

QUARTERLY REPORT No. 3 of 2015

by the

TRANSPORT COMPLAINTS UNIT

of the

TRANSPORT ADVISORY COMMITTEE

for the period

1 July 2015 – 30 September 2015

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

Hotline : 2889 9999

Faxline No. : 2577 1858

Website : www.info.gov.hk/tcu

E-mail : info@tcu.gov.hk

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Chapter 1

Major Areas of Complaints and Suggestions

This is the third quarterly report for 2015 covering the period from 1 July to 30 September 2015.

Yearly and Quarterly Trends

2. During the quarter, the Transport Complaints Unit (TCU) received 6 915 complaints and suggestions, including 61 pure suggestions, from 6 286 persons. About 51% (3 186) of these persons lodged their complaints/suggestions by e-mail, fax or mail and the remaining 49% (3 100) by telephone. The number of cases represents an increase of 12.6% as compared with 6 140 cases in the previous quarter and a decrease of 5.8% as compared with 7 342 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 6 166 cases (including some outstanding cases from previous quarters) were completed. Of these, 4 138 cases (68%) were found to be substantiated, 153 cases (2%) unsubstantiated, and the remaining 1 875 cases (30%) 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 16 suggestions made by members of the public who gave proposals to enhance public transport services and improve traffic conditions. A summary of the cases is at Annex D. The Chairman of the TCU Sub-Committee has issued appreciation letters to the proponents of these suggestions who provided their contact details.

Public Transport Services

6. Complaints and suggestions on public transport services accounted for 6 220 cases, which represents an increase of 14.7% as compared with the previous quarter and a decrease of 6.9% 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 1 599 complaints and suggestions on franchised bus services were received during the quarter, which represents an increase of 4.4% as compared with the previous quarter and a decrease of 34.2% as compared with the same quarter last year. The decrease in the number of cases received as compared with the same quarter last year was mainly due to fewer complaints about regularity of services.

8. There were 822 cases on the services of the KMB, as compared with 797 cases in the previous quarter and 1 343 cases in the same quarter last year. Among the 822 cases, 89 (or 10.8%) were about the adequacy of service and 703 (or 85.5%) were about the standard of service.

9. There were 158 cases on the services of Citybus Limited (Franchise 1) (CTB1), as compared with 141 cases in the previous quarter and 222 cases in the same quarter last year. Among the 158 cases, 4 (or 2.5%) were about the adequacy of service while 145 (or 91.8%) were about the standard of service.

10. There were 132 cases on the services of the New World First Bus Services Limited (NWFB), as compared with 144 cases in the previous quarter and 197 cases in the same quarter last year. Of the 132 cases, 6 (or 4.5%) were about the adequacy of service and 123 (or 93.2%) 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 56 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 54 and 62 respectively.

Public Light Bus Services

13. A total of 1 407 complaints and suggestions on public light bus (PLB) services were received in this quarter, which represents an increase of 16.3% as compared with the previous quarter and an increase of 20.8% 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 1 318 cases were on green minibus (GMB) services. The number of cases received in the previous quarter and the same quarter last year were 1 134 and 1 090 respectively. Among the 1 318 cases, 131 (or 9.9%) were about the adequacy of service and 1 169 (or 88.7%) were about the standard of service.

15. The remaining 6.3% or 89 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 76 and 75 respectively.

Taxi Services

16. A total of 2 966 cases on taxi services were received in this quarter, which represents an increase of 20.3% as compared with the previous quarter and an increase of 7% as compared with the same quarter last year. A comparison of the complaints and suggestions on taxi services in the past eight quarters is at Annex G.

17. Of the 2 966 cases received, 2 877 (97%) were related to taxi driver malpractice, as compared with 2 399 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 577 such cases (20%) were referred to the Police.

18. During the quarter, the Police reported the latest developments on 521 cases previously referred to them. These cases are categorised as follows -

	<u>No. of Cases</u>	<u>Percentage</u>
(a) Summonsed	52 (34)	10 (9)
(b) Withdrawn by complainants	349 (278)	67 (72)
(c) Evidence considered insufficient by the Police for further processing	120 (75)	23 (19)
	<u>521 (387)</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 175 complaints and suggestions on rail services were received. Corresponding figures for the previous quarter and the same quarter last year were 141 and 214 respectively. Of the 175 cases, 141 were on the services of MTRCL.

Ferry Services

20. There were 17 complaints and suggestions on ferry services in this quarter. Corresponding figures for the previous quarter and the same quarter last year were 21 and 37 respectively.

Traffic Conditions

21. There were 46 complaints recorded in this quarter about traffic congestion, as compared with 66 cases in the previous quarter and 71 cases in the same quarter last year. Congestion was reported to have occurred at a total of 34 locations throughout the territory, as illustrated below -

	<u>Number of Complaints</u>		<u>Number of Locations</u>	
Hong Kong Island	18	(20)	12	(15)
Kowloon	16	(21)	13	(19)
New Territories	12	(25)	9	(20)
Others	-	(-)	-	(-)
Total	46	(66)	34	(54)

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

22. Based on the number of complaints received, districts most affected by traffic congestion were Southern (11 cases), Kowloon City (10 cases) and Yau Tsim Mong (five cases). The number of complaints and suggestions on traffic and road conditions broken down by district is at Annex I.

23. Complaints about traffic congestion were mainly attributable to vehicle obstruction and 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 24 requests for additional traffic signs and aids in this quarter. As a comparison, there were 38 and 23 such cases in the previous quarter, and 41 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 23 complaints about road maintenance, as compared with 26 cases in the previous quarter and 43 cases in the same quarter last year. Among the 23 cases, 16 were related to road conditions.

27. Districts which attracted relatively more complaints about road maintenance were Yau Tsim Mong, Islands and Sha Tin (three cases each).

Enforcement

28. There were 526 complaints about traffic regulations enforcement in this quarter, which represents an increase of 1.3% when compared with the previous quarter and an increase of 18.5% 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

In the third quarter of 2015, the following matters were reported to the Transport Complaints Unit (TCU) Sub-Committee -

- (a) complaints and suggestions on taxi services;
 - (b) complaints about traffic congestion;
 - (c) complaints about improper driving behaviour of public transport drivers; and
 - (d) TCU Quarterly Report No. 2 of 2015.
2. Members noted and agreed that -
- (a) complaints and suggestions about taxi services, traffic congestion and improper driving behaviour of public transport drivers should be closely monitored; and
 - (b) TCU Quarterly Report No. 2 of 2015 should be submitted to the Transport Advisory Committee.

Concern about the adequacy of designated priority seats on franchised buses

3. In July 2015, a member of the public approached TCU to express her concern about the adequacy of designated priority seats on franchised buses.

4. Transport Department (TD) advised that designated priority seats were provided near the exit doors on franchised buses. Markings were shown on the seats, e.g. on the headrest, so as to make them easily identified. Besides, bus operators appealed to passengers to offer seats to people in need through various channels, such as “Notes to Passengers” displayed in the bus compartment, video clips broadcast via the audio-visual broadcasting system on board and sound tracks played through the bus stop announcement system.

5. To further promote the culture of courtesy and caring on public transport, TD produced the announcement of public interest “Take Care of People in Need - Offer Priority Seats”. The Department would continue to encourage bus operators to enhance publicity, and suggestions of increasing the number of priority seats would be referred to the operators for consideration taking into account operational situation and compartment configuration.

6. The member of the public was informed of TD’s reply and raised no further comment.

Suggestion to relocate bus stops near the junction of Nathan Road and Boundary Street

7. A member of the public suggested relocating the bus stops at Nathan Road northbound near the junction with Boundary Street/Cheung Sha Wan Road/Tai Po Road. He observed that vehicles travelling along Nathan Road northbound would need to use the left lane to enter Cheung Sha Wan Road. As there were a few bus stops located at Nathan Road near the said junction, very often buses at the bus stops on the left lane made it difficult for vehicles using the left lane in time to enter Cheung Sha Wan Road. He wondered if the bus stops could be moved away from the junction towards the south.

8. TD was invited to consider the suggestion. The Department pointed out that actually there was no restriction to mandate motorists using the left lane of Nathan Road northbound for entering Cheung Sha Wan Road. Instead, the middle lane could also be used for the purpose. Moreover, the relocation of the bus stops as suggested would place them near the intersection with Playing Field Road. This might adversely affect the traffic flow of vehicles leaving the one-lane-one way Playing Field Road and turning left to Nathan Road northbound.

9. TD’s reply was conveyed to the member of the public, who made no further comment.

Concern about the safety of pedestrian at the intersection of Fleming Road and Lockhart Road

10. A complainant raised the concern about the safety of pedestrian at the intersection of Fleming Road and Lockhart Road. He noticed that only vehicular traffic lights were installed at the crossroad without pedestrian signals. When vehicular red signal directed vehicles to stop for one direction, another vehicular green signal would be on to allow vehicles from the other direction passing through the crossroad. As traffic was often busy at the said intersection, the lack of pedestrian signal providing clear guidance for pedestrians crossing the roads would pose safety issues. The complainant observed that vehicle-pedestrian conflict was not uncommon there.

11. The case was referred to TD for investigation. TD noted that cautionary crossings, namely crossing places indicated by road studs without provision of separate pedestrian signals, were in place at the intersection concerned. Pedestrians have no right-of-way privilege but are encouraged to cross when the red signals have stopped vehicular traffic. TD had already reviewed the traffic conditions at the intersection. Having taken into account the impact on the traffic flow and the need of pedestrians, the department advised that it had already commissioned the Highways Department to conduct works for converting the cautionary crossings for the east/westbound traffic at the junction to signalized crossings. The works were expected to commence in the 2nd quarter of 2016.

12. The complainant was informed of TD's plan for converting the cautionary crossings for the east/westbound traffic at the junction to signalized crossings and raised no other comments.

Chapter 3 Feature Article

Complaints and Suggestions on Rail Services

Background

Railways are the backbone of Hong Kong's public transport system. In 2014, they carried more than 1.9 billion passenger journeys, which accounted for over 40% of all trips made on public transport each day. Hong Kong's railway network comprises the Mass Transit Railway (MTR) lines, Airport Express and Light Rail. The average daily passenger trips of the railway network increased from 4.87 million in 2013 to 5.08 million in 2014, which represents an increase of 4.3%.

2. Tram services carried about 66 million passenger journeys in 2014. It accounted for about 1.5% of all public transport journeys each day.

Statistics on Complaints and Suggestions

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

<u>Year</u>	<u>No. of Complaints</u>	<u>Difference</u>
2010	331	-
2011	318	-3.9%
2012	599	+88.4%
2013	1 082	+80.6%
2014	563	-48.0%

4. A total of 477 complaints and suggestions on rail services were received during the period from January to September 2015. This represents an increase of 7.2% when compared with 445 cases received in the same period last year. An analysis of the complaints and suggestions received is given in the following paragraphs.

MTR Services

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

Year	No. of Complaints/Suggestions	Difference
2010	273	-
2011	259	-5.1%
2012	385	+48.6%
2013	930	+141.6%
2014	465	-50.0%

6. A total of 364 complaints/suggestions on services of MTRCL (excluding Light Rail) were received during the period from January to September 2015. This represents a decrease of 1.6% when compared with 370 cases received in the same period last year. A breakdown of the complaints and suggestions received is at Annex J. Among the 364 cases, 154 (or 42%) were about passenger services and facilities, such as nuisance due to video broadcasting and inadequate notice/announcement during service disruption, while 101 (or 28%) were about conduct and performance of staff.

Light Rail Services

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

Year	No. of Complaints/Suggestions	Difference
2010	37	-
2011	39	+5.4%
2012	54	+38.5%
2013	54	-
2014	42	-22.2%

8. A total of 31 complaints/suggestions on Light Rail services were received during the period from January to September 2015. This represents a decrease of 8.8% when compared with 34 cases received in the same period last year. Among the different categories of cases, frequency and carrying capacity and passenger services and facilities attracted relatively more complaints. A breakdown of the complaints and suggestions received is at Annex K.

Tram Services

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

Year	No. of Complaints/Suggestions	Difference
2010	21	-
2011	19	-9.5%
2012	160	+742.1%
2013	97	-39.4%
2014	55	-43.3%

10. A total of 82 complaints/suggestions on tram services were received during the period from January to September 2015, as compared with 40 cases received in the same period last year. This represents an increase of 105%. The cases received were mainly about improper driving behaviour and condition of vehicle. A breakdown of the complaints and suggestions received is at Annex L

Measures to Improve the Situation

11. For MTR services, to improve the services provided to passengers during rail service disruption, MTRCL has enhanced information dissemination during rail incident through MTR's website and its mobile app "Traffic News" and strengthening the manpower of its Customer Service Rapid Response Unit for providing assistances to passengers. MTRCL would also monitor the performance of the on-train video broadcasting and make appropriate adjustment

when required. Regarding conduct and performance of staff, MTRCL would continue to reinforce the customer service training for frontline staff to uplift their service competency. It was noted that a sizable number of complaints were made in connection with passengers carrying oversized musical instruments and sports equipment being prohibited from travelling on the MTR. About this, MTRCL is conducting a review of the size limit on personal objects allowed in the MTR network and a trial scheme on carriage of oversized musical instruments has been launched since November this year.

12. For Light Rail services, MTRCL has enhanced the frequencies of some Light Rail routes since March 2015 to better catering for passengers demand in various periods.

13. For tram services, about 60% of the complaints were about the noise created by tramcars near the junction of King's Road and Mount Parker Road. Hong Kong Tramways Limited has informed their drivers to drive slowly and conducted rail grinding and welding at the concerned location in response to the complaints.

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

15. TCU would continue to closely monitor and follow up on complaints and suggestions on rail services.

Complaints and Suggestions Received by TCU

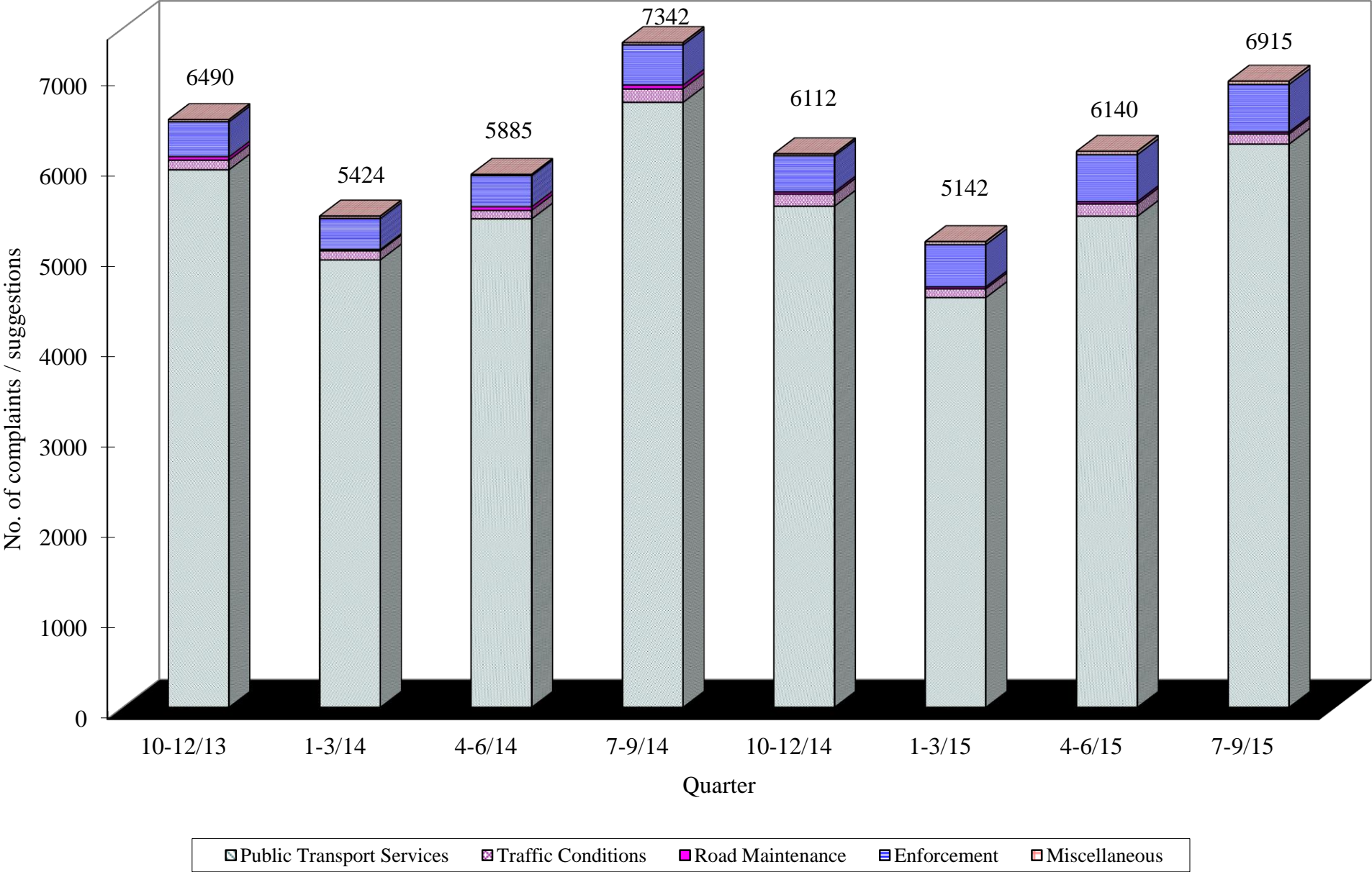
<u>Nature of Complaint/Suggestion</u>		<u>Same quarter last year (1.7.14-30.9.14)</u>		<u>Previous quarter (1.4.15-30.6.15)</u>		<u>Current quarter (1.7.15-30.9.15)</u>	
I. Public Transport Services							
(a) Adequacy of service		448	[20]	258	[22]	297	[20]
(b) Standard of service		6 066	[4]	5 041	[7]	5 746	[4]
(c) General		168	[9]	124	[4]	177	[11]
		6 682	[33] (90%)	5 423	[33] (88%)	6 220	[35] (90%)
II. Traffic Conditions							
(a) Traffic congestion		71	[1]	66	[3]	46	[1]
(b) Traffic management		41	[6]	38	[10]	32	[8]
(c) Additional traffic signs and aids		17	[4]	23	[3]	24	[11]
(d) Parking facilities		19		9	[2]	10	[3]
		148	[11] (2%)	136	[18] (2%)	112	[23] (1%)
III. Road Maintenance							
(a) Road conditions		26		20		16	
(b) Traffic signs and aids		16		3		5	
(c) Carriageway markings		1		3		2	
		43	(1%)	26	(1%)	23	(1%)
IV. Enforcement							
(a) Illegal parking		306		368		387	[1]
(b) Other enforcement matters		138		151	[1]	139	
		444	(6%)	519	[1] (8%)	526	[1] (7%)
V. Miscellaneous							
		25	[2] (1%)	36	[1] (1%)	34	[2] (1%)
Total		7 342	[46] (100%)	6 140	[53] (100%)	6 915	[61] (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.

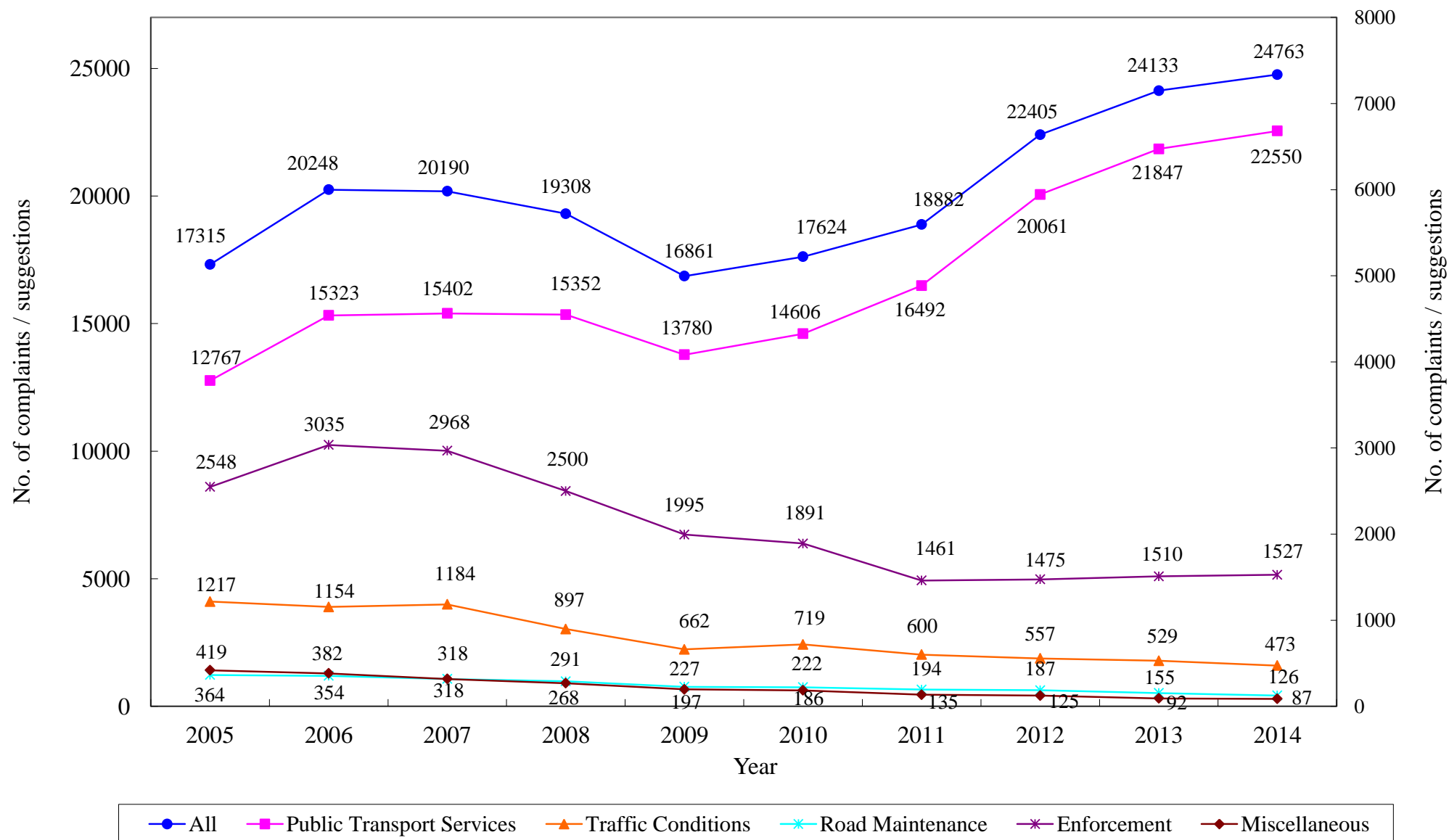
(2) Percentage figures in brackets represent the proportion of a category of complaints/ suggestions to the total number of cases received in the quarter.

Complaints and Suggestions Received by TCU

- 17 -



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



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

Annex B(ii)



Summary of Results of Investigations into Complaints and Suggestions
(July – September 2015)

Outcome of Investigation Nature of Complaint/ Suggestion					
	A1	A2	B	C	Total
I. Public Transport Services					
(a) Adequacy of service	13	199	39	2	253
(b) Standard of service	1 203	2 009	79	1 799	5 090
(c) General	64	50	4	7	125
	1 280	2 258	122	1 808	5 468
II. Traffic Conditions					
(a) Traffic congestion	34	34	2	-	70
(b) Traffic management	4	21	13	-	38
(c) Additional traffic signs/aids	3	6	9	-	18
(d) Parking facilities	4	5	2	-	11
	45	66	26	-	137
III. Road Maintenance					
(a) Road conditions	17	-	1	2	20
(b) Traffic signs and aids	2	-	1	-	3
(c) Carriageway markings	3	-	-	-	3
	22	-	2	2	26
IV. Enforcement					
(a) Illegal parking	299	62	1	-	362
(b) Other enforcement matters	35	39	-	65	139
	334	101	1	65	501
V. Miscellaneous	19	13	2	-	34
Total	1 700 (28%)	2 438 (40%)	153 (2%)	1 875 (30%)	6 166 (100%)

Legend

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

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

Outcome of Investigation Mode of Transport	A1	A2	B	C	Total
The Kowloon Motor Bus Company (1933) Limited	308	441	30	7	786
Citybus Limited (Franchise 1)	39	76	18	1	134
Citybus Limited (Franchise 2)	12	34	5	-	51
The New World First Bus Services Limited	26	84	16	5	131
The New Lantao Bus Company (1973) Limited	11	7	1	-	19
Long Win Bus Company Limited	25	31	2	-	58
Cross-harbour Bus Services	83	207	19	3	312
Non-franchised Bus Services	13	27	-	1	41
Green Minibus	624	431	17	26	1 098
Red Minibus	56	15	1	7	79
Taxi	43	823	-	1 755	2 621
MTR Corporation Limited (Excluding Light Rail)	29	59	10	3	101
MTR Corporation Limited (Light Rail)	3	5	3	-	11
The Hongkong Tramways Limited	5	4	-	-	9
New World First Ferry Services Limited	2	10	-	-	12
The “Star” Ferry Company Limited	-	-	-	-	-
Minor Ferries	1	4	-	-	5
Total	1 280 (24%)	2 258 (41%)	122 (2%)	1 808 (33%)	5 468 (100%)

Legend

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

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

I. Public Transport Services

- Add queue markings at a bus stop at Man Kwong Street to facilitate passengers.
- Relocate a bus stop at Man Cheung Street to facilitate passenger boarding/alighting and alleviate traffic congestion.
- Extend the bus bay at Prince Edward Road East to improve traffic flow and facilitate passenger boarding.
- Add queue markings at a green minibus stop at Fanling Station Road to facilitate passengers.
- Add railings, bollards and movable chains at a taxi stand in the Lok Ma Chau Spur Line Public Transport Interchange to facilitate the queuing of passengers.

II. Traffic Management

Hong Kong Island

- Increase the vehicular green time of traffic lights at Des Voeux Road Central to alleviate traffic congestion.
- Add a "Keep Clear" road marking at Shell Street to prevent vehicle obstruction.
- Extend a box junction road marking at the junction of Morrison Hill Road and Sung Tak Street to improve traffic flow.
- Add a box junction road marking at the junction of Stewart Road and Lockhart Road to prevent vehicle obstruction.

Kowloon

- Add traffic signs at Fir Street to alert motorists of pedestrian crossings ahead.
- Add "Except Public Light Buses" traffic signs at Ngau Tau Kok Road Bus Terminus to remind motorists.
- Add road markings at Sheung Yee Road to improve road safety.
- Add parking spaces for motorcycles at Fung Shing Street to facilitate parking of motorcycles.

New Territories

- Increase the vehicular green time of a traffic light at Shek Kok Road westbound during daytime and peak hours to improve traffic flow.
- Modify "No Stopping" restriction at Clear Water Bay Road near Tai Po Tsai Village to facilitate loading/unloading activities.
- Install additional bollards at Sha Tin Tau Road to deter illegal parking on pavement and improve road safety.

Complaints and Suggestions on Public Transport Services
(July – September 2015)

Legend

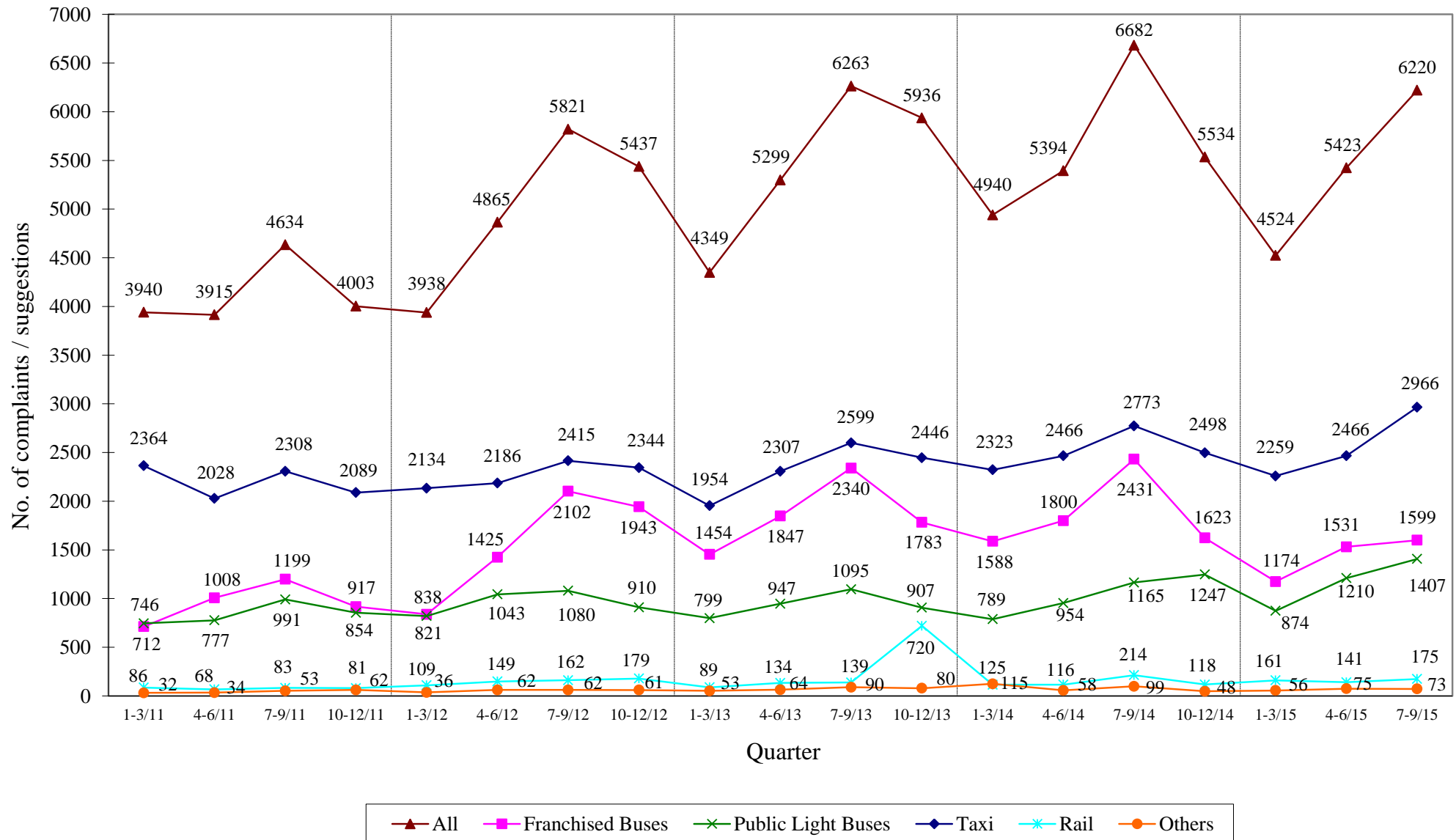
KMB	The Kowloon Motor Bus Company (1933) Limited
CTB1	Citybus Limited (Franchise 1)
CTB2	Citybus Limited (Franchise 2)
FB	The New World First Bus Services Limited
NLB	The New Lantao Bus Company (1973) Limited
LWB	Long Win Bus Company Limited
XHT	Cross-harbour Bus Services
NFBS	Non-franchised Bus Services
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	54	2	5	3	5	1	21	7	122	-	-	2	2	-	2	-	-	226
(2) Routeing	23	-	-	3	-	1	4	11	6	-	-	1	-	-	-	-	-	49
(3) Hours of operation	-	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	2
(4) Provision of stops	12	2	-	-	-	-	1	2	3	-	-	-	-	-	-	-	-	20
Sub-total	89	4	5	6	5	3	27	20	131	-	-	3	2	-	2	-	-	297
(B) Standard of Service																		
(1) Regularity of service	340	71	20	64	4	34	154	18	360	-	-	15	1	1	2	1	1	1086
(2) Adherence to routeing	6	-	-	2	-	-	1	1	83	-	464	-	-	-	-	-	-	557
(3) Improper driving behaviour	86	24	11	9	8	6	36	5	247	41	374	4	-	12	-	-	-	863
(4) Conduct & performance of staff (including drivers)	151	31	18	36	10	17	70	7	403	29	1505	37	2	3	1	-	2	2322
(5) Overcharging	1	-	2	1	1	-	-	-	16	2	534 *	-	-	-	-	-	-	557
(6) Cleanliness	5	-	-	-	-	-	-	-	21	2	5	-	-	-	-	-	-	33
(7) Conditions of vehicles/vessels	12	3	3	2	-	2	1	1	14	-	14	3	-	7	1	-	2	65
(8) Passenger services & facilities	102	16	2	9	5	4	30	4	25	2	4	52	-	3	1	1	3	263 #
Sub-total	703	145	56	123	28	63	292	36	1169	76	2900	111	3	26	5	2	8	5746
(C) General	30	9	-	3	-	1	7	-	18	13	66	22	-	8	-	-	-	177
Total this quarter	822	158	61	132	33	67	326	56	1318	89	2966	136	5	34	7	2	8	6220
Grand-total	(1599)							(4429)				(175)			(17)			
Total previous quarter	797	141	56	144	19	64	310	54	1134	76	2466	116	11	14	13	-	8	5423
Total same quarter last year	1343	222	53	197	23	58	535	62	1090	75	2773	193	14	7	24	1	12	6682

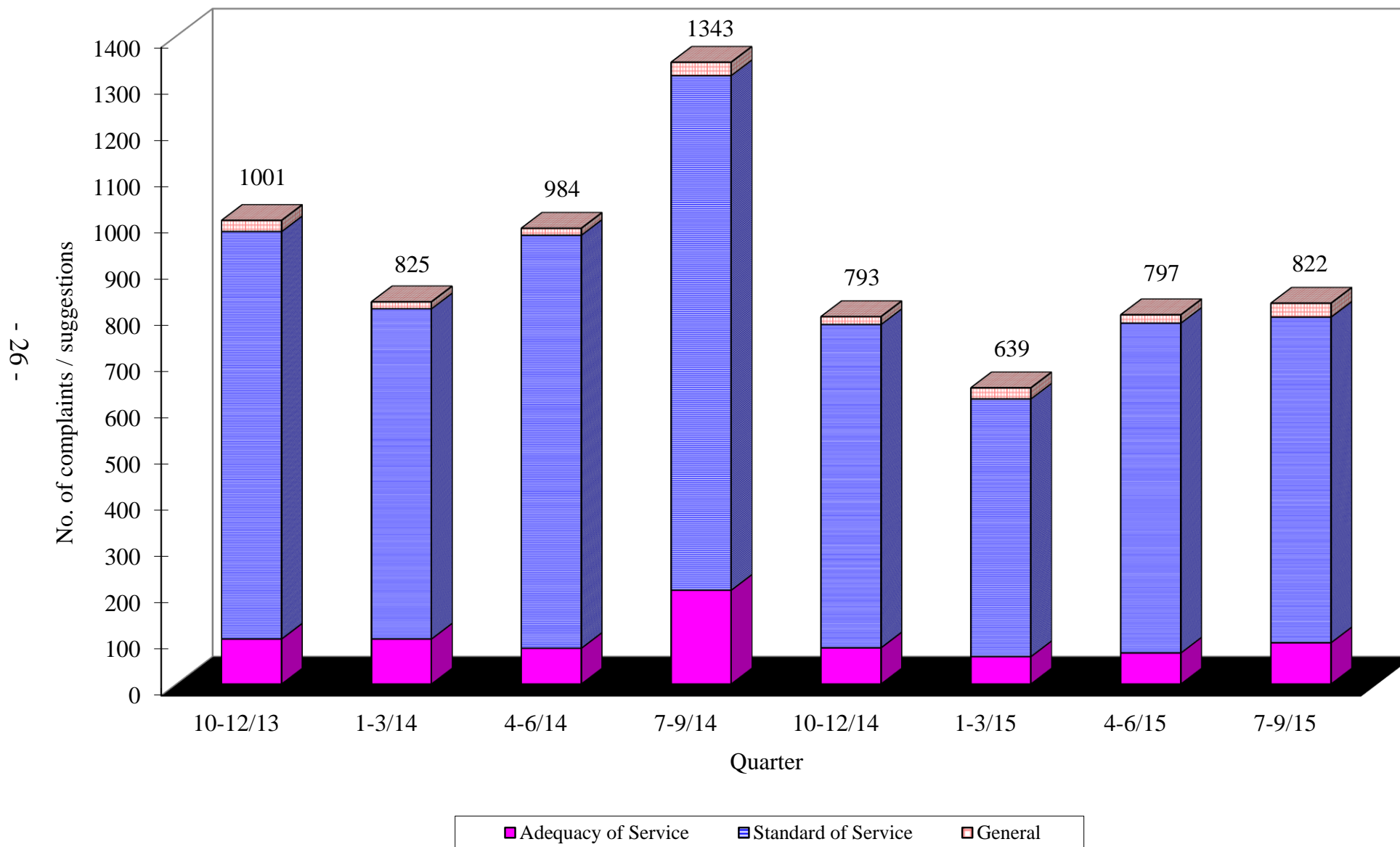
* Including taximeter irregularities

Including 54 complaints from 25 complainants about audio-visual broadcasting on public transport vehicles

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

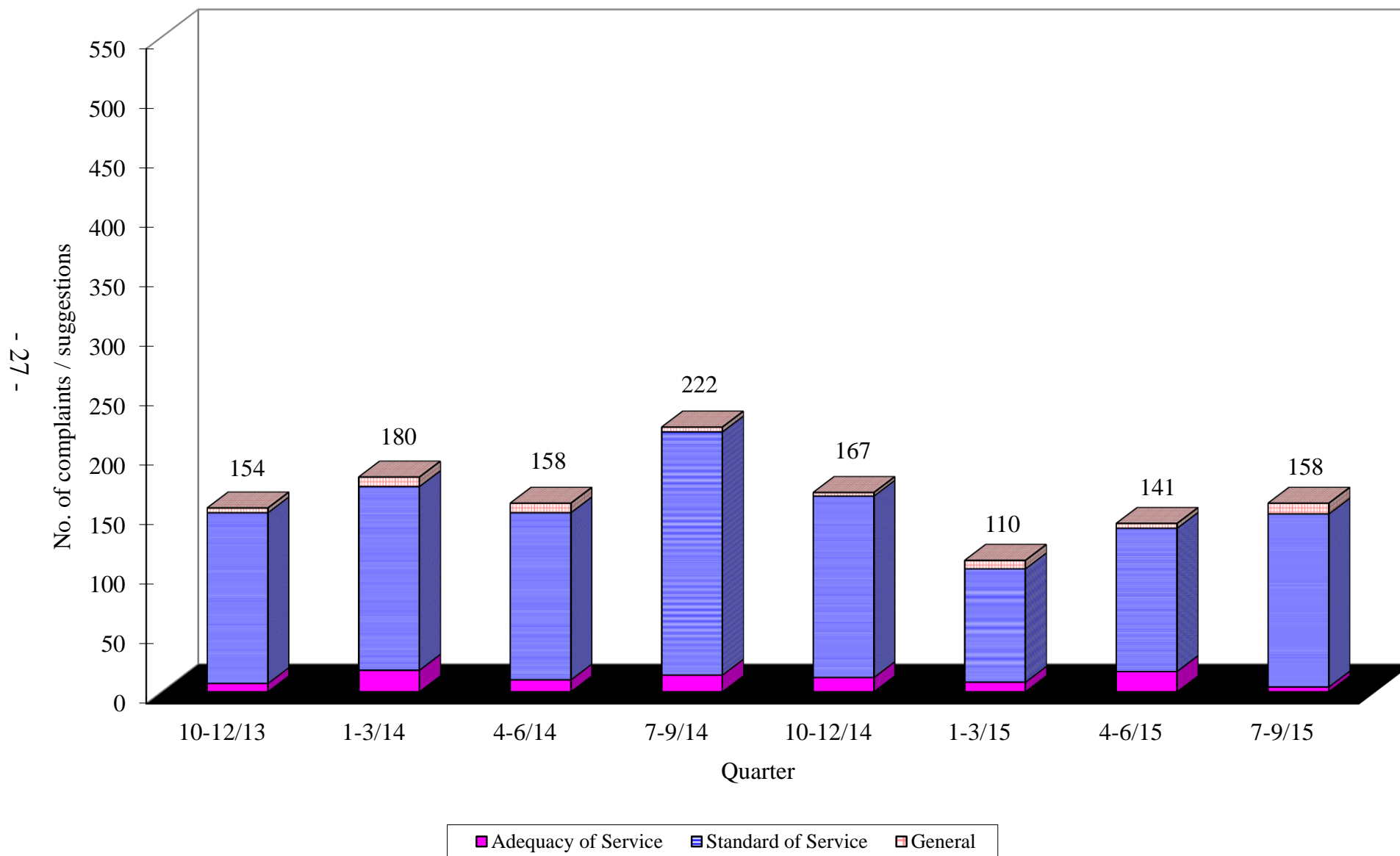


**Complaints and Suggestions on the Services of Kowloon Motor Bus Company (1933) Limited
in the Past Eight Quarters**



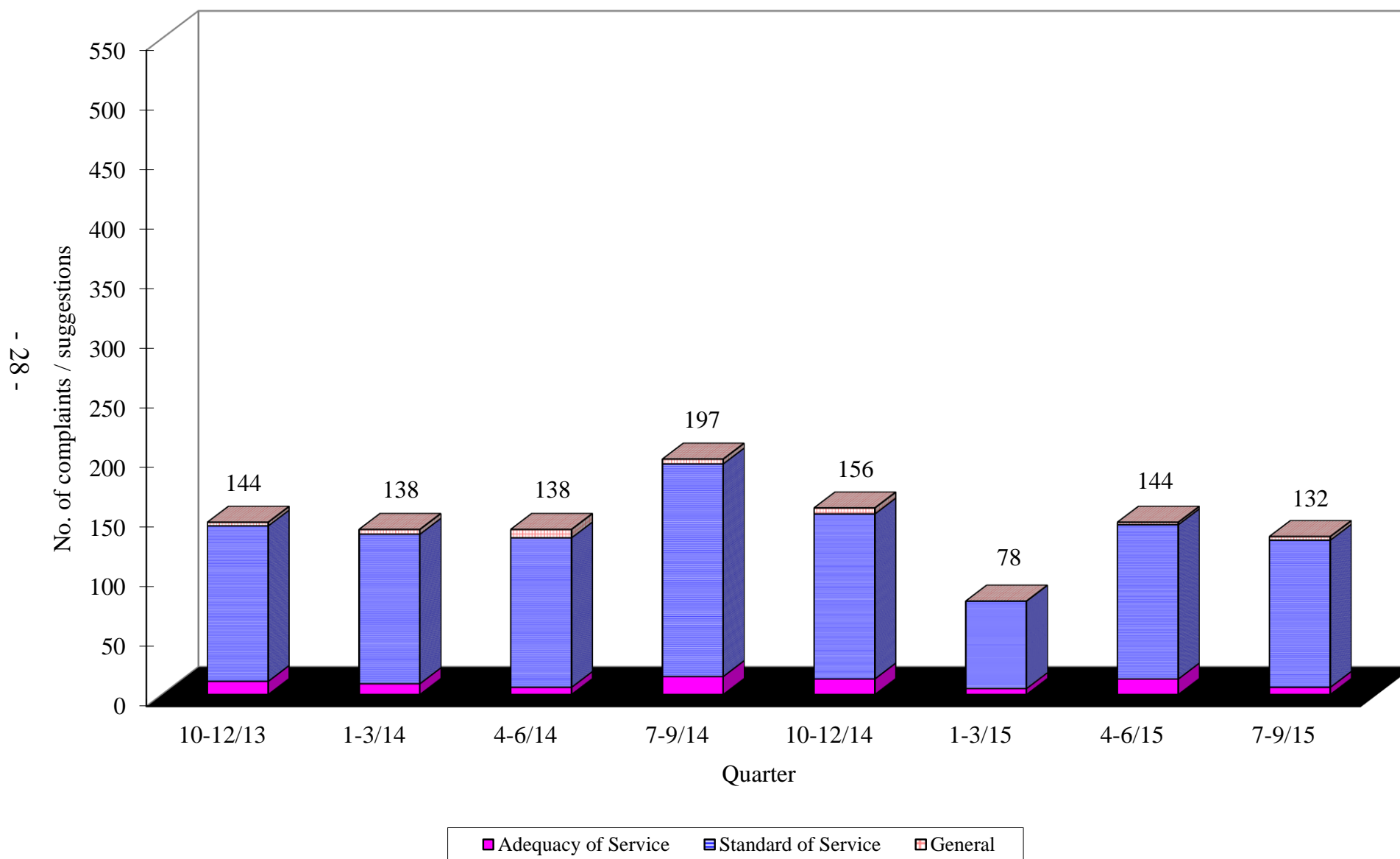
Complaints and Suggestions on the Services of Citybus Limited (Franchise 1) in the Past Eight Quarters

Annex F(ii)



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

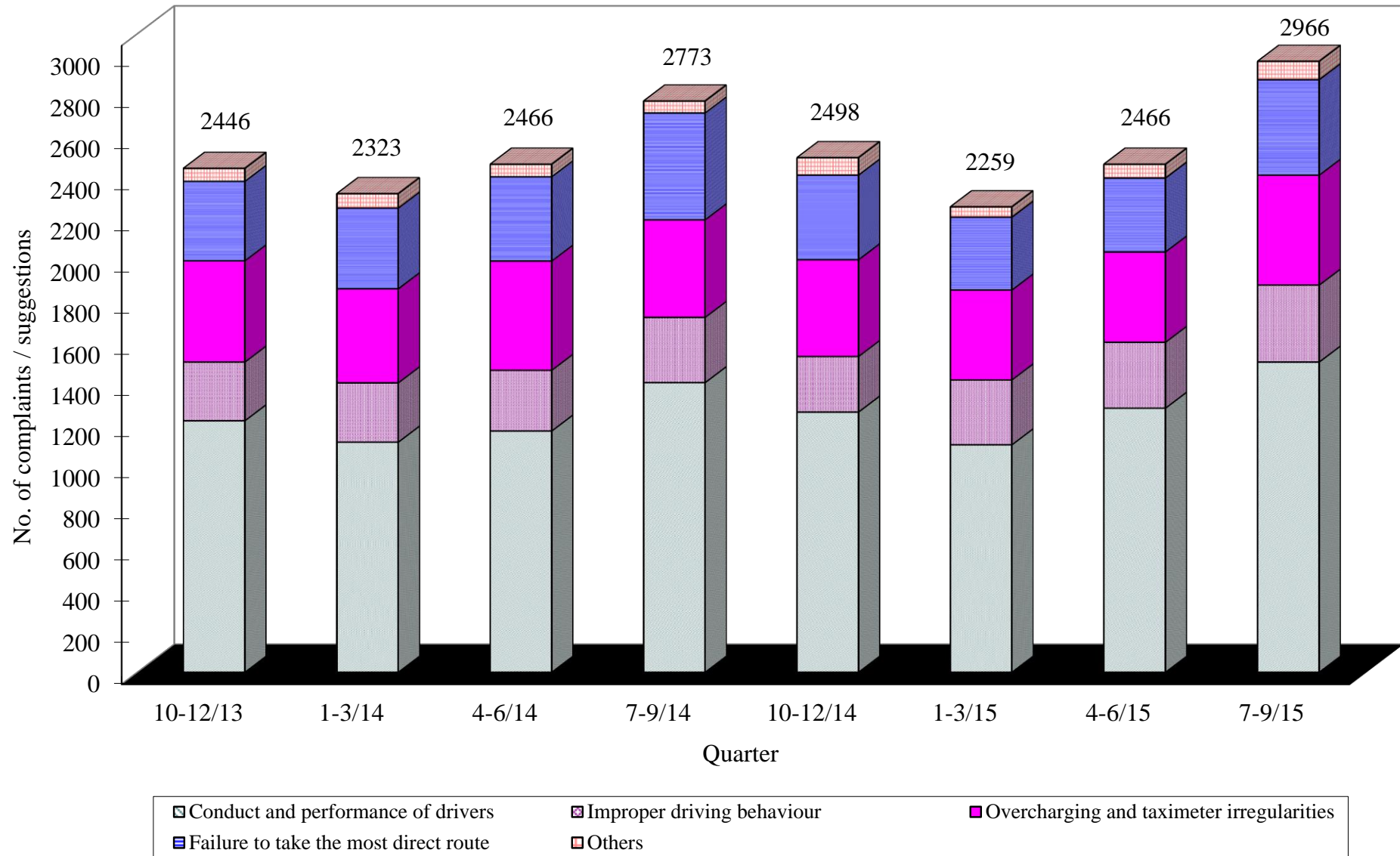
Annex F(iii)



Complaints and Suggestions on Taxi Services in the Past Eight Quarters

Annex G

- 29 -



Breakdown of Complaints and Suggestions on Taxi Services

<u>Nature of Complaint/Suggestion</u>		Same quarter last year <u>(1.7.14-30.9.14)</u>	Previous quarter <u>(1.4.15-30.6.15)</u>	Current quarter <u>(1.7.15-30.9.15)</u>
(a)	Conduct and performance of drivers			
(i)	Behaving other than in a civil & orderly manner	544	465	523
(ii)	Refusing hire	730	675	829
(iii)	Soliciting passengers	1	6	3
(iv)	Refusing to drive to destination	116	125	130
(v)	Failure to display driver identity plate	11	10	16
(vi)	Failure to display driver identity plate properly	3	-	4
	Sub-total	1 405	1 281	1 505
(b)	Improper driving behaviour	317	320	374
(c)	Overcharging	394	377	446
(d)	Taximeter irregularities	80	62	88
(e)	Failure to take the most direct route	519	359	464
(f)	Others*	58	67	89
	Total	2 773	2 466	2 966

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

Complaints and Suggestions on Traffic and Road Conditions
(July – September 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		
Nature of Complaint/Suggestion																			
<u>Traffic Conditions</u>																			
(a) Traffic congestion (No. of locations)	4 (4)	2 (2)	1 (1)	11 (5)	- (-)	1 (1)	10 (7)	- (-)	5 (5)	3 (1)	2 (1)	1 (1)	2 (2)	2 (2)	- (-)	1 (1)	1 (1)	- (-)	- (-)
(b) Traffic management	3	-	1	2	5	1	3	3	4	-	4	-	2	-	2	1	-	1	-
(c) Additional traffic signs and aids	-	2	3	-	1	-	1	3	2	1	1	1	4	1	-	-	2	1	1
(d) Parking facilities	1	-	2	-	1	1	1	1	-	-	-	1	-	-	-	-	-	-	2
Sub-total	8	4	7	13	7	3	15	7	11	4	7	3	8	3	2	2	3	2	3
<u>Road Maintenance</u>																			
(a) Road conditions	-	1	1	-	1	-	-	1	2	-	-	2	1	-	1	2	2	2	-
(b) Traffic signs & aids	1	-	-	-	-	-	-	1	-	-	-	1	-	-	-	-	-	1	1
(c) Carriageway markings	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-	1
Sub-total	1	1	1	-	1	-	-	2	3	-	-	3	1	-	1	2	2	3	2
<u>Enforcement</u>																			
(a) Illegal parking	31	19	28	7	48	11	31	19	46	13	8	25	29	17	18	15	21	-	1
(b) Other enforcement matters	6	5	5	4	8	4	9	7	21	8	4	9	18	7	8	9	2	4	1
Sub-total	37	24	33	11	56	15	40	26	67	21	12	34	47	24	26	24	23	4	2
Total	46	29	41	24	64	18	55	35	81	25	19	40	56	27	29	28	28	9	7

Complaints and Suggestions on MTR Services (excluding Light Rail)

Nature of Complaint/Suggestion	2014 <u>Jan - Sep</u>	2015 <u>Jan - Sep</u>	<u>Difference</u>
(A) Adequacy of Service			
(1) Frequency/carrying capacity	17	10	-41.2%
(2) Routeing	1	1	-
(3) Hours of operation	-	-	-
(4) Provision of stops	-	-	-
Sub-total	18	11	-38.9%
(B) Standard of Service			
(1) Regularity of service	25	31	+24.0%
(2) Adherence to routeing	-	-	-
(3) Improper driving behaviour	14	19	+35.7%
(4) Conduct and performance of staff (including drivers)	68	101	+48.5%
(5) Overcharging	1	1	-
(6) Cleanliness	3	3	-
(7) Conditions of vehicles	14	10	-28.6%
(8) Passenger services and facilities	172	154	-10.5%
Sub-total	297	319	+7.4%
(C) General	55	34	-38.2%
Total	370	364	-1.6%

Complaints and Suggestions on Light Rail Services

Nature of Complaint/Suggestion	<u>2014 Jan - Sep</u>	<u>2015 Jan - Sep</u>	<u>Difference</u>
(A) Adequacy of Service			
(1) Frequency/carrying capacity	8	8	-
(2) Routeing	-	-	-
(3) Hours of operation	-	1	-
(4) Provision of stops	-	-	-
Sub-total	8	9	+12.5%
(B) Standard of Service			
(1) Regularity of service	5	3	-40.0%
(2) Adherence to routeing	-	-	-
(3) Improper driving behaviour	6	4	-33.3%
(4) Conduct and performance of staff (including drivers)	2	4	+100.0%
(5) Overcharging	-	-	-
(6) Cleanliness	2	-	-100.0%
(7) Conditions of vehicles	1	-	-100.0%
(8) Passenger services and facilities	4	6	+50.0%
Sub-total	20	17	-15.0%
(C) General	6	5	-16.7%
Total	34	31	-8.8%

Complaints and Suggestions on Tram Services

Nature of Complaint/Suggestion	<u>2014</u> <u>Jan - Sep</u>	<u>2015</u> <u>Jan - Sep</u>	<u>Difference</u>
(A) Adequacy of Service			
(1) Frequency/carrying capacity	-	-	-
(2) Routeing	-	-	-
(3) Hours of operation	-	-	-
(4) Provision of stops	-	-	-
Sub-total	-	-	-
(B) Standard of Service			
(1) Regularity of service	1	3	+200.0%
(2) Adherence to routeing	1	-	-100.0%
(3) Improper driving behaviour	18	39	+116.7%
(4) Conduct and performance of staff (including drivers)	5	6	+20.0%
(5) Overcharging	-	-	-
(6) Cleanliness	-	-	-
(7) Conditions of vehicles	2	22	+1,000.0%
(8) Passenger services and facilities	8	4	-50.0%
Sub-total	35	74	+111.4%
(C) General	5	8	+60.0%
Total	40	82	+105.0%

**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.