

QUARTERLY REPORT No. 1 of 2015

by the

TRANSPORT COMPLAINTS UNIT

of the

TRANSPORT ADVISORY COMMITTEE

for the period

1 January 2015 – 31 March 2015

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Chapter 1

Major Areas of Complaints and Suggestions

This is the first quarterly report for 2015 covering the period from 1 January to 31 March 2015.

Yearly and Quarterly Trends

2. During the quarter, the Transport Complaints Unit (TCU) received 5 142 complaints and suggestions, including 41 pure suggestions, from 4 700 persons. About 52% (2 467) of these persons lodged their complaints/suggestions by telephone and the remaining 48% (2 233) by e-mail, fax or mail. The number of cases represents a decrease of 15.9% as compared with 6 112 cases in the previous quarter and a decrease of 5.2% as compared with 5 424 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 2011 is at Annex B(ii).

4. During the current quarter, investigations into 6 012 cases (including some outstanding cases from previous quarters) were completed. Of these, 4 132 cases (69%) were found to be substantiated, 249 cases (4%) unsubstantiated, and the remaining 1 631 cases (27%) not pursuable due to lack of evidence. A summary of the results of investigations is at Annex C.

5. During the same period, relevant government departments and public transport operators took on board 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 4 524 cases, which represents a decrease of 18.3% as compared with the previous quarter and a decrease of 8.4% 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 2011 is at Annex E(ii).

Franchised Bus Services

7. A total of 1 174 complaints and suggestions on franchised bus services were received during the quarter, which represents a decrease of 27.7% as compared with the previous quarter and a decrease of 26.1% 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 639 cases on the services of the KMB, as compared with 793 cases in the previous quarter and 825 cases in the same quarter last year. Among the 639 cases, 59 (or 9.2%) were about the adequacy of service and 556 (or 87%) were about the standard of service.

9. There were 110 cases on the services of Citybus Limited (Franchise 1) (CTB1), as compared with 167 cases in the previous quarter and 180 cases in the same quarter last year. Among the 110 cases, 8 (or 7.3%) were about the adequacy of service while 95 (or 86.4%) were about the standard of service.

10. There were 78 cases on the services of the New World First Bus Services Limited (NWFB), as compared with 156 cases in the previous quarter and 138 cases in the same quarter last year. Of the 78 cases, 5 (or 6.4%) were about the adequacy of service and 73 (or 93.6%) were about the standard of service.

11. Comparisons of the complaints/suggestions related to KMB, CTB1 and NWFB in the past eight quarters are at Annex F.

Non-Franchised Bus Services

12. There were 44 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 33 and 34 respectively.

Public Light Bus Services

13. A total of 874 complaints and suggestions on public light bus (PLB) services were received in this quarter, which represents a decrease of 29.9% as compared with the previous quarter and an increase of 10.8% as compared with the same quarter last year. All these cases were referred to the Transport Department (TD) or the Police for action.

14. Of the PLB cases received, 91.6% or 801 cases were on green minibus (GMB) services. The number of cases received in the previous quarter and the same quarter last year were 832 and 716 respectively. Among the 801 cases, 77 (or 9.6%) were about the adequacy of service and 699 (or 87.3%) were about the standard of service.

15. The remaining 8.4% or 73 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 415 and 73 respectively.

Taxi Services

16. A total of 2 259 cases on taxi services were received in this quarter, which represents a decrease of 9.6% as compared with the previous quarter and a decrease of 2.8% 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 2 259 cases received, 2 209 (98%) were related to taxi driver malpractice, as compared with 2 413 such cases (97%) in the previous quarter. Complaints about driver malpractice included drivers behaving other than in a civil and orderly manner, refusing hire, improper driving behaviour, overcharging, taximeter irregularities and failure to take the most direct and practicable route, etc. A detailed breakdown of the nature of complaints and suggestions on taxi services is at Annex H. Reports on taxi driver malpractice were referred to the Police for further investigation if the complainants agreed to be court witnesses. During the quarter, a total of 412 such cases (19%) were referred to the Police.

18. During the quarter, the Police reported the latest developments on 418 cases previously referred to them. These cases are categorised as follows -

	<u>No. of Cases</u>	<u>Percentage</u>
(a) Summonsed	41 (38)	10 (7)
(b) Withdrawn by complainants	314 (391)	75 (75)
(c) Evidence considered insufficient by the Police for further processing	63 (96)	15 (18)
	<u>418 (525)</u>	<u>100 (100)</u>

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

It is noted that 90% of these cases could not be further pursued because of withdrawal by complainants or insufficient evidence.

Rail Services

19. A total of 161 complaints and suggestions on rail services were received. Corresponding figures for the previous quarter and the same quarter last year were 118 and 114 respectively. Of the 161 cases, 127 were on the services of MTRCL.

Ferry Services

20. There were 12 complaints and suggestions on ferry services in this quarter. Corresponding figures for the previous quarter and the same quarter last year were 15 and 91 respectively.

Traffic Conditions

21. There were 42 complaints recorded in this quarter about traffic congestion, as compared with 81 cases in the previous quarter and 43 cases in the same quarter last year. Congestion was reported to have occurred at a total of 39 locations throughout the territory, as illustrated below -

	<u>Number of Complaints</u>		<u>Number of Locations</u>	
Hong Kong Island	13	(47)	13	(33)
Kowloon	13	(17)	13	(15)
New Territories	16	(13)	13	(13)
Others	-	(4)	-	(2)
Total	42	(81)	39	(63)

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

22. Based on the number of complaints received, districts most affected by traffic congestion were Tuen Mun (seven cases), Eastern (five cases) and Wan Chai, Wong Tai Sin and Yau Tsim Mong (four cases each). The number of complaints and suggestions on traffic and road conditions broken down by district is at Annex I.

23. Complaints about traffic congestion were mainly attributable to vehicle obstruction, traffic engineering matters (e.g. traffic light phasing, traffic lane arrangements and restricted zones) and road works.

24. There were 32 complaints and suggestions on traffic management and 15 requests for additional traffic signs and aids in this quarter. As a comparison, there were 31 and 14 such cases in the previous quarter, and 37 and 7 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 23 complaints about road maintenance, as compared with 26 cases in the previous quarter and 16 cases in the same quarter last year. Among the 23 cases, 10 were related to road conditions while 13 were related to malfunctioning of traffic lights and damaged traffic signs.

27. Districts which attracted relatively more complaints about road maintenance were Wan Chai (seven cases) and Central & Western (four cases).

Enforcement

28. There were 467 complaints about traffic regulations enforcement in this quarter, which represents an increase of 17.3% when compared with the previous quarter and an increase of 36.5% when compared with the same quarter last year. They were mainly requests for action against illegal parking and prolonged waiting causing obstruction. All these cases were referred to the Police for action.

Chapter 2

Major Events and Noteworthy Cases

Transport Complaints Unit Sub-Committee Meeting

At the quarterly meeting of the Transport Complaints Unit (TCU) Sub-Committee on 5 February 2015, Members discussed -

- (a) complaints and suggestions on traffic management and requests for additional traffic signs and aids;
 - (b) complaints and suggestions on road safety matters;
 - (c) overview of complaints and suggestions received in 2014; and
 - (d) TCU Quarterly Report No. 4 of 2014.
2. Members agreed that -
- (a) complaints and suggestions on road safety matters and traffic management and requests for additional traffic signs and aids should be closely monitored; and
 - (b) TCU Quarterly Report No. 4 of 2014 should be submitted to the Transport Advisory Committee.

Suggestion on the arrangement of traffic light signal at the junction of Marsh Road and Hung Hing Road in Wan Chai

3. A member of the public approached TCU in January 2015 to express concern about the traffic congestion along Marsh Road in Wan Chai. He observed that the traffic on Marsh Road and Hung Hing Road during the rush hours in late afternoon/early evening was heavy and the tailback would often reach Lockhart Road. He suggested changing the arrangement of the traffic light signal at the junction of Marsh Road and Hung Hing Road to improve the traffic flow along Marsh Road. Specifically, when the traffic signal was green allowing vehicles to move eastbound towards North Point in Hung Hing Road, the traffic light should also turn green to allow vehicles in Marsh Road turning left to Hung Hing Road westbound towards the Wan Chai ferry pier. This would increase the vehicular green time for the traffic in Marsh Road.

4. The Transport Department (TD) advised that the current traffic arrangement at the junction of Marsh Road and Hung Hung Road was part of the temporary measure due to the Wan Chai Development Phase II. Under this arrangement, the first stage green signal phasing was allocated not only for vehicles in Hung Hing Road eastbound, but also for pedestrians crossing Marsh Road at that junction. The second stage green signal phasing was then for vehicles in Marsh Road turning left and right to Hung Hing Road.

5. TD further advised that as the construction of the Shatin to Central Link progressed, the traffic arrangements at the junction concerned would be further revised. The MTR Corporation Limited (MTRCL) would construct a pedestrian refuge at Marsh Road, so that the pedestrian road crossing demands could be accommodated at different stages and the green signal phasing for vehicles in Marsh Road turning left to Hung Hing Road westbound and for vehicles in Hung Hing Road eastbound could be allocated at the same stage. In this way, the green time for vehicles in Marsh Road turning left to Hung Hing Road westbound could be lengthened and the traffic flow could be improved for Marsh Road. It was expected that the revised traffic arrangements would be implemented in the second quarter of 2015.

6. TD's reply was conveyed to the member of the public who raised no further comment.

Concern about the proper use of escalators in MTR stations

7. In January 2015, a member of the public expressed concern over the proper use of escalators in MTR stations. He noticed the promotion in MTR stations advocating that people should hold the handrail and stand still on escalators. On the other hand, station staff would sometimes ask people to stand still on the right side of the escalators, so as to leave the left side for people moving along. He got confused by the different messages.

8. The MTRCL clarified that when riding on escalators in MTR stations, people should stand still and hold the handrail, stay away from the edge and refrain from using mobile phones. In fact, these safety tips corresponded to the guidelines issued by the Electrical and Mechanical Services Department for the safe use of escalators. The MTRCL would continue to disseminate the message to passengers through various publicity channels, such as posters and

announcements in stations, safety messages printed along handrails of selected escalators and safety campaigns.

9. Regarding the different message sent out by the station staff as mentioned by the complainant, the MTRCL had reminded all station staff to deliver the correct message and avoid any misunderstanding, so that passengers would have a safe journey.

10. TCU conveyed the above reply to the member of the public, who agreed that passengers should not move along the escalators for safety reason. He encouraged the MTRCL to carry out more publicity to change the habit of people using escalators.

Complaint about red minibuses taking up metered parking space in Lo Wai Road in Tsuen Wan

11. A complaint was lodged in January 2015 about red minibuses taking up metered parking spaces in Lo Wai Road. As a result, private cars were not able to use the parking spaces.

12. The case was referred to both the Police and TD for follow-up. After investigation, both departments confirmed that the parking place concerned was not for the exclusive use of private cars. As advised by the Police, a traffic sign was installed in the parking place showing a large 'P' sign. According to Schedule 1 of the Road Traffic (Parking) Regulations (cap.374C), that sign indicates that the parking is for vehicles other than medium and heavy goods vehicles, buses, motor cycles and pedal cycles. Since there was no other signage with supplementary plate indicating other restrictions on the type of vehicles allowed to use the parking place at the location concerned, red minibuses could also use the parking spaces there provided the parking fees were paid according to the requirements applicable to the parking spaces.

13. The complainant was informed of the reply from the Police and TD and raised no further question.

Chapter 3 Feature Article

Complaints and Suggestions on Ferry Services

Background

Ferry services in Hong Kong are provided by licensed/franchised ferry operators. The services cover outlying islands and across the Harbour. The licensed/franchised ferry services are supplemented by ‘kaitos’ which are licensed to serve remote areas/cater for recreational need. The market share of ferry was 1.1% in 2014 with an average of 135 400 passengers daily.

Complaint Statistics

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

<u>Year</u>	<u>No. of Complaints</u>	<u>Difference</u>
2010	40	-
2011	54	+35.0%
2012	47	-13.0%
2013	105	+123.4%
2014	156	+48.6%
2015	12	-

(up to 31 March 2015)

3. A total of 156 complaints/suggestions on ferry services were received in 2014. This represents an increase of 48.6% when compared with 105 cases received in 2013. The increase was mainly attributable to more complaints about frequency/carrying capacity (increased by 55 cases or 220%). From January to March 2015, a total of 12 complaints/suggestions on ferry services were received. This represents a decrease of 86.8% when compared with

91 cases received during the same period in 2014. The decrease was mainly in the category of frequency/carrying capacity (decreased by 63 cases or 96.9%). The breakdown of the complaints/suggestions received is at Annexes J to M.

Frequency/carrying capacity

4. Among the 156 cases on ferry services received in 2014, 80 concerned frequency/carrying capacity. 75 out of the 80 cases were about the “Central - Cheung Chau” licensed ferry route operated by New World First Ferry (“NWFF”), as compared to 19 such cases in 2013. Majority of the complaints were caused by the increase in passenger demand during the Lunar New Year holiday in 2014.

5. From January to March 2015, only two cases concerning frequency/carrying capacity were received and both of them were about the “Central - Cheung Chau” route. 65 cases were received in the same period in 2014 and 63 of them were about the “Central - Cheung Chau” route.

Regularity of service

6. Another main concern of complainants was service regularity. Same as in 2013, 20 cases of this nature were received in 2014. 12 out of 20 cases in 2014 were concerned with the “Central - Cheung Chau” route, as compared to five such cases in 2013. A good number of the incidents happened during weekends. Seven of the eight remaining cases were about the services of the licensed ferry routes operated by Hongkong & Kowloon Ferry (“HKK”), including the “Central – Peng Chau” and “Central – Lamma Island” routes. There were 14 cases in 2013 relating to the services of “HKK”, mostly concerning the “Central – Peng Chau” route.

7. From January to March 2015, three cases concerning service regularity were received and all of them were about the “Central - Cheung Chau” route. Five cases were received in the same period in 2014, four of them concerned the “Central - Cheung Chau” route.

Measures to Improve the Situation

8. All the complaints and suggestions on ferry services were referred to the Transport Department (TD) or the operators for follow-up action.

9. According to the recent monitoring surveys conducted by TD, the “Central - Cheung Chau” and “Central – Peng Chau” routes were operated according to the official Schedules of Service. When situation warranted and spare vessels were available, the ferry operators concerned had arranged for operation of additional sailings to cater for upsurge of demand.

10. 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.

11. TCU would continue to closely monitor and follow up with the departments/operators concerned regarding complaints and suggestions on ferry services.

Complaints and Suggestions Received by TCU

<u>Nature of Complaint/Suggestion</u>		Same quarter last year (1.1.14-31.3.14)		Previous quarter (1.10.14-31.12.14)		Current quarter (1.1.15-31.3.15)	
I. Public Transport Services							
(a) Adequacy of service		321	[21]	249	[15]	190	[20]
(b) Standard of service		4 477	[5]	4 822	[11]	4 198	[6]
(c) General		142	[10]	463	[4]	136	[4]
		4 940	[36] (91%)	5 534	[30] (90%)	4 524	[30] (88%)
II. Traffic Conditions							
(a) Traffic congestion		43		81		42	[1]
(b) Traffic management		37	[10]	31	[7]	32	[4]
(c) Additional traffic signs and aids		7	[1]	14	[1]	15	[2]
(d) Parking facilities		13	[2]	6	[1]	7	[1]
		100	[13] (1%)	132	[9] (2%)	96	[8] (1%)
III. Road Maintenance							
(a) Road conditions		5		16		10	
(b) Traffic signs and aids		9		8		13	
(c) Carriageway markings		2		2		-	
		16	(1%)	26	(1%)	23	(1%)
IV. Enforcement							
(a) Illegal parking		239		277		345	
(b) Other enforcement matters		103		121		122	
		342	(6%)	398	(6%)	467	(9%)
V. Miscellaneous		26	[2] (1%)	22	[2] (1%)	32	[3] (1%)
Total		5 424	[51] (100%)	6 112	[41] (100%)	5 142	[41] (100%)

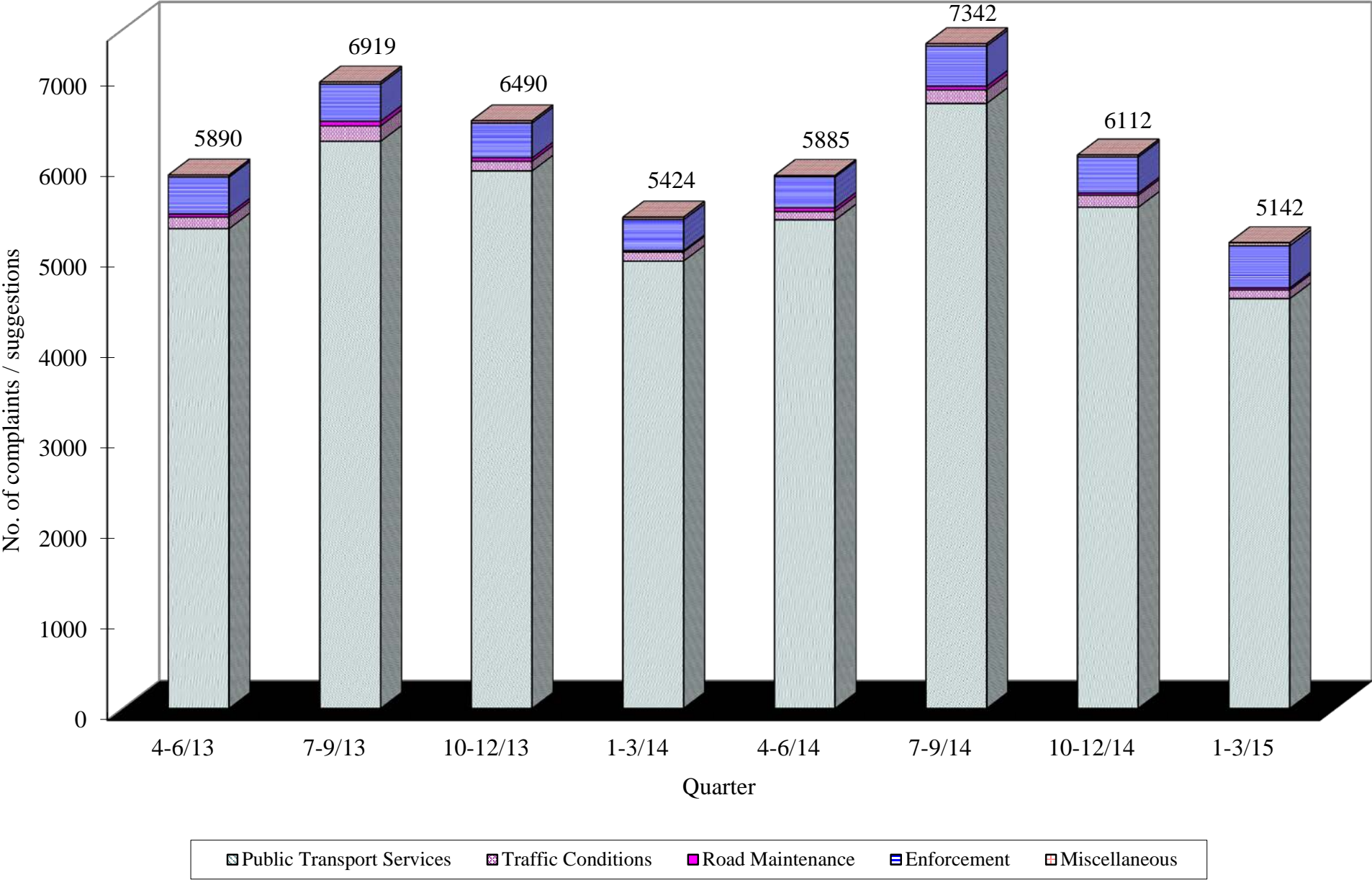
Notes : (1) Figures in square brackets are the number of pure suggestions received in the quarter. The figures have been included in the overall number of cases received.

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

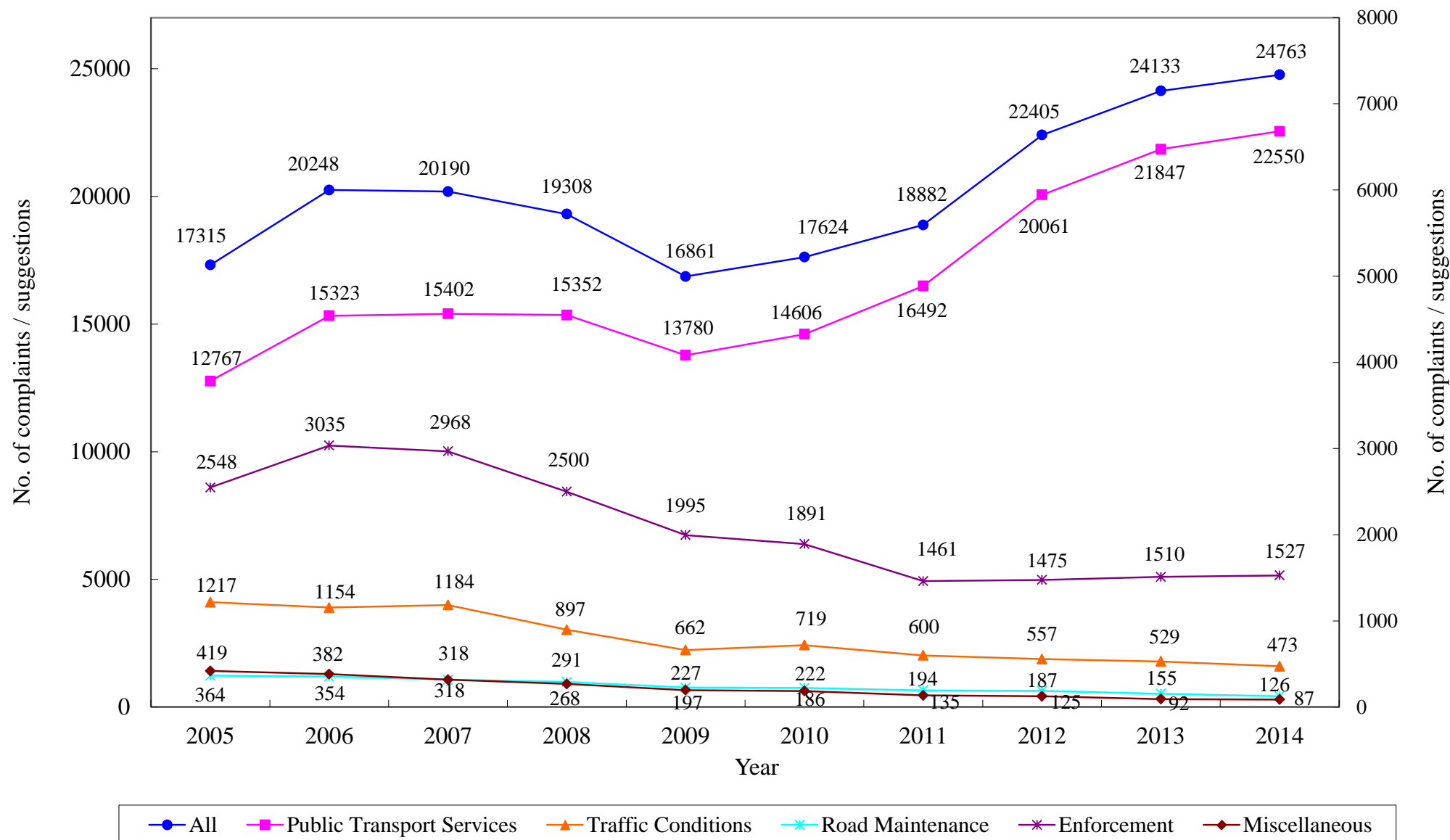
Complaints and Suggestions Received by TCU

Annex A(ii)

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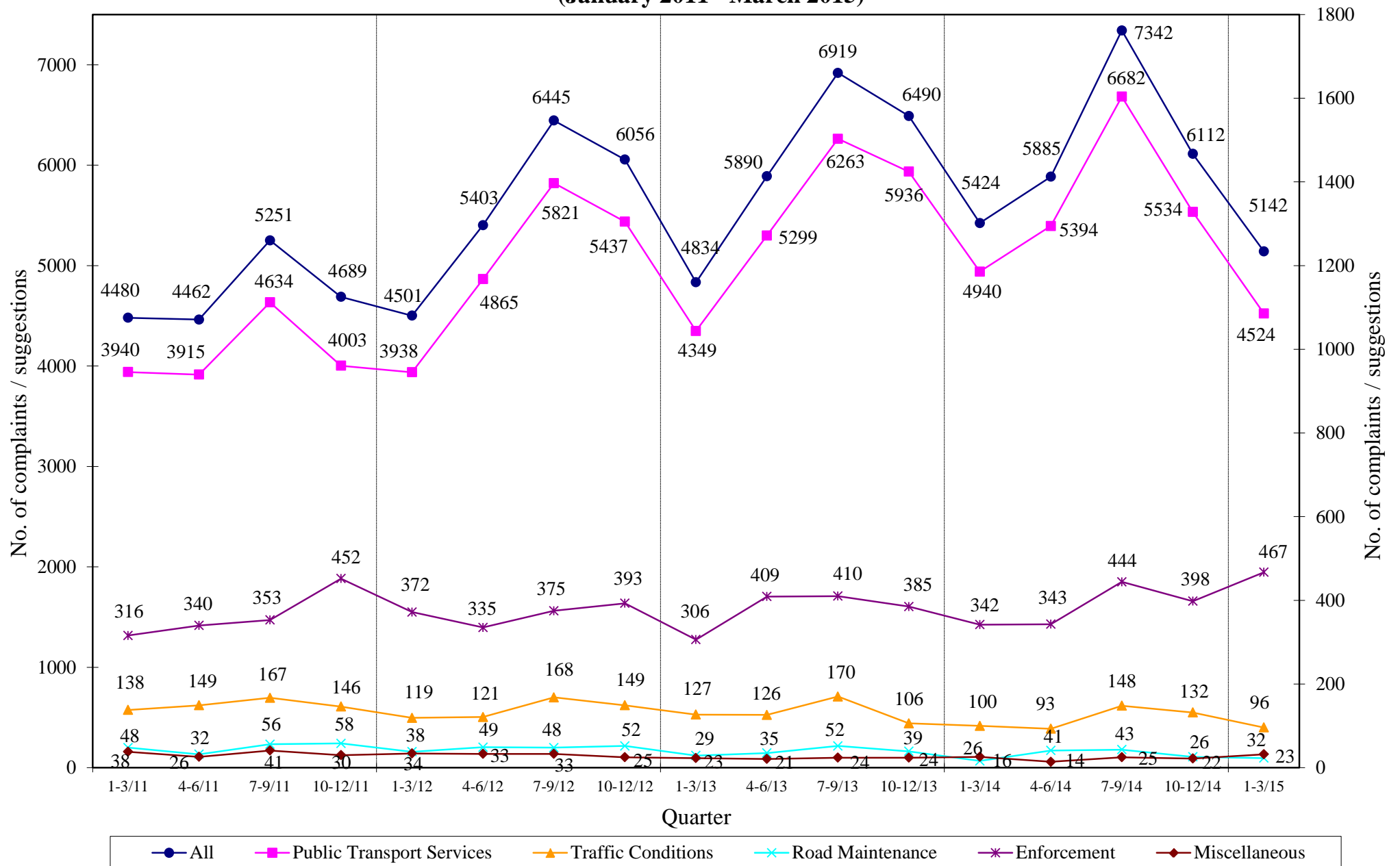


**Trends of Complaints and Suggestions Received by TCU
(2005 - 2014)**



Trends of Complaints and Suggestions Received by TCU
(January 2011 - March 2015)

Annex B(ii)



Summary of Results of Investigations into Complaints and Suggestions
(January – March 2015)

Outcome of Investigation Nature of Complaint/ Suggestion					
	A1	A2	B	C	Total
I. Public Transport Services					
(a) Adequacy of service	25	240	14	-	279
(b) Standard of service	1 128	2 085	185	1 586	4 984
(c) General	72	60	9	8	149
	1 225	2 385	208	1 594	5 412
II. Traffic Conditions					
(a) Traffic congestion	21	47	9	1	78
(b) Traffic management	7	11	16	-	34
(c) Additional traffic signs/aids	-	6	6	-	12
(d) Parking facilities	-	7	-	-	7
	28	71	31	1	131
III. Road Maintenance					
(a) Road conditions	11	3	1	-	15
(b) Traffic signs and aids	4	2	2	-	8
(c) Carriageway markings	1	1	-	-	2
	16	6	3	-	25
IV. Enforcement					
(a) Illegal parking	210	73	-	-	283
(b) Other enforcement matters	45	49	4	36	134
	255	122	4	36	417
V. Miscellaneous	13	11	3	-	27
Total	1 537 (26%)	2 595 (43%)	249 (4%)	1 631 (27%)	6 012 (100%)

Legend

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

**Summary of Results of Investigations into
Complaints and Suggestions on Public Transport Services
(January – March 2015)**

Outcome of Investigation Mode of Transport	A1	A2	B	C	Total
The Kowloon Motor Bus Company (1933) Limited	324	459	59	10	852
Citybus Limited (Franchise 1)	34	123	32	1	190
Citybus Limited (Franchise 2)	13	32	7	-	52
The New World First Bus Services Limited	27	106	31	2	166
The New Lantao Bus Company (1973) Limited	5	6	-	-	11
Long Win Bus Company Limited	13	15	3	1	32
Cross-harbour Bus Services	100	335	25	4	464
Non-franchised Bus Services	9	28	-	-	37
Green Minibus	546	382	27	15	970
Red Minibus	81	10	3	6	100
Taxi	36	810	2	1 553	2 401
MTR Corporation Limited (Excluding Light Rail)	25	53	18	1	97
MTR Corporation Limited (Light Rail)	2	6	-	1	9
The Hongkong Tramways Limited	5	8	-	-	13
New World First Ferry Services Limited	3	7	-	-	10
The “Star” Ferry Company Limited	-	-	-	-	-
Minor Ferries	2	5	1	-	8
Total	1 225 (23%)	2 385 (44%)	208 (4%)	1 594 (29%)	5 412 (100%)

Legend

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

Public Suggestions Taken on Board by
Relevant Government Departments/Public Transport Operators
(January – March 2015)

I. Public Transport Services

- Extend the length of a bus stop at Jordan Road to facilitate passengers boarding and alighting.
- Add waiting stands at a few bus stops at Fung Shue Wo Road and Chung Mei Road to facilitate passengers queuing.

II. Traffic Management

Hong Kong Island

- Increase the vehicular green time of a traffic light at the junction of Bonham Road, Hospital Road and Seymour Road during weekends to alleviate traffic congestion.
- Impose “No Stopping” restriction at Marble Road to prevent vehicle obstruction.
- Extend “No Stopping” restriction at Ocean Park Road and Leighton Road to prevent vehicle obstruction.
- Modify road markings at the junction of Queen's Road West and Western Street to better guide motorists.
- Modify a road marking at Kam Hong Street to facilitate long vehicles entering Tsat Tsz Mui Road.

Kowloon

- Increase the vehicular green time of traffic lights at the junction of Kai Cheung Road and Wang Chiu Road to improve traffic flow.

- Impose “No Stopping” restriction at Mody Road to prevent vehicle obstruction.
- Relocate a traffic sign at Lei Yue Mun Road to improve the sight-line of motorists.
- Add “No U-turn” traffic signs at Sai Chuen Road to remind motorists.
- Modify road markings at Prince Edward Road East flyover to facilitate the movements of long vehicles.
- Extend the railings at Kwun Tong Road Bus Terminus to improve road safety.

New Territories

- Extend “No Stopping” restriction at the junction of Yeung Uk Road and Kwu Hang Road to prevent vehicle obstruction.
- Add box junction road markings at the junction of Ma Tin Road and Yuen Long Tai Yuk Road to prevent vehicle obstruction.
- Convert a section of Yau Tin West Road to one-lane-one-way traffic to improve traffic flow.
- Install bollards at Sha Tin Tau Road to deter illegal parking on pavement.
- Convert metered parking spaces to non-metered parking spaces at the car park at Pak Heung Road to facilitate parking of private cars.

Complaints and Suggestions on Public Transport Services
(January – March 2015)

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	37	1	3	2	1	8	10	3	63	-	-	3	4	-	2	-	-	137
(2) Routeing	15	6	1	1	-	-	3	-	6	-	-	-	-	-	-	-	-	32
(3) Hours of operation	2	1	-	2	-	-	-	-	2	-	-	-	1	-	-	-	-	8
(4) Provision of stops	5	-	-	-	-	-	-	2	6	-	-	-	-	-	-	-	-	13
Sub-total	59	8	4	5	1	8	13	5	77	-	-	3	5	-	2	-	-	190
(B) Standard of Service																		
(1) Regularity of service	253	34	16	33	-	22	86	19	193	-	-	8	1	1	3	-	-	669
(2) Adherence to routing	4	-	-	-	1	1	3	1	47	-	354	-	-	-	-	-	-	411
(3) Improper driving behaviour	68	24	3	14	6	7	32	8	146	30	315	9	2	18	-	-	-	682
(4) Conduct & performance of staff (including drivers)	115	18	7	19	5	8	37	6	250	15	1103	29	2	2	2	-	-	1618
(5) Overcharging	4	1	-	-	1	-	3	-	20	4	437 *	1	-	-	-	-	-	471
(6) Cleanliness	1	-	1	3	-	-	1	-	8	1	4	2	-	-	1	-	-	22
(7) Conditions of vehicles/vessels	8	2	4	1	1	-	1	-	18	1	5	3	-	13	-	-	-	57
(8) Passenger services & facilities	103	16	-	3	1	3	62	4	17	1	2	50	3	-	1	-	2	268 #
Sub-total	556	95	31	73	15	41	225	38	699	52	2220	102	8	34	7	-	2	4198
(C) General	24	7	3	-	-	-	6	1	25	21	39	7	2	-	-	-	1	136
Total this quarter	639	110	38	78	16	49	244	44	801	73	2259	112	15	34	9	-	3	4524
Grand-total	(1174)							(3177)				(161)			(12)			
Total previous quarter	793	167	52	156	16	50	389	33	832	415	2498	95	8	15	9	-	6	5534
Total same quarter last year	825	180	29	138	17	33	366	34	716	73	2323	93	11	10	77	-	14	4940

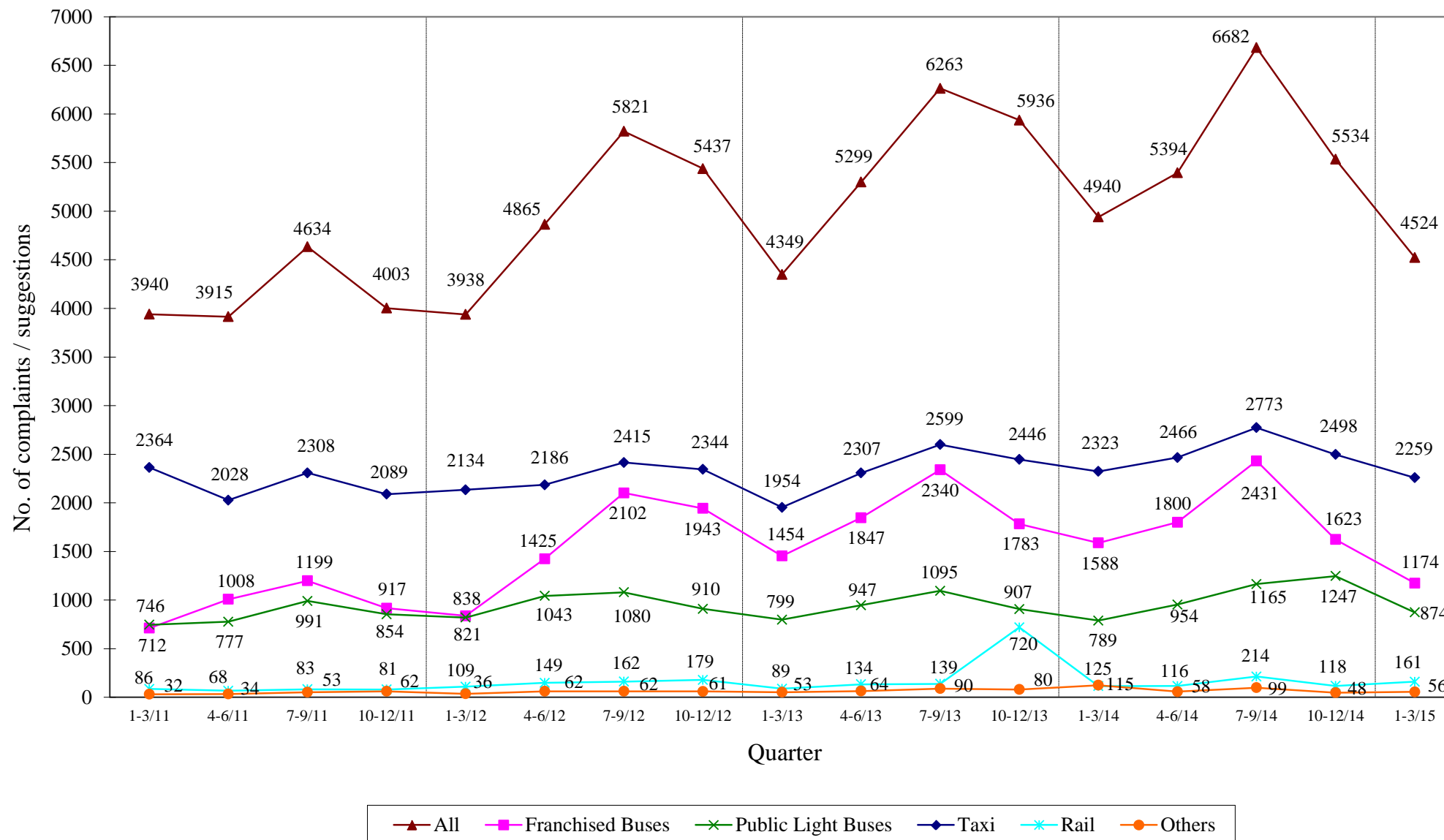
Legend

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

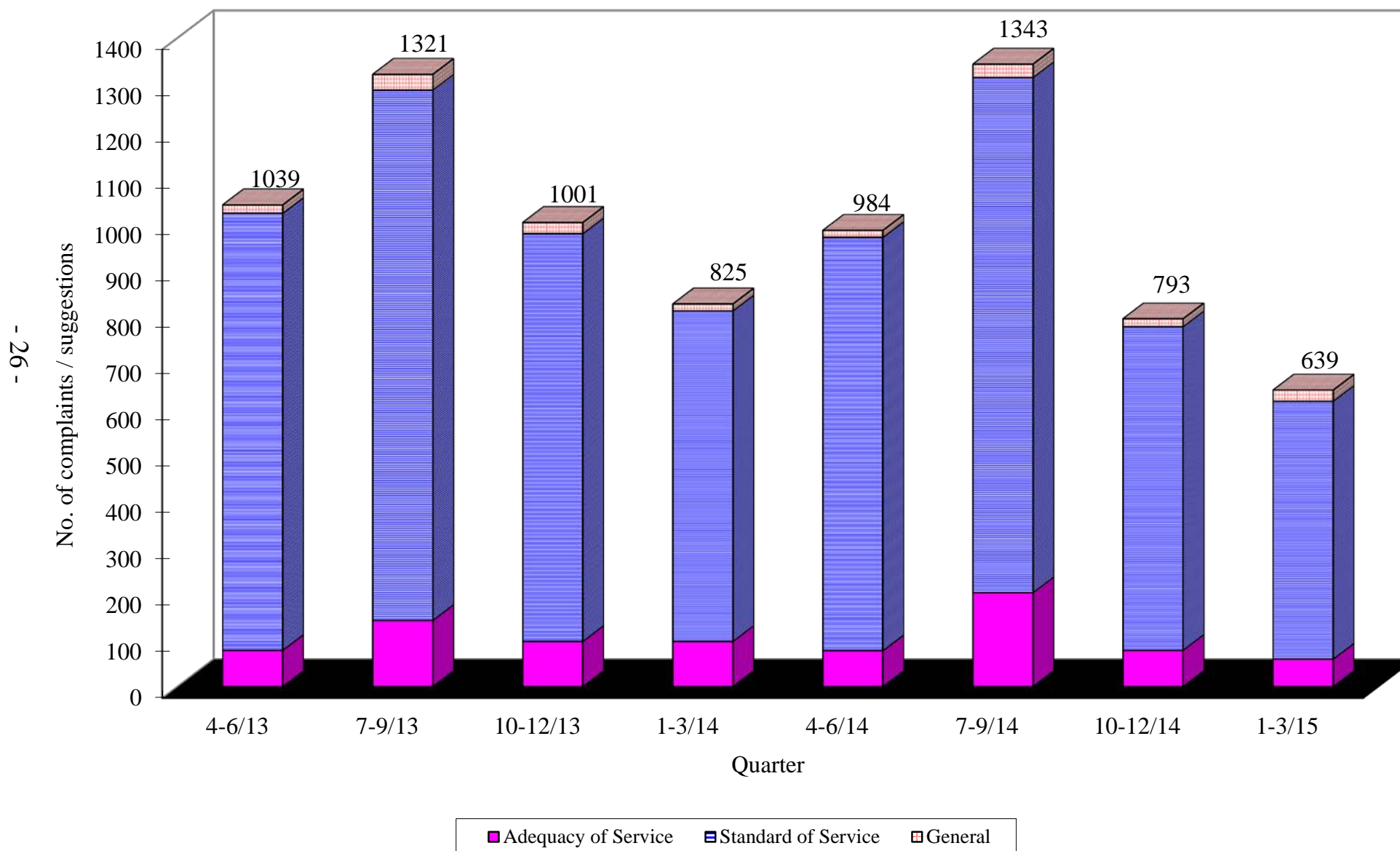
* Including taximeter irregularities

Including 161 complaints from 48 complainants about audio-visual broadcasting on public transport vehicles

**Trends of Complaints and Suggestions on Public Transport Services
(January 2011 - March 2015)**

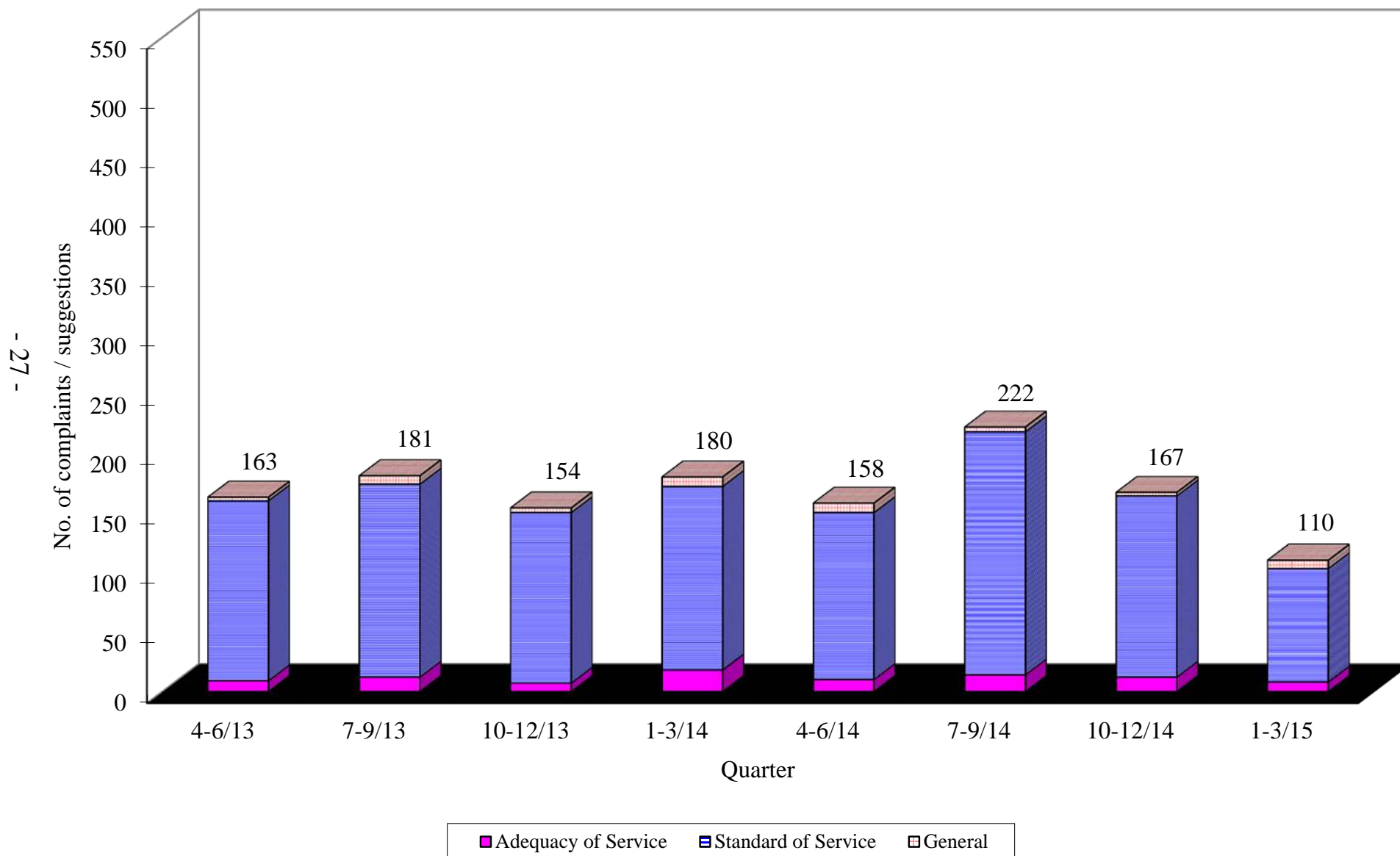


**Complaints and Suggestions on the Services of Kowloon Motor Bus Company (1933) Limited
in the Past Eight Quarters**



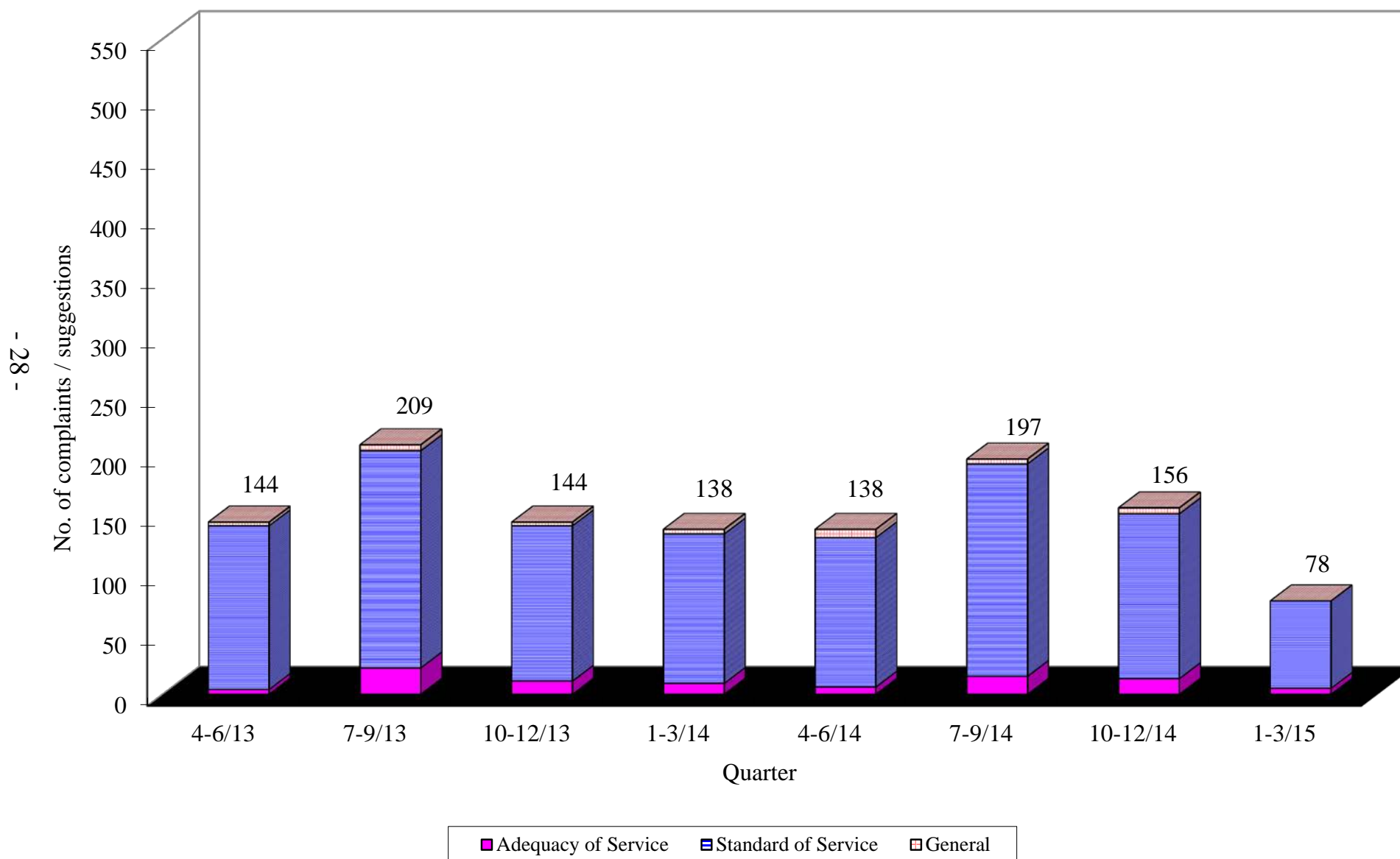
Complaints and Suggestions on the Services of Citybus Limited (Franchise 1) in the Past Eight Quarters

Annex F(ii)



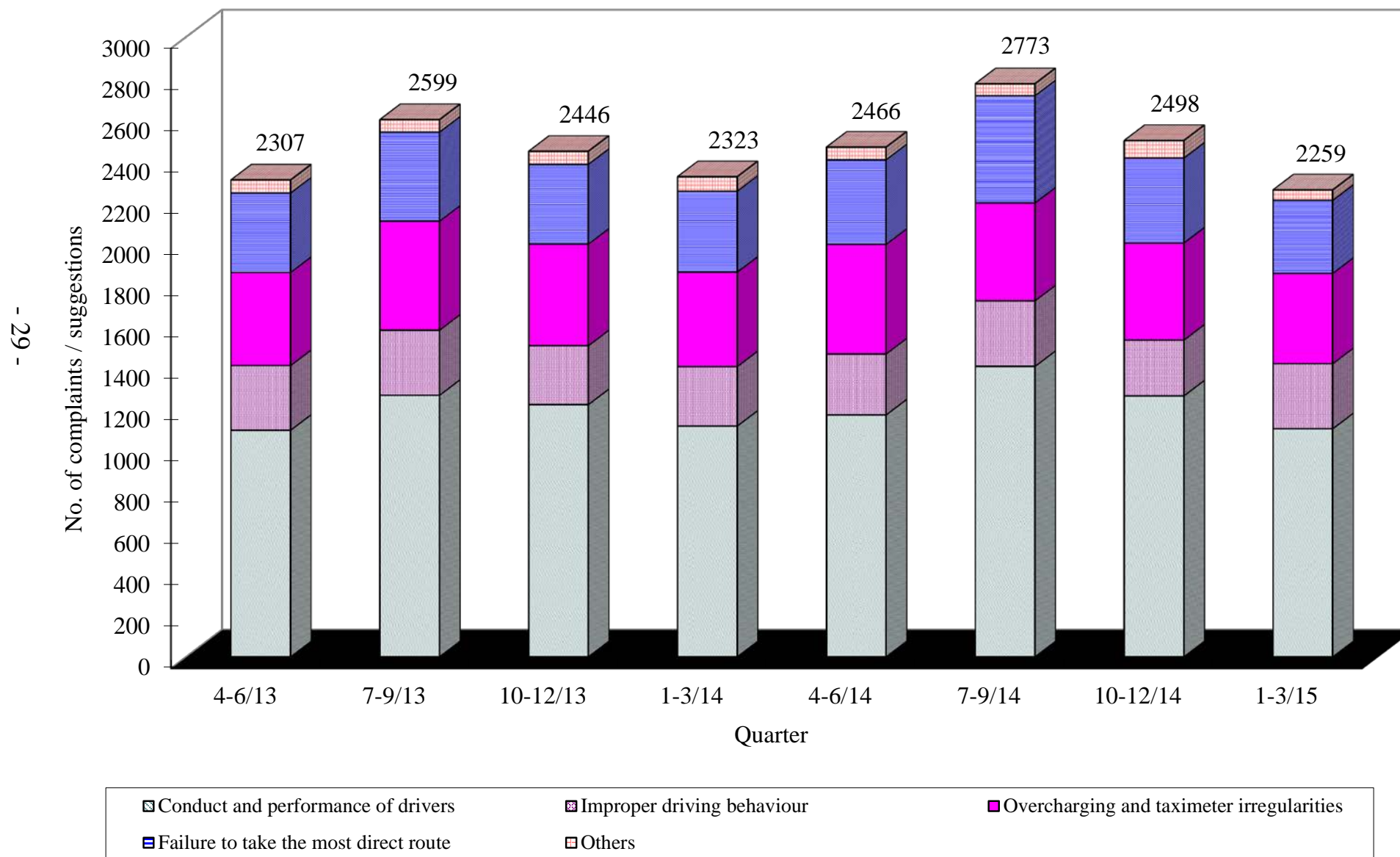
Complaints and Suggestions on the Services of New World First Bus Services Limited in the Past Eight Quarters

Annex F(iii)



Complaints and Suggestions on Taxi Services in the Past Eight Quarters

Annex G



Breakdown of Complaints and Suggestions on Taxi Services

<u>Nature of Complaint/Suggestion</u>		Same quarter last year <u>(1.1.14-31.3.14)</u>	Previous quarter <u>(1.10.14-31.12.14)</u>	Current quarter <u>(1.1.15-31.3.15)</u>
(a)	Conduct and performance of drivers			
(i)	Behaving other than in a civil & orderly manner	494	473	403
(ii)	Refusing hire	509	654	589
(iii)	Soliciting passengers	7	11	16
(iv)	Refusing to drive to destination	96	114	89
(v)	Failure to display driver identity plate	10	10	3
(vi)	Failure to display driver identity plate properly	-	-	3
	Sub-total	1 116	1 262	1 103
(b)	Improper driving behaviour	288	270	315
(c)	Overcharging	375	396	351
(d)	Taximeter irregularities	82	74	86
(e)	Failure to take the most direct route	392	411	354
(f)	Others*	70	85	50
	Total	2 323	2 498	2 259

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

Complaints and Suggestions on Traffic and Road Conditions
(January – March 2015)

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)	5 (5)	4 (4)	3 (3)	1 (1)	3 (3)	4 (4)	1 (1)	1 (1)	4 (4)	2 (2)	2 (1)	1 (1)	2 (2)	7 (5)	1 (1)	1 (1)	- (-)	- (-)	- (-)
(b) Traffic management	1	2	2	1	2	1	1	3	3	-	1	3	3	-	2	-	3	2	2
(c) Additional traffic signs and aids	2	-	-	1	1	-	1	1	2	-	2	3	1	1	-	-	-	-	15
(d) Parking facilities	1	1	1	-	-	-	-	-	1	1	-	1	-	1	-	-	-	-	7
Sub-total	9	7	6	3	6	5	3	5	10	3	5	8	6	9	3	1	3	2	96
<u>Road Maintenance</u>																			
(a) Road conditions	-	4	2	-	-	-	-	-	-	-	-	1	-	1	-	-	-	2	10
(b) Traffic signs & aids	1	3	2	1	2	-	-	1	-	-	-	1	1	-	-	-	1	-	13
(c) Carriageway markings	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Sub-total	1	7	4	1	2	-	-	1	-	-	-	2	1	1	-	-	1	2	23
<u>Enforcement</u>																			
(a) Illegal parking	33	16	31	13	51	10	26	23	35	6	12	17	26	7	8	8	20	2	345
(b) Other enforcement matters	5	6	6	8	6	11	17	6	17	2	3	6	3	1	9	5	5	2	122
Sub-total	38	22	37	21	57	21	43	29	52	8	15	23	29	8	17	13	25	4	467
Total	48	36	47	25	65	26	46	35	62	11	20	33	36	18	20	14	29	8	586

Complaints and Suggestions on Ferry Services (2013 & 2014)
(Overview)

<u>Nature of Complaint/Suggestion</u>	<u>2013</u>	<u>2014</u>	<u>Difference</u>
(A) Adequacy of Service			
(1) Frequency/carrying capacity	25	80	+220.0%
(2) Routeing	1	3	+200.0%
(3) Hours of operation	-	1	-
Sub-total	26	84	+223.1%
(B) Standard of Service			
(1) Regularity of service	20	20	-
(2) Improper driving behaviour	3	1	-66.7%
(3) Conduct and performance of staff	16	16	-
(4) Overcharging	1	1	-
(5) Cleanliness	5	2	-60.0%
(6) Conditions of vessels	8	2	-75.0%
(7) Passenger services and facilities	15	19	+26.7%
Sub-total	68	61	-10.3%
(C) General*	11	11	-
Total	105	156	+48.6%

* These complaints are mainly related to fares of ferry services.

Complaints and Suggestions on Ferry Services (Q1 2014 & Q1 2015)
(Overview)

<u>Nature of Complaint/Suggestion</u>	<u>2014</u>	<u>2015</u>	<u>Difference</u>
	<u>Jan - Mar</u>	<u>Jan - Mar</u>	
(A) Adequacy of Service			
(1) Frequency/carrying capacity	65	2	-96.9%
(2) Routeing	1	-	-100.0%
(3) Hours of operation	1	-	-100.0%
Sub-total	67	2	-97.0%
(B) Standard of Service			
(1) Regularity of service	5	3	-40.0%
(2) Conduct and performance of staff	5	2	-60.0%
(3) Cleanliness	1	1	-
(4) Passenger services and facilities	6	3	-50.0%
Sub-total	17	9	-47.1%
(C) General*	7	1	-85.7%
Total	91	12	-86.8%

* These complaints are related to fares of ferry services.

Complaints and Suggestions on Ferry Services (2013 & 2014)
(By Operators)

<u>Nature of Complaint/Suggestion</u>		<u>2013</u>			<u>2014</u>		
		<u>FF</u>	<u>SF</u>	<u>Minor</u>	<u>FF</u>	<u>SF</u>	<u>Minor</u>
(A)	Adequacy of Service						
	(1) Frequency/carrying capacity	19	-	6	76	-	4
	(2) Routeing	-	-	1	-	-	3
	(3) Hours of operation	-	-	-	-	-	1
	Sub-total	19	-	7	76	-	8
(B)	Standard of Service						
	(1) Regularity of service	5	1	14	12	-	8
	(2) Improper driving behaviour	2	-	1	1	-	-
	(3) Conduct and performance of staff	12	2	2	9	-	7
	(4) Overcharging	-	-	1	1	-	-
	(5) Cleanliness	1	1	3	2	-	-
	(6) Conditions of vessels	1	-	7	2	-	-
	(7) Passenger services and facilities	6	1	8	9	-	10
	Sub-total	27	5	36	36	-	25
(C)	General*	3	-	8	3	1	7
	Total	49	5	51	115	1	40

* These complaints are mainly related to fares of ferry services.

Complaints and Suggestions on Ferry Services (Q1 2014 & Q1 2015)
(By Operators)

<u>Nature of Complaint/Suggestion</u>		<u>2014</u>			<u>2015</u>		
		<u>Jan - Mar</u>			<u>Jan - Mar</u>		
		<u>FF</u>	<u>SF</u>	<u>Minor</u>	<u>FF</u>	<u>SF</u>	<u>Minor</u>
(A)	Adequacy of Service						
	(1) Frequency/carrying capacity	63	-	2	2	-	-
	(2) Routeing	-	-	1	-	-	-
	(3) Hours of operation	-	-	1	-	-	-
	Sub-total	63	-	4	2	-	-
(B)	Standard of Service						
	(1) Regularity of service	4	-	1	3	-	-
	(2) Conduct and performance of staff	4	-	1	2	-	-
	(3) Cleanliness	1	-	-	1	-	-
	(4) Passenger services and facilities	4	-	2	1	-	2
	Sub-total	13	-	4	7	-	2
(C)	General*	1	-	6	-	-	1
	Total	77	-	14	9	-	3

* These complaints are related to fares of ferry services.

**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.