

QUARTERLY REPORT No. 1 of 2016

by the

TRANSPORT COMPLAINTS UNIT

of the

TRANSPORT ADVISORY COMMITTEE

for the period

1 January 2016 – 31 March 2016

**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 : <http://www.info.gov.hk/tcu/>

E-mail : info@tcu.gov.hk

CONTENTS

<u>Chapter</u>		<u>Page</u>
1	Major Areas of Complaints and Suggestions	3-8
2	Major Events and Noteworthy Cases	9-11
3	Feature Article	12-14

LIST OF ANNEXES

<u>Annex</u>		
A	Complaints and Suggestions Received by TCU	15-16
B	Trends of Complaints and Suggestions Received by TCU	17-18
C	Summary of Results of Investigations into Complaints and Suggestions	19-20
D	Public Suggestions Taken on Board by Relevant Government Departments/Public Transport Operators	21-22
E	Complaints and Suggestions on Public Transport Services	23-24
F	Complaints and Suggestions on the Services of Kowloon Motor Bus, Citybus (Franchise 1) and New World First Bus in the Past Eight Quarters	25-27
G	Complaints and Suggestions on Taxi Services in the Past Eight Quarters	28
H	Breakdown of Complaints and Suggestions on Taxi Services	29
I	Complaints and Suggestions on Traffic and Road Conditions	30
J	Complaints and Suggestion on Taxi Services	31
K	How to Make Suggestions and Complaints to the Transport Complaints Unit	32

Chapter 1

Major Areas of Complaints and Suggestions

This is the first quarterly report for 2016 covering the period from 1 January to 31 March 2016.

Yearly and Quarterly Trends

2. During the quarter, the Transport Complaints Unit (TCU) received 5 421 complaints and suggestions, including 47 pure suggestions, from 4 592 persons. About 53% (2 439) of these persons lodged their complaints/suggestions by e-mail, fax or mail and the remaining 47% (2 153) by telephone. The number of cases represents a decrease of 14.4% as compared with 6 334 cases in the previous quarter and an increase of 5.4% as compared with 5 142 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 2012 is at Annex B(ii).

4. During the current quarter, investigations into 6 481 cases (including some outstanding cases from previous quarters) were completed. Of these, 4 533 cases (70%) were found to be substantiated, 228 cases (3%) unsubstantiated, and the remaining 1 720 cases (27%) not pursuable due to lack of evidence. A summary of the results of investigations is at Annex C.

5. During the same period, relevant government departments and public transport operators took on board 18 suggestions made by members of the public who gave proposals to enhance public transport services and improve traffic conditions. A summary of the cases is at Annex D. The Chairman of the TCU Sub-Committee has issued appreciation letters to the proponents of these suggestions who provided their contact details.

Public Transport Services

6. Complaints and suggestions on public transport services accounted for 4 649 cases, which represents a decrease of 16.5% as compared with the previous quarter and an increase of 2.8% as compared with the same quarter last year. A breakdown of the complaints and suggestions received during the quarter is at Annex E(i). A graph showing the trends of complaints and suggestions received, by quarter, since 2012 is at Annex E(ii).

Franchised Bus Services

7. A total of 1 275 complaints and suggestions on franchised bus services were received during the quarter, which represents a decrease of 11.1% as compared with the previous quarter and an increase of 8.6% as compared with the same quarter last year.

8. There were 655 cases on the services of the KMB, as compared with 667 cases in the previous quarter and 639 cases in the same quarter last year. Among the 655 cases, 64 (or 9.8%) were about the adequacy of service and 534 (or 81.5%) were about the standard of service.

9. There were 120 cases on the services of Citybus Limited (Franchise 1) (CTB1), as compared with 134 cases in the previous quarter and 110 cases in the same quarter last year. Among the 120 cases, 12 (or 10%) were about the adequacy of service while 102 (or 85%) were about the standard of service.

10. There were 103 cases on the services of the New World First Bus Services Limited (NWFB), as compared with 131 cases in the previous quarter and 78 cases in the same quarter last year. Of the 103 cases, 5 (or 4.9%) were about the adequacy of service and 93 (or 90.3%) 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 50 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 41 and 44 respectively.

Public Light Bus Services

13. A total of 999 complaints and suggestions on public light bus (PLB) services were received in this quarter, which represents a decrease of 19.8% as compared with the previous quarter and an increase of 14.3% 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, 92.1% or 920 cases were on green minibus (GMB) services. The number of cases received in the previous quarter and the same quarter last year were 1 163 and 801 respectively. Among the 920 cases, 69 (or 7.5%) were about the adequacy of service and 836 (or 90.9%) were about the standard of service.

15. The remaining 7.9% or 79 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 82 and 73 respectively.

Taxi Services

16. A total of 2 188 cases on taxi services were received in this quarter, which represents a decrease of 18% as compared with the previous quarter and a decrease of 3.1% as compared with the same quarter last year. A comparison of the complaints and suggestions on taxi services in the past eight quarters is at Annex G.

17. Of the 2 188 cases received, 2 131 (97%) were related to taxi driver malpractice, as compared with 2 611 such cases (98%) in the previous quarter. Complaints about driver malpractice included drivers behaving other than in a civil and orderly manner, refusing hire, improper driving behaviour, overcharging, taximeter irregularities and failure to take the most direct and practicable route, etc. A detailed breakdown of the nature of complaints and suggestions on taxi services is at Annex H. Reports on taxi driver malpractice were referred to the Police for further investigation if the complainants agreed to be court witnesses. During the quarter, a total of 427 such cases (20%) were referred to the Police.

18. During the quarter, the Police reported the latest developments on 522 cases previously referred to them. These cases are categorised as follows -

	<u>No. of Cases</u>	<u>Percentage</u>
(a) Summonsed	54 (28)	10 (6)
(b) Withdrawn by complainants	348 (347)	67 (68)
(c) Evidence considered insufficient by the Police for further processing	120 (134)	23 (26)
	<u>522 (509)</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 125 complaints and suggestions on rail services were received. Corresponding figures for the previous quarter and the same quarter last year were 153 and 161 respectively. Of the 125 cases, 110 were on the services of MTRCL.

Ferry Services

20. There were 12 complaints and suggestions on ferry services in this quarter. Corresponding figures for the previous quarter and the same quarter last year were 27 and 12 respectively.

Traffic Conditions

21. There were 55 complaints recorded in this quarter about traffic congestion, as compared with 47 cases in the previous quarter and 42 cases in the same quarter last year. Congestion was reported to have occurred at a total of 49 locations throughout the territory, as illustrated below -

	<u>Number of Complaints</u>		<u>Number of Locations</u>	
Hong Kong Island	7	(11)	7	(10)
Kowloon	19	(11)	18	(11)
New Territories	27	(25)	23	(19)
Others	2	(-)	1	(-)
Total	55	(47)	49	(40)

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

22. Based on the number of complaints received, districts most affected by traffic congestion were Kwun Tong (nine cases), Yuen Long (eight cases), Kowloon City and Tsuen Wan (four cases each). The number of complaints and suggestions on traffic and road conditions broken down by district is at Annex I.

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

24. There were 48 complaints and suggestions on traffic management and 22 requests for additional traffic signs and aids in this quarter. As a comparison, there were 57 and 22 such cases in the previous quarter, and 32 and 15 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 24 complaints about road maintenance, as compared with 36 cases in the previous quarter and 23 cases in the same quarter last year. Among the 24 cases, 12 were related to road conditions, six cases were related to traffic signs and aids, and another six cases were related to carriageway markings.

27. Districts which attracted relatively more complaints about road maintenance were Eastern (four cases), Kowloon City, Tuen Mun and Tsuen Wan (three cases each).

Enforcement

28. There were 569 complaints about traffic regulations enforcement in this quarter, which represents an increase of 0.5% when compared with the previous quarter and an increase of 21.8% 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 2 February 2016, Members discussed -

- (a) complaints about the use of mobile phone or telecommunications equipment while driving;
 - (b) complaints about traffic congestion;
 - (c) overview of complaints and suggestions received in 2015; and
 - (d) TCU Quarterly Report No. 4 of 2015.
2. Members noted and agreed that -
- (a) complaints about the use of mobile phone or telecommunications equipment while driving and traffic congestion should be closely monitored; and
 - (b) TCU Quarterly Report No. 4 of 2015 should be submitted to the Transport Advisory Committee.

Complaint about a franchised bus travelling along the ‘fast lane’ of the Eastern Corridor

3. A complaint was lodged about a franchised bus travelling along the rightmost lane, i.e. the ‘fast lane’, of the Eastern Corridor and stayed on the lane for its remaining journey on the Eastern Corridor. As a result, the traffic flow of the ‘fast lane’ was slowed down.

4. The case was referred to the Transport Department (TD). The Department advised that according to the Road Traffic (Expressway) Regulations (Cap.374Q), no person shall drive a public bus in the offside lane of the carriageway of an expressway where three or more traffic lanes are open for use by traffic proceeding in the same direction unless there is a traffic sign indicating that the offside lane joins a diverging lane; and it is necessary for the vehicle to be driven in the offside lane in order to proceed to that diverging lane. The Department had requested the bus operator concerned to take follow-up

actions based on the information provided by the complainant. The bus operator had subsequently instructed the bus captain concerned to observe traffic regulations and drive safely. The performance of the bus captain would be under observation.

5. The complainant noted TD's reply and raised no further comment.

Complaint about the short pedestrian green time of a traffic light at the junction of Nathan Road and Argyle Street

6. A complainant lodged a complaint about the short pedestrian green time of a traffic light at the junction of Nathan Road and Argyle Street. It was noted that the green time was much shorter than before and many pedestrians had not reached the opposite side of the road prior to the lighting of the red pedestrian signal.

7. TD was invited to look into the case. Upon checking the record of the traffic light system, it was found that on the date and at the time specified by the complainant, the 'green wave route' was activated affecting the traffic light phasing at the junction concerned. The 'green wave route' is a temporary traffic arrangement to facilitate the emergency vehicles of fire station to reach its destination as soon as possible. The vehicular green signal of the traffic lights between the fire station and the location of incident would be turned on within the shortest possible time when it is safe to do so. The traffic signal would return to normal operation afterwards.

8. The complainant was informed of TD's explanation and hoped that the needs of other road users would be also considered when the 'green wave route' was activated.

Complaint about the congestion at Tai Po Road – Tai Wo during the Lunar New Year

9. A complainant lodged a complaint about the congestion at Tai Po Road – Tai Wo during the Lunar New Year period. The complainant was stuck on the bus for almost an hour.

10. TD advised that during the Lunar New Year period, the traffic in the vicinity of Lam Tsuen was very heavy as many people visited the 'Wishing Tree'

in Lam Tsuen. In this connection, special traffic arrangements were put in place in the area during the period. The traffic from Fanling Highway southbound could not enter Lam Kam Road through the Lam Kam Road Interchange but was diverted to use the Kwong Fuk Interchange to enter the Tai Po Road northbound before turning to Lam Kam Road at the Lam Kam Road Interchange. The purpose of the above arrangements was to avoid vehicles going to Lam Tsuen via Lam Kam Interchange from different directions which might lead to chaos. As Tai Po Road – Tai Wo was connected to Fanling Highway and Lam Kam Road Interchange, it was affected by the heavy traffic in the area. Depending on the prevailing traffic and crowd situation, TD and the Police would implement other temporary measures on the spot and inform the public through announcements. TD further advised that the special traffic arrangements had come to an end on 23 February.

11. The complainant was informed of the above and did not make further comment.

Overview of Complaints and Suggestions on Taxi Service**Background**

Taxi service is one of the major areas which attracts regular complaints. On average, complaints and suggestions on taxi services account for near about 50% of all the cases on public transport services.

Complaint Statistics

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

<u>Year</u>	<u>No. of complaints</u>	<u>Difference</u>
2011	8 789	-
2012	9 079	+3.3%
2013	9 306	+2.5%
2014	10 060	+8.1%
2015	10 359	+3.0%
2016 (Jan – Mar)	2 188	-

3. A total of 2 188 complaints and suggestions about taxi services were received during the period from January to March 2016. This represents a decrease of 3.1% when compared with 2 259 cases received in the same period last year. A breakdown of the nature of complaints and suggestions on taxi services is at Annex J. Among the taxis involved in these cases, 768 as identified by vehicle registration number attracted more than one complaint within the past year.

4. Of the 2 188 cases received, 2 131 cases (or 97%) were related to taxi driver malpractice, as compared with 2 209 such cases (or 98%) received in the same period last year. Among the different categories of taxi driver malpractice, refusing hire (556 cases), drivers behaving other than in a civil and orderly manner (429 cases) and overcharging (372 cases) attracted relatively more complaints.

5. Apart from complaints about taxi driver malpractice, there were 57 cases about taxi obstruction and miscellaneous matters (e.g. conditions of vehicle, passenger services and facilities).

Measures to Improve the Situation

6. The Government has all along been striving to assist the trade in maintaining quality taxi services. In terms of legal framework, taxi operation is regulated by the Road Traffic Ordinance (Cap. 374) and its subsidiary legislation. The Police take vigorous enforcement actions against malpractices, and the Transport Department (TD) focuses on education and publicity work like promulgation of taxi service standards to promote proper behaviours of taxi drivers through various channels. Also, TD will maintain close liaison with the taxi trade associations to remind and impress on them the need and importance of complying with the statutory requirements when providing taxi services in Hong Kong.

7. During the period from January to March 2016, 427 cases (or 20%) on taxi driver malpractice were referred to the Police for further investigation as the complainants were willing to be court witnesses. In addition, 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.

8. At present, 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. Both the Government and the trade acknowledge the need for service improvement. In this connection, 17 taxi associations formed the Hong Kong Taxi Council ("Taxi Council") in November 2015, with an aim to improve the

service quality through self-regulation. It is understood that the Taxi Council has launched a taxi-hailing mobile application that can be used by all ordinary taxis in Hong Kong. Meanwhile, TD is helping the taxi trade to explore the feasibility of enhancing taxi service within the present legal and regulatory framework. One way is encouraging the taxi trade to provide service of higher quality in the form of hire-as-a-whole service. It is encouraging that some taxi trade members are already working on such a direction and embarking on further expanding the hire-as-a-whole model service.

9. For medium and long-term, the Government has accorded priority to studying whether it is feasible to introduce premium taxis under the Public Transport Strategy Study. The policy objective of introducing premium taxis is to provide a passenger choice other than ordinary taxis and meet the community's demand for diversified point-to-point services. The Government plans to brief the Legislative Council Panel on Transport and the Transport Advisory Committee on the progress of the study in mid-2016 and 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.

10. As regards complaints about taxi obstruction and miscellaneous matters (57 cases), all these cases were referred to the relevant authorities for action. For example, in the case of taxi obstruction, the Police were requested to step up enforcement while TD was invited to consider traffic management measures to address the problem.

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

Complaints and Suggestions Received by TCU

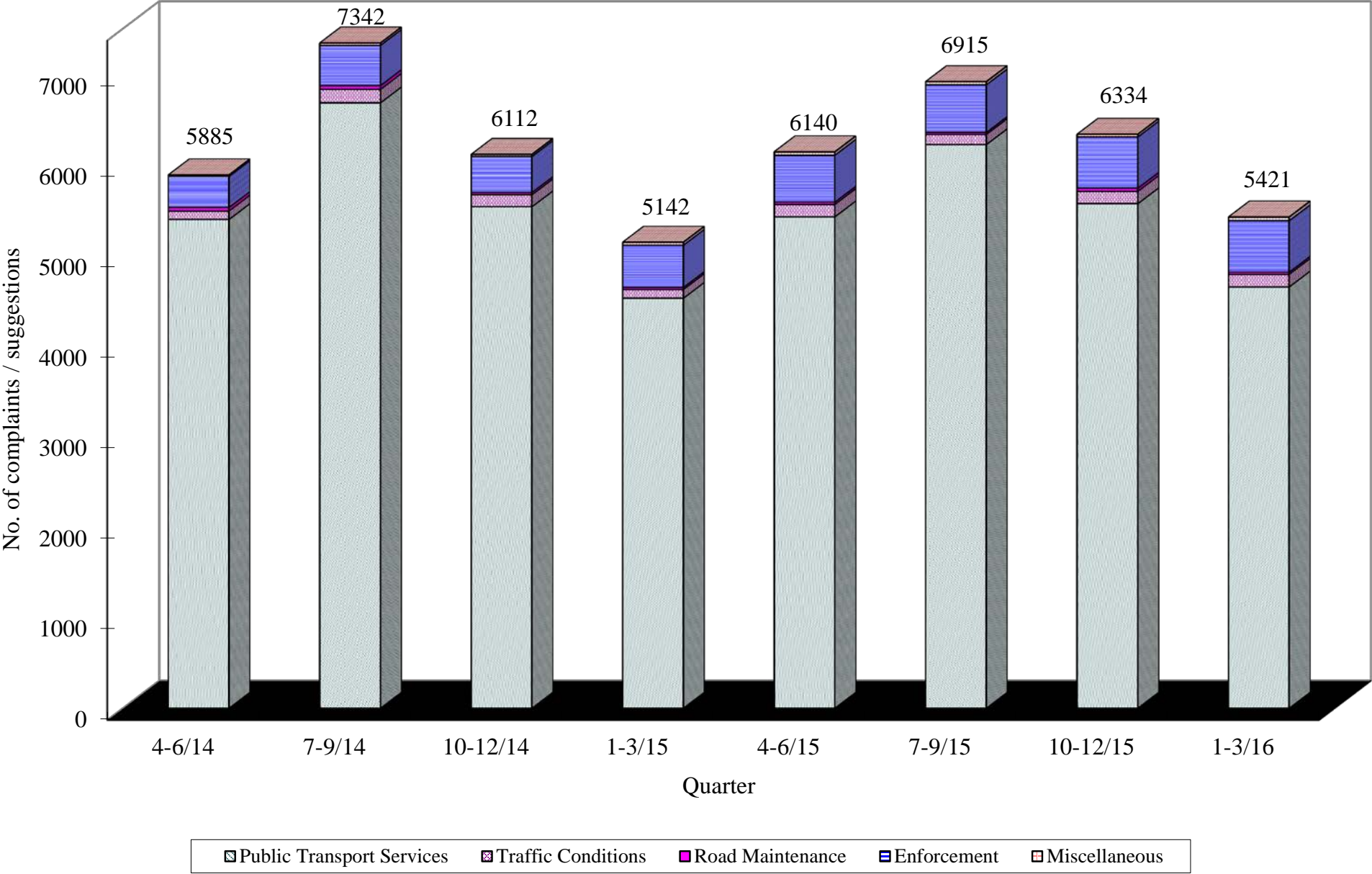
<u>Nature of Complaint/Suggestion</u>	<u>Same quarter last year (1.1.15-31.3.15)</u>			<u>Previous quarter (1.10.15-31.12.15)</u>			<u>Current quarter (1.1.16-31.3.16)</u>		
I. Public Transport Services									
(a) Adequacy of service	190	[20]		295	[18]		196	[26]	
(b) Standard of service	4 198	[6]		5 142	[13]		4 287	[4]	
(c) General	136	[4]		131	[6]		166	[5]	
	4 524	[30]	(88%)	5 568	[37]	(87%)	4 649	[35]	(86%)
II. Traffic Conditions									
(a) Traffic congestion	42	[1]		47	[2]		55		
(b) Traffic management	32	[4]		57	[14]		48	[4]	
(c) Additional traffic signs and aids	15	[2]		22	[5]		22	[2]	
(d) Parking facilities	7	[1]		9	[1]		14	[2]	
	96	[8]	(1%)	135	[22]	(2%)	139	[8]	(2%)
III. Road Maintenance									
(a) Road conditions	10			17	[2]		12	[1]	
(b) Traffic signs and aids	13			18	[2]		6		
(c) Carriageway markings	-			1			6	[1]	
	23		(1%)	36	[4]	(1%)	24	[2]	(1%)
IV. Enforcement									
(a) Illegal parking	345			412			426		
(b) Other enforcement matters	122			154	[2]		143		
	467		(9%)	566	[2]	(9%)	569		(10%)
V. Miscellaneous									
	32	[3]	(1%)	29	[2]	(1%)	40	[2]	(1%)
Total	5 142	[41]	(100%)	6 334	[67]	(100%)	5 421	[47]	(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.

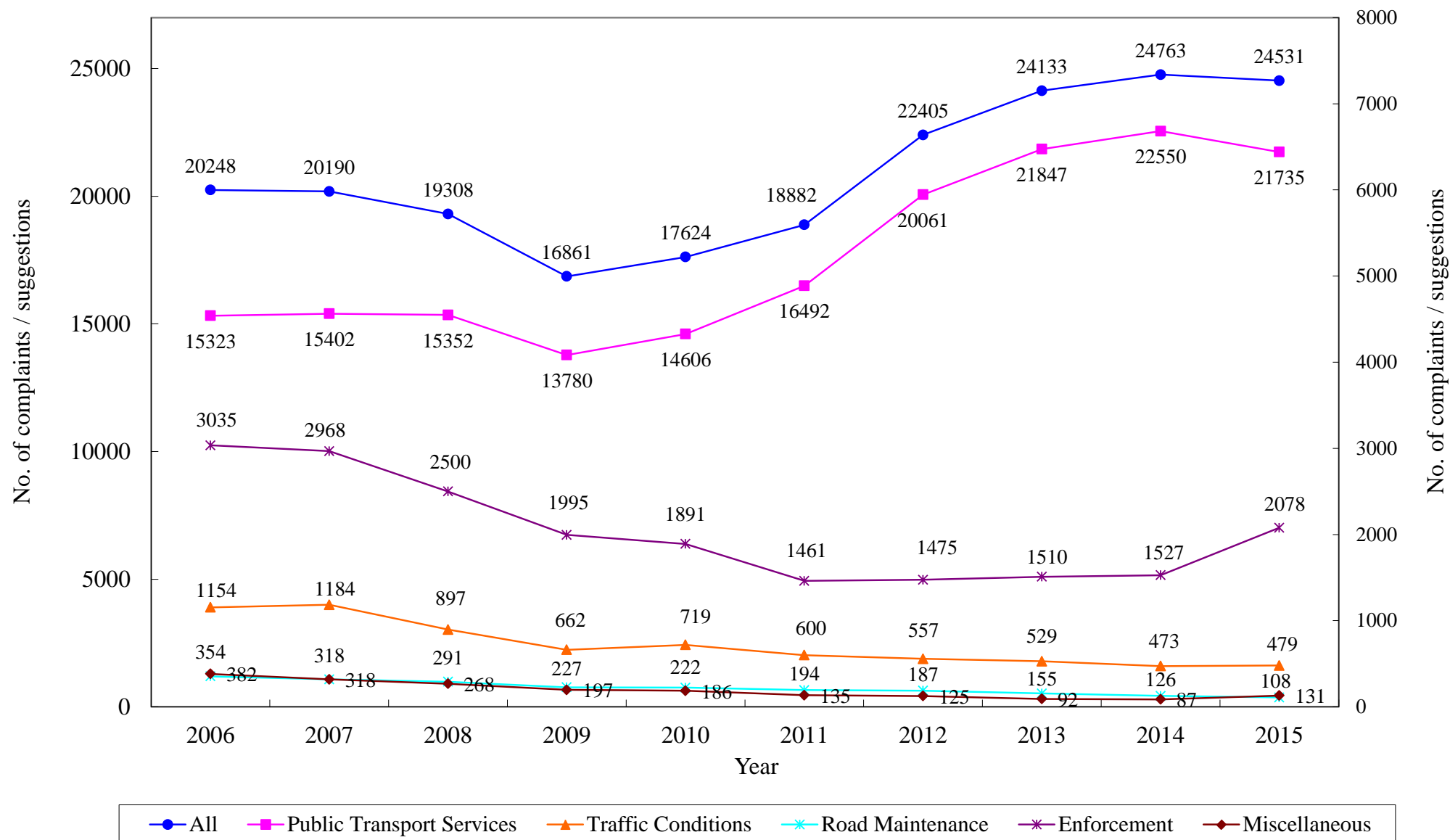
(2) Percentage figures in brackets represent the proportion of a category of complaints/suggestions to the total number of cases received in the quarter.

Complaints and Suggestions Received by TCU

- 16 -

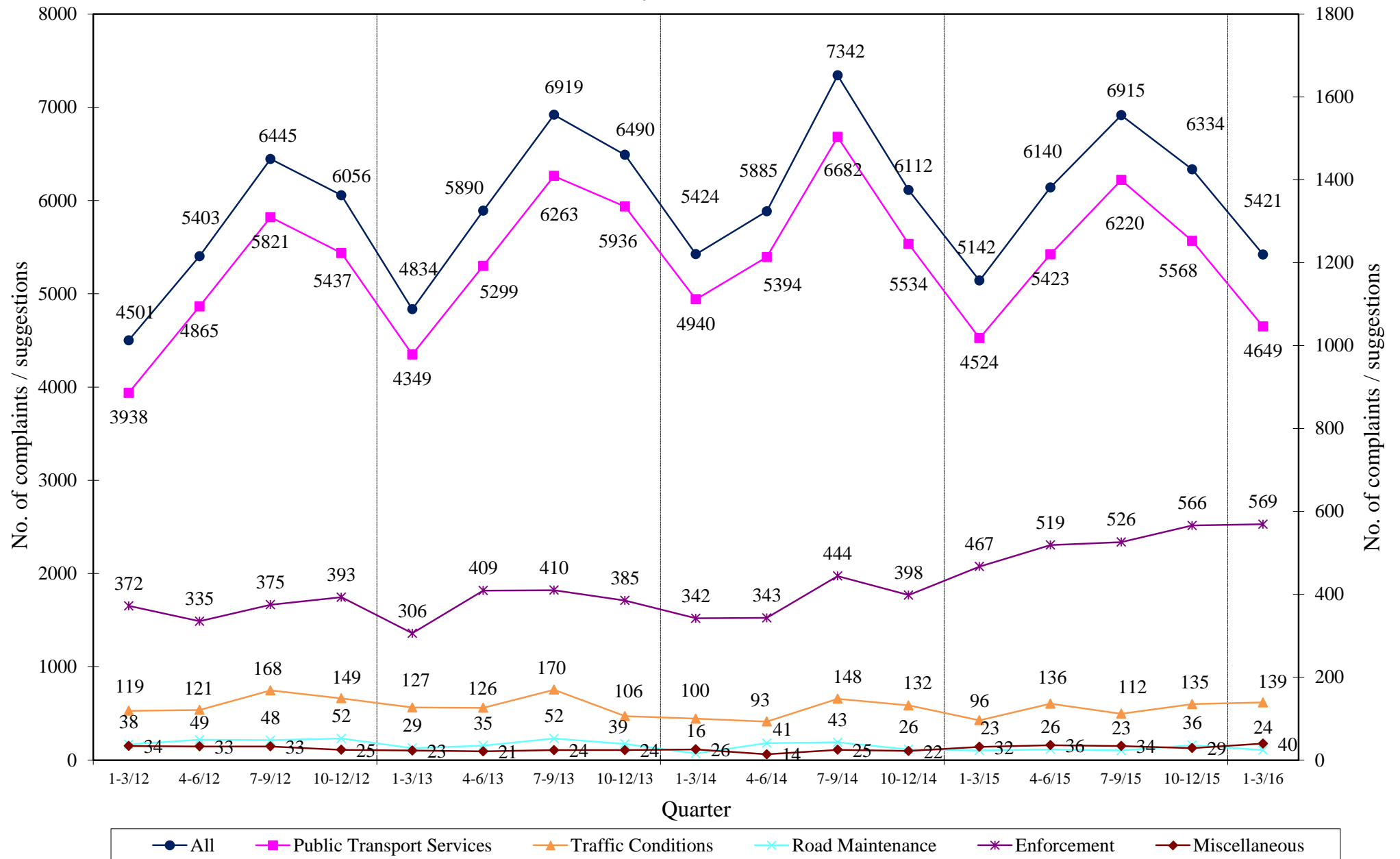


**Trends of Complaints and Suggestions Received by TCU
(2006 - 2015)**



Trends of Complaints and Suggestions Received by TCU (January 2012 - March 2016)

Annex B(ii)



Summary of Results of Investigations into Complaints and Suggestions
(January – March 2016)

Outcome of Investigation Nature of Complaint/ Suggestion					
	A1	A2	B	C	Total
I. Public Transport Services					
(a) Adequacy of service	18	244	57	-	319
(b) Standard of service	1 385	2 093	113	1 669	5 260
(c) General	83	48	7	7	145
	1 486	2 385	177	1 676	5 724
II. Traffic Conditions					
(a) Traffic congestion	23	26	2	1	52
(b) Traffic management	8	13	26	1	48
(c) Additional traffic signs/aids	4	2	11	-	17
(d) Parking facilities	-	5	2	-	7
	35	46	41	2	124
III. Road Maintenance					
(a) Road conditions	8	5	-	1	14
(b) Traffic signs and aids	6	-	7	1	14
(c) Carriageway markings	2	-	-	-	2
	16	5	7	2	30
IV. Enforcement					
(a) Illegal parking	344	69	-	-	413
(b) Other enforcement matters	48	68	1	40	157
	392	137	1	40	570
V. Miscellaneous	22	9	2	-	33
Total	1 951 (30%)	2 582 (40%)	228 (3%)	1 720 (27%)	6 481 (100%)

Legend

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

**Summary of Results of Investigations into
Complaints and Suggestions on Public Transport Services
(January – March 2016)**

Outcome of Investigation					
Mode of Transport	A1	A2	B	C	Total
The Kowloon Motor Bus Company (1933) Limited	299	365	39	11	714
Citybus Limited (Franchise 1)	50	84	16	2	152
Citybus Limited (Franchise 2)	17	36	4	1	58
The New World First Bus Services Limited	27	82	13	4	126
The New Lantao Bus Company (1973) Limited	13	9	1	-	23
Long Win Bus Company Limited	27	24	2	2	55
Cross-harbour Bus Services	108	200	61	4	373
Non-franchised Bus Services	18	46	4	2	70
Green Minibus	739	428	13	19	1 199
Red Minibus	68	8	-	7	83
Taxi	52	995	1	1 624	2 672
MTR Corporation Limited (Excluding Light Rail)	43	81	20	-	144
MTR Corporation Limited (Light Rail)	3	4	1	-	8
The Hongkong Tramways Limited	17	3	-	-	20
New World First Ferry Services Limited	2	11	1	-	14
The “Star” Ferry Company Limited	-	2	1	-	3
Minor Ferries	3	7	-	-	10
Total	1 486 (26%)	2 385 (42%)	177 (3%)	1 676 (29%)	5 724 (100%)

Legend

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

Public Suggestions Taken on Board by
Relevant Government Departments/Public Transport Operators
(January – March 2016)

I. Public Transport Services

- Install an information board outside Central Pier no. 6 to provide bus route information to passengers.

II. Traffic Management

Hong Kong Island

- Increase the vehicular green time of traffic lights at Man Yiu Street during morning peak hours to improve traffic flow.
- Increase the vehicular green time of traffic lights at Man Yiu Street northbound during evening peak hours to improve traffic flow.
- Add a box junction road marking at the junction of Oaklands Avenue and Lyttelton Road to prevent vehicle obstruction.
- Add road markings at the junction of Wong Nai Chung Road and Village Road to better regulate lane-merging activities.
- Modify road markings and traffic islands at Canal Road Flyover to regulate lane-changing activities and improve traffic flow.

Kowloon

- Increase the vehicular green time of a traffic light at the junction of Rutland Quadrant and Waterloo Road during morning rush hours to alleviate traffic congestion.
- Increase the vehicular green time of a traffic light at Fu Mei Street to improve traffic flow.

- Extend "No Stopping" restriction at Hang Cheung Street to prevent vehicle obstruction.
- Impose "No Stopping" restriction at the junction of Wang Kwong Road and Kai Yan Street to prevent vehicle obstruction.
- Add a road marking and a traffic sign at Clear Water Bay Road to better alert motorists of the "Stop" line ahead.
- Add a "Keep Clear" road marking at Dundas Street to prevent vehicle obstruction.
- Install railings at Bute Street to improve road safety.

New Territories

- Increase the vehicular green time of a traffic light at Tsun King Road eastbound during morning and afternoon peak hours to alleviate traffic congestion.
- Increase the vehicular green time of a traffic light at Plover Cove Road westbound during morning peak hours to improve traffic flow.
- Extend "No Stopping" restriction at Sui Wo Road near the junction with Lai Wo Lane to prevent vehicle obstruction.
- Impose "No Stopping" restriction at the junction of Tip King Road and Wu Chui Road to deter illegal parking.
- Add a box junction road marking at the junction of Fuk Man Road and Wai Man Road to prevent vehicle obstruction.

Complaints and Suggestions on Public Transport Services
(January – March 2016)

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											
(A) Adequacy of Service																		
(1) Frequency/carrying capacity	41	9	2	1	3	5	5	4	52	-	-	4	2	-	2	-	2	132
(2) Routeing	15	1	1	2	-	-	8	3	5	-	-	-	-	-	-	-	-	35
(3) Hours of operation	4	-	-	1	-	1	3	-	7	-	-	-	-	-	-	-	-	16
(4) Provision of stops	4	2	1	1	-	-	-	-	5	-	-	-	-	-	-	-	-	13
Sub-total	64	12	4	5	3	6	16	7	69	-	-	4	2	-	2	-	2	196
(B) Standard of Service																		
(1) Regularity of service	148	32	13	37	3	4	108	21	206	-	-	17	2	2	2	-	2	597
(2) Adherence to routing	4	1	-	1	1	-	2	1	88	-	326	-	-	-	-	-	-	424
(3) Improper driving behaviour	113	31	7	17	3	2	45	10	191	36	300	5	3	9	-	-	-	772
(4) Conduct & performance of staff (including drivers)	156	21	9	30	12	8	79	8	283	25	1079	22	1	-	2	-	-	1735
(5) Overcharging	1	-	-	-	-	-	1	-	19	-	426 *	-	-	-	-	-	-	447
(6) Cleanliness	3	-	1	-	-	-	-	-	5	1	1	-	-	-	-	-	-	11
(7) Conditions of vehicles/vessels	13	1	-	2	-	1	2	-	29	1	10	4	-	2	-	-	-	65
(8) Passenger services & facilities	96	16	-	6	-	3	42	2	15	3	3	47	-	1	2	-	-	236 #
Sub-total	534	102	30	93	19	18	279	42	836	66	2145	95	6	14	6	-	2	4287
(C) General	57	6	6	5	1	1	14	1	15	13	43	3	-	1	-	-	-	166
Total this quarter	655	120	40	103	23	25	309	50	920	79	2188	102	8	15	8	-	4	4649
Grand-total	(1275)							(3237)				(125)			(12)			
Total previous quarter	667	134	57	131	24	46	375	41	1163	82	2668	122	6	25	15	2	10	5568
Total same quarter last year	639	110	38	78	16	49	244	44	801	73	2259	112	15	34	9	-	3	4524

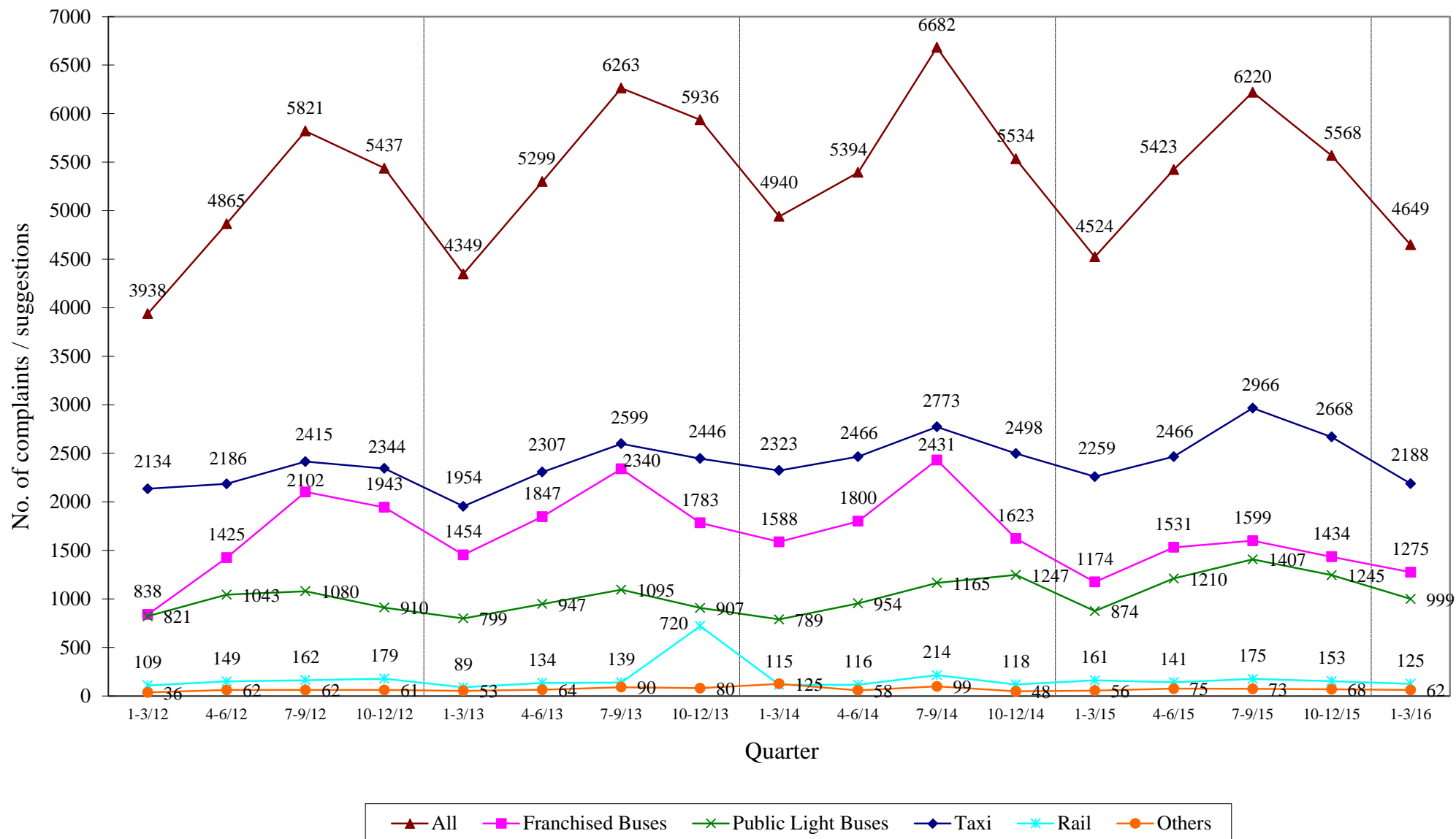
Legend

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

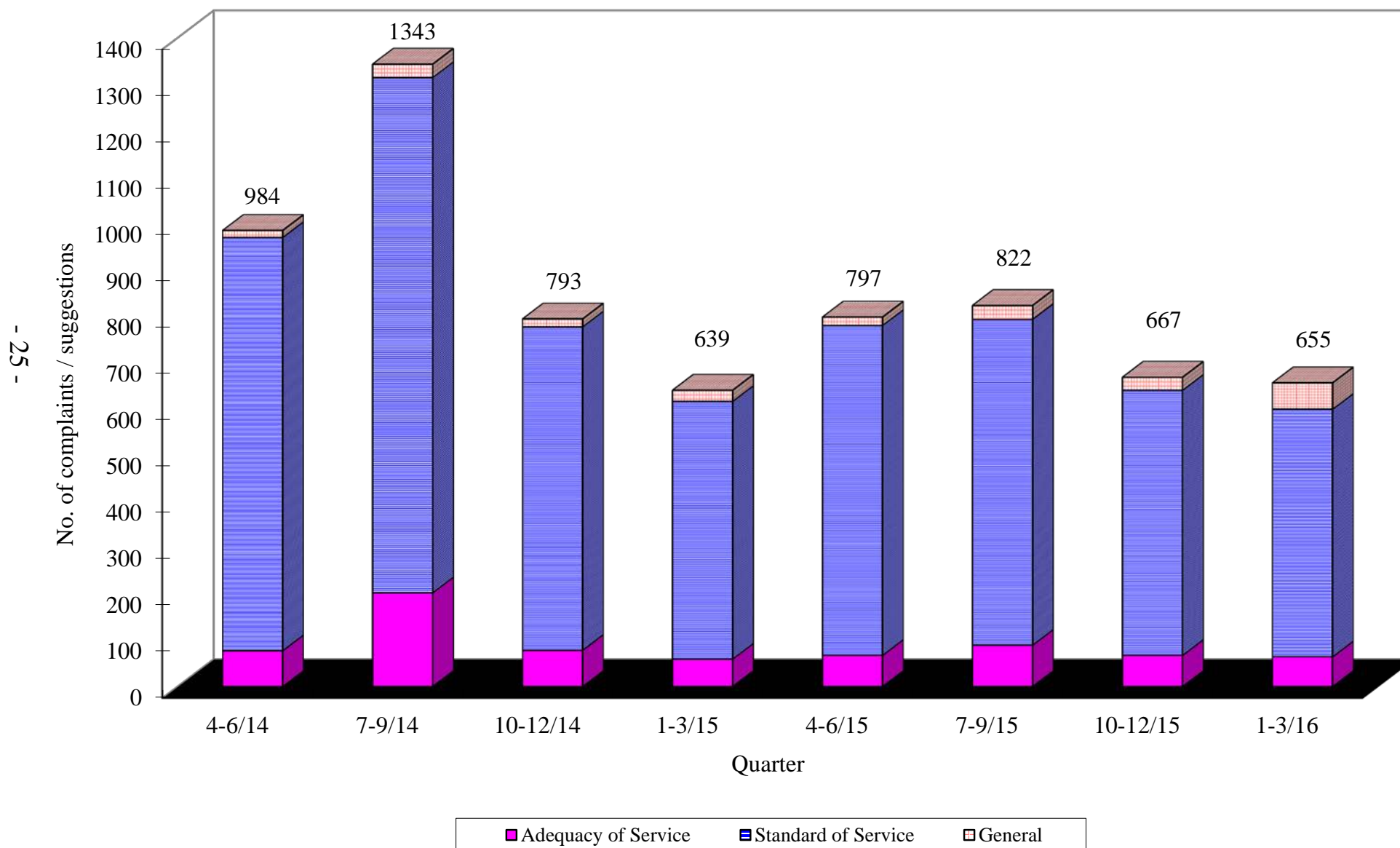
* Including taximeter irregularities

Including 107 complaints from 45 complainants about audio-visual broadcasting on public transport vehicles

Trends of Complaints and Suggestions on Public Transport Services (January 2012 - March 2016)

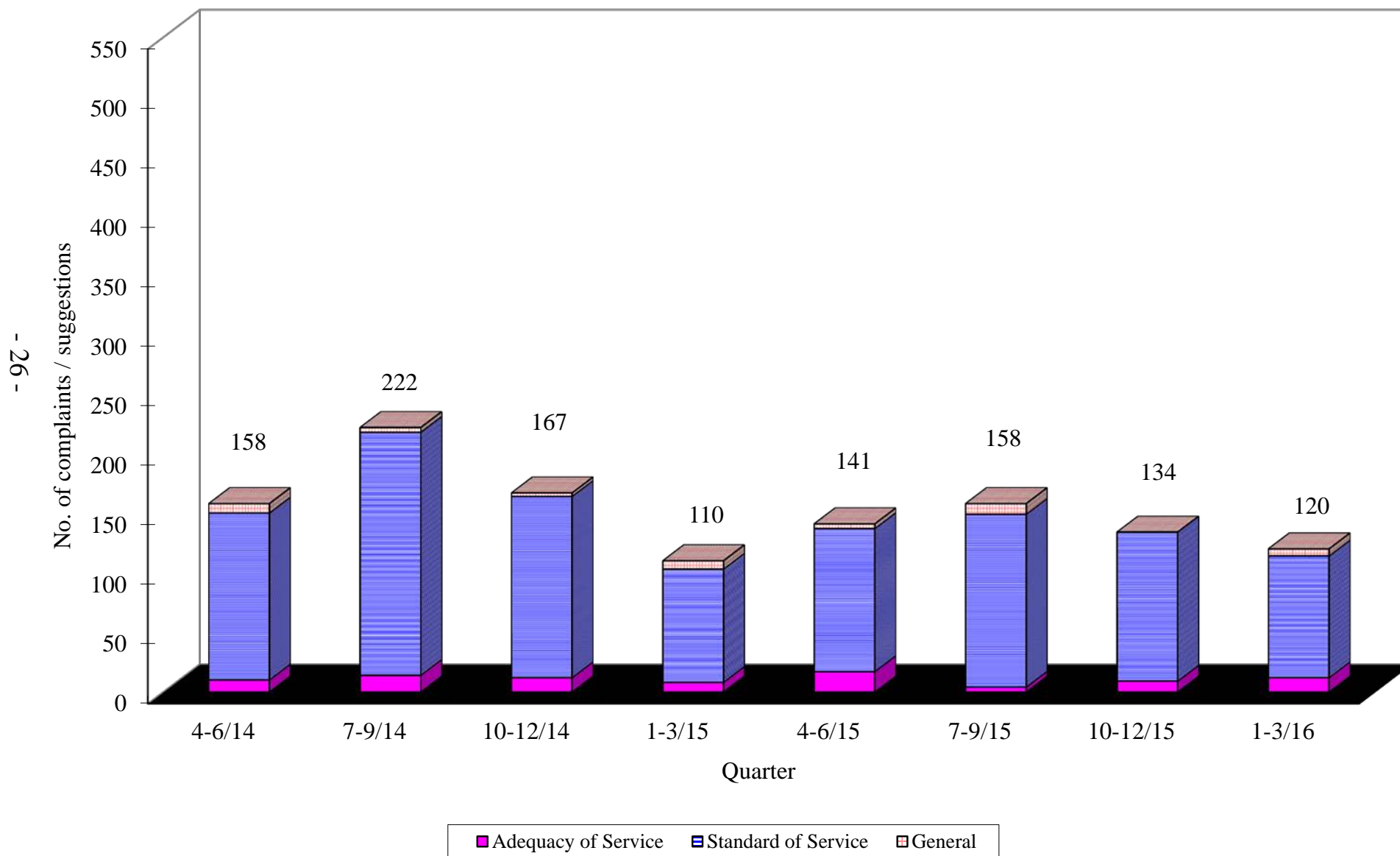


Complaints and Suggestions on the Services of Kowloon Motor Bus Company (1933) Limited in the Past Eight Quarters



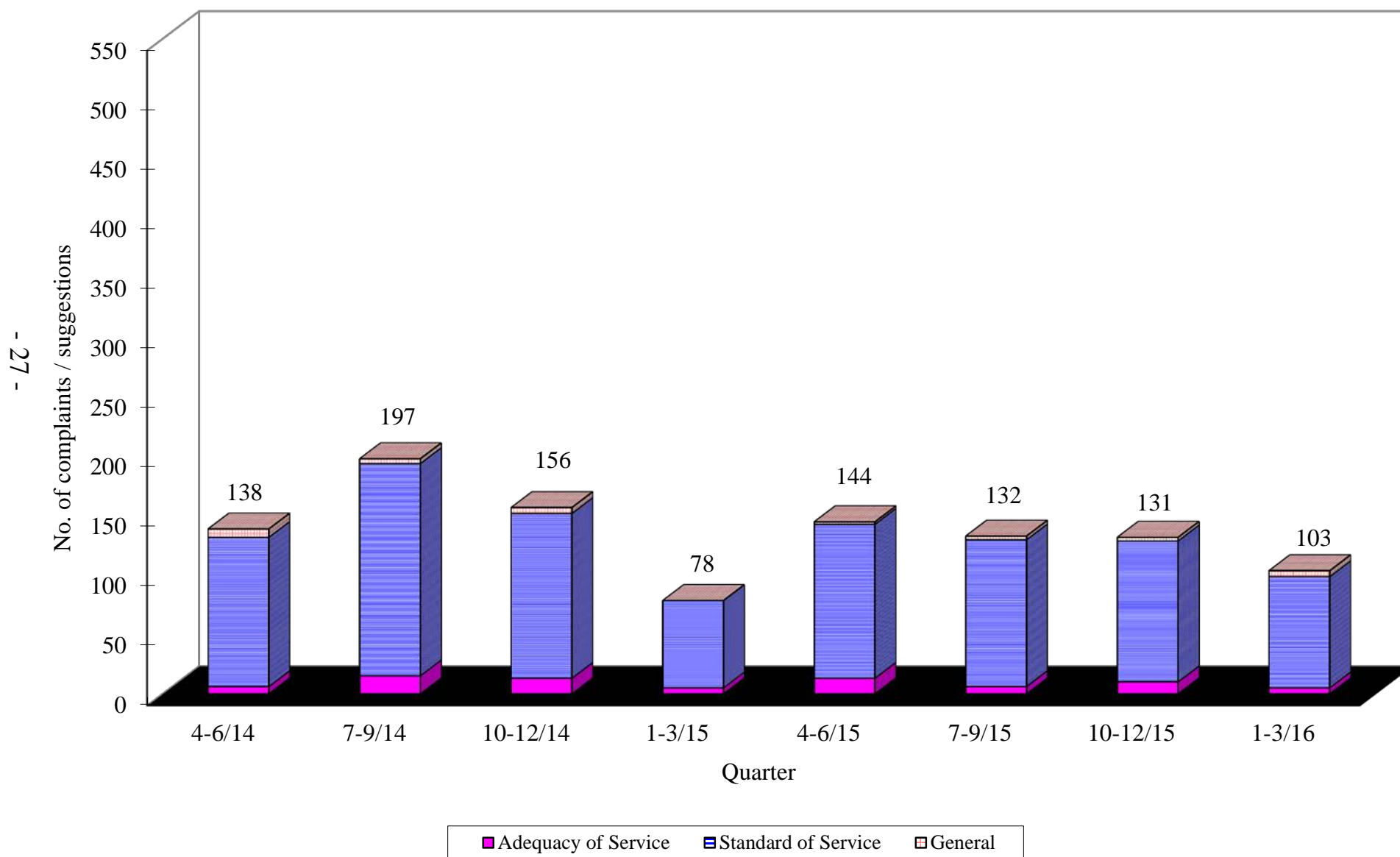
Complaints and Suggestions on the Services of Citybus Limited (Franchise 1) in the Past Eight Quarters

Annex F(ii)



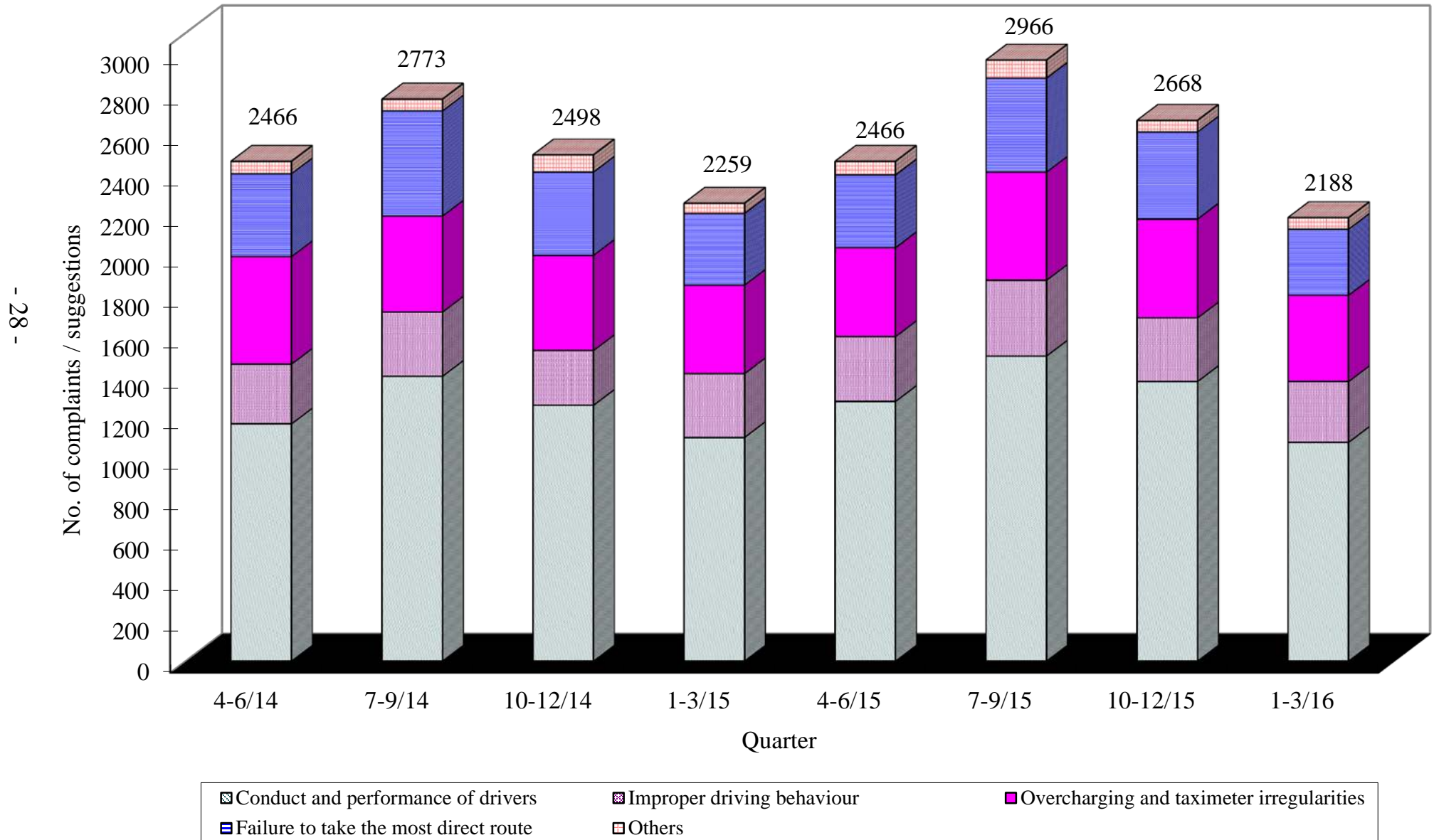
**Complaints and Suggestions on the Services of New World First Bus Services Limited
in the Past Eight Quarters**

Annex F(iii)



Complaints and Suggestions on Taxi Services in the Past Eight Quarters

Annex G



Breakdown of Complaints and Suggestions on Taxi Services

<u>Nature of Complaint/Suggestion</u>		Same quarter last year <u>(1.1.15-31.3.15)</u>	Previous quarter <u>(1.10.15-31.12.15)</u>	Current quarter <u>(1.1.16-31.3.16)</u>
(a)	Conduct and performance of drivers			
(i)	Behaving other than in a civil & orderly manner	403	512	429
(ii)	Refusing hire	589	748	556
(iii)	Soliciting passengers	16	1	2
(iv)	Refusing to drive to destination	89	107	85
(v)	Failure to display driver identity plate	3	9	6
(vi)	Failure to display driver identity plate properly	3	2	1
	Sub-total	1 103	1 379	1 079
(b)	Improper driving behaviour	315	314	300
(c)	Overcharging	351	419	372
(d)	Taximeter irregularities	86	69	54
(e)	Failure to take the most direct route	354	430	326
(f)	Others*	50	57	57
	Total	2 259	2 668	2 188

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

Complaints and Suggestions on Traffic and Road Conditions
(January – March 2016)

District	Hong Kong Island				Kowloon					New Territories								Others (e.g. general issues and tunnel areas)	Total	
	Eastern	Wan Chai	Central & Western	Southern	Kwun Tong	Wong Tai Sin	Kowloon City	Sham Shui Po	Yau Tsim Mong	North	Tai Po	Sha Tin	Yuen Long	Tuen Mun	Tsuen Wan	Kwai Tsing	Sai Kung			Islands
Nature of Complaint/Suggestion																				
<u>Traffic Conditions</u>																				
(a) Traffic congestion (No. of locations)	3 (3)	1 (1)	3 (3)	- (-)	9 (9)	2 (2)	4 (4)	1 (1)	3 (2)	3 (3)	1 (1)	2 (2)	8 (5)	2 (2)	4 (4)	1 (1)	3 (3)	3 (2)	2 (1)	55 (49)
(b) Traffic management	-	17	4	1	2	-	7	-	3	3	1	1	1	2	5	-	1	-	-	48
(c) Additional traffic signs and aids	2	5	1	3	2	-	3	1	2	-	-	-	-	-	2	-	-	-	1	22
(d) Parking facilities	-	-	-	-	1	1	-	1	4	-	1	2	-	1	-	1	-	-	2	14
Sub-total	5	23	8	4	14	3	14	3	12	6	3	5	9	5	11	2	4	3	5	139
<u>Road Maintenance</u>																				
(a) Road conditions	1	-	-	-	2	-	3	2	-	-	-	1	-	-	1	-	2	-	-	12
(b) Traffic signs & aids	1	-	1	-	-	-	-	-	-	-	-	-	1	2	-	1	-	-	-	6
(c) Carriageway markings	2	-	-	-	-	1	-	-	-	-	-	-	-	1	2	-	-	-	-	6
Sub-total	4	-	1	-	2	1	3	2	-	-	-	1	1	3	3	1	2	-	-	24
<u>Enforcement</u>																				
(a) Illegal parking	50	21	20	5	44	12	34	22	24	10	17	35	33	15	25	18	34	7	-	426
(b) Other enforcement matters	6	14	3	7	9	4	7	6	14	6	7	14	9	11	9	4	6	4	3	143
Sub-total	56	35	23	12	53	16	41	28	38	16	24	49	42	26	34	22	40	11	3	569
Total	65	58	32	16	69	20	58	33	50	22	27	55	52	34	48	25	46	14	8	732

Complaints and Suggestions on Taxi Services**Nature of Complaint/Suggestion**

		<u>2015</u>	<u>2016</u>	<u>Difference</u>
Taxi driver malpractice		<u>Jan - Mar</u>	<u>Jan - Mar</u>	
(a)	Conduct and performance of drivers			
(i)	Behaving other than in a civil and orderly manner	403	429	(+6.5%)
(ii)	Refusing hire	589	556	(-5.6%)
(iii)	Soliciting passengers	16	2	(-87.5%)
(iv)	Refusing to drive to destination	89	85	(-4.5%)
(v)	Failure to display driver identity plate	3	6	(+100.0%)
(vi)	Failure to display driver identity plate properly	3	1	(-66.7%)
		1 103	1 079	(-2.2%)
(b)	Improper driving behaviour	315	300	(-4.8%)
(c)	Overcharging	351	372	(+6.0%)
(d)	Taximeter irregularities	86	54	(-37.2%)
(e)	Failure to take the most direct route	354	326	(-7.9%)
Sub-total		2 209	2 131	(-3.5%)
Others				
(a)	Taxi obstruction	29	31	(+6.9%)
(b)	Miscellaneous	21	26	(+23.8%)
Sub-total		50	57	(+14.0%)
Total		2 259	2 188	(-3.1%)

**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.