
Trends of Complaints and Suggestions Received by TCU (2005 - 2014)

Annex B(i)



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

Annex B(ii)



Summary of Results of Investigations into Complaints and Suggestions
(October – December 2014)

Outcome of Investigation Nature of Complaint/ Suggestion					
	A1	A2	B	C	Total
I. Public Transport Services					
(a) Adequacy of service	25	363	13	-	401
(b) Standard of service	1 127	2 507	126	1 891	5 651
(c) General	42	114	14	10	180
	1 194	2 984	153	1 901	6 232
II. Traffic Conditions					
(a) Traffic congestion	18	44	5	-	67
(b) Traffic management	10	17	17	-	44
(c) Additional traffic signs/aids	5	5	4	-	14
(d) Parking facilities	8	5	4	-	17
	41	71	30	-	142
III. Road Maintenance					
(a) Road conditions	24	2	1	-	27
(b) Traffic signs and aids	13	2	3	-	18
(c) Carriageway markings	-	-	-	-	-
	37	4	4	-	45
IV. Enforcement					
(a) Illegal parking	206	63	1	2	272
(b) Other enforcement matters	44	54	1	51	150
	250	117	2	53	422
V. Miscellaneous	9	5	4	2	20
Total	1 531 (22%)	3 181 (46%)	193 (3%)	1 956 (29%)	6 861 (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
(October – December 2014)

Outcome of Investigation Mode of Transport	A1	A2	B	C	Total
The Kowloon Motor Bus Company (1933) Limited	288	917	34	7	1 246
Citybus Limited (Franchise 1)	50	134	25	9	218
Citybus Limited (Franchise 2)	15	40	1	-	56
The New World First Bus Services Limited	43	126	16	9	194
The New Lantao Bus Company (1973) Limited	10	8	-	-	18
Long Win Bus Company Limited	19	18	6	1	44
Cross-harbour Bus Services	134	259	24	12	429
Non-franchised Bus Services	9	38	6	1	54
Green Minibus	514	402	16	21	953
Red Minibus	51	14	2	9	76
Taxi	21	851	3	1 832	2 707
MTR Corporation Limited (Excluding Light Rail)	30	136	13	-	179
MTR Corporation Limited (Light Rail)	2	7	2	-	11
The Hongkong Tramways Limited	4	4	-	-	8
New World First Ferry Services Limited	1	21	3	-	25
The “Star” Ferry Company Limited	-	-	1	-	1
Minor Ferries	3	9	1	-	13
Total	1 194 (19%)	2 984 (48%)	153 (2%)	1 901 (31%)	6 232 (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
(October – December 2014)

I. Public Transport Services

- Remove railings and add queue markings at a bus stop at Tung Lo Wan Road to facilitate passengers.

II. Traffic Management

Hong Kong Island

- Extend “No Stopping” restriction at Wong Nai Chung Road to prevent vehicle obstruction.
- Add box junction road markings at the junction of Smithfield and Belcher's Street to prevent vehicle obstruction.
- Modify road markings at the junction of Tung Lo Wan Road, Lin Fa Kung Street West and Lai Yin Lane to better guide motorists entering Lai Yin Lane.
- Add a “Slow” road marking at Victoria Road to remind motorists.
- Add road markings at Ap Lei Chau Bridge Road to better guide motorists to the proper traffic lanes.

Kowloon

- Increase the vehicular green time of a traffic light at the junction of Embankment Road and Prince Edward Road West during peak hours to improve traffic flow.
- Add a set of traffic light with “turn left green arrow” signal aspect at the junction of Argyle Street and Nathan Road to better alert motorists.

- Impose “No Stopping” restriction at Foo Yuen Street to prevent vehicle obstruction.
- Add a direction sign at Boundary Street to better guide motorists.
- Modify road markings at Lin Cheung Road southbound near Cherry Street to improve traffic flow.
- Modify road markings at Lung Kong Road to improve traffic flow.
- Convert parking spaces for coaches to those for private cars at Baptist University Road to facilitate parking of private cars.
- Delete a metered parking space at Granville Road to facilitate loading and unloading activities.

New Territories

- Extend the effective hours of “No Stopping” restriction at Shek Yam Road to prevent vehicle obstruction.
- Add a “Turn Left” traffic sign at Tong Yin Street to remind motorists.
- Adjust the volume of the audible signal at On Chun Street to facilitate pedestrians.
- Install railings at Sha Tseng Road and Tsing Yeung Circuit to deter illegal parking on pavement.

Complaints and Suggestions on Public Transport Services
(October – December 2014)

Legend

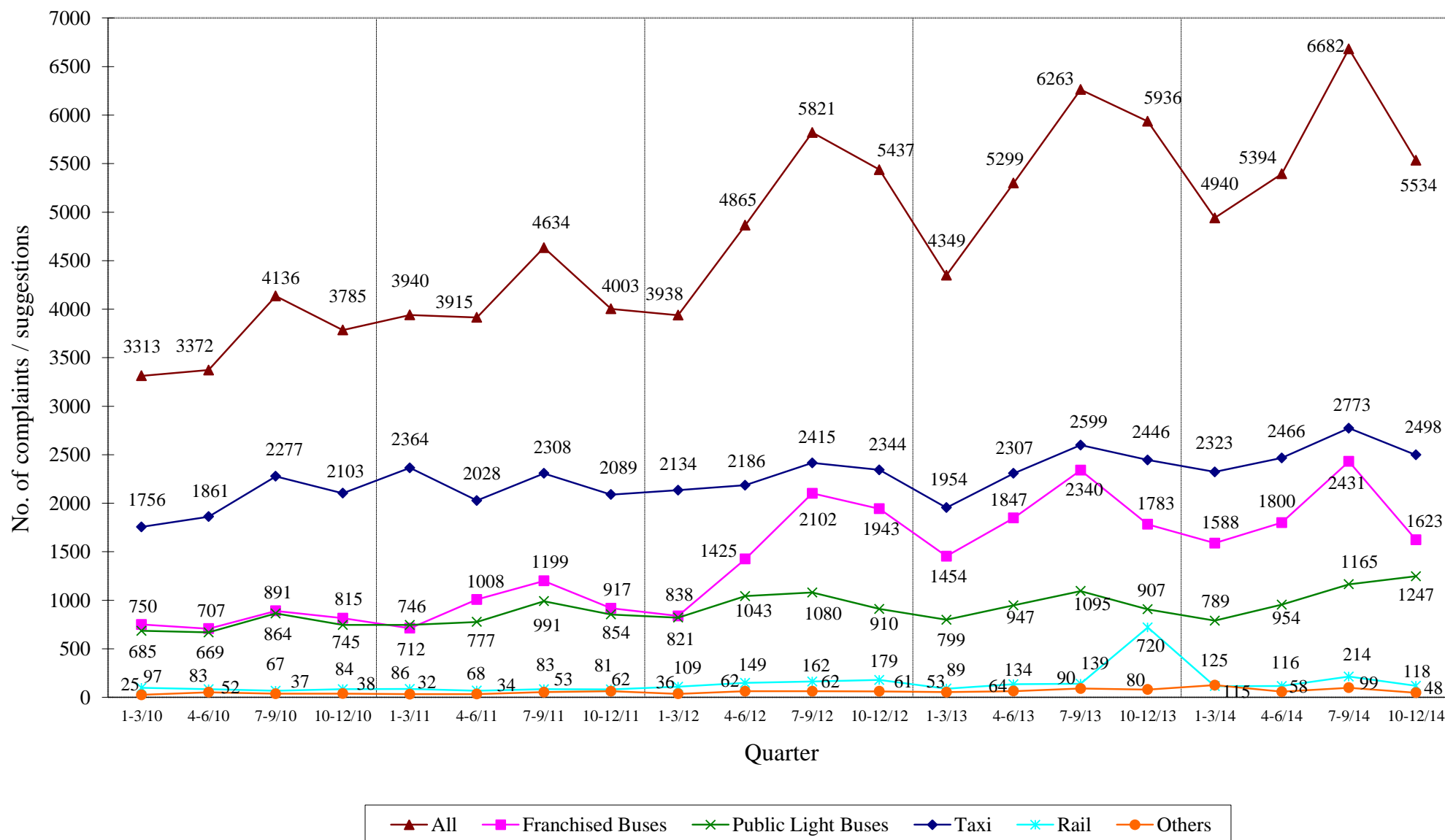
KMB	The Kowloon Motor Bus Company (1933) Limited
CTB1	Citybus Limited (Franchise 1)
CTB2	Citybus Limited (Franchise 2)
FB	The New World First Bus Services Limited
NLB	The New Lantau Bus Company (1973) Limited
LWB	Long Win Bus Company Limited
XHT	Cross-harbour Bus Services
NFBS	Non-franchised Bus Services
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	39	6	1	8	5	8	16	2	76	-	-	5	4	-	3	-	1	174
(2) Routeing	25	4	1	4	-	-	6	-	5	-	-	1	-	-	-	-	1	47
(3) Hours of operation	3	-	-	-	-	1	-	-	2	-	-	-	-	-	-	-	-	6
(4) Provision of stops	11	2	-	1	-	-	-	1	7	-	-	-	-	-	-	-	-	22
Sub-total	78	12	2	13	5	9	22	3	90	-	-	6	4	-	3	-	2	249
(B) Standard of Service																		
(1) Regularity of service	316	98	19	93	2	16	242	15	215	-	-	11	2	1	-	-	2	1032
(2) Adherence to routeing	4	3	-	1	-	3	8	-	45	-	411	-	-	-	-	-	-	475
(3) Improper driving behaviour	84	11	4	13	3	4	18	3	141	59	270	8	1	8	-	-	-	627
(4) Conduct & performance of staff (including drivers)	136	26	16	23	3	11	53	5	278	14	1262	17	1	2	3	-	2	1852
(5) Overcharging	4	-	-	-	-	-	1	-	18	2	470 *	-	-	-	-	-	-	495
(6) Cleanliness	2	-	-	-	-	-	-	-	8	1	13	2	-	-	1	-	-	27
(7) Conditions of vehicles/vessels	5	-	1	1	-	1	2	2	14	-	3	2	-	-	-	-	-	31
(8) Passenger services & facilities	147	14	8	7	2	4	35	2	10	3	1	47	-	2	1	-	-	283 #
Sub-total	698	152	48	138	10	39	359	27	729	79	2430	87	4	13	5	-	4	4822
(C) General	17	3	2	5	1	2	8	3	13	336	68	2	-	2	1	-	-	463
Total this quarter	793	167	52	156	16	50	389	33	832	415	2498	95	8	15	9	-	6	5534
Grand-total	(1623)							(3778)				(118)			(15)			
Total previous quarter	1343	222	53	197	23	58	535	62	1090	75	2773	193	14	7	24	1	12	6682
Total same quarter last year	1001	154	43	144	14	48	379	51	849	58	2446	663	9	48	10	2	17	5936

* Including taximeter irregularities

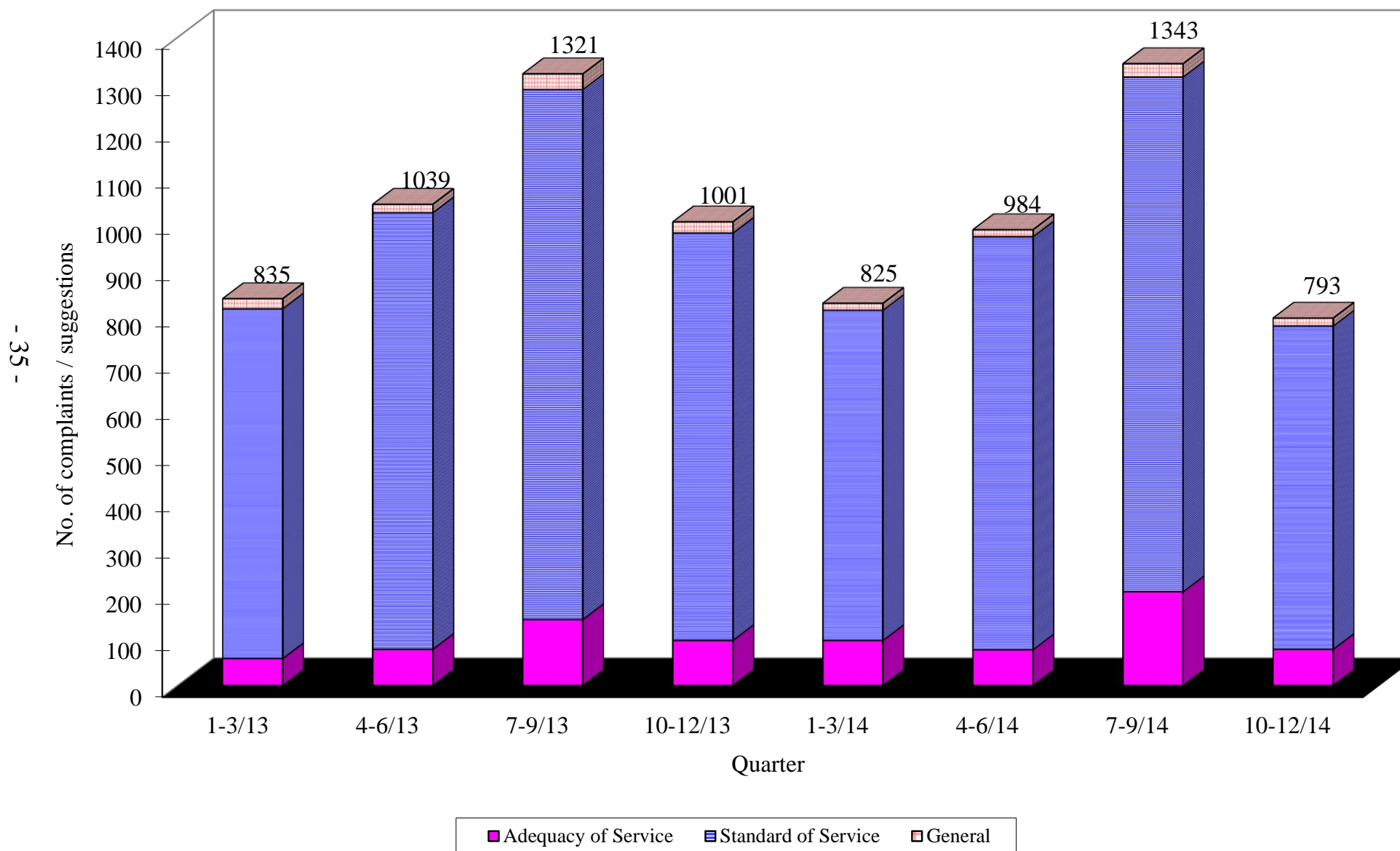
Including 146 complaints from 40 complainants about audio-visual broadcasting on public transport vehicles

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



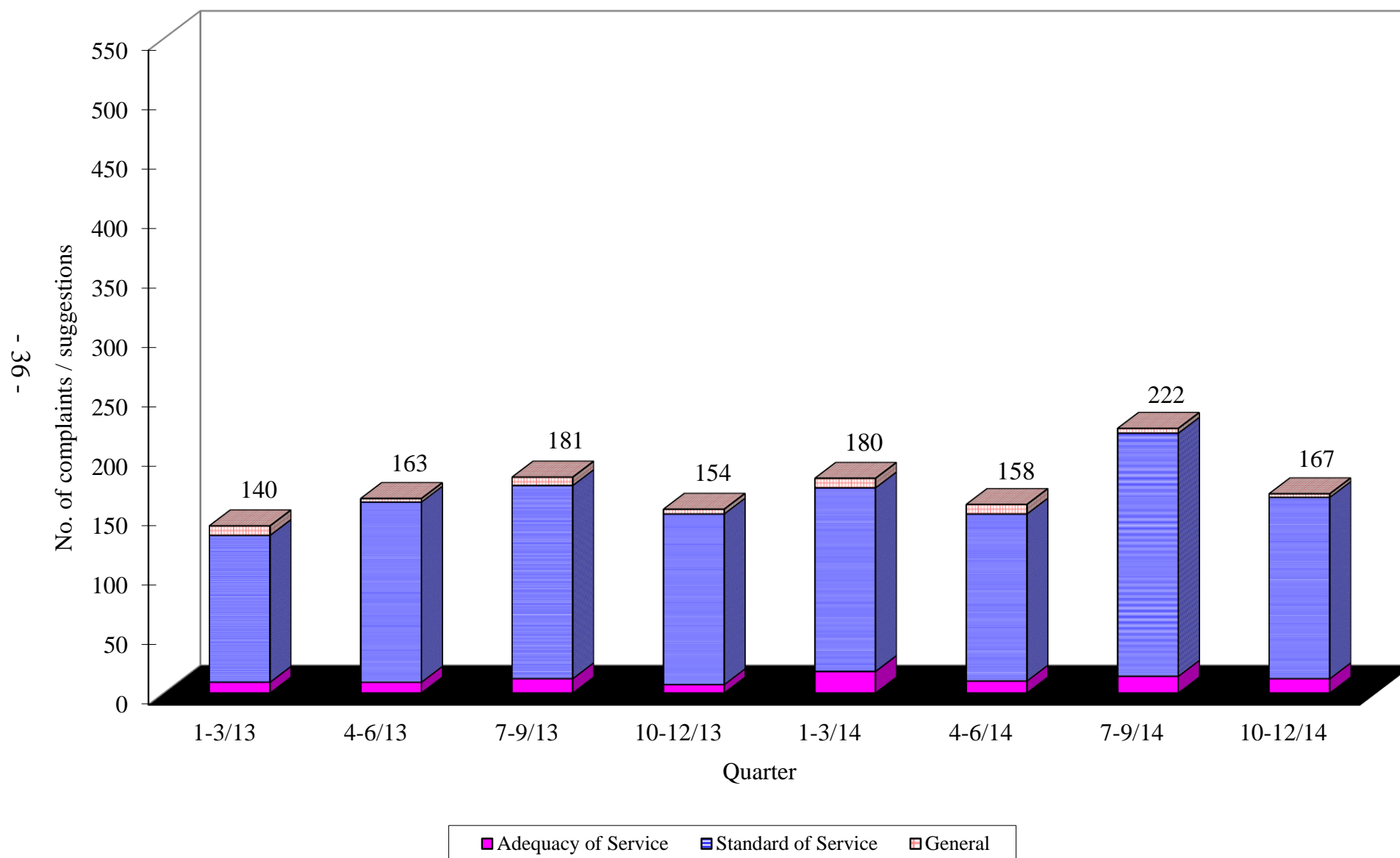
Complaints and Suggestions on the Services of Kowloon Motor Bus Company (1933) Limited in the Past Eight Quarters

Annex F(i)



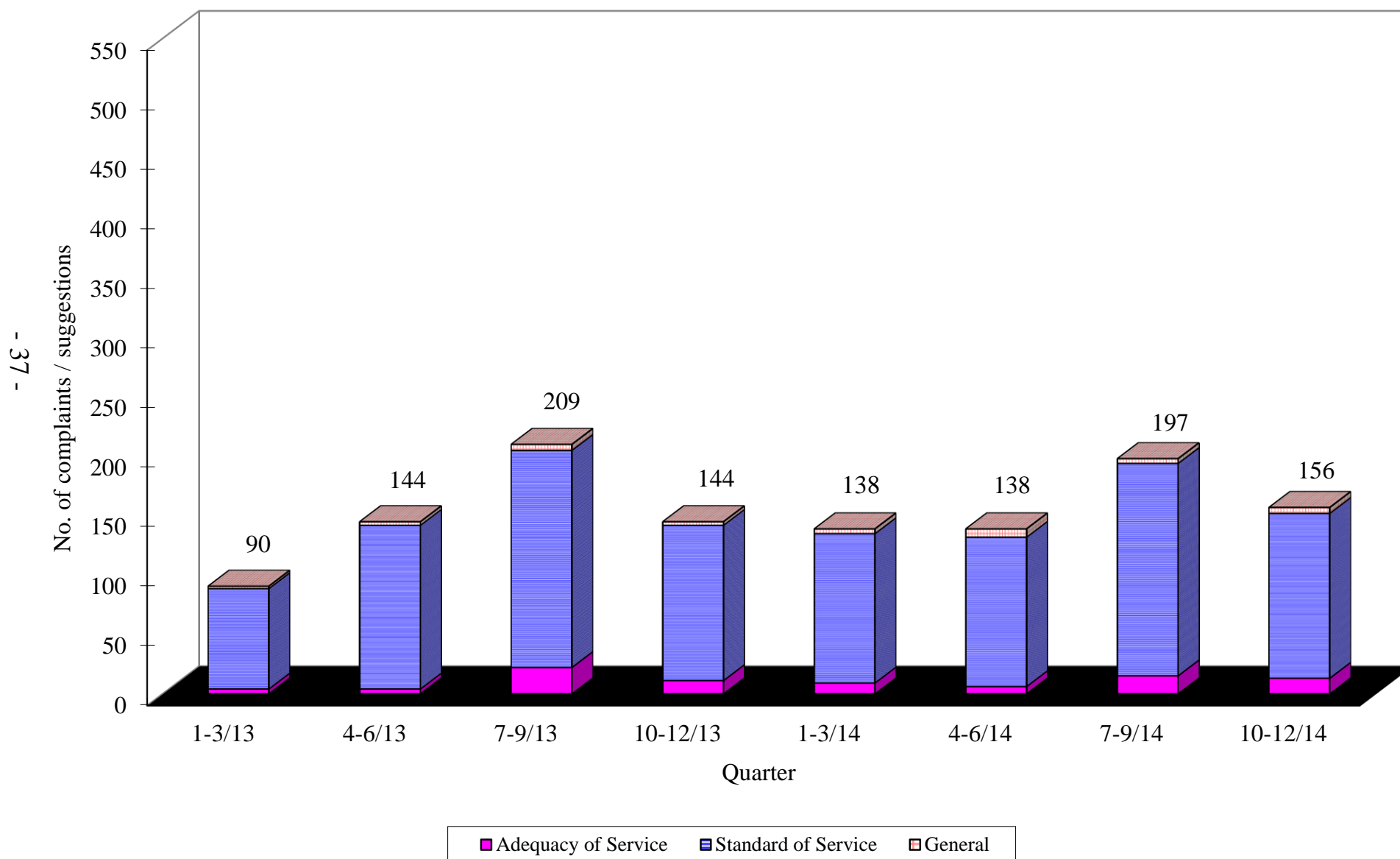
Complaints and Suggestions on the Services of Citybus Limited (Franchise 1) in the Past Eight Quarters

Annex F(ii)



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

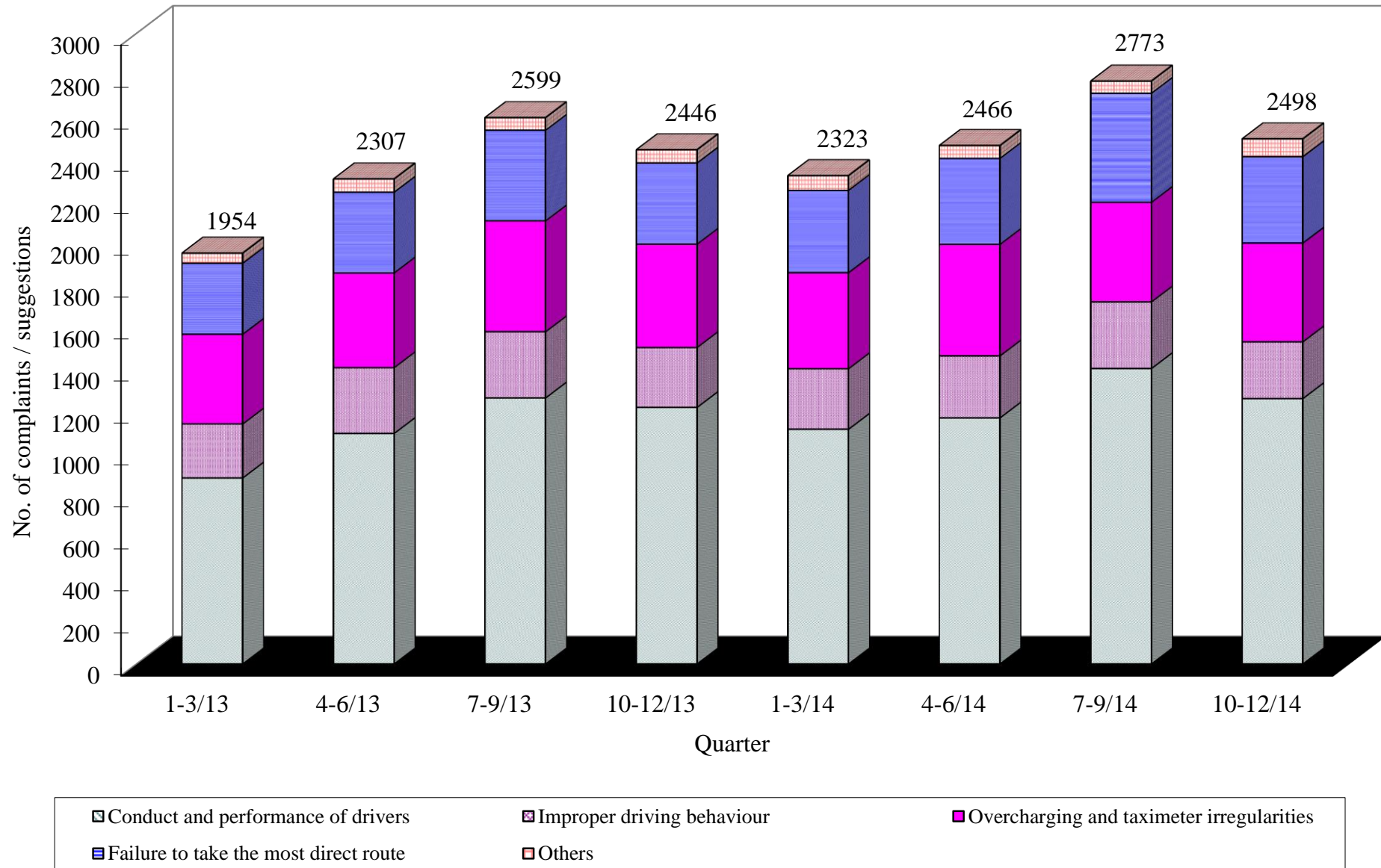
Annex F(iii)



Complaints and Suggestions on Taxi Services in the Past Eight Quarters

Annex G

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Breakdown of Complaints and Suggestions on Taxi Services

<u>Nature of Complaint/Suggestion</u>	<u>Same quarter last year (1.10.13-31.12.13)</u>	<u>Previous quarter (1.7.14-30.9.14)</u>	<u>Current quarter (1.10.14-31.12.14)</u>
(a) Conduct and performance of drivers			
(i) Behaving other than in a civil & orderly manner	435	544	473
(ii) Refusing hire	625	730	654
(iii) Soliciting passengers	4	1	11
(iv) Refusing to drive to destination	144	116	114
(v) Failure to display driver identity plate	12	11	10
(vi) Failure to display driver identity plate properly	-	3	-
Sub-total	1 220	1 405	1 262
(b) Improper driving behaviour	285	317	270
(c) Overcharging	406	394	396
(d) Taximeter irregularities	86	80	74
(e) Failure to take the most direct route	386	519	411
(f) Others*	63	58	85
Total	2 446	2 773	2 498

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

Complaints and Suggestions on Traffic and Road Conditions
(October – December 2014)

District
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Complaints and Suggestions Received by TCU during 2010-2014

<u>Nature of Complaint/Suggestion</u>	<u>2010</u>	<u>2011</u>	<u>2012</u>	<u>2013</u>	<u>2014</u>
I. Public Transport Services					
(a) Adequacy of service	734 [84]	775 [109]	918 [120]	1 120 [115]	1 250 [69]
(b) Standard of service	13 455 [27]	15 355 [52]	18 671 [91]	20 255 [31]	20 400 [25]
(c) General	417 [11]	362 [26]	472 [30]	472 [21]	900 [25]
	14 606 [122]	16 492 [187]	20 061 [241]	21 847 [167]	22 550 [119]
II. Traffic Conditions					
(a) Traffic congestion	321 [1]	262 [13]	248 [19]	237 [7]	242 [3]
(b) Traffic management	239 [34]	186 [65]	141 [55]	171 [50]	134 [29]
(c) Additional traffic signs and aids	92 [20]	94 [55]	94 [53]	74 [33]	49 [12]
(d) Parking facilities	67 [8]	58 [24]	74 [49]	47 [18]	48 [7]
	719 [63]	600 [157]	557 [176]	529 [108]	473 [51]
III. Road maintenance					
(a) Road conditions	115	79 [6]	81 [3]	80 [1]	75
(b) Traffic signs and aids	96 [1]	98 [2]	81 [2]	65 [2]	46 [1]
(c) Carriageway markings	11 [1]	17 [2]	25 [4]	10 [1]	5
	222 [2]	194 [10]	187 [9]	155 [4]	126 [1]
IV. Enforcement					
(a) Illegal parking	1 048	828 [2]	922	989 [2]	1 057
(b) Other enforcement matters	843 [1]	633 [6]	553 [2]	521 [3]	470
	1 891 [1]	1 461 [8]	1 475 [2]	1 510 [5]	1 527
V. Miscellaneous	186 [24]	135 [16]	125 [17]	92 [15]	87 [8]
Total	17 624 [212]	18 882 [378]	22 405 [445]	24 133 [299]	24 763 [179]

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

Complaints and Suggestions on Franchised Bus Services

<u>Bus Company</u>	<u>2013</u>	<u>2014</u>	<u>Difference</u>
The Kowloon Motor Bus Company (1933) Limited (KMB)	4 196	3 945	-6.0%
Citybus Limited (Franchise 1) (Citybus)	638	727	+13.9%
Citybus Limited (Franchise 2) (Citybus)	174	181	+4.0%
The New World First Bus Services Limited (NWFB)	587	629	+7.2%
The New Lantao Bus Company (1973) Limited	51	73	+43.1%
Long Win Bus Company Limited	164	185	+12.8%
Cross-harbour Bus Services	1 614	1 702	+5.5%
Total	7 424	7 442	+0.2%

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

Complaints and Suggestions on Non-franchised Bus Services

<u>Nature of Complaint/Suggestion</u>	<u>2013</u>	<u>2014</u>	<u>Difference</u>
(A) <u>Adequacy of Service</u>			
(1) Frequency	29	13	-55.2%
(2) Routeing	9	1	-88.9%
(3) Hours of operation	4	2	-50.0%
(4) Provision of stops	3	2	-33.3%
Sub-total	45	18	-60.0%
(B) <u>Standard of Service</u>			
(1) Regularity of service	59	80	+35.6%
(2) Adherence to routeing	1	-	-100.0%
(3) Improper driving behaviour	24	27	+12.5%
(4) Conduct and performance of staff (including drivers)	34	25	-26.5%
(5) Overcharging	1	1	-
(6) Cleanliness	2	-	-100.0%
(7) Conditions of vehicles	6	7	+16.7%
(8) Passenger services and facilities	4	6	+50.0%
Sub-total	131	146	+11.5%
(C) <u>General*</u>	6	10	+66.7%
Total	182	174	-4.4%

* These complaints are mainly related to obstruction caused by vehicles providing non-franchised bus services

Complaints and Suggestions on Green Minibus Services

<u>Nature of Complaint/Suggestion</u>	<u>2013</u>	<u>2014</u>	<u>Difference</u>
(A) Adequacy of Service			
(1) Frequency	329	330	+0.3%
(2) Routeing	18	13	-27.8%
(3) Hours of operation	6	8	+33.3%
(4) Provision of stops	20	25	+25.0%
Sub-total	373	376	+0.8%
(B) Standard of Service			
(1) Regularity of service	798	880	+10.3%
(2) Adherence to routeing	210	212	+1.0%
(3) Improper driving behaviour	680	578	-15.0%
(4) Conduct and performance of staff (including drivers)	1 145	1 120	-2.2%
(5) Overcharging	71	89	+25.4%
(6) Cleanliness	17	36	+111.8%
(7) Conditions of vehicles	44	50	+13.6%
(8) Passenger services and facilities	64	98	+53.1%
Sub-total	3 029	3 063	+1.1%
(C) General*	56	76	+35.7%
Total	3 458	3 515	+1.6%

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

Complaints and Suggestions on Red Minibus Services

<u>Nature of Complaint/Suggestion</u>	<u>2013</u>	<u>2014</u>	<u>Difference</u>
(A) Adequacy of Service	-	-	-
(B) Standard of Service			
(1) Regularity of service	-	-	-
(2) Adherence to routeing	-	-	-
(3) Improper driving behaviour	148	168	+13.5%
(4) Conduct and performance of staff (including drivers)	92	88	-4.3%
(5) Overcharging	9	4	-55.6%
(6) Cleanliness	-	1	-
(7) Conditions of vehicles	3	3	-
(8) Passenger services and facilities	3	9	+200.0%
Sub-total	255	273	+7.1%
(C) General*	35	367	+948.6%
Total	290	640	+120.7%

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

Complaints and Suggestions on Taxi ServicesNature of Complaint/Suggestion

Taxi driver malpractice	<u>2013</u>	<u>2014</u>	<u>Difference</u>
(a) Conduct and performance of drivers			
(i) Behaving other than in a civil & orderly manner	1 672	1 957	+17.0%
(ii) Refusing hire	2 255	2 498	+10.8%
(iii) Soliciting passengers	16	21	+31.3%
(iv) Refusing to drive to destination	464	432	-6.9%
(v) Failure to display driver identity plate	45	40	-11.1%
(vi) Failure to display driver identity plate properly	13	5	-61.5%
	4 465	4 953	+10.9%
(b) Improper driving behaviour	1 170	1 170	-
(c) Overcharging	1 535	1 577	+2.7%
(d) Taximeter irregularities	363	355	-2.2%
(e) Failure to take the most direct route	1 539	1 731	+12.5%
Sub-total	9 072	9 786	+7.9%
Others			
(a) Taxi obstruction	104	164	+57.7%
(b) Miscellaneous	130	110	-15.4%
Sub-total	234	274	+17.1%
Total	9 306	10 060	+8.1%

Complaints and Suggestions on Rail Services

<u>Railway Company</u>	<u>2013</u>	<u>2014</u>	<u>Difference</u>
Mass Transit Railway Corporation Limited (Excluding Light Rail)	930	465	-50.0%
Mass Transit Railway Corporation Limited (Light Rail)	54	42	-22.2%
The Hongkong Tramways Limited	97	55	-43.3%
Peak Tramways Company Limited*	1	1	-
Total	1 082	563	-48.0%

- * As peak tramway is primarily a tourist and recreational facility, TCU no longer handled complaints against peak tramway with effect from 1 October 2014. Such complaints will then be handled by the relevant authority.

Complaints and Suggestions on Ferry Services

<u>Ferry Company</u>	<u>2013</u>	<u>2014</u>	<u>Difference</u>
New World First Ferry Services Limited	49	115	+134.7%
The 'Star' Ferry Company Limited	5	1	-80.0%
Minor Ferries	51	40	-21.6%
Total	105	156	+48.6%

Complaints about Traffic Congestion during 2010-2014

<u>District</u>		<u>No. of Complaints</u>				
		<u>2010</u>	<u>2011</u>	<u>2012</u>	<u>2013</u>	<u>2014</u>
Hong Kong	- Eastern	15	14	9	18	15
	- Wan Chai	33	26	51	18	29
	- Central & Western	42	31	23	24	32
	- Southern	15	23	16	15	17
Kowloon	- Kwun Tong	29	17	19	18	19
	- Wong Tai Sin	8	6	6	6	2
	- Kowloon City	39	23	27	20	20
	- Sham Shui Po	13	5	6	8	8
	- Yau Tsim Mong	34	25	25	12	21
New Territories	- North	6	10	2	7	11
	- Tai Po	7	5	6	14	5
	- Sha Tin	17	25	16	5	5
	- Yuen Long	8	3	6	6	19
	- Tuen Mun	17	15	13	27	7
	- Tsuen Wan	11	16	8	19	9
	- Kwai Tsing	15	6	5	9	9
	- Sai Kung	6	11	5	4	6
	- Islands	1	1	-	1	1
Others		5	-	5	6	7
Total		321	262	248	237	242

Complaints about Illegal Parking during 2010-2014

<u>District</u>		<u>2010</u>	<u>2011</u>	<u>2012</u>	<u>2013</u>	<u>2014</u>
Hong Kong	- Eastern	71	65	65	67	78
	- Wan Chai	73	66	67	61	62
	- Central & Western	95	56	40	52	67
	- Southern	27	23	23	38	26
Kowloon	- Kwun Tong	86	64	85	103	109
	- Wong Tai Sin	42	44	34	42	44
	- Kowloon City	76	48	80	77	86
	- Sham Shui Po	50	35	40	33	54
	- Yau Tsim Mong	106	96	152	119	146
New Territories	- North	45	33	48	39	30
	- Tai Po	33	28	23	20	28
	- Sha Tin	73	59	61	95	79
	- Yuen Long	63	48	48	70	63
	- Tuen Mun	48	39	33	50	38
	- Tsuen Wan	49	37	35	42	50
	- Kwai Tsing	47	39	44	41	47
	- Sai Kung	58	46	42	29	39
	- Islands	6	2	2	10	11
Others		-	-	-	1	-
Total		1 048	828	922	989	1 057

Complaints about Enforcement Matters (other than Illegal Parking)
during 2010-2014

<u>District</u>		<u>2010</u>	<u>2011</u>	<u>2012</u>	<u>2013</u>	<u>2014</u>
Hong Kong	- Eastern	35	37	23	36	23
	- Wan Chai	112	69	59	41	43
	- Central & Western	104	56	54	42	29
	- Southern	37	27	18	21	10
Kowloon	- Kwun Tong	41	41	36	26	23
	- Wong Tai Sin	30	25	23	13	20
	- Kowloon City	82	60	63	68	44
	- Sham Shui Po	41	38	29	27	29
	- Yau Tsim Mong	101	61	67	51	40
New Territories	- North	16	20	10	16	16
	- Tai Po	8	12	14	10	10
	- Sha Tin	38	35	30	30	35
	- Yuen Long	41	42	28	25	36
	- Tuen Mun	40	24	27	24	28
	- Tsuen Wan	38	33	25	24	24
	- Kwai Tsing	37	24	16	29	16
	- Sai Kung	26	15	13	19	20
	- Islands	8	6	8	12	12
Others		8	8	10	7	12
Total		843	633	553	521	470

Complaints about Enforcement Matters (other than Illegal Parking)
Districts which Attracted Relatively More Complaints
(January – December 2014)

District Nature	Kowloon City	Wan Chai	Yau Tsim Mong	Yuen Long	Total
1. Jumping red light / Failing to give way to pedestrians /traffic	13	8	7	17 [Kau Yuk Road – 3]	45
2. Disobeying traffic signs/schemes	9	12	14	9	44
3. Prolonged waiting causing obstruction	14 [Man Lok Street – 3]	8 [Hennessy Road – 4]	7	2	31
4. Cutting lane abruptly / Overtaking on solid line	3	12 [Gloucester Road – 5]	6	3	24
5. Speedy driving	1	-	-	1	2
6. Using mobile phone while driving	-	-	-	-	-
7. Others	4	3	6	4	17
Total	44	43	40	36	163

Note: [] indicates location which had attracted three or more complaints during the period January to December 2014.

**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.