

QUARTERLY REPORT No. 2 of 2015

by the

TRANSPORT COMPLAINTS UNIT

of the

TRANSPORT ADVISORY COMMITTEE

for the period

1 April 2015 – 30 June 2015

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Chapter 1

Major Areas of Complaints and Suggestions

This is the second quarterly report for 2015 covering the period from 1 April to 30 June 2015.

Yearly and Quarterly Trends

2. During the quarter, the Transport Complaints Unit (TCU) received 6 140 complaints and suggestions, including 53 pure suggestions, from 5 627 persons. About 52% (2 926) of these persons lodged their complaints/suggestions by telephone and the remaining 48% (2 701) by e-mail, fax or mail. The number of cases represents an increase of 19.4% as compared with 5 142 cases in the previous quarter and an increase of 4.3% as compared with 5 885 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 5 493 cases (including some outstanding cases from previous quarters) were completed. Of these, 3 873 cases (71%) were found to be substantiated, 134 cases (2%) unsubstantiated, and the remaining 1 486 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 18 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 5 423 cases, which represents an increase of 19.9% as compared with the previous quarter and a slight increase of 0.5% 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 1 531 complaints and suggestions on franchised bus services were received during the quarter, which represents an increase of 30.4% as compared with the previous quarter and a decrease of 14.9% as compared with the same quarter last year. The increase in the number of cases received as compared with the previous quarter was mainly due to more complaints about regularity of services.

8. There were 797 cases on the services of the KMB, as compared with 639 cases in the previous quarter and 984 cases in the same quarter last year. Among the 797 cases, 67 (or 8.4%) were about the adequacy of service and 712 (or 89.3%) were about the standard of service.

9. There were 141 cases on the services of Citybus Limited (Franchise 1) (CTB1), as compared with 110 cases in the previous quarter and 158 cases in the same quarter last year. Among the 141 cases, 17 (or 12.1%) were about the adequacy of service while 120 (or 85.1%) were about the standard of service.

10. There were 144 cases on the services of the New World First Bus Services Limited (NWFB), as compared with 78 cases in the previous quarter and 138 cases in the same quarter last year. Of the 144 cases, 13 (or 9%) were about the adequacy of service and 129 (or 89.6%) 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 54 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 44 and 45 respectively.

Public Light Bus Services

13. A total of 1 210 complaints and suggestions on public light bus (PLB) services were received in this quarter, which represents an increase of 38.4% as compared with the previous quarter and an increase of 26.8% 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, 93.7% or 1 134 cases were on green minibus (GMB) services. The number of cases received in the previous quarter and the same quarter last year were 801 and 877 respectively. Among the 1 134 cases, 116 (or 10.2%) were about the adequacy of service and 998 (or 88%) were about the standard of service. The increase in the number of cases received was mainly due to more complaints about regularity of service and conduct and performance of staff.

15. The remaining 6.3% or 76 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 73 and 77 respectively.

Taxi Services

16. A total of 2 466 cases on taxi services were received in this quarter, which represents an increase of 9.2% as compared with the previous quarter. The number of cases is the same as that for the same quarter last year. A comparison of the complaints and suggestions on taxi services in the past eight quarters is at Annex G.

17. Of the 2 466 cases received, 2 399 (97%) were related to taxi driver malpractice, as compared with 2 209 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 481 such cases (20%) were referred to the Police.

18. During the quarter, the Police reported the latest developments on 387 cases previously referred to them. These cases are categorised as follows -

	<u>No. of Cases</u>	<u>Percentage</u>
(a) Summonsed	34 (41)	9 (10)
(b) Withdrawn by complainants	278 (314)	72 (75)
(c) Evidence considered insufficient by the Police for further processing	75 (63)	19 (15)
	<u>387 (418)</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 141 complaints and suggestions on rail services were received. Corresponding figures for the previous quarter and the same quarter last year were 161 and 116 respectively. Of the 141 cases, 127 were on the services of MTRCL.

Ferry Services

20. There were 21 complaints and suggestions on ferry services in this quarter. Corresponding figures for the previous quarter and the same quarter last year were 12 and 13 respectively.

Traffic Conditions

21. There were 66 complaints recorded in this quarter about traffic congestion, as compared with 42 cases in the previous quarter and 47 cases in the same quarter last year. Congestion was reported to have occurred at a total of 54 locations throughout the territory, as illustrated below -

	<u>Number of Complaints</u>		<u>Number of Locations</u>	
Hong Kong Island	20	(13)	15	(13)
Kowloon	21	(13)	19	(13)
New Territories	25	(16)	20	(13)
Others	-	(-)	-	(-)
Total	66	(42)	54	(39)

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

22. Based on the number of complaints received, districts most affected by traffic congestion were Kowloon City (11 cases), Southern and Sai Kung (seven cases each) and Wan Chai and Yuen Long (six 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 38 complaints and suggestions on traffic management and 23 requests for additional traffic signs and aids in this quarter. As a comparison, there were 32 and 15 such cases in the previous quarter, and 25 and 11 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 23 cases in the previous quarter and 41 cases in the same quarter last year. Among the 26 cases, 20 were related to road conditions.

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

Enforcement

28. There were 519 complaints about traffic regulations enforcement in this quarter, which represents an increase of 11.1% when compared with the previous quarter and an increase of 51.3% when compared with the same quarter last year. They were mainly requests for action against illegal parking and prolonged waiting causing obstruction. All these cases were referred to the Police for action.

Chapter 2

Major Events and Noteworthy Cases

Transport Complaints Unit Sub-Committee Meeting

At the quarterly meeting of the Transport Complaints Unit (TCU) Sub-Committee on 8 May 2015, Members discussed -

- (a) complaints about illegal parking;
 - (b) complaints about audio-visual broadcasting on franchised buses;
 - (c) complaints and suggestions on ferry services; and
 - (d) TCU Quarterly Report No. 1 of 2015.
2. Members agreed that -
- (a) complaints and suggestions about illegal parking, audio-visual broadcasting on franchised buses and ferry services should be closely monitored; and
 - (b) TCU Quarterly Report No. 1 of 2015 should be submitted to the Transport Advisory Committee.

Suggestion on the arrangement of traffic light signal at the junction of Chuk Yuen Road and Fu Mei Street

3. In May 2015, a member of the public sent in a suggestion on the arrangement of traffic light signal at the junction of Chuk Yuen Road and Fu Mei Street. There were three signalized pedestrian crossings at the junction. Under the current setting, when a pedestrian pressed the push-button of one of the crossings to activate the pedestrian green signal, the green signal of all the three crossings would be turned on at the same time. The member of the public was of the view that as there were relatively less pedestrians using the crossing at Chuk Yuen Road northbound, he suggested allocating more vehicular green time at that crossing by desynchronizing the traffic signals of the three pedestrian crossings. This would increase the traffic flow at the location.

4. The suggestion was referred to the Transport Department (TD) for consideration. The Department explained that desynchronizing traffic signals would not necessarily increase the traffic flow of a junction. For the said junction, if the traffic signals for the three pedestrian crossings were desynchronized, different signal cycles would be required for traffic and pedestrians coming from different directions. This would in turn increase the waiting time for pedestrians and vehicles alike at that junction. Nevertheless, TD would continue to monitor the traffic situation and implement other traffic management measures if required.

5. TCU conveyed the above reply to the member of the public, and he raised no further comment.

Complaint about the fare charging of a green minibuss

6. A complaint was lodged in May 2015 about the fare policy of a GMB. The complainant boarded a GMB with his child under the age of three and was told by the driver that save infants being held by a passenger, all children under the age of three were also required to pay the fare.

7. The case was referred to TD for investigation. TD explained that in accordance with the Road Traffic (Traffic Control) Regulations (Cap 374G), for the purpose of establishing the number of persons that may be carried in a vehicle, a child under the age of three years shall not be counted and three children aged three years or above but each not exceeding 1.3 meters in height shall be counted as two persons. However, the regulations did not exempt children from paying fare.

8. Besides, the Road Traffic (Public Services Vehicles) Regulations (Cap 374D) stipulated that no person shall board a PLB knowing or having reason to believe that he cannot pay the fare and with intent to avoid payment of the fare or dishonestly avoid payment of a fare due from him. In relation to a PLB, “fare” means the fare indicated on the card displayed on the vehicle. The said regulations did not exempt children under the age of three, regardless of occupying a seat or not, from the paying of fare.

9. TD further advised that it was the discretion of individual operators whether to offer concessionary fare to children. Upon checking the Service Schedule of the GMB route taken by the complainant, concessionary fare or free ride for children was not available.

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

Concern about the traffic congestion in the vicinity of Lok Ma Chau Spur Line Control Point

11. During the second quarter of 2015, a few members of the public expressed concern over the traffic congestion in the vicinity of Lok Ma Chau Spur Line Control Point. They observed that the congestion was serious along roads leading to the Control Point and at the public transport interchange (PTI). It was not uncommon for people to get stuck in the traffic jam for almost an hour. It was noted that during rush hours, a large number of taxis approached the PTI for picking up/setting down passengers causing obstruction to other transport.

12. The Police and TD were invited to look into the issues. TD advised that the Lok Ma Chau Spur Line Control Point was originally designed to serve railway passengers only. Following a proposal of the Legislative Council in 2002, a PTI adjacent to the Spur Line Control Point was built so that the public may also use public transport services other than railway for cross-boundary trips. However, geographical constraints, together with the need to protect the environment nearby, limited the size of the PTI. At present, franchised buses, GMBs, school buses for cross-boundary students and taxis were allowed to access the PTI. With limited space there, loading/unloading facilities provided were compactly arranged.

13. TD noted that since the commissioning of the Spur Line Control Point, the patronage had been increasing. In recent years the number of commuters choosing taxis to reach the Control Point had increased considerably. The queue at taxi drop-off area near the entrance of the PTI had in turn affected the flow of other vehicles.

14. Given the situation and under the existing tight spatial constraint, TD had implemented some improvement measures to alleviate the congestion. These included doubling the number of taxi drop-off points, modifying the New Territories taxi stand to allow more taxis to carry out boarding activity simultaneously in order to improve the traffic flow and reduce taxi queuing length, and opening up two existing school bus drop-off points for taxi drop-off during non-school days and school bus non-peak hours.

15. The Police had been closely monitoring the public order and traffic flow situations in the area and officers were deployed on a daily basis at the locations to maintain order and conduct traffic enforcement duties. If traffic situation warranted, they would implement a contra-flow traffic arrangement to allow vehicles, namely buses, public light buses and Cross Boundary Students coaches, to by-pass the traffic queue at Lok Ma Chau Road and Border Road for access to the PTI.

16. Further traffic management measures were being considered and worked out with a view to further alleviating the congestion problem, such as provision of additional taxi drop-off area and a new exit route. TD and the Police would continue to maintain close liaison and formulate additional measures as required.

17. The members of the public were informed of the above and did not have further question.

Complaints about Improper Driving Behaviour of Public Transport Drivers**Background**

On average, 13 million passenger journeys are made every day on the public transport (PT) system in Hong Kong which includes railways, trams, buses, minibuses, taxis and ferries. PT services remain a prime issue among the complaints and suggestions received by TCU. In 2014, 22 550 complaints and suggestions about PT services were received, accounting for more than 90% of the total number of cases (24 763). Among these 22 550 cases, improper driving behaviour was one of the major areas of concern with 2 679 cases received in 2014.

2. This paper focuses on complaints about improper driving behaviour of PT drivers as safety is always a very important consideration in the operation of PT services.

Complaint Statistics

3. The trend of complaints about improper driving behaviour of PT drivers in the past five years is as follows -

<u>Year</u>	<u>No. of Complaints</u>	<u>Difference</u>
2010	2 339	-
2011	2 479	+6.0%
2012	2 836	+14.4%
2013	2 802	-1.2%
2014	2 679	-4.4%
2015 (up to 30.6.2015)	1 432	-

A breakdown by transport mode of the cases received from January to June 2015 is as follows -

<u>Transport Mode</u>	<u>2014 Jan - Jun</u>	<u>2015 Jan - Jun</u>	<u>Difference</u>
Taxi	583	635	+8.9%
Green minibus	281	342	+21.7%
Franchised bus	353	324	-8.2%
Red minibus	71	66	-7.0%
Mass Transit Railway (excluding Light Rail)	9	15	+66.7%
Light rail	4	4	-
Others	35	46	+31.4%
Total	1 336	1 432	+7.2%

4. A total of 1 432 complaints about improper driving behaviour of PT drivers were received during the period from January to June 2015. This represents an increase of 7.2% when compared with 1 336 cases received in the same period last year.

5. Of these 1 432 cases, the complainants were mostly concerned about the following improper acts -

- (a) Driving speedily;
- (b) Dashing through traffic light;
- (c) Starting before passengers safely alighted/boarded;
- (d) Changing lanes abruptly/Overtaking on solid line;
- (e) Using mobile phone while driving;
- (f) Picking up/Setting down passengers at restricted area/out of line; and
- (g) Failing to give way to pedestrians/traffic.

Comparisons of the complaints received during the period from January to June 2015 and the same period of 2014 are at Annex J.

Actions Taken

6. All the complaints received about improper driving behaviour of PT drivers were referred to the respective operators, the Transport Department (TD) or the Police for investigation.

7. If the complainants agree to be court witnesses, prosecution against the drivers concerned may be considered. During the period from January to June 2015, 245 out of the 1 432 cases about improper driving behaviour were referred to the Police for consideration of prosecution action. So far, investigation had been completed on 150 of these cases, the results of which are as follows -

	<u>No. of Cases</u>	<u>Percentage</u>
(a) Summoned	11	7
(b) Withdrawn by complainants	100	67
(c) Evidence considered insufficient by the Police for further processing	39	26
Total	150	100

Measures to Improve the Situation

Franchised Bus Services

8. To enhance the promotion of bus operation safety, all the franchised bus operators continue to adopt measures to improve their bus captains' driving skills, driving attitude and safety awareness. In addition to training for new recruits, all franchised bus operators provide enhancement, refresher and remedial training courses, and regular briefings on safe driving and quality service to their in-service bus captains, apart from provision of incentive schemes such as safety bonus and safe driving awards for new recruits and in-service bus captains.

9. To enhance monitoring of driving behaviour of bus captains, franchised bus operators use the vehicle operating data captured by the black boxes to monitor bus captain's driving behaviour and facilitate accident investigation. Bus captains, who are found to have improper driving behaviour or involved in serious traffic accidents, would be reminded or even disciplined, and arranged to attend remedial driving training.

10. The franchised bus operators continue to arrange their driving instructors and plain-clothes staff to conduct covert checks and on-site monitoring at bus stops and traffic lights to check bus captain's driving manner, compliance with traffic signals/signs and service manner while observing bus stop, and follow up with disciplinary actions and remedial training, if required.

11. Apart from the above, TD and the Police have jointly organized four Road Safety Seminars in the first half of 2015 for bus captains. Another three Road Safety Seminars have been scheduled in the second half of 2015. During the seminars, bus captains would be briefed by the Police on safe driving skills and behaviour with a view to enhancing their awareness of road safety.

Public Light Bus Services

12. To enhance PLB safety, new legislative requirements have been introduced in phases with effect from April 2012 to impose a maximum speed of 80 km per hour for PLBs on roads, mandate the installation of approved speed limiter on all PLBs with a pre-set maximum speed of 80 km per hour, mandate the display of driver identity plates by PLB drivers, mandate the installation of approved electronic data recording device on newly registered PLBs, and require the applicants for PLB licence to attend and complete a pre-service course before they are eligible for the licence. The Government will continue to monitor and review the safety of PLB operation.

13. Besides, TD has implemented different measures to promote the provision of safe, quality and customer-oriented PLB services. These measures included issuing the PLB Newsletter, organising seminars for PLB drivers to enhance safe driving and customer service, and appealing to the red minibus associations and GMB operators to promote safe driving and quality service. TD will continue to deliver the safe driving message to the PLB trade at the regular conferences.

14. To strengthen the monitoring of the driving behaviour of PLB drivers and to enhance the safety of PLB operation, TD would continue to conduct surveys to check the performance of PLB drivers among other things. If malpractice of drivers such as speeding, overloading and driving behaviour jeopardizing passenger safety are found, TD would send the information to the Police for follow up and enforcement actions. For the repeated public complaints about improper driving behaviour of GMB drivers, TD would conduct ad hoc survey/inspection to verify the situation, interview and seriously remind the operators to warn the drivers concerned, and depending on the situation, take disciplinary actions against the drivers concerned as appropriate. Besides, TD would remind the GMB operators to strengthen staff training and to conduct surprise checks on the performance of their drivers to improve service quality.

Taxi Services

15. TD all along reminds the leaders of taxi trade to encourage drivers to drive safely and properly. On training, TD supports the Vocational Training Council and Employees Retraining Board to offer courses for new entrants and serving drivers which cover road safety, driving improvement, emergency handling, occupational health in relation to driving behavior, trade ethics and customer service skills. TD will liaise with the education institutions as appropriate if and when specific training needs are identified for the trade.

16. On publicity, TD and the Quality Taxi Services Steering Committee (QTSSC)^{Note} had ridden on the publicity arrangements for the Taxi Driver Commendation Scheme Prize Presentation Ceremony 2014 held on 30 January 2015 to promote quality taxi service and good driving behaviour. Quality Taxi Drivers were commended as a role model for others to follow. On the other hand, radio programmes and segments were broadcast in the 881 Channel of Commercial Radio in the first quarter of 2015 to remind taxi drivers to become more vigilant to road safety and pay attention to their driving behaviour.

^{Note} The Quality Taxi Services Steering Committee (QTSSC) currently chaired by Mr Peter Yan King-shun, a Transport Advisory Committee member, was established in May 1999, comprising representatives of the taxi associations, Hong Kong Tourism Board, Consumer Council, District Councils, Transport and Housing Bureau and Transport Department, to promote quality taxi service.

17. Taxi passengers also help monitor the service performance of taxi drivers. To improve the convenience for the public to access the QTSSC website for leaving feedback on taxi service and drivers' performance, a QR code has been created and printed in taxi publicity materials. Leaflets showing the major feedback channels (e.g. Transport Complaint Unit hotline) will be distributed to taxi passengers continuously at major taxi stands throughout the year.

Others

18. TD, in its continuous efforts to enhance driving safety and health awareness of commercial vehicle drivers (i.e. including PT drivers), launched the "Safe Driving and Health Campaign 2014/2015" between October 2014 and March 2015 with four main themes, including "no drink driving and drug driving", "safe driving attitude and behavior", "respect cyclists and other road users" and "maintain good health conditions". A series of publicity programmes were arranged to promote road safety and health awareness of commercial vehicle drivers.

19. "Road Safety" is a Commissioner of Police Operational Priority. Particular attention is accorded to PT vehicles including taxi, PLB and franchised buses as they are major road users. A three-pronged approach of publicity, education and enforcement has therefore been adopted to enhance PT road safety in Hong Kong. Publicity activities are on-going throughout the year with road safety leaflets distributed to PT drivers and their passengers. The Police also regularly organise road safety educational talks to PT drivers as well as the trade operators in order to promote a safe driving attitude and prevent traffic accidents. Regular territory-wide enforcement operations against improper driving behaviour of PT drivers are also conducted targeting offences like "tailgating", "speeding", "traffic light offences", "use of hand held mobile phones whilst driving" and "seat belt offences". In April 2015 the Police reviewed this territory-wide PT enforcement operation to improve the focus on improper drivers' behaviour and strengthen taxi seat belt enforcement. From January to June 2015, enforcement was undertaken on 33 456 occasions against PT drivers and vehicles, representing a decrease of 6.2% when compared with the same period of 2014. A breakdown is at Annex K.

20. TCU would continue to closely monitor and follow up with the departments/operators concerned regarding complaints about improper driving behaviour of PT drivers.

Complaints and Suggestions Received by TCU

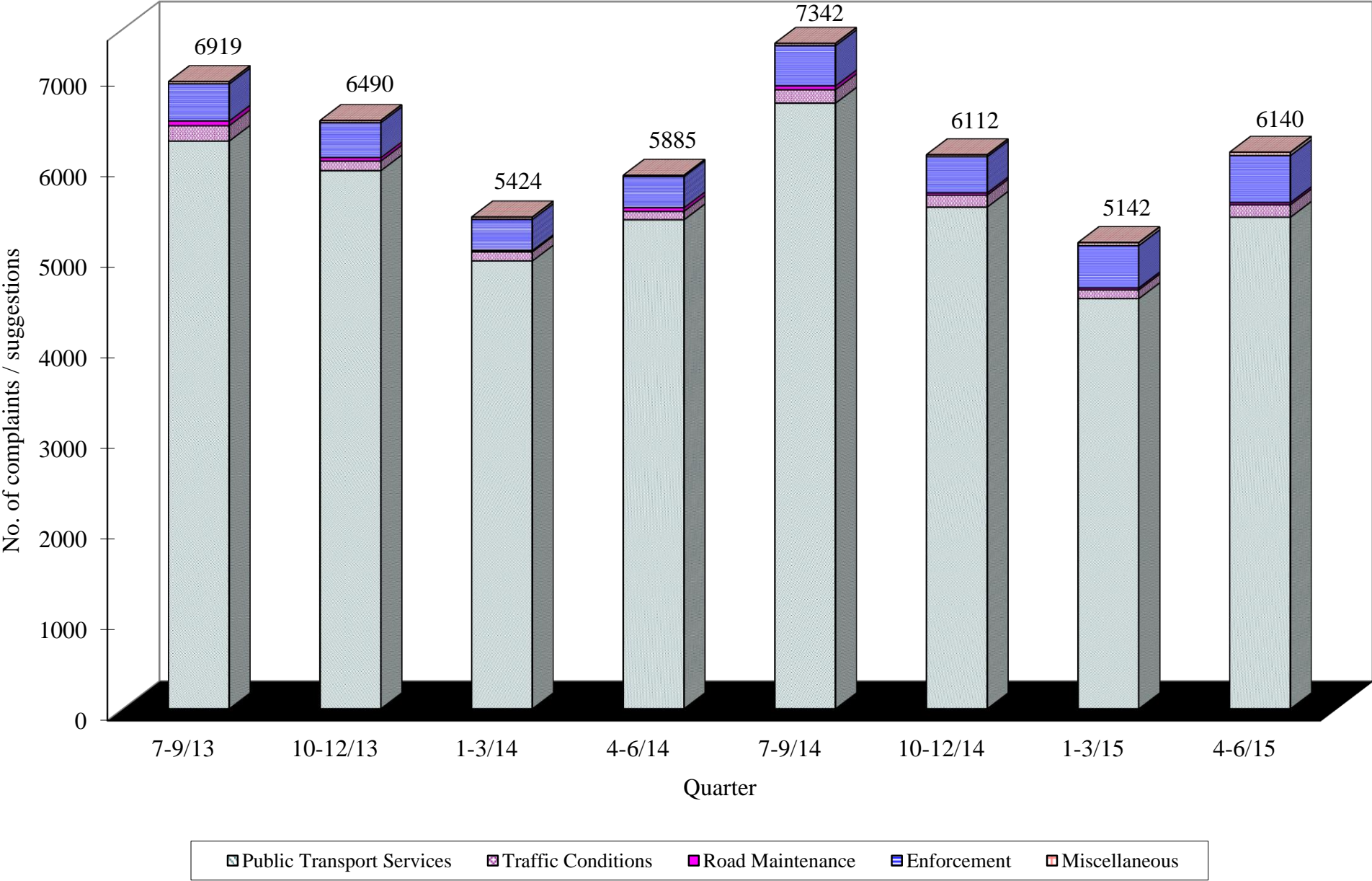
<u>Nature of Complaint/Suggestion</u>		<u>Same quarter last year (1.4.14-30.6.14)</u>		<u>Previous quarter (1.1.15-31.3.15)</u>		<u>Current quarter (1.4.15-30.6.15)</u>	
I. Public Transport Services							
(a) Adequacy of service		232	[13]	190	[20]	258	[22]
(b) Standard of service		5 035	[5]	4 198	[6]	5 041	[7]
(c) General		127	[2]	136	[4]	124	[4]
		5 394	[20] (91%)	4 524	[30] (88%)	5 423	[33] (88%)
II. Traffic Conditions							
(a) Traffic congestion		47	[2]	42	[1]	66	[3]
(b) Traffic management		25	[6]	32	[4]	38	[10]
(c) Additional traffic signs and aids		11	[6]	15	[2]	23	[3]
(d) Parking facilities		10	[4]	7	[1]	9	[2]
		93	[18] (1%)	96	[8] (1%)	136	[18] (2%)
III. Road Maintenance							
(a) Road conditions		28		10		20	
(b) Traffic signs and aids		13	[1]	13		3	
(c) Carriageway markings		-		-		3	
		41	[1] (1%)	23	(1%)	26	(1%)
IV. Enforcement							
(a) Illegal parking		235		345		368	
(b) Other enforcement matters		108		122		151	[1]
		343	(6%)	467	(9%)	519	[1] (8%)
V. Miscellaneous							
		14	[2] (1%)	32	[3] (1%)	36	[1] (1%)
Total		5 885	[41] (100%)	5 142	[41] (100%)	6 140	[53] (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.

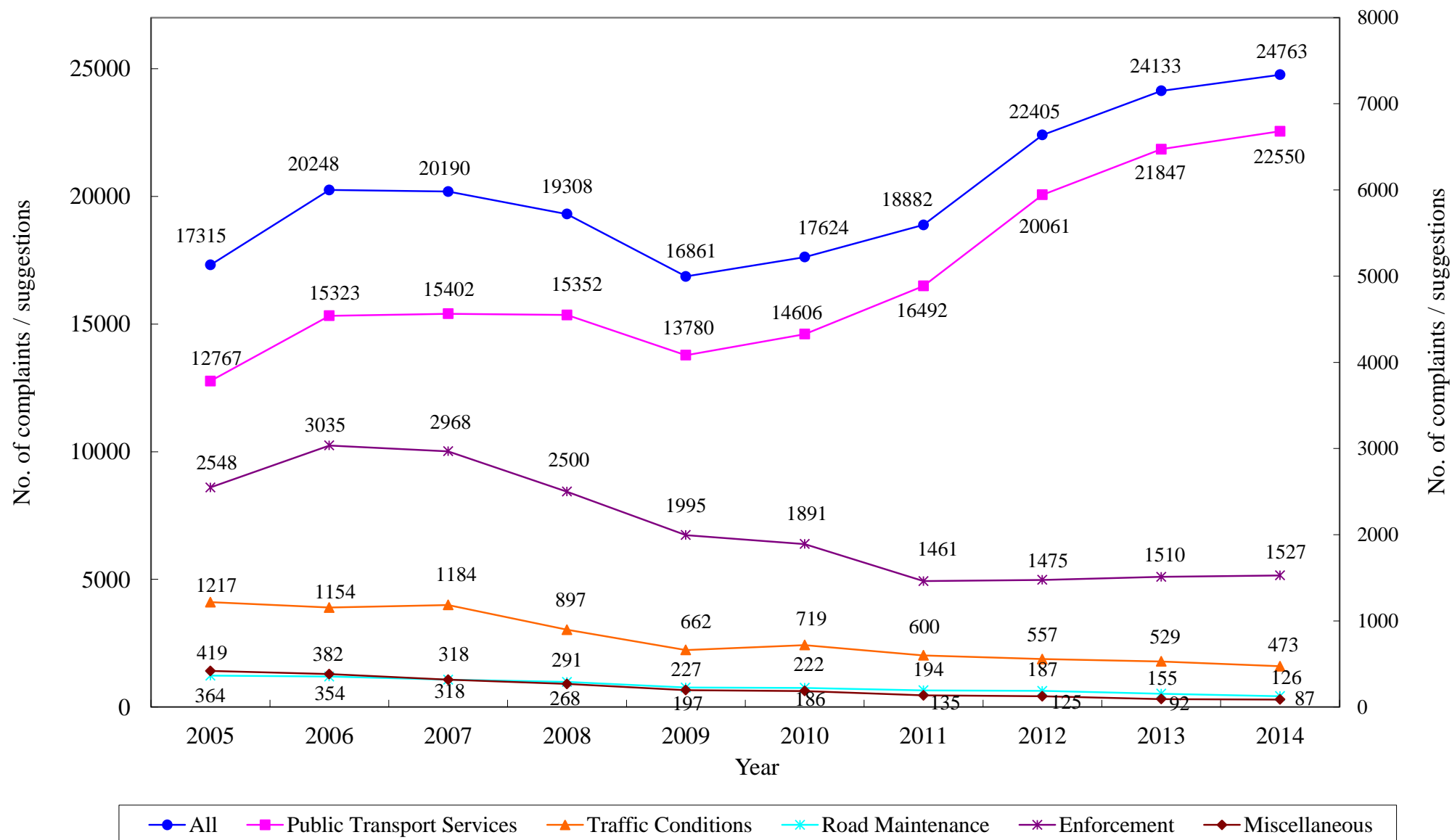
(2) Percentage figures in brackets represent the proportion of a category of complaints/ suggestions to the total number of cases received in the quarter.

Complaints and Suggestions Received by TCU

Annex A(ii)

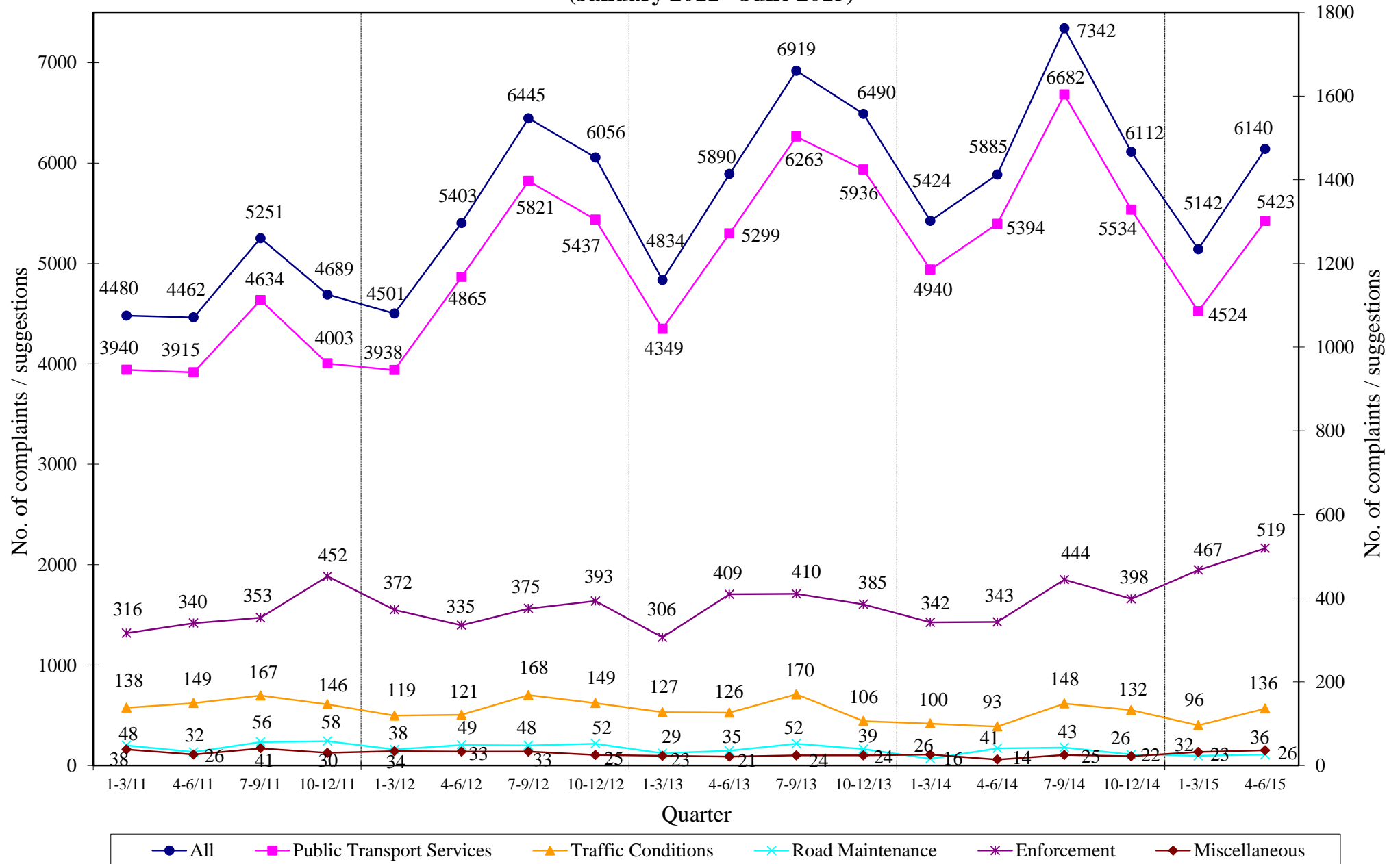


**Trends of Complaints and Suggestions Received by TCU
(2005 - 2014)**



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

Annex B(ii)



Summary of Results of Investigations into Complaints and Suggestions
(April – June 2015)

Outcome of Investigation Nature of Complaint/ Suggestion					
	A1	A2	B	C	Total
I. Public Transport Services					
(a) Adequacy of service	15	189	10	-	214
(b) Standard of service	1 065	1 700	96	1 434	4 295
(c) General	339	55	11	6	411
	1 419	1 944	117	1 440	4 920
II. Traffic Conditions					
(a) Traffic congestion	18	27	1	-	46
(b) Traffic management	10	16	7	1	34
(c) Additional traffic signs/aids	4	11	4	1	20
(d) Parking facilities	1	5	1	-	7
	33	59	13	2	107
III. Road Maintenance					
(a) Road conditions	14	1	-	-	15
(b) Traffic signs and aids	9	4	1	-	14
(c) Carriageway markings	1	-	-	-	1
	24	5	1	-	30
IV. Enforcement					
(a) Illegal parking	165	103	-	1	269
(b) Other enforcement matters	27	62	3	43	135
	192	165	3	44	404
V. Miscellaneous	19	13	-	-	32
Total	1 687 (31%)	2 186 (40%)	134 (2%)	1 486 (27%)	5 493 (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
(April – June 2015)**

Outcome of Investigation Mode of Transport	A1	A2	B	C	Total
The Kowloon Motor Bus Company (1933) Limited	277	401	31	4	713
Citybus Limited (Franchise 1)	36	66	7	1	110
Citybus Limited (Franchise 2)	8	27	5	-	40
The New World First Bus Services Limited	29	47	8	1	85
The New Lantao Bus Company (1973) Limited	15	5	-	-	20
Long Win Bus Company Limited	30	46	1	-	77
Cross-harbour Bus Services	99	123	34	2	258
Non-franchised Bus Services	13	26	2	2	43
Green Minibus	480	298	17	8	803
Red Minibus	335	11	2	4	352
Taxi	36	794	-	1 414	2 244
MTR Corporation Limited (Excluding Light Rail)	26	76	9	3	114
MTR Corporation Limited (Light Rail)	4	9	1	-	14
The Hongkong Tramways Limited	28	6	-	1	35
New World First Ferry Services Limited	3	6	-	-	9
The “Star” Ferry Company Limited	-	-	-	-	-
Minor Ferries	-	3	-	-	3
Total	1 419 (29%)	1 944 (40%)	117 (2%)	1 440 (29%)	4 920 (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
(April – June 2015)

I. Public Transport Services

- Relocate a green minibus stop and remove railings at Hung Lai Road to facilitate passengers boarding.
- Remove railings at a bus stop at Shu Kuk Street to facilitate passengers boarding and alighting.
- Modify the railings at bus stops at Po Kong Village Road to facilitate passengers boarding and alighting.

II. Traffic Management

Hong Kong Island

- Increase the vehicular green time of traffic lights at the junction of Bonham Road and Breezy Path to alleviate traffic congestion.
- Extend the effective hours of “No Stopping” restriction and add a “Keep Clear” road marking at King’s Road to prevent vehicle obstruction.
- Add box junction road markings at the junction of Queen’s Road Central and Lok Ku Road to prevent vehicle obstruction.
- Add hatched road markings at Village Road to prevent vehicle obstruction.

Kowloon

- Modify the mode of operation of traffic lights at Shun On Road, Sau Mau Ping Road and Sau Ming Road to facilitate pedestrians crossing the road.

- Shorten the waiting time for pedestrian green phase of traffic lights at the junction of Sham Mong Road and Po Lun Street to facilitate pedestrians crossing the road.
- Impose “No Stopping” restriction at the junction of Hong Ning Road and Ming Chi Street to prevent vehicle obstruction.
- Add a road marking at Boundary Street to better guide motorists of the traffic direction.
- Add road markings at Kwun Tong Bypass to better guide motorists to the proper traffic lanes.
- Add a direction sign at Lin Cheung Road to better guide motorists.
- Add a traffic sign at Willow Street to alert motorists of pedestrians in road ahead.

New Territories

- Increase the vehicular green time of a traffic light at Tsun King Road westbound during morning peak hours to alleviate traffic congestion.
- Increase the pedestrian green time of a traffic light at the junction of Tin Yiu Road and Tin Ho Road to facilitate pedestrian crossing the road.
- Add “No U-turn” traffic signs at the junction of Hing Kwai Street, Tsun Wen Road and Ming Kum Road to improve road safety.
- Add “Stop” traffic signs at Castle Peak Road - Chau Tau to better guide motorists.

Complaints and Suggestions on Public Transport Services
(April – June 2015)

Legend

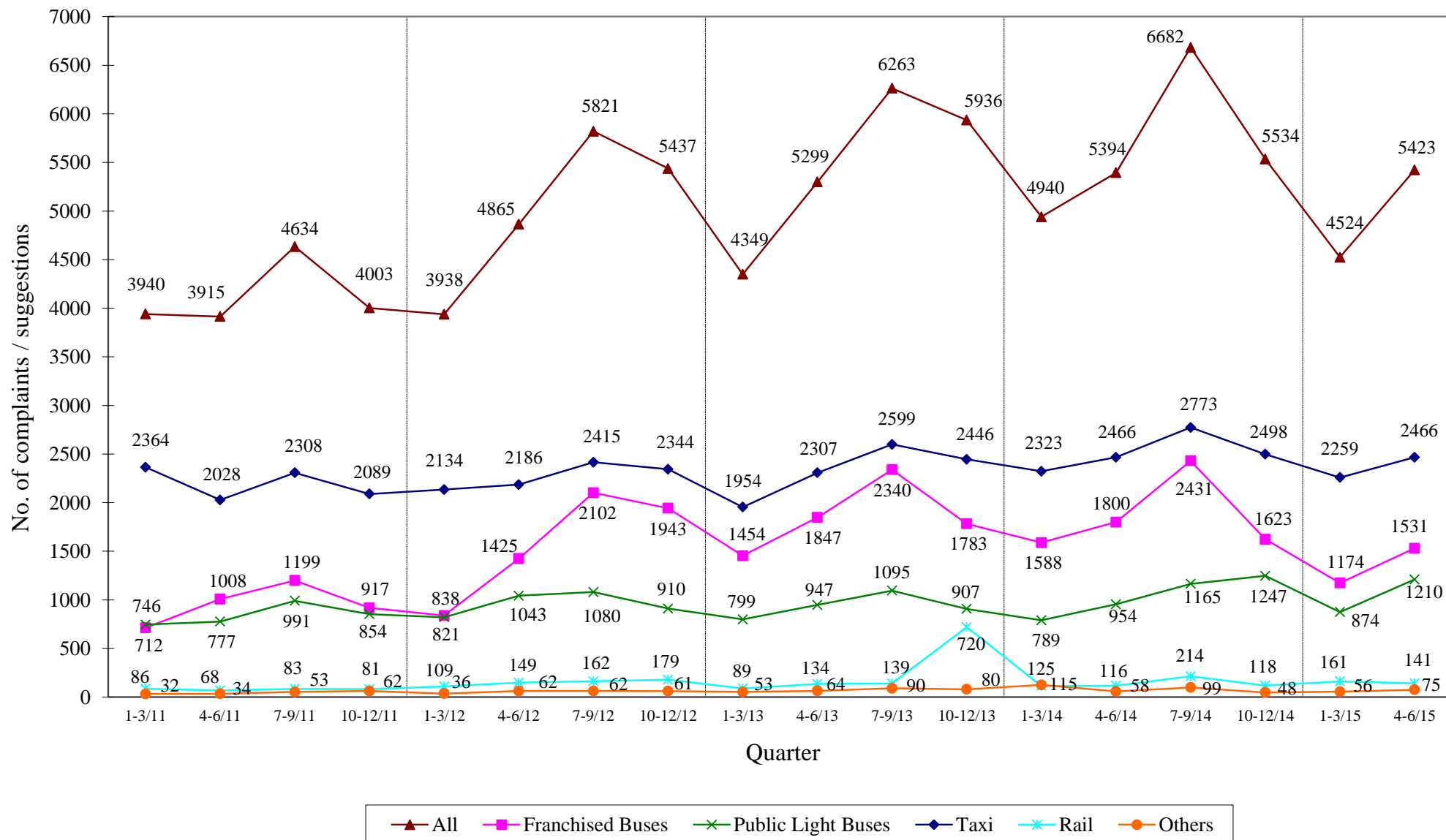
KMB	The Kowloon Motor Bus Company (1933) Limited
CTB1	Citybus Limited (Franchise 1)
CTB2	Citybus Limited (Franchise 2)
FB	The New World First Bus Services Limited
NLB	The New Lantao Bus Company (1973) Limited
LWB	Long Win Bus Company Limited
XHT	Cross-harbour Bus Services
NFBS	Non-franchised Bus Services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

Mode Nature of Complaint/Suggestion	Vehicular Transport											Rail Transport			Waterborne Transport			Total/ Sub- total
	Franchised Buses											MTR (Non- LR) MTR (LR) HT			FF SF MF			
	KMB	CTB1	CTB2	FB	NLB	LWB	XHT					NFBS	GMB	RMB				
(A) Adequacy of Service																		
(1) Frequency/carrying capacity	41	4	-	1	-	8	14	2	104	-	-	5	2	-	3	-	-	184
(2) Routeing	15	12	2	10	-	1	4	1	4	-	-	-	-	-	-	-	-	49
(3) Hours of operation	1	-	-	1	-	1	-	-	2	-	-	-	-	-	-	-	-	5
(4) Provision of stops	10	1	-	1	1	1	-	-	6	-	-	-	-	-	-	-	-	20
Sub-total	67	17	2	13	1	11	18	3	116	-	-	5	2	-	3	-	-	258
(B) Standard of Service																		
(1) Regularity of service	348	69	26	71	5	21	179	28	310	-	-	8	1	1	5	-	3	1075
(2) Adherence to routeing	8	2	1	3	-	-	1	-	63	-	359	-	-	-	-	-	-	437
(3) Improper driving behaviour	97	14	8	15	6	8	22	11	196	36	320	6	2	9	-	-	-	750
(4) Conduct & performance of staff (including drivers)	158	24	15	28	5	18	48	8	365	21	1281	35	-	1	3	-	-	2010
(5) Overcharging	3	1	-	-	-	1	1	-	16	2	439 *	-	-	-	-	-	-	463
(6) Cleanliness	1	-	-	-	-	-	2	1	14	-	3	1	-	-	-	-	-	22
(7) Conditions of vehicles/vessels	11	1	1	2	-	1	3	-	12	2	12	4	-	2	-	-	-	51
(8) Passenger services & facilities	86	9	3	10	1	4	32	1	22	-	4	52	3	1	1	-	4	233 #
Sub-total	712	120	54	129	17	53	288	49	998	61	2418	106	6	14	9	-	7	5041
(C) General	18	4	-	2	1	-	4	2	20	15	48	5	3	-	1	-	1	124
Total this quarter	797	141	56	144	19	64	310	54	1134	76	2466	116	11	14	13	-	8	5423
Grand-total	(1531)							(3730)				(141)			(21)			
Total previous quarter	639	110	38	78	16	49	244	44	801	73	2259	112	15	34	9	-	3	4524
Total same quarter last year	984	158	47	138	17	44	412	45	877	77	2466	84	9	23	5	-	8	5394

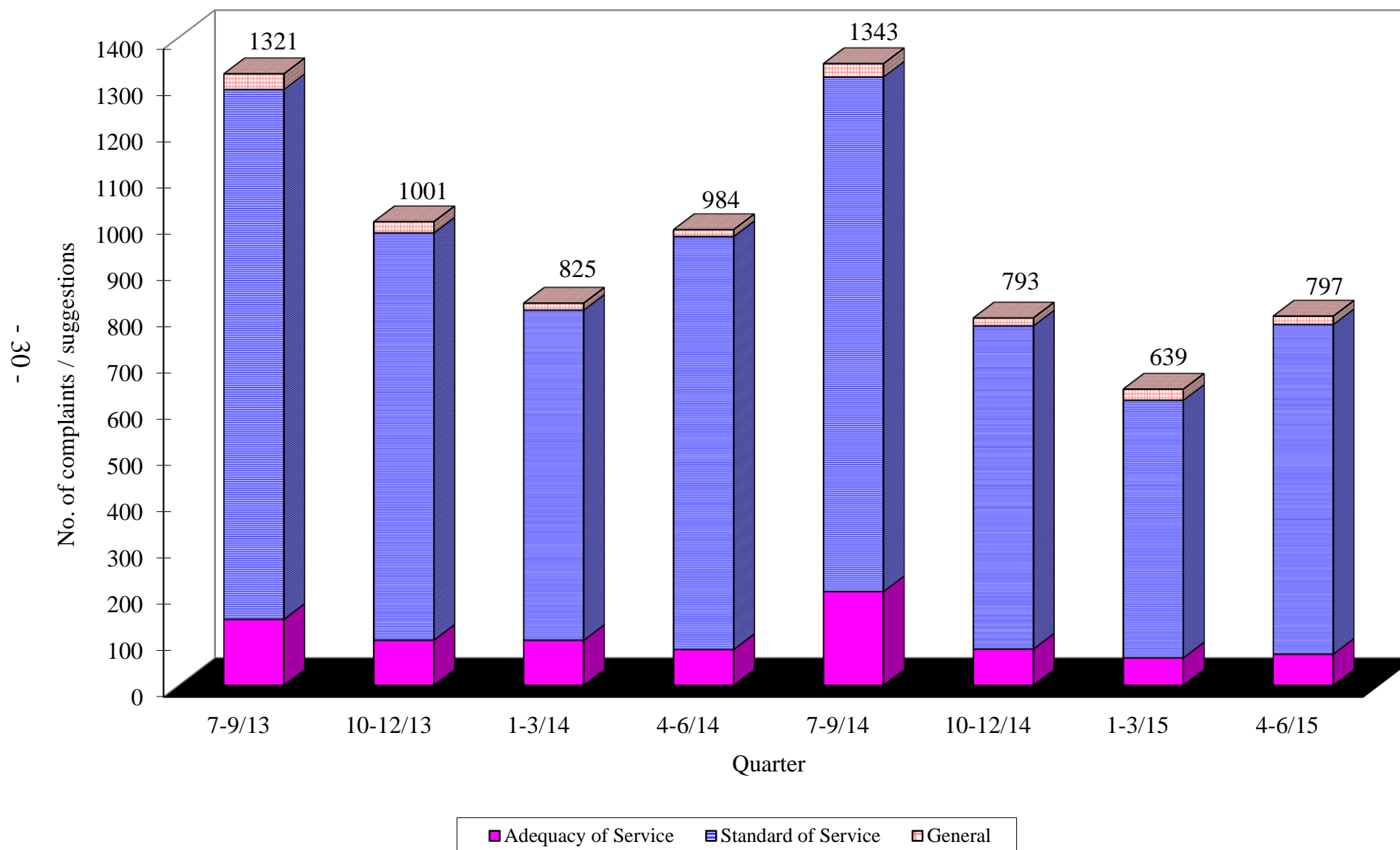
* Including taximeter irregularities

Including 66 complaints from 22 complainants about audio-visual broadcasting on public transport vehicles

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

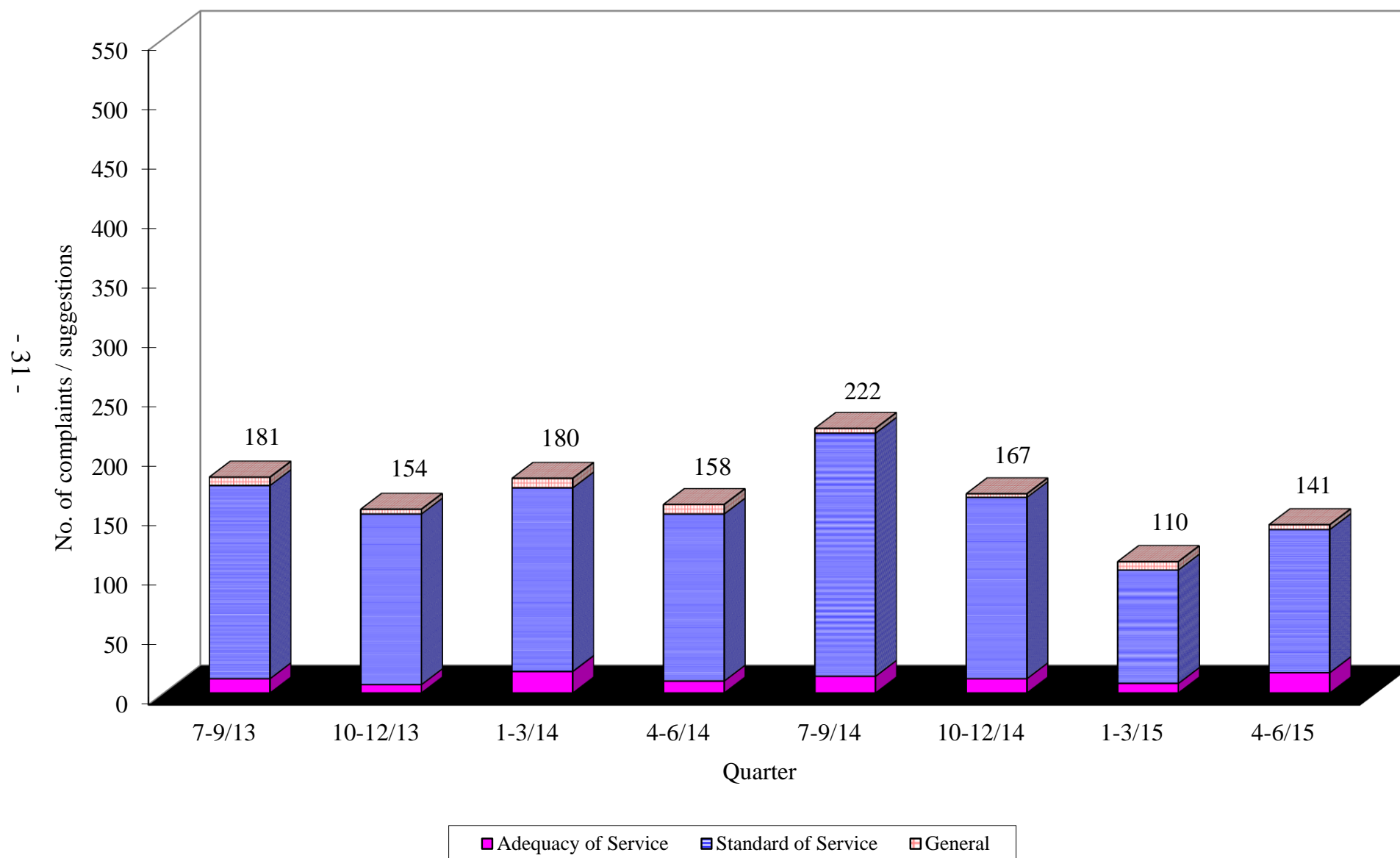


Complaints and Suggestions on the Services of Kowloon Motor Bus Company (1933) Limited in the Past Eight Quarters



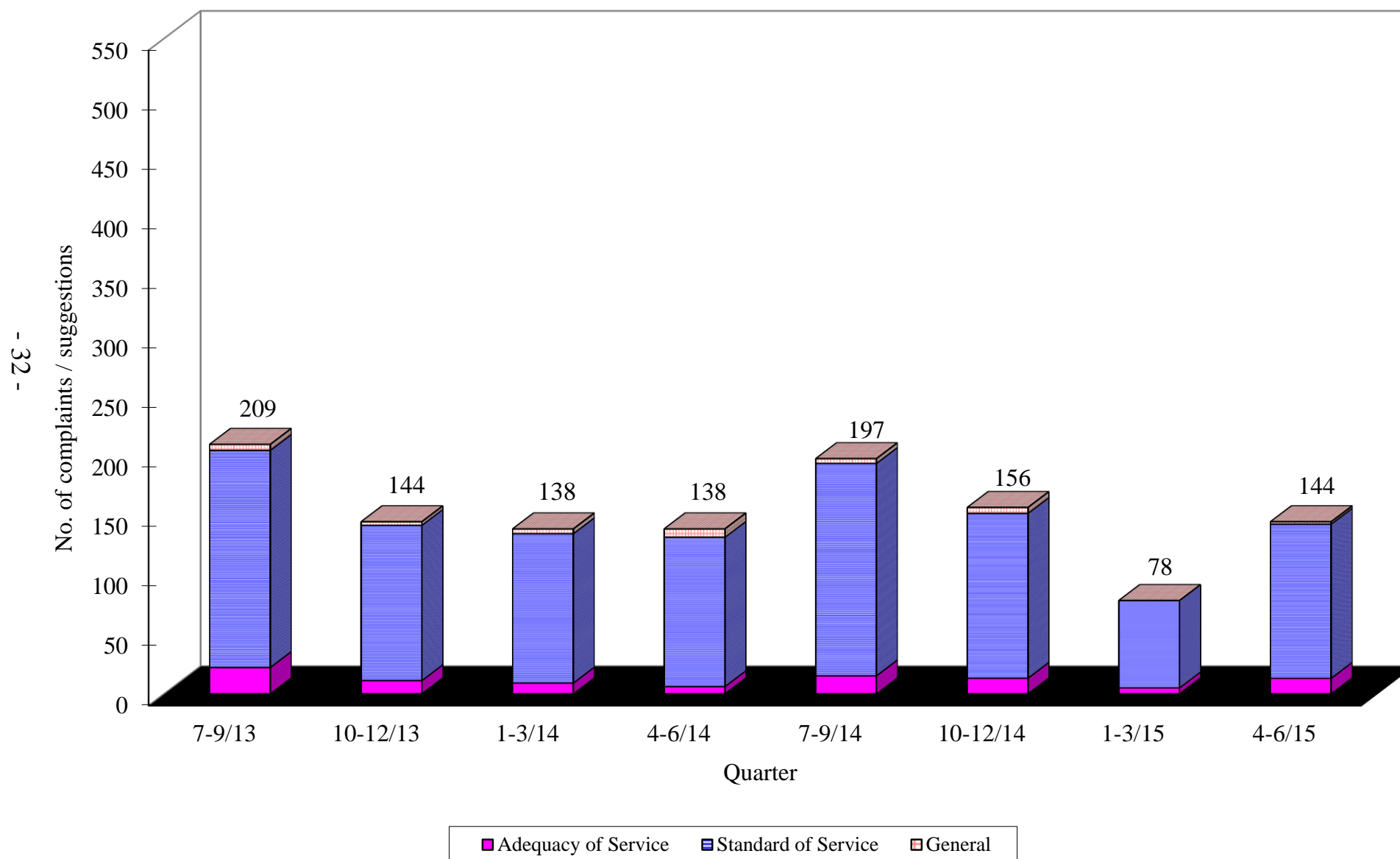
Complaints and Suggestions on the Services of Citybus Limited (Franchise 1) in the Past Eight Quarters

Annex F(ii)



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

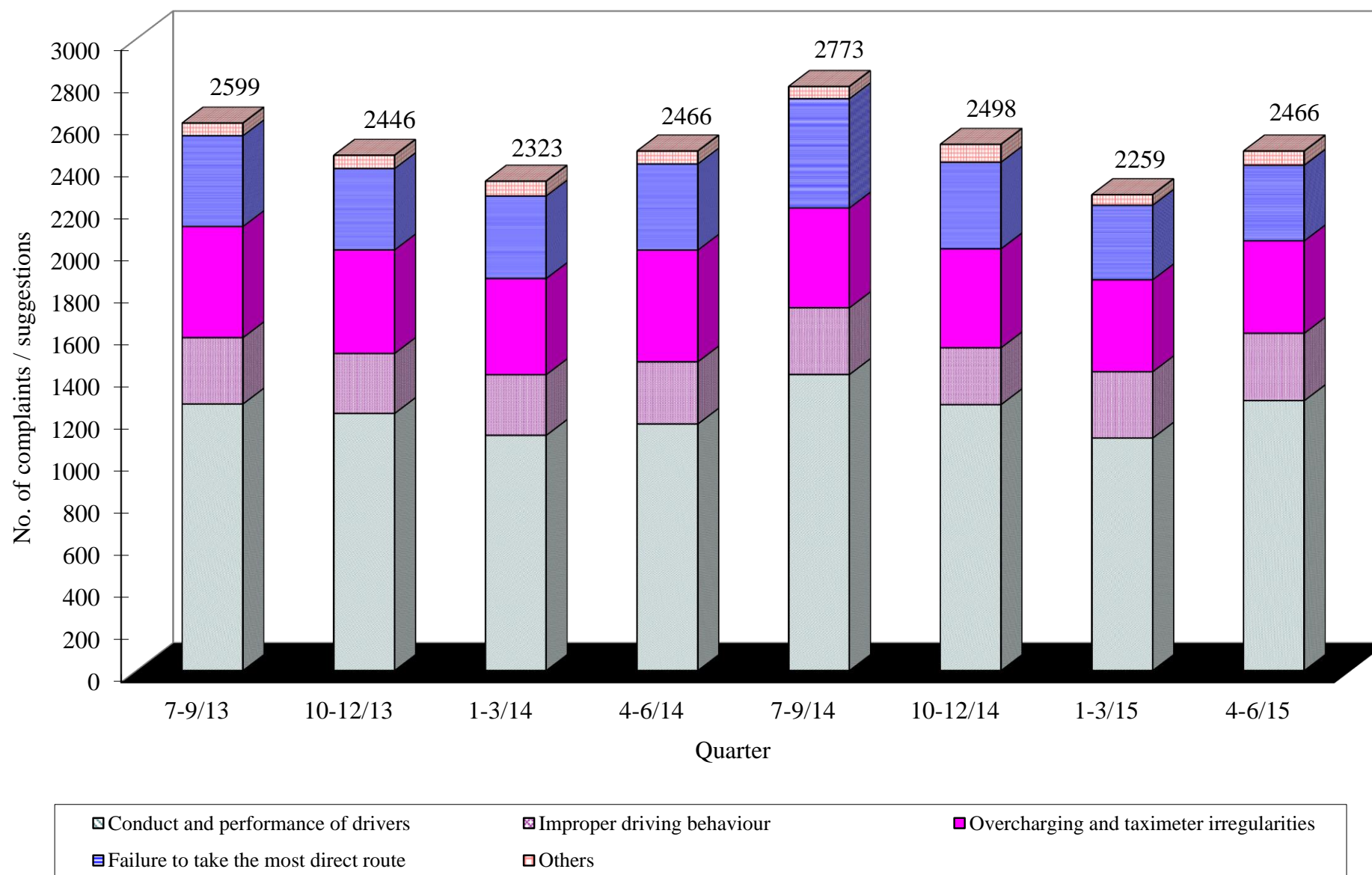
Annex F(iii)



Complaints and Suggestions on Taxi Services in the Past Eight Quarters

Annex G

- 33 -



Breakdown of Complaints and Suggestions on Taxi Services

<u>Nature of Complaint/Suggestion</u>		Same quarter last year <u>(1.4.14-30.6.14)</u>	Previous quarter <u>(1.1.15-31.3.15)</u>	Current quarter <u>(1.4.15-30.6.15)</u>
(a)	Conduct and performance of drivers			
(i)	Behaving other than in a civil & orderly manner	446	403	465
(ii)	Refusing hire	605	589	675
(iii)	Soliciting passengers	2	16	6
(iv)	Refusing to drive to destination	106	89	125
(v)	Failure to display driver identity plate	9	3	10
(vi)	Failure to display driver identity plate properly	2	3	-
	Sub-total	1 170	1 103	1 281
(b)	Improper driving behaviour	295	315	320
(c)	Overcharging	412	351	377
(d)	Taximeter irregularities	119	86	62
(e)	Failure to take the most direct route	409	354	359
(f)	Others*	61	50	67
	Total	2 466	2 259	2 466

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

Complaints and Suggestions on Traffic and Road Conditions
(April – June 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)	3 (3)	6 (4)	4 (3)	7 (5)	4 (4)	2 (2)	11 (9)	1 (1)	3 (3)	1 (1)	- (-)	3 (3)	6 (3)	5 (3)	1 (1)	1 (1)	7 (7)	1 (1)	- (-)
(b) Traffic management	1	1	2	2	1	4	5	1	1	1	2	1	2	6	7	1	-	-	-
(c) Additional traffic signs and aids	2	4	1	1	1	-	-	-	5	-	-	2	-	2	1	4	-	-	-
(d) Parking facilities	-	-	-	-	1	-	1	-	1	1	-	-	-	-	2	1	-	1	1
Sub-total	6	11	7	10	7	6	17	2	10	3	2	6	8	13	11	7	7	2	1
<u>Road Maintenance</u>																			
(a) Road conditions	-	2	1	1	-	1	1	-	3	-	-	-	2	4	1	3	1	-	-
(b) Traffic signs & aids	1	-	-	-	1	-	-	1	-	-	-	-	-	-	-	-	-	-	-
(c) Carriageway markings	1	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Sub-total	2	4	1	1	1	1	1	1	3	-	-	-	2	4	1	3	1	-	-
<u>Enforcement</u>																			
(a) Illegal parking	27	30	30	10	38	15	23	16	32	7	11	23	31	21	11	18	20	4	1
(b) Other enforcement matters	8	12	8	6	10	7	23	8	21	3	6	7	8	6	5	8	3	1	1
Sub-total	35	42	38	16	48	22	46	24	53	10	17	30	39	27	16	26	23	5	2
Total	43	57	46	27	56	29	64	27	66	13	19	36	49	44	28	36	31	7	3

**Breakdown of Complaints about Improper Driving Behaviour
of Public Transport Drivers**

<u>Nature of Complaint/Suggestion</u>	<u>2014 Jan – Jun</u>	<u>2015 Jan – Jun</u>	<u>Difference</u>
1. Driving speedily	200	234	+17.0%
2. Dashing through traffic light	122	138	+13.1%
3. Starting before passengers safely alighted/boarded	106	127	+19.8%
4. Changing lanes abruptly/ Overtaking on solid line	112	116	+3.6%
5. Using mobile phone while driving	121	99	-18.2%
6. Picking up/Setting down passengers at restricted area/out of line	50	82	+64.0%
7. Failing to give way to pedestrians/traffic	88	81	-8.0%
8. Trapping passengers with door	50	63	+26.0%
9. Jerky driving	54	55	+1.9%
10. Picking up/Setting down passengers at a distance from bus stop	69	53	-23.2%
11. Others	364	384	+5.5%
Total	1 336	1 432	+7.2%

**Breakdown of Complaints about Improper Driving Behaviour
of Franchised Bus Drivers**

<u>Nature of Complaint/Suggestion</u>		2014 <u>Jan – Jun</u>	2015 <u>Jan – Jun</u>	<u>Difference</u>
1.	Picking up/Setting down passengers at a distance from bus stop	34	31	-8.8%
2.	Dashing through traffic light	37	29	-21.6%
3.	Braking suddenly	21	27	+28.6%
4.	Driving speedily	35	26	-25.7%
5.	Starting before passengers safely alighted/boarded	10	25	+150.0%
6.	Slow driving	42	24	-42.9%
7.	Trapping passengers with door	17	24	+41.2%
8.	Jerky driving	19	23	+21.1%
9.	Changing lanes abruptly/ Overtaking on solid line	38	22	-42.1%
10.	Picking up/Setting down passengers at restricted area/out of line	13	22	+69.2%
11.	Others	87	71	-18.4%
Total		353	324	-8.2%

**Breakdown of Complaints about Improper Driving Behaviour
of Green Minibus Drivers**

<u>Nature of Complaint/Suggestion</u>		<u>2014 Jan – Jun</u>	<u>2015 Jan – Jun</u>	<u>Difference</u>
1.	Starting before passengers safely alighted/boarded	50	67	+34.0 %
2.	Driving speedily	38	45	+18.4%
3.	Dashing through traffic light	23	39	+69.6%
4.	Picking up/Setting down passengers at restricted area/out of line	22	36	+63.6%
5.	Changing lanes abruptly/ Overtaking on solid line	13	28	+115.4%
6.	Picking up/Setting down passengers at a distance from bus stop	34	21	-38.2%
7.	Using mobile phone while driving	15	19	+26.7%
8.	Trapping passengers with door	17	15	-11.8%
9.	Overloading	6	13	+116.7%
10.	Disobeying traffic signs/schemes	8	11	+37.5%
11.	Others	55	48	-12.7%
Total		281	342	+21.7%

**Breakdown of Complaints about Improper Driving Behaviour
of Red Minibus Drivers**

<u>Nature of Complaint/Suggestion</u>	<u>2014 Jan – Jun</u>	<u>2015 Jan – Jun</u>	<u>Difference</u>
1. Driving speedily	15	23	+53.3%
2. Dashing through traffic light	15	10	-33.3%
3. Changing lanes abruptly/ Overtaking on solid line	7	5	-28.6%
4. Picking up/Setting down passengers at restricted area/out of line	4	5	+25.0%
5. Starting before passengers safely alighted/boarded	2	5	+150.0%
6. Using mobile phone while driving	5	3	-40.0%
7. Disobeying traffic signs/schemes	3	2	-33.3%
8. Listening to audio programmes/ Watching audio-visual programmes while driving	1	2	+100.0%
9. Trapping passengers with door	2	2	-
10. Others	17	9	-47.1%
Total	71	66	-7.0%

**Breakdown of Complaints about Improper Driving Behaviour
of Taxi Drivers**

<u>Nature of Complaint/Suggestion</u>	<u>2014 Jan – Jun</u>	<u>2015 Jan – Jun</u>	<u>Difference</u>
1. Driving speedily	99	120	+21.2%
2. Using mobile phone while driving	87	75	-13.8%
3. Changing lanes abruptly/ Overtaking on solid line	53	59	+11.3%
4. Dashing through traffic light	45	55	+22.2%
5. Failing to give way to pedestrians/traffic	55	55	-
6. Starting before passengers safely alighted/boarded	39	28	-28.2%
7. Jerky driving	30	26	-13.3%
8. Drowsing while driving	18	23	+27.8%
9. Slow driving	21	17	-19.0%
10. Picking up/Setting down passengers at restricted area/out of line	11	16	+45.5%
11. Others	125	161	+28.8%
Total	583	635	+8.9%

**Breakdown of Enforcement Actions Taken against Drivers/Vehicles
of Taxi, Public Light Bus and Bus**

<u>Transport Mode</u>	<u>2014 Jan - Jun</u>	<u>2015 Jan - Jun</u>	<u>Difference</u>
Taxi	27 231	26 520	-2.6%
Public Light Bus	4 422	3 376	-23.7%
Bus (Including Franchised and Non-Franchised)	3 998	3 560	-11.0%
Total	35 651	33 456	-6.2%

**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.