

QUARTERLY REPORT No. 4 of 2015

by the

TRANSPORT COMPLAINTS UNIT

of the

TRANSPORT ADVISORY COMMITTEE

for the period

1 October 2015 – 31 December 2015

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Chapter 1

Major Areas of Complaints and Suggestions

This is the fourth quarterly report for 2015 covering the period from 1 October to 31 December 2015.

Yearly and Quarterly Trends

2. During the quarter, the Transport Complaints Unit (TCU) received 6 334 complaints and suggestions, including 67 pure suggestions, from 5 457 persons. About 51% (2 782) of these persons lodged their complaints/suggestions by e-mail, fax or mail and the remaining 49% (2 675) by telephone. The number of cases represents a decrease of 8.4% as compared with 6 915 cases in the previous quarter and an increase of 3.6% as compared with 6 112 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 (2006-2015) 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 6 197 cases (including some outstanding cases from previous quarters) were completed. Of these, 4 204 cases (68%) were found to be substantiated, 134 cases (2%) unsubstantiated, and the remaining 1 859 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 5 568 cases, which represents a decrease of 10.5% as compared with the previous quarter and an increase of 0.6% 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 1 434 complaints and suggestions on franchised bus services were received during the quarter, which represents a decrease of 10.3% as compared with the previous quarter and a decrease of 11.6% 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 667 cases on the services of the KMB, as compared with 822 cases in the previous quarter and 793 cases in the same quarter last year. Among the 667 cases, 67 (or 10%) were about the adequacy of service and 572 (or 85.8%) were about the standard of service.

9. There were 134 cases on the services of Citybus Limited (Franchise 1) (CTB1), as compared with 158 cases in the previous quarter and 167 cases in the same quarter last year. Among the 134 cases, 9 (or 6.7%) were about the adequacy of service while 125 (or 93.3%) were about the standard of service.

10. There were 131 cases on the services of the New World First Bus Services Limited (NWFB), as compared with 132 cases in the previous quarter and 156 cases in the same quarter last year. Of the 131 cases, 10 (or 7.6%) were about the adequacy of service and 118 (or 90.1%) 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 41 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 56 and 33 respectively.

Public Light Bus Services

13. A total of 1 245 complaints and suggestions on public light bus (PLB) services were received in this quarter, which represents a decrease of 11.5% as compared with the previous quarter and a decrease of 0.2% 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, 93.4% or 1 163 cases were on green minibus (GMB) services. The number of cases received in the previous quarter and the same quarter last year were 1 318 and 832 respectively. Among the 1 163 cases, 106 (or 9.1%) were about the adequacy of service and 1 036 (or 89.1%) were about the standard of service.

15. The remaining 6.6% or 82 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 89 and 415 respectively. The upsurge of complaints in the same quarter last year was mainly about RMB obstruction in Mong Kok.

Taxi Services

16. A total of 2 668 cases on taxi services were received in this quarter, which represents a decrease of 10.0% as compared with the previous quarter and an increase of 6.8% 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 2 668 cases received, 2 611 (98%) were related to taxi driver malpractice, as compared with 2 877 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 464 such cases (18%) were referred to the Police.

18. During the quarter, the Police reported the latest developments on 509 cases previously referred to them. These cases are categorised as follows -

	<u>No. of Cases</u>	<u>Percentage</u>
(a) Summonsed	28 (52)	6 (10)
(b) Withdrawn by complainants	347 (349)	68 (67)
(c) Evidence considered insufficient by the Police for further processing	134 (120)	26 (23)
	<u>509 (521)</u>	<u>100 (100)</u>

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

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

Rail Services

19. A total of 153 complaints and suggestions on rail services were received. Corresponding figures for the previous quarter and the same quarter last year were 175 and 118 respectively. Of the 153 cases, 128 were on the services of MTRCL.

Ferry Services

20. There were 27 complaints and suggestions on ferry services in this quarter. Corresponding figures for the previous quarter and the same quarter last year were 17 and 15 respectively.

Traffic Conditions

21. There were 47 complaints recorded in this quarter about traffic congestion, as compared with 46 cases in the previous quarter and 81 cases in the same quarter last year. Congestion was reported to have occurred at a total of 40 locations throughout the territory, as illustrated below -

	<u>Number of Complaints</u>		<u>Number of Locations</u>	
Hong Kong Island	11	(18)	10	(12)
Kowloon	11	(16)	11	(13)
New Territories	25	(12)	19	(9)
Others	-	(-)	-	(-)
Total	47	(46)	40	(34)

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

22. Based on the number of complaints received, districts most affected by traffic congestion were Eastern (six cases), Kwai Tsing (six cases) and Islands (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 57 complaints and suggestions on traffic management and 22 requests for additional traffic signs and aids in this quarter. As a comparison, there were 32 and 24 such cases in the previous quarter, and 31 and 14 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 36 complaints about road maintenance, as compared with 23 cases in the previous quarter and 26 cases in the same quarter last year. Among the 36 cases, 18 were related to traffic signs and aids and 17 were related to road conditions.

27. Districts which attracted relatively more complaints about road maintenance were Eastern, Kwun Tong, Tai Po and Yuen Long (four cases each).

Enforcement

28. There were 566 complaints about traffic regulations enforcement in this quarter, which represents an increase of 7.6% when compared with the previous quarter and an increase of 42.2% 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 30 October 2015, Members discussed -

- (a) complaints about regularity of public transport services;
 - (b) complaints and suggestions on road safety matters;
 - (c) complaints and suggestions on rail services; and
 - (d) TCU Quarterly Report No. 3 of 2015.
2. Members noted and agreed that -
- (a) complaints and suggestions about regularity of public transport services, road safety matters and rail services should be closely monitored; and
 - (b) TCU Quarterly Report No. 3 of 2015 should be submitted to the Transport Advisory Committee.

Complaint about traffic congestion at a roundabout of New Hiram's Highway

3. A complaint was lodged about the traffic congestion at a roundabout of New Hiram's Highway. The complainant used the roundabout every day and was caught in traffic jam during morning rush hours. He was often stuck at the roundabout for more than 20 minutes. From time to time, traffic accidents occurred which worsened the bad traffic conditions. He wondered if any measures could be taken to tackle the issue, such as increasing the capacity of the roundabout and the roads nearby and installing more signs at the roundabout to remind motorists to drive carefully and be ready to give way.

4. Transport Department (TD) advised that the volume of traffic at Hiram's Highway had reached the maximum capacity and the congestion was well noted. There was a plan to improve the traffic conditions in two stages.

Under the plan, the road capacity would be increased to alleviate the existing traffic congestion and to cope with the continuous development in the area. In addition, through the realignment of the road and enhancement of pedestrian crossings, it was expected that road safety would be improved.

5. The first stage of the improvement works involved the two sections of Hiram's Highway between Clear Water Bay Road and Pak Wai, the existing Ho Chung Road and Luk Mei Tsuen Road. The existing carriageways would be widened to become two-lane-two-way. The Highways Department had completed the works design and tendering for the construction was underway. The second stage would involve the section of road from Marina Cove to the south of Sha Ha. Preliminary design and investigation works were currently in progress. Public consultation would be conducted in due course.

6. The complainant was informed of TD's reply and raised no further comment.

Concern about road safety at the junction of Bedford Road and Fir Street

7. A member of the public approached TCU to express his concern about road safety at the junction of Bedford Road and Fir Street in Tai Kok Tsui. He observed that although there was a traffic light regulating the traffic of Bedford Road northbound before vehicles entering Fir Street, there was no traffic light regulating the traffic of Fir Street before vehicles passing through the junction with Bedford Road. He was of the view that vehicle collision might occur at the junction as a result and suggested adding traffic lights at Fir Street.

8. TD was invited to consider the suggestion. The Department pointed out that the traffic flow at the concerned section of Bedford Road was not heavy, there should not be many vehicles turning to Fir Street through that junction. On the other hand, additional traffic lights at Fir Street before the junction with Bedford Road would affect the traffic flow at Fir Street. Nevertheless, taking into account the safety concern of the member of the public, TD would consider providing additional traffic signs/road markings at the said junction to remind motorists of the direction of the traffic.

9. The above was conveyed to the member of the public, who made no further comment.

Complaint about prolonged journey time of MTR line

10. A complainant lodged a complaint about the prolonged journey time of her recent ride on the MTR Kwun Tong Line during the morning peak hours. On several occasions during that journey, the train remained at some stations for a prolonged period of time. While the train eventually started to move along in a slow speed, the journey was disrupted by intermittent sudden brakes. In the end, the train journey took a much longer time. Besides, the complainant said that there were too many repeated live announcements by the train captain.

11. Upon receipt of the case, the MTR Corporation Limited (MTRCL) checked the operation records and interviewed the staff concerned. It was noted that on the date and at the time specified by the complainant, there were two incidents of passengers on board of the Kwun Tong Line activating the on-train Emergency Call Handle to seek assistance. As a result, the operation of the Line was slightly affected.

12. MTRCL further advised that trains are installed with a system of Automatic Train Control and Protection (ATP) to ensure a safe distance between trains. When a train in front has not left the section ahead as scheduled due to various unexpected incidents, such as passengers requiring special assistance and prolonged boarding and alighting time, the ATP system would slow down or even stop the train behind as appropriate for safety reasons, resulting intermittent slow-down and brake during the journey. The train captain would make the announcement as soon as possible to remind passengers to hold the hand-rails.

13. MTRCL also explained that during winter and spring when the in-door/out-door temperature difference is greater, passengers might be prone to feeling unwell and thus requiring assistance. Train captains will make additional announcements to remind passengers in need to seek help at the “Caring Points” set up at a number of stations. These announcements are usually made when the trains approach the stations with “Caring Points” to better inform passengers in need.

14. In view of the complainant's concerns, MTRCL had reminded the train captain concerned to be mindful when carrying out duties and making announcements. MTRCL's reply was conveyed to the complainant, who made no other comment.

Overview of Complaints and Suggestions Received in 2015**Overall Trend**

TCU received 24 531 complaints and suggestions in 2015. Among these, 222 were pure suggestions. The number of cases recorded a decrease of 0.9% when compared with 24 763 cases received in 2014. A breakdown of the complaints and suggestions received by TCU in the past five years is at Annex J. A breakdown of the cases received in 2015 by category is as follows -

<u>Nature of Complaint/Suggestion</u>	<u>2014</u>	<u>2015</u>	<u>Difference</u>
Public Transport Services	22 550	21 735	-3.6%
Traffic Conditions	473	479	+1.3%
Road Maintenance	126	108	-14.3%
Enforcement	1 527	2 078	+36.1%
Miscellaneous	87	131	+50.6%
Total	24 763	24 531	-0.9%

Public Transport Services

2. Public transport services remained the major area of concern. In 2015, 21 735 complaints and suggestions were received, accounting for 89% of the total number of cases. Among these, 135 were pure suggestions. The number of cases in this category recorded a decrease of 3.6% as compared with 22 550 cases in 2014. A breakdown of the complaints and suggestions by mode of transport is as follows -

<u>Mode of Transport</u>	<u>2014</u>	<u>2015</u>	<u>Difference</u>
Franchised Buses	7 442	5 738	-22.9%
Non-franchised Bus Services	174	195	+12.1%
Green Minibuses	3 515	4 416	+25.6%
Red Minibuses	640	320	-50.0%
Taxis	10 060	10 359	+3.0%
Rail Transport	563	630	+11.9%
Ferries	156	77	-50.6%
Total	22 550	21 735	-3.6%

Franchised Bus Services

3. There were 5 738 cases on franchised bus services in 2015, representing a decrease of 22.9% as compared with 7 442 cases in 2014. There was a significant reduction on the number of complaints about regularity of services (from 3 767 cases to 2 429 cases). A breakdown of the 5 738 cases by individual franchised bus companies is at Annex K.

4. With the concerted effort of the bus companies in recruitment of bus captain as well as making adjustment to bus operation and service timetable of individual routes in light of the actual operational situation, the reliability and regularity of bus service continued to improve in 2015, which was reflected by the decreasing number of complaints against regularity of service. KMB and LWB have started to provide passengers with real-time bus service information through their websites and smartphone apps since early 2015. Real-time bus service information is available for over 420 routes (around 80 per cent of routes operated by the companies) so far and will expand to cover the remaining routes in the future. Through the provision of real-time bus service information, bus passengers can plan their journey and obtain information of estimated bus arrival time en-route easily. It is considered that the provision of real-time bus service information has contributed to the reduction in number of complaints about regularity of service. The Transport Department (TD) will continue to encourage the use of new technologies by bus companies to provide passenger information.

5. TD noted that there was overall reduction in the number of complaint about adequacy of service (from 736 cases in 2014 to 535 cases in 2015, representing a reduction of 27.3%). The improved public transport network after extension of MTR Island Line and passengers' adaptation to the changed bus network after implementation of bus route rationalisation plans under "Area Approach" in the past few years are considered contributory factors to the reduction. TD also noted that there were fewer complaints about passenger services and facilities (from 849 cases in 2014 to 651 cases in 2015, representing a reduction of 23.3%). TD will continue to monitor the adequacy and quality of passenger services and facilities provided by the bus companies.

Non-franchised Bus Services

6. There were 195 cases on non-franchised bus (NFB) services in 2015, representing an increase of 12.1% compared with 174 cases in 2014. A detailed breakdown of the 195 cases received in 2015 is at Annex L. The increase of complaints against NFB services in 2015 was mainly related to the rationalisation plan of MTR feeder bus route no. K75 implemented in mid August 2015 to cater for the population intake of Hung Fuk Estate. 13 complaints in 2015 were against the change in the routeing direction of K75P from clockwise to anti-clockwise.

Public Light Bus Services

7. A total of 4 736 complaints and suggestions on public light bus (PLB) services were received in 2015, representing an increase of 14 % as compared with 4 155 cases in 2014.

8. There were 4 416 cases on green minibus (GMB) services, representing an increase of 25.6% when compared with 3 515 cases in 2014. The increase was mainly attributable to more complaints on conduct and performance of staff (including drivers), regularity of service, and improper driving behaviour. A detailed breakdown of the 4 416 cases is at Annex M.

9. There were 320 cases on red minibus (RMB) services, representing a decrease of 50% when compared with 640 cases in 2014. A detailed breakdown of the 320 cases is at Annex N.

10. All the complaints and suggestions on PLB services were referred to the TD or the Police for follow-up actions. The number of complaints about regularity of service against GMBs increased from 880 in 2014 to 1 143 in 2015. The service regularity of GMB was mainly affected by shortage of drivers and adverse traffic conditions. Same as other road-based public transport modes, heavy traffic and congestion, traffic accidents, road works and planned/unplanned road incidents, etc. caused delays and service irregularity of GMB services. TD will continue to implement measures to help GMB operators, such as service rationalisation and fare increases, to improve the operating condition and financial viability of GMB services. These would enable the operators to increase the remuneration to retain and employ adequate drivers and deploy adequate vehicles, as well as to operate short-working and supplementary trips such as to avoid congested roads with a view to improving the regularity of service. TD will also continue to work with the Labour Department, the Correctional Services Department and the ethnic minority organisations to attract new recruits for PLB drivers from different backgrounds. For the complaints about conduct and performance of staff, the number of complaints increased from 1 120 in 2014 to 1 398 in 2015. “Failure to pick up passengers” and “poor attitude towards passengers” attracted most complaints. GMB operators have been requested to remind their drivers to pay more attention to waiting passengers at en-route stops and to be polite to passengers. Regarding the complaints about improper driving behavior, the number of complaints increased from 578 in 2014 to 790 in 2015. The operators have been reminded to urge their drivers to drive safely. TD will continue to closely monitor the GMB service regularity and the driver’s driving behavior through surveys.

11. For RMBs, the number of complaints reduced drastically from 640 in 2014 to 320 in 2015. The large number of complaints against RMB in 2014 under “General” (367 cases) were mainly attributed to the obstruction to traffic caused by RMBs on Tung Choi Street in Mong Kok in late 2014, and the number of complaints under “General” fell to 62 (i.e. decreased by 305 cases) in 2015. TD reminded the RMB associations by letter and at the regular meeting in December 2015 not to cause obstruction to other traffic, in particular on Tung Choi Street and Fa Yuen Street in Mong Kok.

12. In 2015, TD continued to promote the provision of safe, quality and customer-oriented PLB services. Those measures included publication of the PLB Newsletter, provision of seminars jointly with the Police for PLB drivers to enhance safe driving and customer service, and appeals to the GMB operators and RMB associations to promote safe driving and quality service.

13. To further enhance the safety of operation and quality of PLB services, the legal requirement to complete a pre-service course by applicants for a PLB driving licence was implemented on 1 June 2015.

Taxi Services

14. There were 10 359 cases on taxi services in 2015, representing an increase of 3% when compared with 10 060 cases in 2014. The increase was mainly attributable to more complaints about taxi driver malpractice (especially those related to refusing hire and improper driving behaviour). A detailed breakdown of the 10 359 cases is at [Annex O](#).

15. The Police have taken enforcement actions against taxi malpractices particularly at the districts frequented by tourists on a regular basis. Key tasks are to enhance patrols at black spots like Lan Kwai Fong and Canton Road and conduct intelligence-led operations. In encountering any taxi malpractice, such as overcharging, refusing hire and soliciting passengers, members of the public are strongly encouraged to have the incidents reported to the Police with details, such as date, time, location and taxi registration numbers, for investigation. Police will take prosecution action if there is sufficient evidence.

16. The Government acknowledges the need for improving taxi service quality. There are over 40 000 taxi drivers, with the majority of them being self-employed rentee-drivers or owner-drivers. As most drivers are not employed by the owners, the quality of service management varies. Since licence ownership and management of taxis are highly decentralised and drivers' income is not necessarily related to service quality, the effectiveness of various efforts to enhance the overall service standards has not been entirely satisfactory. In this regard, further measures will be implemented in addition to strengthening of enforcement actions against taxi malpractices by the Police.

17. At present, taxis are allowed under the law to provide pre-booked hire-as-a-whole service in addition to charging by the taximeter. This allows taxi operators to provide service with flexibility to meet the different needs of passengers. As a short-term measure, TD is helping the taxi trade explore the feasibility of enhancing taxi service through this model. Some operators are already providing passengers with service of higher quality in the form of hire-as-a-whole service. Also, some other taxi trade members are joining hands to launch a similar service. TD will closely monitor the situation and provide necessary assistance.

18. For medium and long-term, the Government is studying whether it is feasible to introduce premium taxis through a franchise model under the Public Transport Strategy Study. The policy objective of introducing premium taxis is to set new service standards for the taxi trade, enhance quality of service and meet the community's demand for diversified services. The Government will strive to complete the study in the third quarter of 2016. If it is confirmed that the introduction of premium taxis is feasible, the Government will proceed with the necessary legislative amendments immediately for early implementation.

Rail Services

19. There were 630 cases on rail services in 2015, which represents an increase of 11.9% when compared with 563 cases in 2014. The increase was mainly attributable to more complaints about tram services. There were 107 complaints about the services of Hong Kong Tramways Limited as compared with 55 complaints in 2014. A breakdown of the 630 cases by individual railway companies is at Annex P.

20. The complaints against MTR services in 2015 remained steady in general. Nevertheless, the number of complaints concerning conduct and performance of staff against MTR service increased in 2015. In order to improve the service standard of frontline staff, MTRCL has strengthened customer service training on technical skills and service attitude for the frontline staff. They are also trained to be courteous and professional when interacting with passengers. The staff will attend trainings on a regular and continual basis to ensure they perform their duties in a proper and competent manner.

21. It was noted that a number of complaints were made in connection with passengers carrying oversized musical instruments and sports equipment being prohibited from travelling on the MTR. The MTRCL has launched a registration scheme to issue a permit to registered passengers for bringing one oversized musical instrument into stations and on trains (within the relaxed size restrictions and except morning peak hours in normal weekdays).

22. For tram services, majority 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 reminded their drivers, including putting up warning notice message at the concerned location, to drive in safe speed to assure safety and minimize noise reduction and conducted regular inspection, rail grinding and welding at the concerned location.

Ferry Services

23. There were 77 cases on ferry services in 2015, representing a decrease of 50.6% when compared with 156 cases in 2014. A breakdown of the 77 cases by individual ferry companies is at Annex Q. The decrease is mainly caused by fewer complaints against New World First Ferry.

24. 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 as soon as possible, when needed.

Traffic Conditions

25. In 2015, 479 complaints and suggestions about traffic conditions were received, accounting for about 2% of the total number of cases. The number of cases in this category recorded a slight increase of 1.3% as compared with 473 cases in 2014.

Traffic Congestion

26. Of the 479 cases received, 201 (42%) were related to traffic congestion. This represents a decrease of 16.9% as compared with 242 cases in 2014. A breakdown of the complaints about traffic congestion by district is at Annex R. In 2015, districts which attracted relatively more complaints are -

<u>District</u>	<u>No. of complaints</u>		<u>Difference</u>
	<u>2014</u>	<u>2015</u>	
Kowloon City	20	26	+30.0%
Southern	17	23	+35.3%
Eastern	15	18	+20.0%
Yau Tsim Mong	21	15	-28.6%

27. Factors contributing to the complaints about traffic congestion in 2015 are broken down as follows –

<u>Factor</u>	<u>No. of complaints</u>		<u>Difference</u>
	<u>2014</u>	<u>2015</u>	
Traffic management	131	92	-29.8%
Road works	46	37	-19.6%
Vehicle obstruction	35	37	+5.7%
Others	30	35	+16.7%
Total	242	201	-16.9%

28. All the complaints and suggestions concerning traffic congestion were referred to TD, the Police, the Highways Department and other relevant departments for consideration and follow-up actions. In 2015, TD implemented the following measures to alleviate traffic congestion -

- (a) planning and implementation of temporary traffic arrangements to minimise congestion caused by road works;
- (b) implementation of traffic management schemes at congestion blackspots;
- (c) installation of new traffic lights and adjustment of existing traffic signals;

- (d) re-routing of traffic to improve circulation;
- (e) introduction of traffic restrictions;
- (f) realignment of carriageways and adjustment of road junction layouts;
- (g) opening of new roads, completion of major road improvement projects and relocation/cancellation of on-street parking spaces, bus stops or taxi stands to increase road capacity;
- (h) provision of lay-bys to facilitate loading/unloading activities; and
- (i) launching of publicity campaigns to promote driver discipline to reduce vehicle obstruction.

Traffic Management

29. In 2015, there were 159 complaints and suggestions on traffic management matters (excluding those causing congestion). These cases were related to traffic light phasing, traffic lane arrangements and restricted zones. The number of cases represents an increase of 18.7% as compared with 134 cases in 2014.

Additional Traffic Signs and Aids

30. TCU received 84 requests for additional traffic signs and aids in 2015, 71.4% more than that of 2014.

Parking Facilities

31. There were 35 complaints and suggestions on parking facilities in 2015. This represents a decrease of 27.1% as compared with 48 cases in 2014.

Road Maintenance

32. In 2015, 108 complaints and suggestions about road maintenance were received, accounting for less than 1% of the total number of cases. The number of cases in this category recorded a decrease of 14.3% as compared with 126 cases in 2014.

Enforcement

33. In 2015, 2 078 complaints about enforcement matters were received, accounting for about 8% of the total number of cases. A comparison between the complaints received in 2015 and 2014 is as follows -

<u>Category</u>	<u>2014</u>	<u>2015</u>	<u>Difference</u>
Illegal parking	1 057	1 512	+43.0%
Other enforcement matters	470	566	+20.4%
Total	1 527	2 078	+36.1%

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

Illegal Parking

34. In 2015, districts which attracted relatively more complaints about illegal parking are -

<u>District</u>	<u>No. of Complaints</u>		<u>Difference</u>
	<u>2014</u>	<u>2015</u>	
Kwun Tong	109	166	+52.3%
Yau Tsim Mong	146	162	+11.0%
Eastern	78	126	+61.5%
Central & Western	67	114	+70.1%
Yuen Long	63	111	+76.2%

35. The Police endeavor to ensure road safety and smooth traffic flow. Upon receipt of TCU's referral, the Police would assess the traffic situation and take appropriate enforcement action. Should there be serious obstruction and imminent danger to road safety, those illegally parked vehicles may be towed away.

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

Other Enforcement Matters

37. In 2015, districts which attracted relatively more complaints about motorists/pedestrians failing to comply with traffic regulations are -

<u>District</u>	<u>No. of Complaints</u>		<u>Difference</u>
	<u>2014</u>	<u>2015</u>	
Yau Tsim Mong	40	72	+80.0%
Kowloon City	44	64	+45.5%
Yuen Long	36	48	+33.3%

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

38. All cases complaining motorists/pedestrians failing to comply with traffic regulations were referred to Police for investigation. Some cases were also referred to TD for consideration on whether suitable traffic management measures could be introduced to improve the situation.

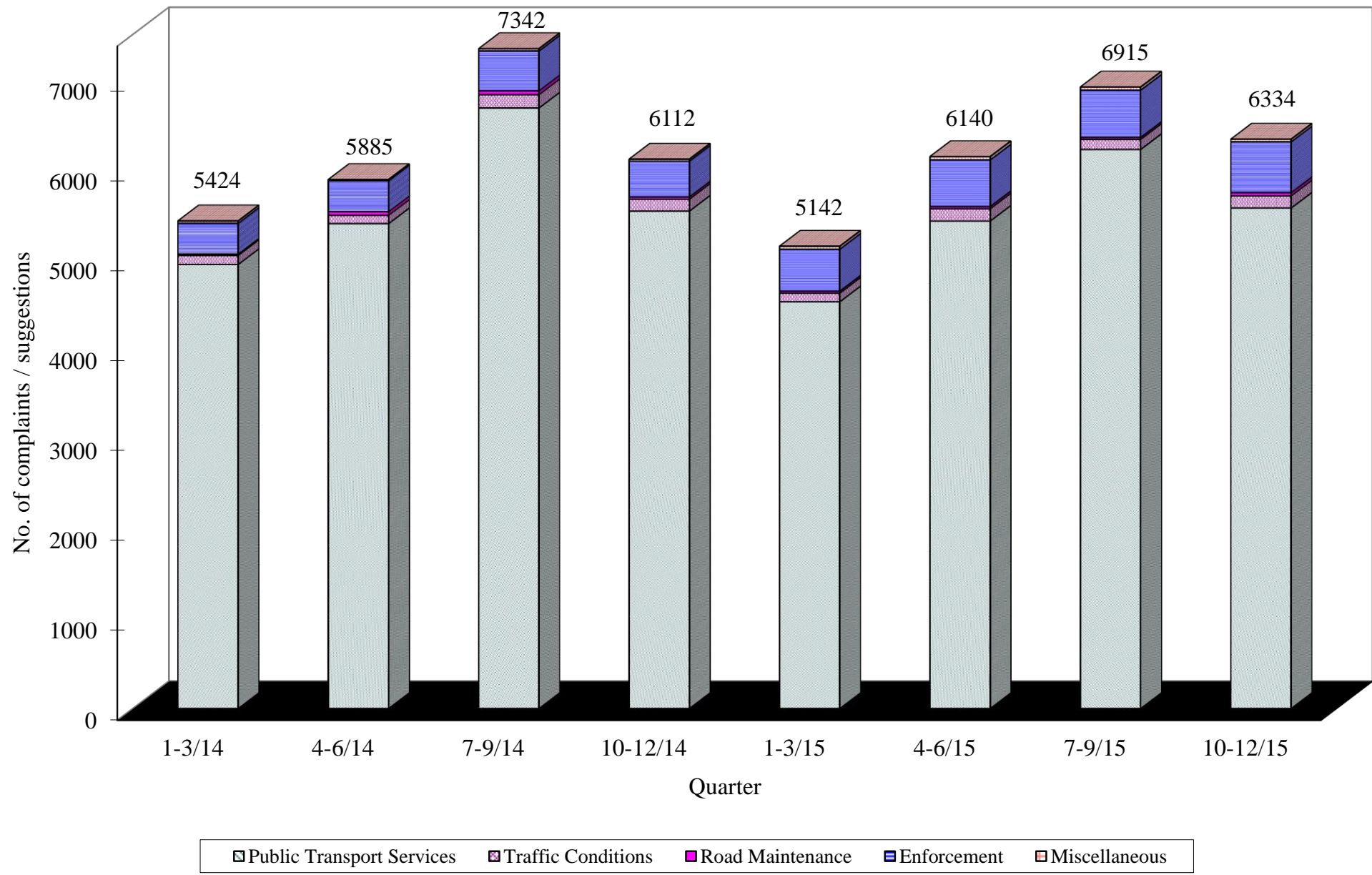
Complaints and Suggestions Received by TCU

<u>Nature of Complaint/Suggestion</u>		Same quarter last year (1.10.14-31.12.14)		Previous quarter (1.7.15-30.9.15)		Current quarter (1.10.15-31.12.15)	
I. Public Transport Services							
(a) Adequacy of service		249	[15]	297	[20]	295	[18]
(b) Standard of service		4 822	[11]	5 746	[4]	5 142	[13]
(c) General		463	[4]	177	[11]	131	[6]
		5 534	[30] (90%)	6 220	[35] (90%)	5 568	[37] (87%)
II. Traffic Conditions							
(a) Traffic congestion		81		46	[1]	47	[2]
(b) Traffic management		31	[7]	32	[8]	57	[14]
(c) Additional traffic signs and aids		14	[1]	24	[11]	22	[5]
(d) Parking facilities		6	[1]	10	[3]	9	[1]
		132	[9] (2%)	112	[23] (1%)	135	[22] (2%)
III. Road Maintenance							
(a) Road conditions		16		16		17	[2]
(b) Traffic signs and aids		8		5		18	[2]
(c) Carriageway markings		2		2		1	
		26	(1%)	23	(1%)	36	[4] (1%)
IV. Enforcement							
(a) Illegal parking		277		387	[1]	412	
(b) Other enforcement matters		121		139		154	[2]
		398	(6%)	526	[1] (7%)	566	[2] (9%)
V. Miscellaneous							
		22	[2] (1%)	34	[2] (1%)	29	[2] (1%)
Total		6 112	[41] (100%)	6 915	[61] (100%)	6 334	[67] (100%)

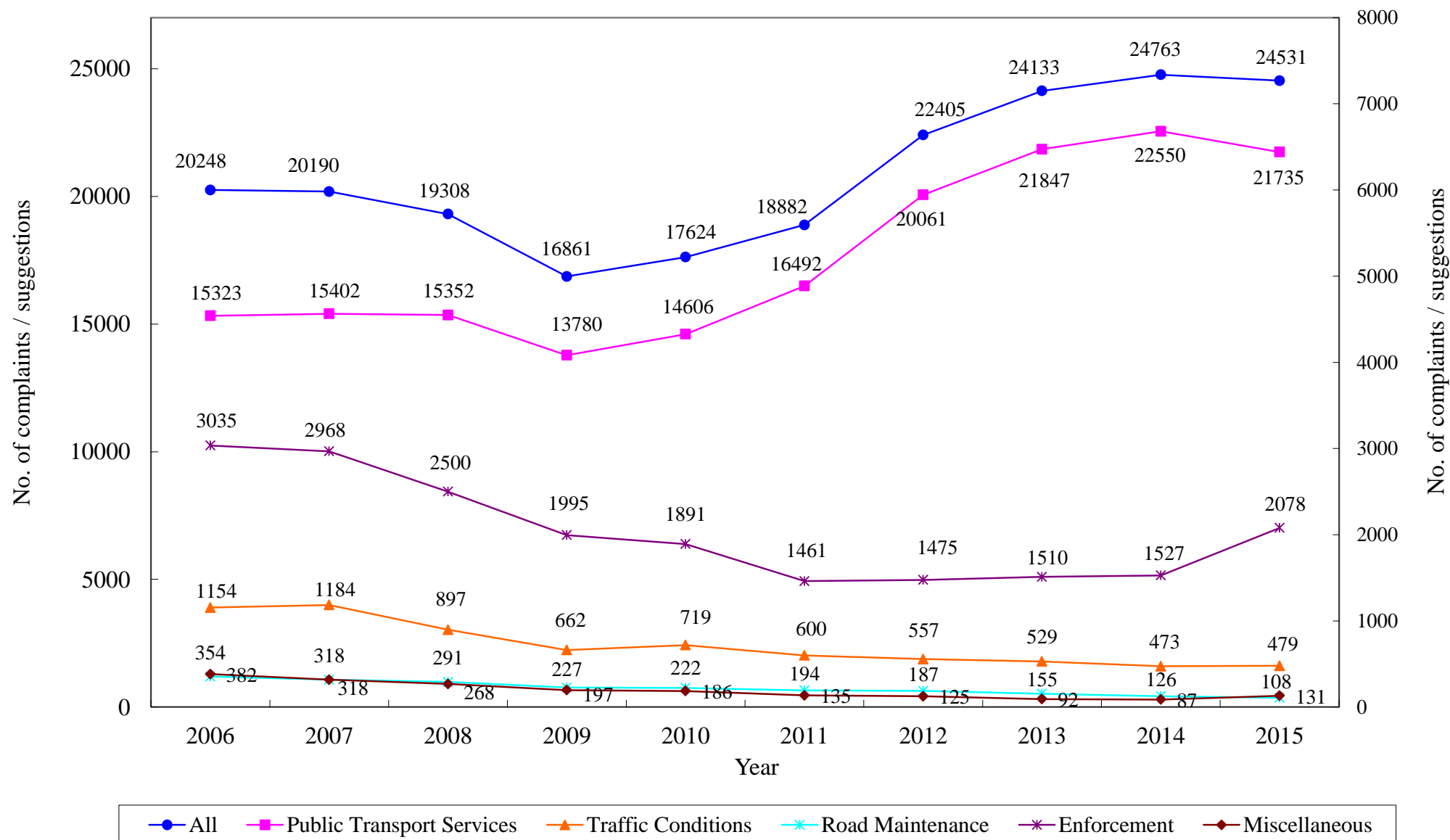
Notes : (1) Figures in square brackets are the number of pure suggestions received in the quarter. The figures have been included in the overall number of cases received.

(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

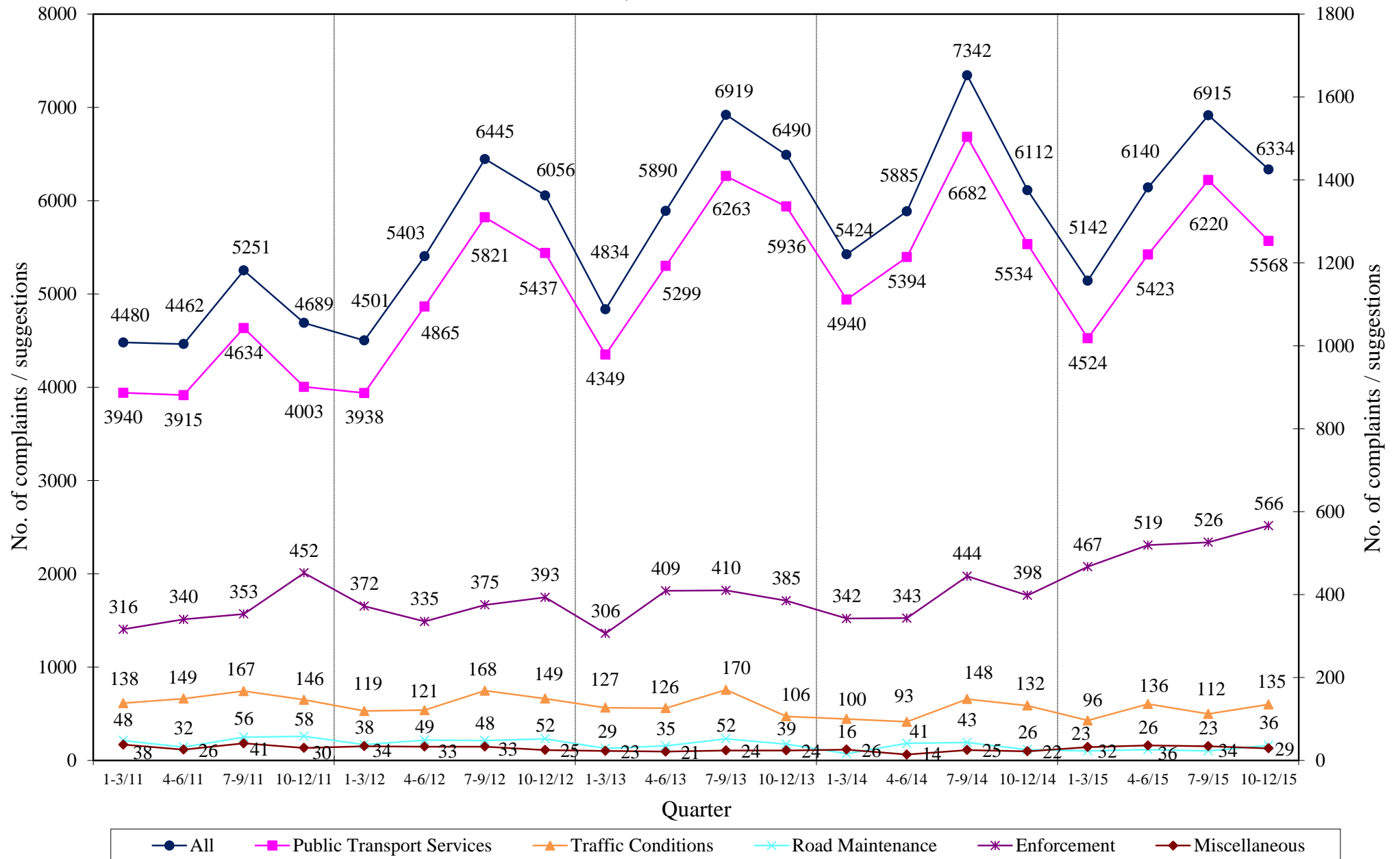


**Trends of Complaints and Suggestions Received by TCU
(2006 - 2015)**



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

Annex B(ii)



Summary of Results of Investigations into Complaints and Suggestions
(October – December 2015)

Outcome of Investigation Nature of Complaint/ Suggestion					
	A1	A2	B	C	Total
I. Public Transport Services					
(a) Adequacy of service	10	206	18	-	234
(b) Standard of service	1 318	1 998	80	1 810	5 206
(c) General	64	62	6	8	140
	1 392	2 266	104	1 818	5 580
II. Traffic Conditions					
(a) Traffic congestion	15	15	4	1	35
(b) Traffic management	7	10	9	-	26
(c) Additional traffic signs/aids	6	7	9	-	22
(d) Parking facilities	2	3	3	-	8
	30	35	25	1	91
III. Road Maintenance					
(a) Road conditions	12	1	1	-	14
(b) Traffic signs and aids	4	-	1	-	5
(c) Carriageway markings	1	-	1	-	2
	17	1	3	-	21
IV. Enforcement					
(a) Illegal parking	304	50	1	-	355
(b) Other enforcement matters	47	37	1	40	125
	351	87	2	40	480
V. Miscellaneous	15	10	-	-	25
Total	1 805 (29%)	2 399 (39%)	134 (2%)	1 859 (30%)	6 197 (100%)

Legend

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

Summary of Results of Investigations into
Complaints and Suggestions on Public Transport Services
(October – December 2015)

Outcome of Investigation					
Mode of Transport	A1	A2	B	C	Total
The Kowloon Motor Bus Company (1933) Limited	305	419	44	9	777
Citybus Limited (Franchise 1)	39	68	4	1	112
Citybus Limited (Franchise 2)	25	26	2	-	53
The New World First Bus Services Limited	41	71	7	2	121
The New Lantao Bus Company (1973) Limited	21	10	-	-	31
Long Win Bus Company Limited	15	28	2	1	46
Cross-harbour Bus Services	115	146	16	4	281
Non-franchised Bus Services	5	26	3	-	34
Green Minibus	673	406	13	23	1 115
Red Minibus	67	7	-	6	80
Taxi	41	989	3	1 772	2 805
MTR Corporation Limited (Excluding Light Rail)	16	56	10	-	82
MTR Corporation Limited (Light Rail)	1	2	-	-	3
The Hongkong Tramways Limited	22	2	-	-	24
New World First Ferry Services Limited	2	3	-	-	5
The “Star” Ferry Company Limited	1	-	-	-	1
Minor Ferries	3	7	-	-	10
Total	1 392 (25%)	2 266 (41%)	104 (2%)	1 818 (32%)	5 580 (100%)

Legend

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

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

I. Public Transport Services

- Extend “No Stopping” restriction near a bus stop at Connaught Road West to prevent vehicle obstruction to passengers boarding and alighting.
- Relocate a bus stop at Tiu Keng Leng Public Transport Interchange to facilitate disabled passengers’ access.
- Add railings at a bus stop at Che Kung Miu Road to facilitate passengers queuing.

II. Traffic Management

Hong Kong Island

- Extend the effective hours of “No Stopping” restriction at Shell Road to prevent vehicle obstruction.
- Convert part of the carriageway into footpath and modify the “No Stopping” restriction at Bowrington Road to deter illegal parking.

Kowloon

- Modify the mode of operation of traffic lights at the junction of Sham Mong Road and Chui Yu Road to facilitate pedestrians crossing the road.
- Increase the vehicular green time of a traffic light at Austin Road to improve traffic flow.
- Add a “No U-turn” traffic sign at the junction of Hoi Wan Road and Hoi Ting Road to improve road safety.

- Add a “No Left Turn” traffic sign at Hoi Ting Road near Hoi Wang Road to better remind motorists.
- Add “Look Right” and “Look Left” road markings at Sycamore Street to improve road safety.
- Modify railings at the slip road between Po Kong Village Road and Tai Hom Road to improve the sight-line of motorists.

New Territories

- Increase the vehicular green time of the traffic lights at the junction of Sha Tau Kok Road and Ma Sik Road during morning peak hours to alleviate traffic congestion.
- Increase the vehicular green time of the traffic lights at the junction of Lung Mun Road and Ho Suen Street to alleviate traffic congestion.
- Add a “Keep Clear” road marking at Luen Hing Street to prevent vehicle obstruction.
- Add road markings at the merging lane of Pui To Road and Tuen Mun Road to better regulate lane-merging activities.
- Modify the road markings at Long Tin Road near Yuen Long Highway to regulate lane-changing activities and alleviate traffic congestion.

Complaints and Suggestions on Public Transport Services
(October – December 2015)

Legend

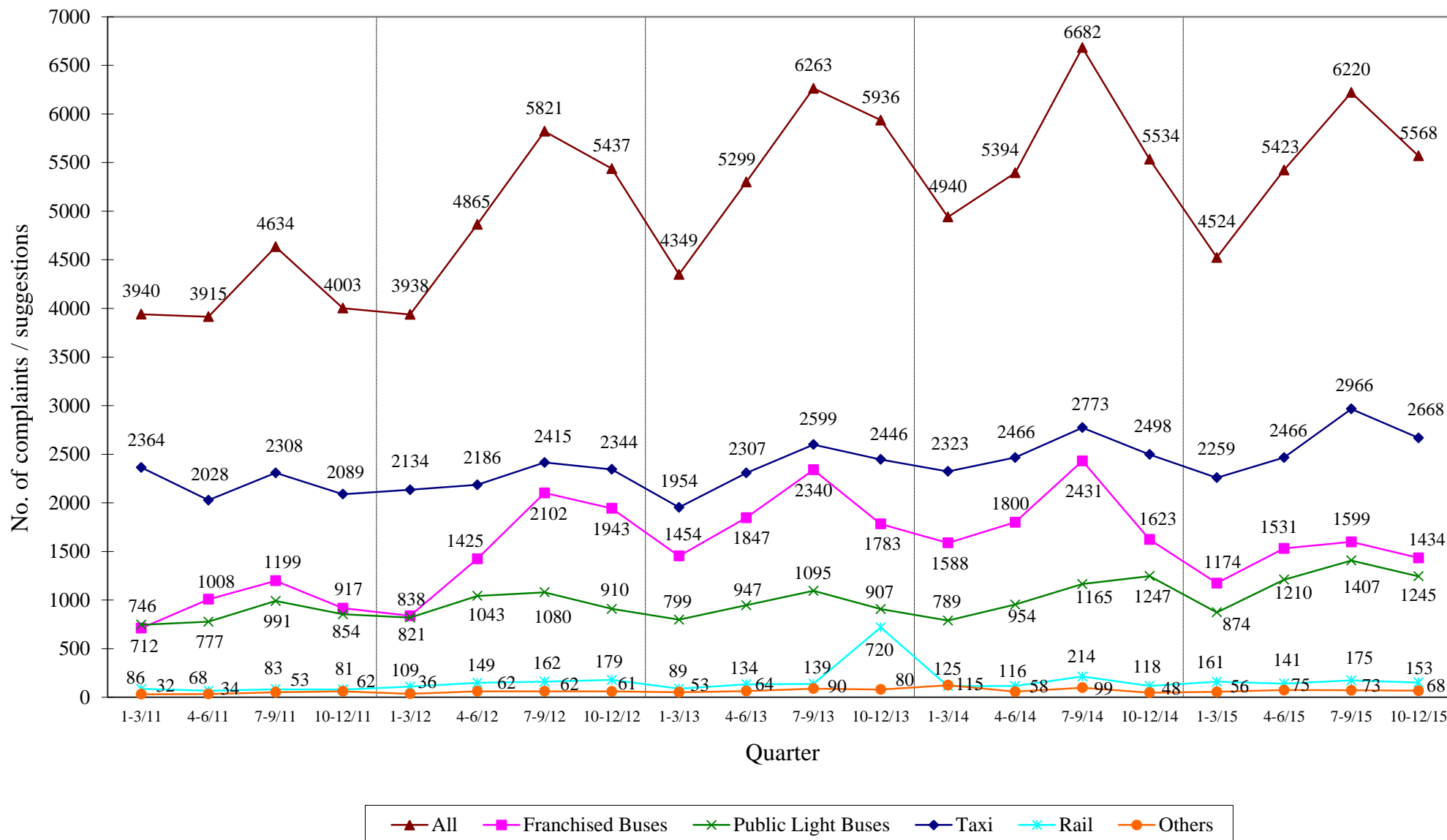
KMB	The Kowloon Motor Bus Company (1933) Limited
CTB1	Citybus Limited (Franchise 1)
CTB2	Citybus Limited (Franchise 2)
FB	The New World First Bus Services Limited
NLB	The New Lantao Bus Company (1973) Limited
LWB	Long Win Bus Company Limited
XHT	Cross-harbour Bus Services
NFBS	Non-franchised Bus Services
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							NFBS	GMB	RMB	Taxi	MTR (Non- LR)	MTR (LR)	HT	FF	SF	MF	
	KMB	CTB1	CTB2	FB	NLB	LWB	XHT											
(A) Adequacy of Service																		
(1) Frequency/carrying capacity	40	7	2	5	5	6	19	1	96	-	-	5	1	1	6	-	2	196
(2) Routeing	10	1	3	4	-	2	40	2	5	-	-	-	-	-	-	-	-	67
(3) Hours of operation	7	-	-	-	-	3	-	1	1	-	-	-	-	1	-	-	-	13
(4) Provision of stops	10	1	-	1	1	-	2	-	4	-	-	-	-	-	-	-	-	19
Sub-total	67	9	5	10	6	11	61	4	106	-	-	5	1	2	6	-	2	295
(B) Standard of Service																		
(1) Regularity of service	251	58	30	70	2	8	160	14	280	-	-	11	-	2	4	1	3	894
(2) Adherence to routeing	5	-	3	1	1	-	2	-	94	-	430	-	-	-	-	-	-	536
(3) Improper driving behaviour	82	18	3	12	4	8	34	11	201	44	314	7	3	18	1	-	1	761
(4) Conduct & performance of staff (including drivers)	158	25	12	20	4	15	62	7	380	22	1379	28	2	1	1	-	1	2117
(5) Overcharging	1	1	-	-	-	-	2	-	18	2	488 *	-	-	-	-	-	-	512
(6) Cleanliness	2	1	-	-	-	-	1	-	10	1	5	2	-	-	-	-	1	23
(7) Conditions of vehicles/vessels	6	-	1	1	2	-	3	-	27	-	6	2	-	1	1	-	-	50
(8) Passenger services & facilities	67	22	3	14	3	3	38	1	26	-	2	64	-	1	2	1	2	249 #
Sub-total	572	125	52	118	16	34	302	33	1036	69	2624	114	5	23	9	2	8	5142
(C) General	28	-	-	3	2	1	12	4	21	13	44	3	-	-	-	-	-	131
Total this quarter	667	134	57	131	24	46	375	41	1163	82	2668	122	6	25	15	2	10	5568
Grand-total	(1434)							(3954)				(153)			(27)			
Total previous quarter	822	158	61	132	33	67	326	56	1318	89	2966	136	5	34	7	2	8	6220
Total same quarter last year	793	167	52	156	16	50	389	33	832	415	2498	95	8	15	9	-	6	5534

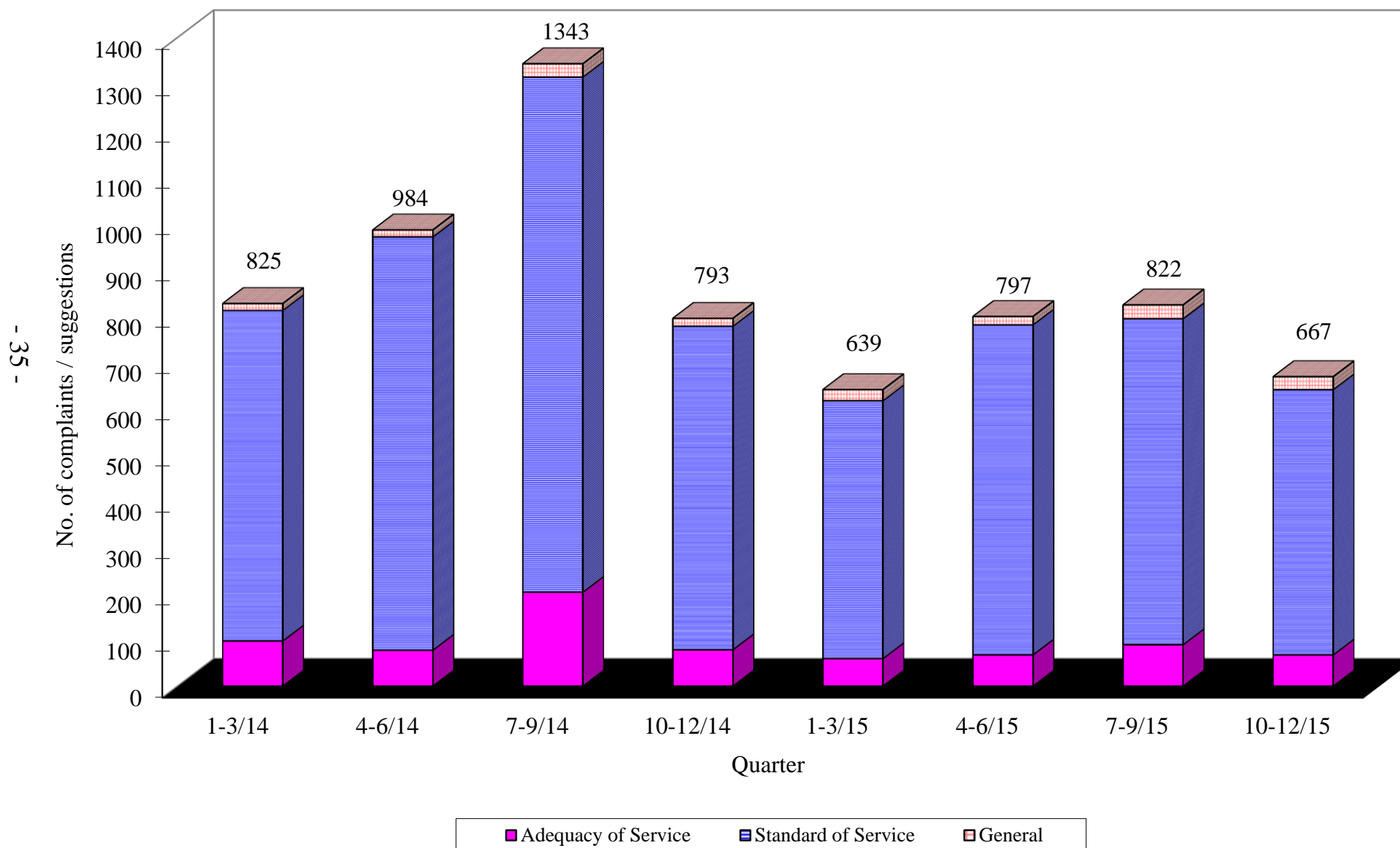
* Including taximeter irregularities

Including 103 complaints from 45 complainants about audio-visual broadcasting on public transport vehicles

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

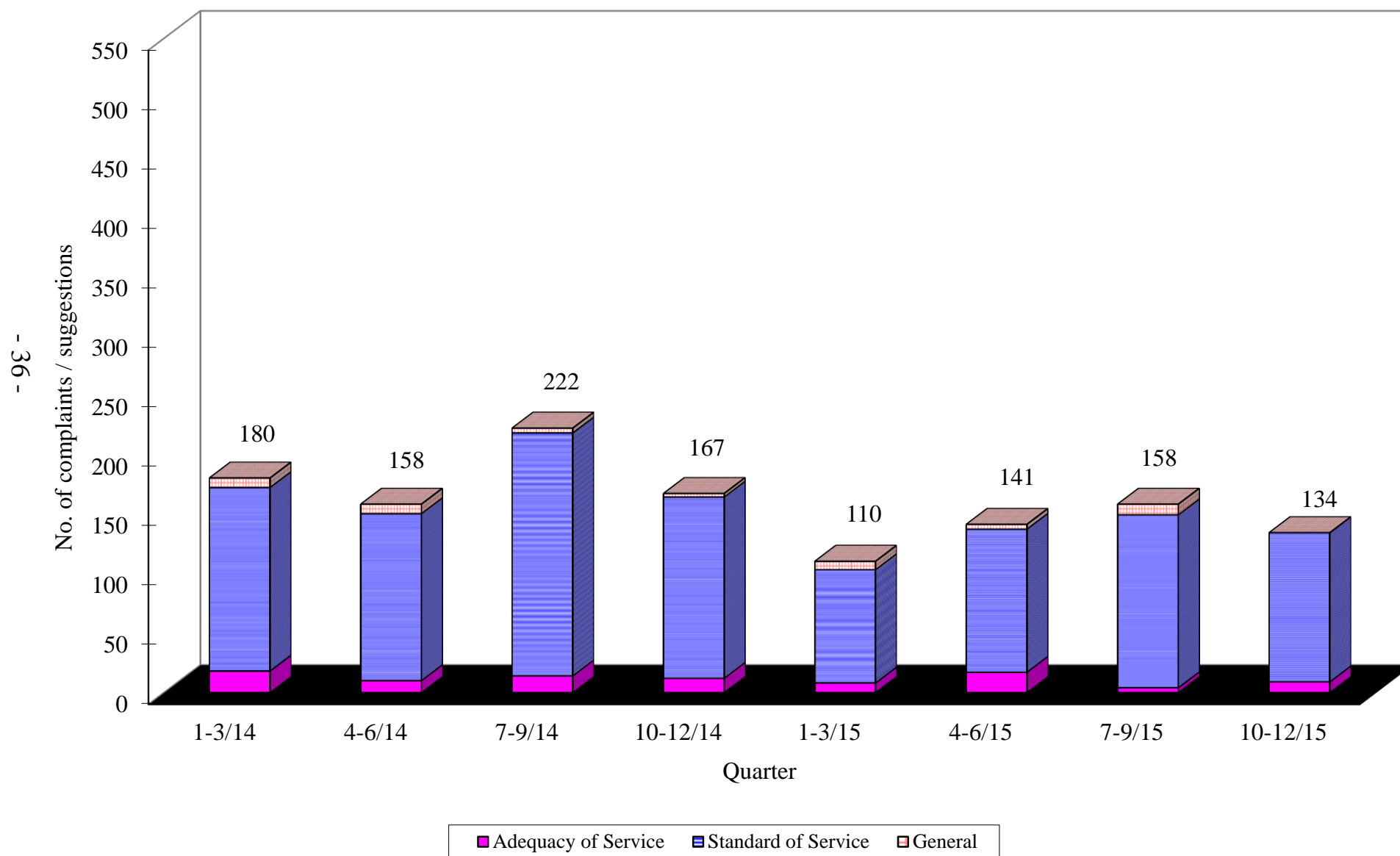


Complaints and Suggestions on the Services of Kowloon Motor Bus Company (1933) Limited in the Past Eight Quarters



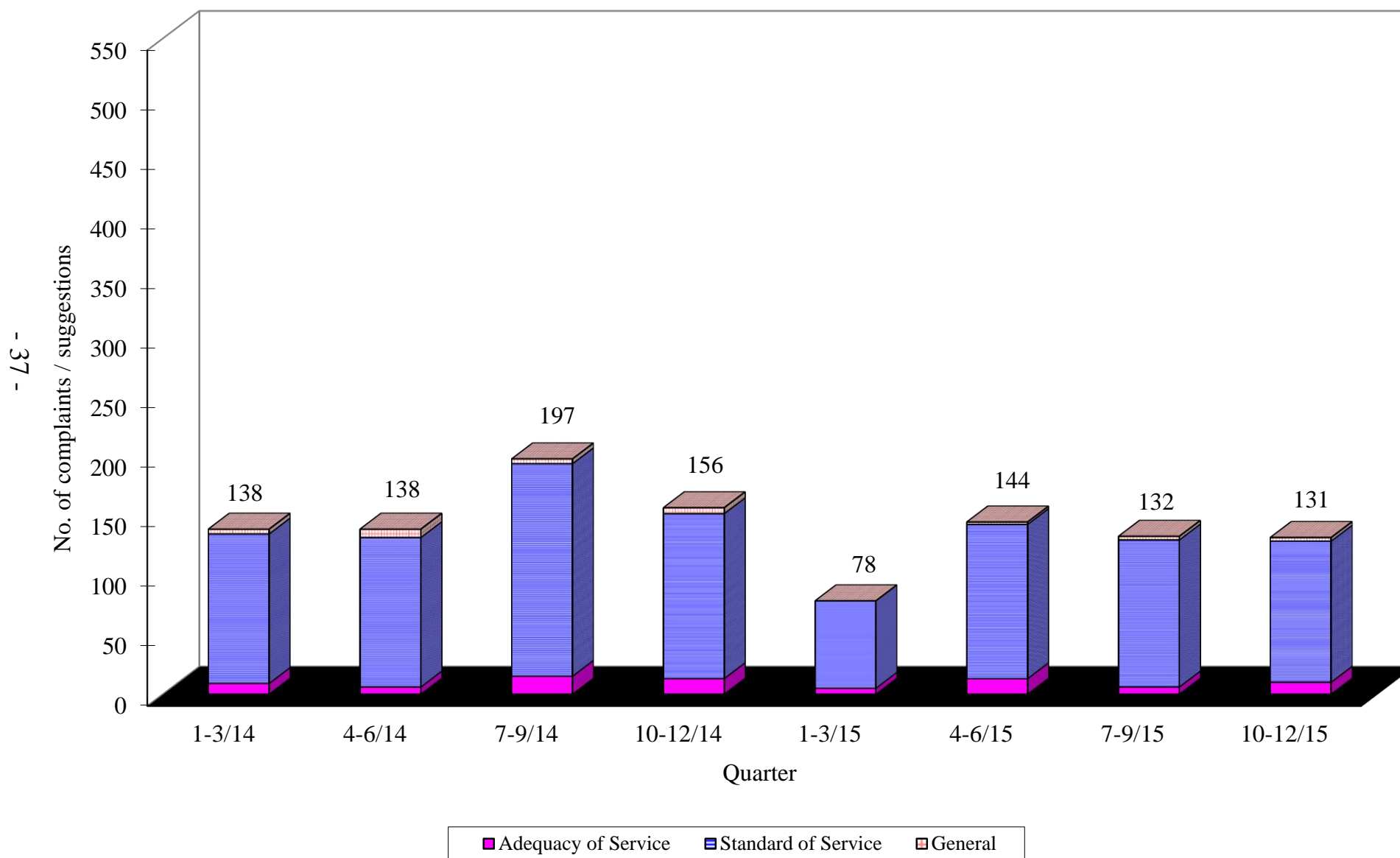
Complaints and Suggestions on the Services of Citybus Limited (Franchise 1) in the Past Eight Quarters

Annex F(ii)



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

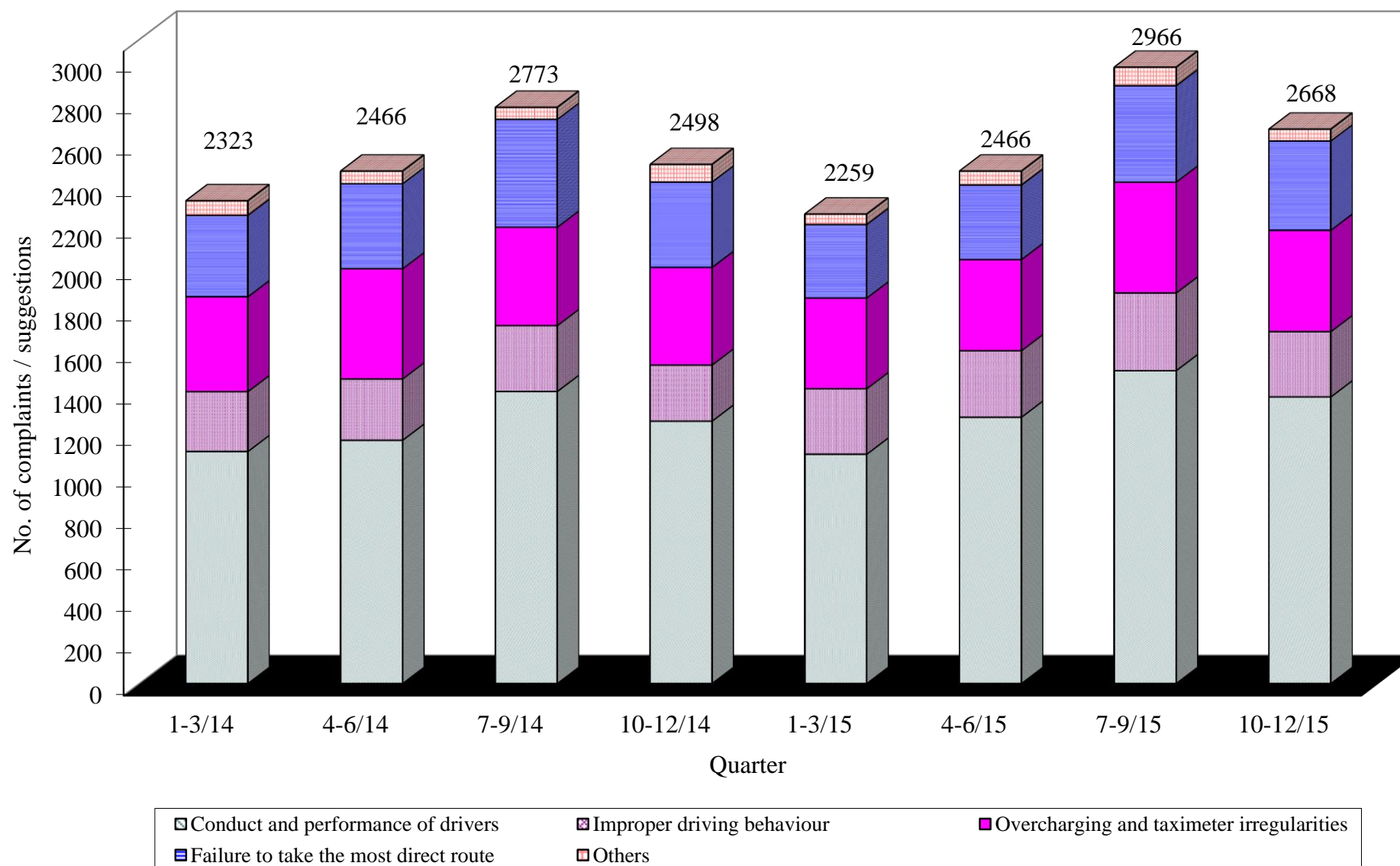
Annex F(iii)



Complaints and Suggestions on Taxi Services in the Past Eight Quarters

Annex G

- 88 -



Breakdown of Complaints and Suggestions on Taxi Services

<u>Nature of Complaint/Suggestion</u>		Same quarter last year <u>(1.10.14-31.12.14)</u>	Previous quarter <u>(1.7.15-30.9.15)</u>	Current quarter <u>(1.10.15-31.12.15)</u>
(a)	Conduct and performance of drivers			
(i)	Behaving other than in a civil & orderly manner	473	523	512
(ii)	Refusing hire	654	829	748
(iii)	Soliciting passengers	11	3	1
(iv)	Refusing to drive to destination	114	130	107
(v)	Failure to display driver identity plate	10	16	9
(vi)	Failure to display driver identity plate properly	-	4	2
	Sub-total	1 262	1 505	1 379
(b)	Improper driving behaviour	270	374	314
(c)	Overcharging	396	446	419
(d)	Taximeter irregularities	74	88	69
(e)	Failure to take the most direct route	411	464	430
(f)	Others*	85	89	57
	Total	2 498	2 966	2 668

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

Complaints and Suggestions on Traffic and Road Conditions
(October – December 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																				
Traffic Conditions																				
(a) Traffic congestion (No. of locations)	6 (5)	1 (1)	- (-)	4 (4)	4 (4)	- (-)	4 (4)	- (-)	3 (3)	- (-)	1 (1)	4 (4)	4 (4)	- (-)	2 (2)	6 (4)	3 (3)	5 (1)	- (-)	47 (40)
(b) Traffic management	-	5	7	1	3	-	6	2	6	2	2	4	3	4	6	1	2	1	2	57
(c) Additional traffic signs and aids	1	1	1	1	-	-	1	1	5	1	1	2	3	1	1	-	2	-	-	22
(d) Parking facilities	1	-	2	-	-	-	-	-	2	-	-	-	2	-	1	-	-	-	1	9
Sub-total	8	7	10	6	7	-	11	3	16	3	4	10	12	5	10	7	7	6	3	135
Road Maintenance																				
(a) Road conditions	3	1	-	-	1	1	2	1	-	-	2	1	1	1	1	-	1	-	1	17
(b) Traffic signs & aids	1	1	-	-	3	-	1	-	3	-	2	1	3	1	-	1	-	1	-	18
(c) Carriageway markings	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	1
Sub-total	4	2	-	-	4	1	3	1	3	-	4	2	4	2	1	2	1	1	1	36
Enforcement																				
(a) Illegal parking	35	29	25	11	29	12	27	22	49	14	9	32	25	21	26	17	28	1	-	412
(b) Other enforcement matters	10	12	8	5	6	6	15	12	13	3	-	9	19	9	12	5	3	3	4	154
Sub-total	45	41	33	16	35	18	42	34	62	17	9	41	44	30	38	22	31	4	4	566
Total	57	50	43	22	46	19	56	38	81	20	17	53	60	37	49	31	39	11	8	737

Complaints and Suggestions Received by TCU during 2011-2015

<u>Nature of Complaint/Suggestion</u>	<u>2011</u>	<u>2012</u>	<u>2013</u>	<u>2014</u>	<u>2015</u>
I. Public Transport Services					
(a) Adequacy of service	775 [109]	918 [120]	1 120 [115]	1 250 [69]	1 040 [80]
(b) Standard of service	15 355 [52]	18 671 [91]	20 255 [31]	20 400 [25]	20 127 [30]
(c) General	362 [26]	472 [30]	472 [21]	900 [25]	568 [25]
	16 492 [187]	20 061 [241]	21 847 [167]	22 550 [119]	21 735 [135]
II. Traffic Conditions					
(a) Traffic congestion	262 [13]	248 [19]	237 [7]	242 [3]	201 [7]
(b) Traffic management	186 [65]	141 [55]	171 [50]	134 [29]	159 [36]
(c) Additional traffic signs and aids	94 [55]	94 [53]	74 [33]	49 [12]	84 [21]
(d) Parking facilities	58 [24]	74 [49]	47 [18]	48 [7]	35 [7]
	600 [157]	557 [176]	529 [108]	473 [51]	479 [71]
III. Road maintenance					
(a) Road conditions	79 [6]	81 [3]	80 [1]	75	63 [2]
(b) Traffic signs and aids	98 [2]	81 [2]	65 [2]	46 [1]	39 [2]
(c) Carriageway markings	17 [2]	25 [4]	10 [1]	5	6
	194 [10]	187 [9]	155 [4]	126 [1]	108 [4]
IV. Enforcement					
(a) Illegal parking	828 [2]	922	989 [2]	1 057	1 512 [1]
(b) Other enforcement matters	633 [6]	553 [2]	521 [3]	470	566 [3]
	1 461 [8]	1 475 [2]	1 510 [5]	1 527	2 078 [4]
V. Miscellaneous	135 [16]	125 [17]	92 [15]	87 [8]	131 [8]
Total	18 882 [378]	22 405 [445]	24 133 [299]	24 763 [179]	24 531 [222]

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

Complaints and Suggestions on Franchised Bus Services

<u>Bus Company</u>	<u>2014</u>	<u>2015</u>	<u>Difference</u>
The Kowloon Motor Bus Company (1933) Limited (KMB)	3 945	2 925	-25.9%
Citybus Limited (Franchise 1) (Citybus)	727	543	-25.3%
Citybus Limited (Franchise 2) (Citybus)	181	212	+17.1%
The New World First Bus Services Limited (NWFB)	629	485	-22.9%
The New Lantao Bus Company (1973) Limited	73	92	+26.0%
Long Win Bus Company Limited	185	226	+22.2%
Cross-harbour Bus Services	1 702	1 255	-26.3%
Total	7 442	5 738	-22.9%

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

Complaints and Suggestions on Non-franchised Bus Services

<u>Nature of Complaint/Suggestion</u>	<u>2014</u>	<u>2015</u>	<u>Difference</u>
(A) Adequacy of Service			
(1) Frequency	13	13	-
(2) Routeing	1	14	+1300.0%
(3) Hours of operation	2	1	-50.0%
(4) Provision of stops	2	4	+100.0%
Sub-total	18	32	+77.8%
(B) Standard of Service			
(1) Regularity of service	80	79	-1.3%
(2) Adherence to routeing	-	2	-
(3) Improper driving behaviour	27	35	+29.6%
(4) Conduct and performance of staff (including drivers)	25	28	+12.0%
(5) Overcharging	1	-	-100.0%
(6) Cleanliness	-	1	-
(7) Conditions of vehicles	7	1	-85.7%
(8) Passenger services and facilities	6	10	+66.7%
Sub-total	146	156	+6.8%
(C) General*	10	7	-30.0%
Total	174	195	+12.1%

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

Complaints and Suggestions on Green Minibus Services

<u>Nature of Complaint/Suggestion</u>	<u>2014</u>	<u>2015</u>	<u>Difference</u>
(A) Adequacy of Service			
(1) Frequency	330	385	+16.7%
(2) Routeing	13	21	+61.5%
(3) Hours of operation	8	5	-37.5%
(4) Provision of stops	25	19	-24.0%
Sub-total	376	430	+14.4%
(B) Standard of Service			
(1) Regularity of service	880	1 143	+29.9%
(2) Adherence to routeing	212	287	+35.4%
(3) Improper driving behaviour	578	790	+36.7%
(4) Conduct and performance of staff (including drivers)	1 120	1 398	+24.8%
(5) Overcharging	89	70	-21.3%
(6) Cleanliness	36	53	+47.2%
(7) Conditions of vehicles	50	71	+42.0%
(8) Passenger services and facilities	98	90	-8.2%
Sub-total	3 063	3 902	+27.4%
(C) General*	76	84	+10.5%
Total	3 515	4 416	+25.6%

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

Complaints and Suggestions on Red Minibus Services

<u>Nature of Complaint/Suggestion</u>	<u>2014</u>	<u>2015</u>	<u>Difference</u>
(A) Adequacy of Service	-	-	-
(B) Standard of Service			
(1) Regularity of service	-	-	-
(2) Adherence to routeing	-	-	-
(3) Improper driving behaviour	168	151	-10.1%
(4) Conduct and performance of staff (including drivers)	88	87	-1.1%
(5) Overcharging	4	10	+150.0%
(6) Cleanliness	1	4	+300.0%
(7) Conditions of vehicles	3	3	-
(8) Passenger services and facilities	9	3	-66.7%
Sub-total	273	258	-5.5%
(C) General*	367	62	-83.1%
Total	640	320	-50.0%

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

Complaints and Suggestions on Taxi ServicesNature of Complaint/Suggestion

Taxi driver malpractice	<u>2014</u>	<u>2015</u>	<u>Difference</u>
(a) Conduct and performance of drivers			
(i) Behaving other than in a civil & orderly manner	1 957	1 903	-2.8%
(ii) Refusing hire	2 498	2 841	+13.7%
(iii) Soliciting passengers	21	26	+23.8%
(iv) Refusing to drive to destination	432	451	+4.4%
(v) Failure to display driver identity plate	40	38	-5.0%
(vi) Failure to display driver identity plate properly	5	9	+80.0%
	4 953	5 268	+6.4%
(b) Improper driving behaviour	1 170	1 323	+13.1%
(c) Overcharging	1 577	1 594	+1.1%
(d) Taximeter irregularities	355	304	-14.4%
(e) Failure to take the most direct route	1 731	1 607	-7.2%
Sub-total	9 786	10 096	+3.2%
Others			
(a) Taxi obstruction	164	143	-12.8%
(b) Miscellaneous	110	120	+9.1%
Sub-total	274	263	-4.0%
Total	10 060	10 359	+3.0%

Complaints and Suggestions on Rail Services

<u>Railway Company</u>	<u>2014</u>	<u>2015</u>	<u>Difference</u>
Mass Transit Railway Corporation Limited (Excluding Light Rail)	465	486	+4.5%
Mass Transit Railway Corporation Limited (Light Rail)	42	37	-11.9%
The Hongkong Tramways Limited	55	107	+94.5%
Peak Tramways Company Limited*	1	-	N.A.
Total	563	630	+11.9%

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

Complaints and Suggestions on Ferry Services

<u>Ferry Company</u>	<u>2014</u>	<u>2015</u>	<u>Difference</u>
New World First Ferry Services Limited	115	44	-61.7%
The ‘Star’ Ferry Company Limited	1	4	+300.0%
Minor Ferries	40	29	-27.5%
Total	156	77	-50.6%

Complaints about Traffic Congestion during 2011-2015

<u>District</u>		<u>No. of Complaints</u>				
		<u>2011</u>	<u>2012</u>	<u>2013</u>	<u>2014</u>	<u>2015</u>
Hong Kong	- Eastern	14	9	18	15	18
	- Wan Chai	26	51	18	29	13
	- Central & Western	31	23	24	32	8
	- Southern	23	16	15	17	23
Kowloon	- Kwun Tong	17	19	18	19	11
	- Wong Tai Sin	6	6	6	2	7
	- Kowloon City	23	27	20	20	26
	- Sham Shui Po	5	6	8	8	2
	- Yau Tsim Mong	25	25	12	21	15
New Territories	- North	10	2	7	11	6
	- Tai Po	5	6	14	5	5
	- Sha Tin	25	16	5	5	9
	- Yuen Long	3	6	6	19	14
	- Tuen Mun	15	13	27	7	14
	- Tsuen Wan	16	8	19	9	4
	- Kwai Tsing	6	5	9	9	9
	- Sai Kung	11	5	4	6	11
	- Islands	1	-	1	1	6
Others		-	5	6	7	-
Total		262	248	237	242	201

Complaints about Illegal Parking during 2011-2015

<u>District</u>		<u>2011</u>	<u>2012</u>	<u>2013</u>	<u>2014</u>	<u>2015</u>
Hong Kong	- Eastern	65	65	67	78	126
	- Wan Chai	66	67	61	62	94
	- Central & Western	56	40	52	67	114
	- Southern	23	23	38	26	41
Kowloon	- Kwun Tong	64	85	103	109	166
	- Wong Tai Sin	44	34	42	44	48
	- Kowloon City	48	80	77	86	107
	- Sham Shui Po	35	40	33	54	80
	- Yau Tsim Mong	96	152	119	146	162
New Territories	- North	33	48	39	30	40
	- Tai Po	28	23	20	28	40
	- Sha Tin	59	61	95	79	97
	- Yuen Long	48	48	70	63	111
	- Tuen Mun	39	33	50	38	66
	- Tsuen Wan	37	35	42	50	63
	- Kwai Tsing	39	44	41	47	58
	- Sai Kung	46	42	29	39	89
	- Islands	2	2	10	11	7
Others		-	-	1	-	3
Total		828	922	989	1 057	1 512

Complaints about Enforcement Matters (other than Illegal Parking)
during 2011-2015

<u>District</u>		<u>2011</u>	<u>2012</u>	<u>2013</u>	<u>2014</u>	<u>2015</u>
Hong Kong	- Eastern	37	23	36	23	29
	- Wan Chai	69	59	41	43	35
	- Central & Western	56	54	42	29	27
	- Southern	27	18	21	10	23
Kowloon	- Kwun Tong	41	36	26	23	30
	- Wong Tai Sin	25	23	13	20	28
	- Kowloon City	60	63	68	44	64
	- Sham Shui Po	38	29	27	29	33
	- Yau Tsim Mong	61	67	51	40	72
New Territories	- North	20	10	16	16	16
	- Tai Po	12	14	10	10	13
	- Sha Tin	35	30	30	35	31
	- Yuen Long	42	28	25	36	48
	- Tuen Mun	24	27	24	28	23
	- Tsuen Wan	33	25	24	24	34
	- Kwai Tsing	24	16	29	16	27
	- Sai Kung	15	13	19	20	13
	- Islands	6	8	12	12	10
Others		8	10	7	12	10
Total		633	553	521	470	566

Complaints about Enforcement Matters (other than Illegal Parking)
Districts which Attracted Relatively More Complaints
(January – December 2015)

District Nature	Yau Tsim Mong	Kowloon City	Yuen Long	Total
1. Jumping red light/ Failing to give way to pedestrians or traffic	12 [Nathan Road – 3]	20 [Cornwall Street – 8]	20 [Castle Peak Road – 3] [Kam Sheung Road – 3]	52
2. Prolonged waiting causing obstruction	18 [Chatham Road South – 3]	14 [Cumberland Road – 3]	3	35
3. Cutting lane abruptly/ Overtaking on solid line	19 [Gascoigne Road – 5] [Cross Harbour Tunnel – 3]	11 [Chatham Road North – 3] [Waterloo Road – 3]	4	34
4. Disobeying traffic signs/schemes	12	11	11	34
5. Speedy driving	2	1	1	4
6. Using mobile phone while driving	1	-	-	1
7. Others	8	7	9	24
Total	72	64	48	184

Note: [] indicates location which had attracted three or more complaints during the period January to December 2015.

**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.