

QUARTERLY REPORT No. 2 of 2016

by the

TRANSPORT COMPLAINTS UNIT

of the

TRANSPORT ADVISORY COMMITTEE

for the period

1 April 2016 – 30 June 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 : 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	12-17

LIST OF ANNEXES

<u>Annex</u>		
A	Complaints and Suggestions Received by TCU	18-19
B	Trends of Complaints and Suggestions Received by TCU	20-21
C	Summary of Results of Investigations into Complaints and Suggestions	22-23
D	Public Suggestions Taken on Board by Relevant Government Departments/Public Transport Operators	24-25
E	Complaints and Suggestions on Public Transport Services	26-27
F	Complaints and Suggestions on the Services of Kowloon Motor Bus, Citybus (Franchise 1) and New World First Bus in the Past Eight Quarters	28-30
G	Complaints and Suggestions on Taxi Services in the Past Eight Quarters	31
H	Breakdown of Complaints and Suggestions on Taxi Services	32
I	Complaints and Suggestions on Traffic and Road Conditions	33
J	Breakdown of Complaints about Illegal Parking	34
K	How to Make Suggestions and Complaints to the Transport Complaints Unit	35

Chapter 1

Major Areas of Complaints and Suggestions

This is the second quarterly report for 2016 covering the period from 1 April to 30 June 2016.

Yearly and Quarterly Trends

2. During the quarter, the Transport Complaints Unit (TCU) received 6 431 complaints and suggestions, including 55 pure suggestions, from 5 385 persons. About 53% (2 836) of these persons lodged their complaints/suggestions by e-mail, fax or mail and the remaining 47% (2 549) telephone. The number of cases represents an increase of 18.6% as compared with 5 421 cases in the previous quarter and an increase of 4.7% as compared with 6 140 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 5 639 cases (including some outstanding cases from previous quarters) were completed. Of these, 3 996 cases (71%) were found to be substantiated, 182 cases (3%) unsubstantiated, and the remaining 1 461 cases (26%) 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 14 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 5 530 cases, which represents an increase of 19% as compared with the previous quarter and an increase of 2% 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 1 477 complaints and suggestions on franchised bus services were received during the quarter, which represents an increase of 15.8% as compared with the previous quarter and a decrease of 3.5% as compared with the same quarter last year.

8. There were 793 cases on the services of Kowloon Motor Bus Company (1933) Limited (KMB), as compared with 655 cases in the previous quarter and 797 cases in the same quarter last year. Among the 793 cases, 57 (or 7.2%) were about the adequacy of service and 709 (or 89.4%) were about the standard of service.

9. There were 108 cases on the services of Citybus Limited (Franchise 1) (CTB1), as compared with 120 cases in the previous quarter and 141 cases in the same quarter last year. Among the 108 cases, eight (or 7.4%) were about the adequacy of service while 97 (or 89.8%) were about the standard of service.

10. There were 133 cases on the services of New World First Bus Services Limited (NWFB), as compared with 103 cases in the previous quarter and 144 cases in the same quarter last year. Of the 133 cases, one (or 0.8%) was about the adequacy of service and 130 (or 97.7%) 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 48 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 50 and 54 respectively.

Public Light Bus Services

13. A total of 1 260 complaints and suggestions on public light bus (PLB) services were received in this quarter, which represents an increase of 26.1% as compared with the previous quarter and an increase of 4.1% 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, 94.1% or 1 186 cases were on green minibus (GMB) services. The number of cases received in the previous quarter and the same quarter last year were 920 and 1 134 respectively. Among the 1 186 cases, 96 (or 8.1%) were about the adequacy of service and 1 074 (or 90.6%) were about the standard of service.

15. The remaining 5.9% or 74 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 79 and 76 respectively.

Taxi Services

16. A total of 2 590 cases on taxi services were received in this quarter, which represents an increase of 18.4% as compared with the previous quarter and an increase of 5% 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 2 590 cases received, 2 520 (97%) were related to taxi driver malpractice, as compared with 2 131 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 493 such cases (20%) were referred to the Police.

18. During the quarter, the Police reported the latest developments on 411 cases previously referred to them. These cases are categorised as follows -

	<u>No. of Cases</u>	<u>Percentage</u>
(a) Summonsed	39 (54)	10 (10)
(b) Withdrawn by complainants	264 (348)	64 (67)
(c) Evidence considered insufficient by the Police for further processing	108 (120)	26 (23)
	<u>411 (522)</u>	<u>100 (100)</u>

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

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

Rail Services

19. A total of 141 complaints and suggestions on rail services were received. Corresponding figures for the previous quarter and the same quarter last year were 125 and 141 respectively. Of the 141 cases, 129 were on the services of MTRCL.

Ferry Services

20. There were 14 complaints and suggestions on ferry services in this quarter. Corresponding figures for the previous quarter and the same quarter last year were 12 and 21 respectively.

Traffic Conditions

21. There were 64 complaints recorded in this quarter about traffic congestion, as compared with 55 cases in the previous quarter and 66 cases in the same quarter last year. Congestion was reported to have occurred at a total of 54 locations throughout the territory, as illustrated below -

	<u>Number of Complaints</u>		<u>Number of Locations</u>	
Hong Kong Island	7	(7)	7	(7)
Kowloon	27	(19)	25	(18)
New Territories	30	(27)	22	(23)
Others	-	(2)	-	(1)
Total	64	(55)	54	(49)

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

22. Based on the number of complaints received, districts most affected by traffic congestion were Yau Tsim Mong, Sha Tin (eight cases each), Kwun Tong (seven cases) and Kowloon City (six 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, traffic engineering matters (e.g. traffic light phasing, traffic lane arrangements and restricted zones) and road works.

24. There were 52 complaints and suggestions on traffic management and 15 requests for additional traffic signs and aids in this quarter. As a comparison, there were 48 and 22 such cases in the previous quarter, and 38 and 23 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 32 complaints about road maintenance, as compared with 24 cases in the previous quarter and 26 cases in the same quarter last year. Among the 32 cases, 22 were related to road conditions.

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

Enforcement

28. There were 702 complaints about traffic regulations enforcement in this quarter, which represents an increase of 23.4% when compared with the previous quarter and an increase of 35.3% when compared with the same quarter last year. They were mainly requests for action against illegal parking and prolonged waiting causing obstruction. All these cases were referred to the Police for action.

Chapter 2

Major Events and Noteworthy Cases

Transport Complaints Unit Sub-Committee Meeting

At the quarterly meeting of the Transport Complaints Unit (TCU) Sub-Committee on 5 May 2016, Members discussed -

- (a) complaints and suggestions about parking facilities;
 - (b) complaints and suggestions about cycling matters;
 - (c) complaints and suggestions on taxi services; and
 - (d) TCU Quarterly Report No. 1 of 2016.
2. Members agreed that -
- (a) complaints and suggestions about parking facilities, cycling matters and taxi services should be closely monitored; and
 - (b) TCU Quarterly Report No. 1 of 2016 should be submitted to the Transport Advisory Committee.

Concern of the traffic congestion at Castle Peak Road – Castle Peak Bay

3. Some members of the public approached TCU to express concerns about the serious traffic congestion at Castle Peak Road – Castle Peak Bay during morning and evening rush hours, especially near the junction with Tsing Ying Road. A complainant observed that the congestion often affected the regularity of bus service originated from the Sam Shing Bus Terminus as buses were not able to leave the terminus on time due to the congested traffic.

4. The cases were referred to the Transport Department (TD) for possible traffic management measures to tackle the problem. The Police were also alerted of the cases. TD noted the heavy traffic in the area and advised that the congestion might be attributable to the current road works at Tsing Ying Road near Castle Peak Road. To mitigate its effect on the traffic conditions nearby, the Department had requested the works contractor to deploy more staff to coordinate the traffic and that works vehicles should avoid using Tsing Ying Road during rush hours as far as possible.

5. TD further advised that a project was under planning to improve the traffic conditions along Castle Peak Road – Castle Peak Bay and cater for future traffic growth of the road section as a result of the Tuen Mun East development. The existing Castle Peak Road – Castle Peak Bay from Kwun Tsing Road to Hoi Wing Road would be widened to become a dual two-lane carriageway and improvement works would also be carried out for associated road junctions, including the roundabout near Tsing Ying Road.

6. The members of the public noted the above measures and did not raise further question on them.

Suggestion to cancel the double white lines at Sham Shing Road in Cheung Sha Wan

7. A member of the public suggested cancelling the double white lines at Sham Shing Road to facilitate motorists U-turning and entering the car parks of some residential buildings along the road.

8. TD pointed out that double white lines were used to separate traffic travelling in opposite directions where the sightline of motorists was limited. It was noted that the car parks of the residential buildings were located near the junctions of Sham Shing Road/Sham Mong Road and Sham Shing Road/Hing Wah Street. For road safety consideration, the Department was of the view that the double white lines at Sham Shing Road were necessary to separate the traffic turning to Sham Shing Road from the two junctions travelling in opposite directions and to deter U-turning activities.

9. TD's explanation was conveyed to the member of the public, who made no other comment.

Complaint about the operation of a traffic light at the junction of Broadwood Road and Link Road

10. A complainant lodged a complaint about the suspected malfunction of a traffic light at the junction of Broadwood Road and Link Road. After pressing the push button of the control box attached to the traffic light pole, pedestrians had to wait for a long time for the green signal. Sometimes the push button would even switch off by itself after a while.

11. TD was invited to look into the case. The Department explained that the said signalized crossing was equipped with a sensor system. When a pedestrian pushed the button of the control box on the traffic light pole and stood within a waiting zone as indicated by a yellow box road marking on the pavement, the pedestrian green light would be activated within a certain preset time. There were notices on the traffic light poles near the control boxes reminding pedestrians of the proper way to use the crossing. This mode of traffic light operation aimed to avoid unnecessary delay to the traffic in case the pedestrians no longer needed to cross the road after pressing the button. Upon receipt of the complaint, TD had conducted a site inspection and noted that there might be a slight disparity between the area covered by the sensor and the waiting zone. The Department subsequently enhanced the sensitivity of the sensor and would arrange to adjust the pedestrian waiting zone marking to ensure a smooth operation of the traffic light.

12. The complainant was informed of TD's explanation and made no further comment.

Chapter 3 Feature Article

Complaints about Illegal Parking

Complaint Statistics

The trend of complaints about illegal parking in the past five years is as follows -

<u>Year</u>	<u>No. of complaints</u>	<u>Difference</u>
2011	828	-
2012	922	+11.4%
2013	989	+7.3%
2014	1 057	+6.9%
2015	1 512	+43.0%
2016 (Jan – Jun)	927	-

2. A total of 927 complaints about illegal parking were received during the period from January to June 2016. This represents an increase of 30% as compared with 713 cases received in the same period last year. A breakdown by district is at Annex J. Districts which attracted relatively more complaints during the period from January to June 2016 are –

<u>District</u>	<u>No. of Complaints</u>		<u>Difference</u>
	<u>2015</u> <u>Jan – Jun</u>	<u>2016</u> <u>Jan – Jun</u>	
Kwun Tong	89	101	+13.5%
Eastern	60	93	+55.0%
Sai Kung	40	83	+107.5%

Locations in the above districts which attracted five or more complaints during this period are –

<u>District</u>	<u>Location</u>	<u>No. of Complaints</u>
Kwun Tong	Pik Wan Road	9
	Cha Kwo Ling Road	8
	King Yip Street	5
Eastern	Yiu Hing Road	20
	Tsat Tsz Mui Road	5
	Hoi An Street	5
Sai Kung	Po Hong Road	8
	Po Lam Road North	7
	Hiram's Highway	5

Kwun Tong District

3. TCU received 101 complaints about illegal parking in Kwun Tong District from January to June 2016. 55 of them concerned Kwun Tong Town Centre, among them 31 cases were about Kwun Tong Business Area. Streets attracting more complaints in the area included King Yip Street, Shing Yip Street, Hoi Bun Road, Wai Yip Street, Kei Yip Street and How Ming Street. Lorries or other heavy vehicles were involved in about one third of the cases in this area. Some complainants observed that illegal parking reduced the number of traffic lanes that could be used by vehicles, thus causing congestion in the area. Other cases in Kwun Tong Town Centre mainly concerned residential areas, such as Wan Hon Street, Yuet Wah Street, Hip Wo Street, Mut Wah Street and Kung Lok Road, where various types of vehicles were involved.

4. Yau Tong was another area in Kwun Tong District that attracted relatively more complaints. In the first half of 2016, 18 complaints of illegal parking in the area were received and most of them concerned Cho Kwo Ling Road and Ko Fai Road. Some complainants pointed out that illegal parking of

lorries and other heavy vehicles often caused obstruction to the traffic and generated congestion in the area.

5. There were 16 complaints against illegal parking in Lam Tin in the same period. The cases mainly concerned Pik Wan Road where vehicles were illegally parked at night time, particularly in the vicinity of Kwong Tin Estate.

6. Upon receipt of the cases, Kwun Tong and Sau Mau Ping Police Divisions had taken appropriate enforcement action. They would also closely monitor the situation and take suitable action. For some cases, the Transport Department (TD) was also invited to consider possible traffic management measures to alleviate the problem. Where appropriate improvement measures have been provided: these included the provision of loading/unloading areas at Kei Yip Street and Tsun Yip Street and installation of railing at Kai Tin Road to deter illegal parking on pavement.

Eastern District

7. There were 93 complaints concerning Eastern District in the first half of 2016. The locations of 37 cases were in Shau Kei Wan, where Yiu Hing Road attracted 20 cases. Illegal parking was often found there early in the morning and illegally parked vehicles often blocked buses and minibuses picking up/setting down passengers at their respective stops. As a result, passengers were forced to board/alight in the middle of the traffic lane. Other locations involved in relatively more complaints included Hoi An Street and Sai Wan Ho Street. It was noted that some vehicles were parked on pavement at Hoi An Street causing obstruction to pedestrians.

8. 16 complaints concerning Quarry Bay were received from January to June 2016. Those cases were mainly against illegal parking in the vicinity of major housing estates, e.g. Tai Koo Wan Road, Tai Koo Shing Road, Greig Crescent, and private cars were often involved.

9. There were 15 complaints about illegal parking in North Point in the same period. Locations which attracted more complaints in the area included Tsat Tsz Mui Road, Tanner Road, Healthy Street West and Kam Ping Street, where some complainants observed that illegal parking activities had adversely affected the traffic flow. To maintain a smooth traffic circulation at the junctions of Tsat Tsz Mui Road, Tin Chiu Street and Tanner Road, TD is

reviewing the existing no-stopping restriction zones at these junctions. TD also keeps close contact with the Police to step up enforcement against illegal parking.

10. Upon receipt of the complaints, Chai Wan and North Point Police Divisions had taken enforcement actions, such as issuing fixed penalty tickets at the traffic accident and congestion black sites.

Sai Kung District

11. From January to June 2016, there were 83 complaints against illegal parking in Sai Kung District. Majority of the complaints (72 cases) concerned Tseung Kwan O, with about half of them involving locations in the neighbourhood of Po Lam. Among them, 12 cases were lodged against illegal parking in the vicinity of Tseung Kwan O Village, namely Po Hong Road and Wing Lai Road. Po Lam Road North, Mau Tai Road and Wan Lung Road also attracted relatively more complaints. Po Lam is mostly a residential area, yet about a third of the complaints involved illegal parking of large vehicles, such as lorries, coaches and dumpers.

12. Most of the remaining cases in Tseung Kwan O concerned residential areas in the neighbourhoods of Hang Hau and Tseung Kwan O Town Centre. Some complainants observed that illegally parked vehicles had blocked the exits of buildings and car parks, causing inconvenience and even slowing down traffic flow.

13. On the other hand, 11 complaints of illegal parking in Sai Kung area were received in the first half of 2016. A good number of the cases involved private cars. Some complaints were lodged against illegal occupation of parking spaces, such as occupying parking space designated for another type of vehicle and prolonged occupying parking spaces.

14. TCU had referred the cases received to the Police. Tseung Kwan O and Sai Kung Divisions had taken action against the offending vehicles and drivers and would closely monitor the situation.

15. In general, provision of private car parking spaces within residential developments of the Tseung Kwan O new town follows the requirements stipulated in the Hong Kong Planning and Standard Guidelines. Noting the

demand for parking of large commercial vehicles, such as goods vehicles and coaches, within the residential area at Po Lam, TD has endeavoured to provide such parking spaces whenever conditions permit. TD pointed out that there are currently over 250 such public parking spaces available in the Po Lam area. Among them, over 200 spaces are provided within short term tenancy (STT) public car parks, over 30 spaces at designated roadside parking places and over 20 kerbside spaces for night-time parking. TD has continuously liaised with the Lands Department in converting suitable vacant sites with no immediate development plans into STT public car parks, and, if acceptable on traffic and environmental grounds, will recommend provisions for parking of large commercial vehicles.

16. TD advised that overall in the Tseung Kwan O new town, the Department has made similar attempts, though proposals on any open-air or on-street parking spaces for commercial vehicles were often met with strong public oppositions. Only through lengthy discussion could TD succeed in resolving local objections in June 2016 for providing six night-time parking spaces for goods vehicles at Tong Chun Street in Tseung Kwan O.

17. To meet the long term demand for parking of commercial vehicles in Tseung Kwan O, TD has, in consultation with other government departments, proposed to accommodate a public vehicle park for parking of goods vehicles and coaches within the planned Government Joint-User Building in Tseung Kwan O Area 67. Upon completion of the project, it is expected that the supply of such parking spaces in the area will be substantially increased. TD would continue to closely monitor the illegal parking condition, and if necessary, devise practical improvement measures to meet the demand.

Measures to Improve the Situation

18. The government aims to achieve a reasonable and manageable balance between the demand and supply of parking spaces for all vehicle types. In general, parking spaces should be provided within buildings and off-street as far as possible to optimise the use of road space for traffic circulation and kerbside activities, and to enhance road environment. If the traffic conditions allow and there is a shortfall in the existing facilities, TD may provide on-street parking spaces at suitable locations.

19. The Police are the statutory authority for taking enforcement action against illegal parking. Enforcement is addressed through Selected Traffic

Enforcement Priorities (STEP) 2016 which aims to change the undesirable behaviours of road users that cause traffic accidents and obstruct traffic flow.

20. Since April 2016, the Police had conducted a series of territory-wide operations focusing on illegal parking causing unnecessary obstruction or danger to other road users, in particular, those illegally parked in the vicinity of traffic accident black sites, public transport interchanges, bus stops, public light bus and taxi stands. Blatantly illegally parked vehicles might be given multiple tickets or being towed away.

21. Police Districts will deploy resources based on the unique traffic policing characteristics of their own locale including rush hour periods, traffic black sites and other factors including student activities, business practices involving loading/unloading activities and other special events affecting traffic flow. From January to May 2016, the Police had issued a total of 592,786 fixed penalty tickets for illegal parking in the territory, an increase of 16% when compared with 508,986 tickets issued in the same period of 2015.

22. The Police will continue to take stringent enforcement action to issue tickets at prioritized locations including traffic accident black sites, illegal parking blackspots and public transport interchanges. Similar anti-illegal parking operations will be carried out at territory or local level from time to time in the coming year.

23. The Police also focus on increasing public awareness to change undesirable behaviour. This is part of a multi-agency approach to ensure every road user is safe.

24. Some cases about enforcement matters were also referred to TD for consideration on whether suitable traffic management measures should be introduced to improve the situation, e.g. imposing no-stopping restriction at locations where road safety or traffic circulation is a concern, using short-term tenancy sites as parking lots, flexibly providing motorcycle parking spaces, and designating roadside spaces for night time parking of Goods Vehicles and/or coaches mostly within the industrial area, etc. TD will continue to co-ordinate, monitor and review the implementation of all parking-related improvement measures.

25. TCU would continue to closely monitor and follow up with the departments concerned regarding complaints about illegal parking.

Complaints and Suggestions Received by TCU

<u>Nature of Complaint/Suggestion</u>	<u>Same quarter last year (1.4.15-30.6.15)</u>			<u>Previous quarter (1.1.16-31.3.16)</u>			<u>Current quarter (1.4.16-30.6.16)</u>		
I. Public Transport Services									
(a) Adequacy of service	258	[22]		196	[26]		204	[21]	
(b) Standard of service	5 041	[7]		4 287	[4]		5 185	[5]	
(c) General	124	[4]		166	[5]		141	[5]	
	5 423	[33]	(88%)	4 649	[35]	(86%)	5 530	[31]	(86%)
II. Traffic Conditions									
(a) Traffic congestion	66	[3]		55			64	[1]	
(b) Traffic management	38	[10]		48	[4]		52	[10]	
(c) Additional traffic signs and aids	23	[3]		22	[2]		15	[7]	
(d) Parking facilities	9	[2]		14	[2]		10	[3]	
	136	[18]	(2%)	139	[8]	(2%)	141	[21]	(2%)
III. Road Maintenance									
(a) Road conditions	20			12	[1]		22	[1]	
(b) Traffic signs and aids	3			6			9		
(c) Carriageway markings	3			6	[1]		1		
	26		(1%)	24	[2]	(1%)	32	[1]	(1%)
IV. Enforcement									
(a) Illegal parking	368			426			501		
(b) Other enforcement matters	151	[1]		143			201	[1]	
	519	[1]	(8%)	569		(10%)	702	[1]	(10%)
V. Miscellaneous	36	[1]	(1%)	40	[2]	(1%)	26	[1]	(1%)
Total	6 140	[53]	(100%)	5 421	[47]	(100%)	6 431	[55]	(100%)

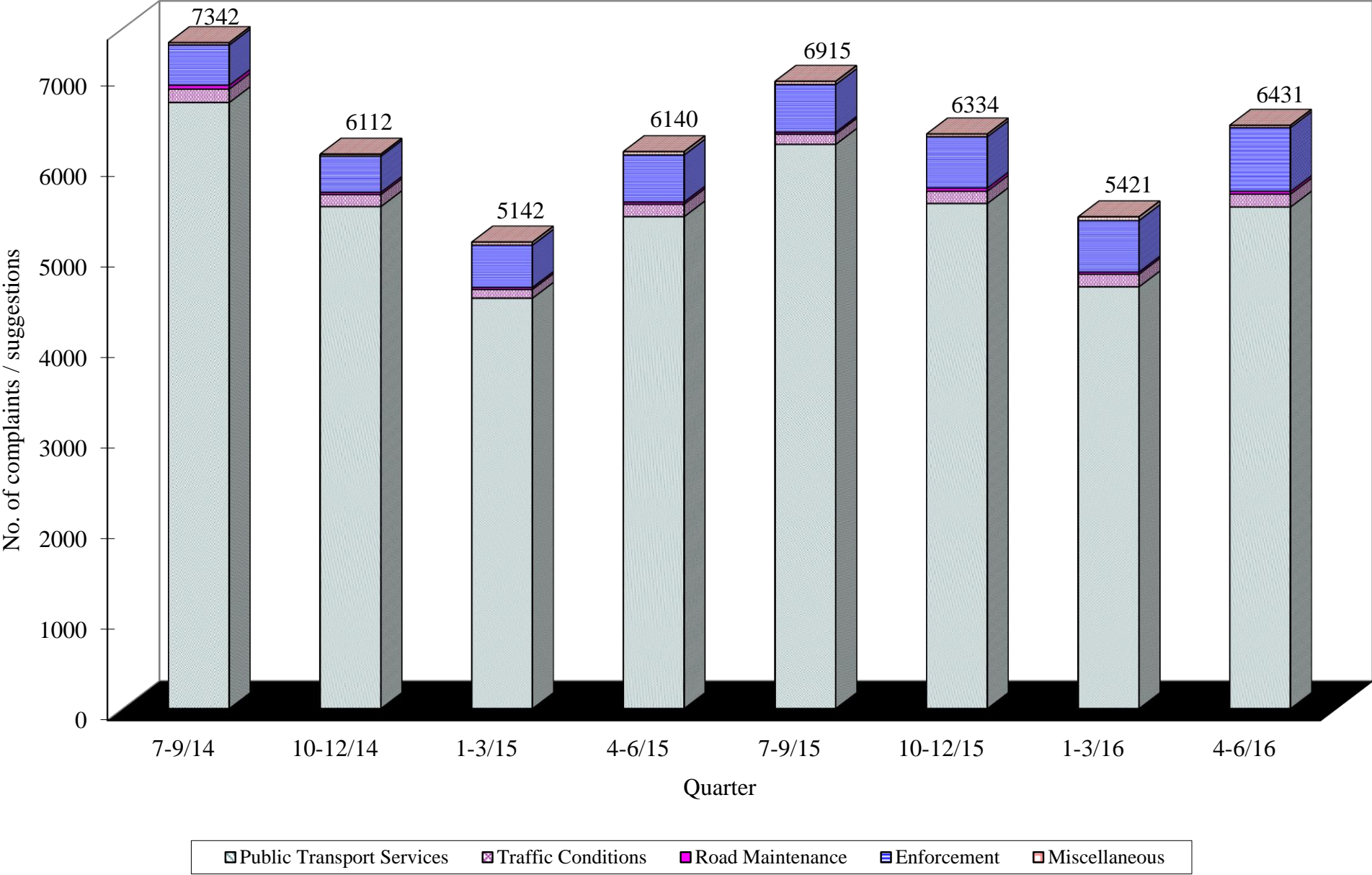
Notes : (1) Figures in square brackets are the number of pure suggestions received in the quarter. The figures have been included in the overall number of cases received.

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

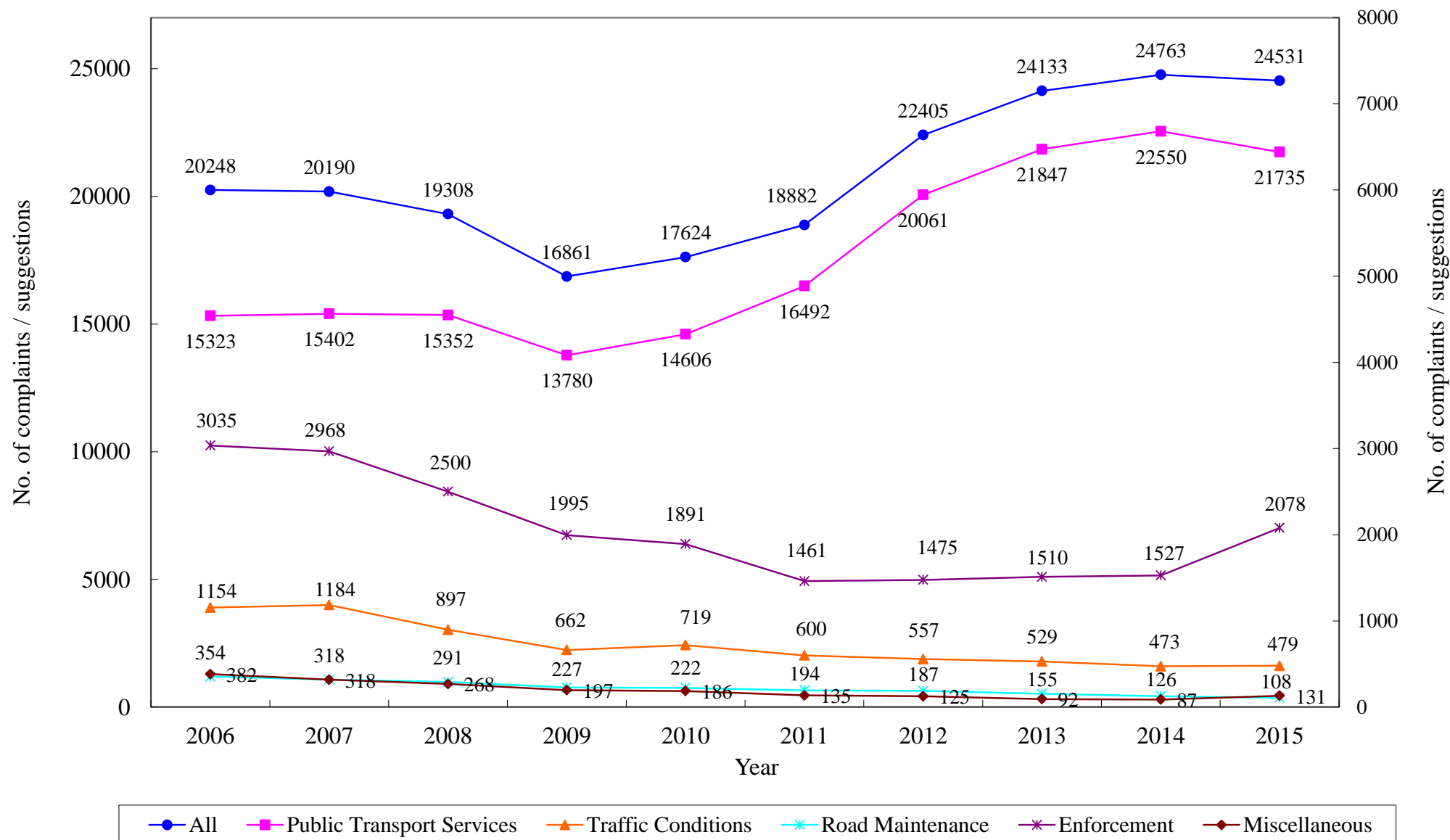
Complaints and Suggestions Received by TCU

Annex A(ii)

- 19 -

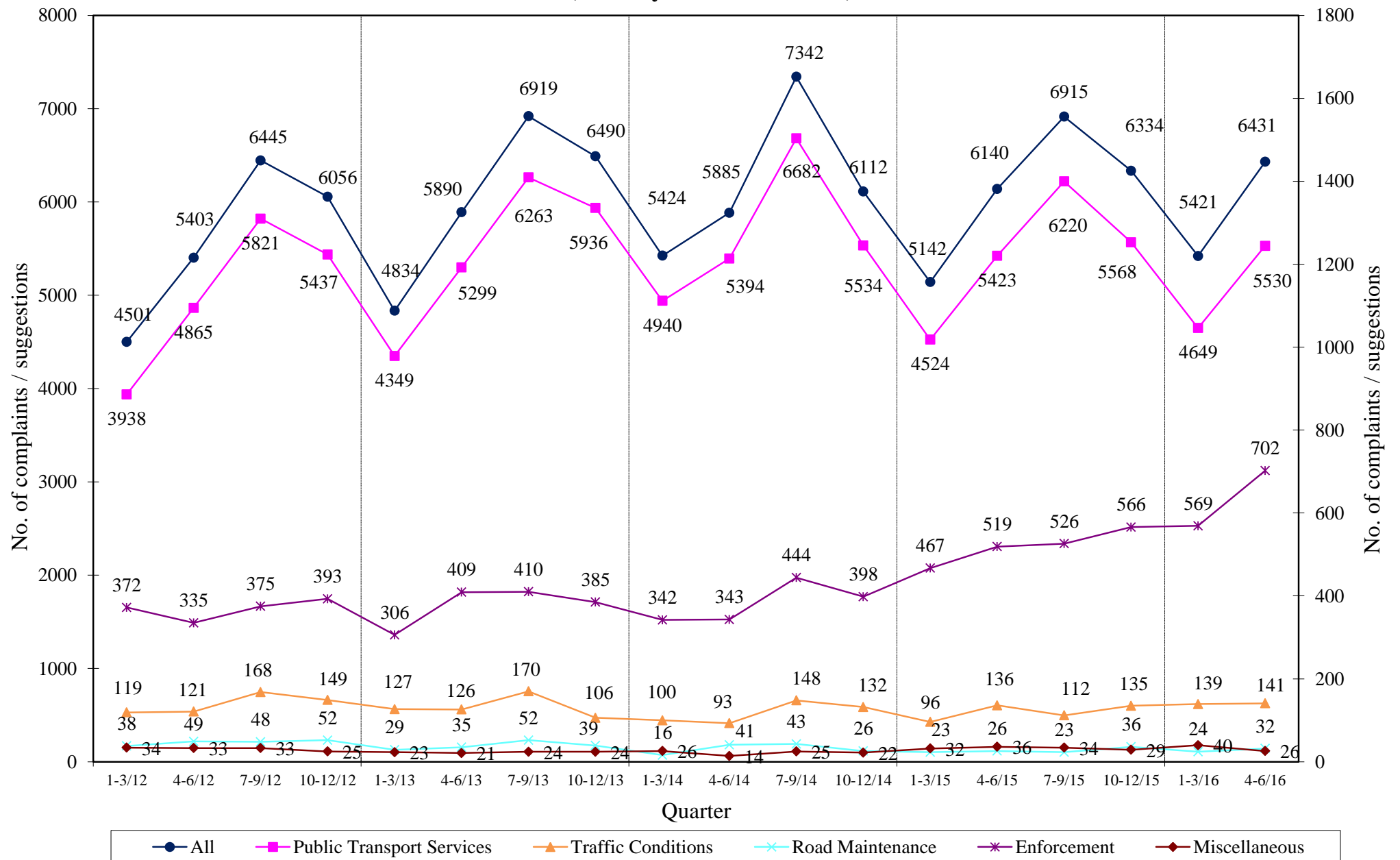


**Trends of Complaints and Suggestions Received by TCU
(2006 - 2015)**



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

Annex B(ii)



Summary of Results of Investigations into Complaints and Suggestions
(April – June 2016)

Outcome of Investigation Nature of Complaint/ Suggestion					
	A1	A2	B	C	Total
I. Public Transport Services					
(a) Adequacy of service	5	188	23	-	216
(b) Standard of service	1 381	1 571	107	1 388	4 447
(c) General	100	66	10	10	186
	1 486	1 825	140	1 398	4 849
II. Traffic Conditions					
(a) Traffic congestion	27	28	4	1	60
(b) Traffic management	10	21	20	-	51
(c) Additional traffic signs/aids	6	1	7	-	14
(d) Parking facilities	3	4	6	-	13
	46	54	37	1	138
III. Road Maintenance					
(a) Road conditions	12	6	-	-	18
(b) Traffic signs and aids	7	1	2	-	10
(c) Carriageway markings	3	-	1	-	4
	22	7	3	-	32
IV. Enforcement					
(a) Illegal parking	345	79	-	1	425
(b) Other enforcement matters	48	45	-	60	153
	393	124	-	61	578
V. Miscellaneous	23	16	2	1	42
Total	1 970 (35%)	2 026 (36%)	182 (3%)	1 461 (26%)	5 639 (100%)

Legend

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

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

Outcome of Investigation Mode of Transport	A1	A2	B	C	Total
The Kowloon Motor Bus Company (1933) Limited	340	221	44	13	618
Citybus Limited (Franchise 1)	53	78	13	6	150
Citybus Limited (Franchise 2)	23	23	6	-	52
The New World First Bus Services Limited	52	56	7	2	117
The New Lantao Bus Company (1973) Limited	16	7	-	3	26
Long Win Bus Company Limited	12	22	-	1	35
Cross-harbour Bus Services	149	162	25	7	343
Non-franchised Bus Services	17	28	6	4	55
Green Minibus	659	328	10	17	1 014
Red Minibus	70	9	-	7	86
Taxi	32	793	-	1 337	2 162
MTR Corporation Limited (Excluding Light Rail)	35	80	28	-	143
MTR Corporation Limited (Light Rail)	5	2	1	1	9
The Hongkong Tramways Limited	19	5	-	-	24
New World First Ferry Services Limited	3	7	-	-	10
The “Star” Ferry Company Limited	-	-	-	-	-
Minor Ferries	1	4	-	-	5
Total	1 486 (31%)	1 825 (37%)	140 (3%)	1 398 (29%)	4 849 (100%)

Legend

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

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

I. Public Transport Services

- Add a passenger shelter at a bus stop at Central Ferry Pier to facilitate passengers.

II. Traffic Management

Hong Kong Island

- Increase the vehicular green time of a traffic light at Lung Wo Road westbound during evening rush hours to improve traffic flow.
- Add a double white line at Blue Pool Road to deter U-turning activities.
- Modify railings at Finance Street near the junction with Man Kat Street to improve the sight-line of motorists and pedestrians.
- Install collapsible traffic cylinders at Pok Fu Lam Road to deter illegal lane-cutting activities.

Kowloon

- Increase the vehicular green time of a traffic light at the junction of Jordan Road and Lin Cheung Road during rush hours to improve traffic flow.
- Increase the pedestrian green time of a traffic light at the junction of Argyle Street and Soares Avenue to facilitate pedestrians crossing the road.
- Add a "Turn Right" traffic sign at the junction of Tak Cheong Street and Pitt Street to better guide motorists.

- Add a traffic sign at Fat Tseung Street West to remind motorists of a pedestrian crossing ahead.

New Territories

- Increase the vehicular green time of a traffic light at the junction of Sha Tin Rural Committee Road southbound and Tai Chung Kiu Road during morning rush hours to alleviate traffic congestion.
- Increase the vehicular green time of a traffic light at the junction of Wo Yi Hop Road and Lam Tin Street to improve traffic flow.
- Increase the vehicular green time of a traffic light at the junction of Ma Sik Road and Sha Tau Kok Road - Lung Yeuk Tau during morning rush hours to improve traffic flow.
- Modify the mode of operation of a traffic light near the junction of Siu Lek Yuen Road and Ngan Shing Street during morning off-peak hours to facilitate pedestrians crossing the road.
- Cancel the lane merging arrangement at the tunnel exit at Ching Cheung Road to improve traffic flow.

Complaints and Suggestions on Public Transport Services
(April – June 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					NFBS	GMB	RMB				
(A) <u>Adequacy of Service</u>																		
(1) Frequency/carrying capacity	37	4	3	1	1	5	10	2	83	-	-	5	3	-	1	-	1	156
(2) Routeing	10	1	-	-	-	3	4	-	2	-	-	-	-	-	-	-	-	20
(3) Hours of operation	1	-	-	-	-	-	-	-	4	-	-	-	-	-	-	1	-	6
(4) Provision of stops	9	3	-	-	-	-	2	1	7	-	-	-	-	-	-	-	-	22
Sub-total	57	8	3	1	1	8	16	3	96	-	-	5	3	-	1	1	1	204
(B) <u>Standard of Service</u>																		
(1) Regularity of service	212	37	29	56	1	13	139	18	270	-	-	15	2	-	2	1	1	796
(2) Adherence to routeing	6	1	-	-	-	2	2	1	97	-	462	-	-	-	-	-	-	571
(3) Improper driving behaviour	211	22	9	26	2	8	42	7	244	37	340	3	2	5	1	-	1	960
(4) Conduct & performance of staff (including drivers)	166	24	15	37	5	15	69	15	382	23	1222	36	2	1	-	1	1	2014
(5) Overcharging	2	1	-	-	-	-	5	-	28	1	496*	-	-	-	-	-	-	533
(6) Cleanliness	2	-	-	-	-	-	-	-	8	1	1	4	1	-	-	-	-	17
(7) Conditions of vehicles/vessels	17	1	3	1	-	-	-	2	20	2	7	5	-	1	-	-	-	59
(8) Passenger services & facilities	93	11	6	10	2	10	23	2	25	-	4	46	-	-	2	-	1	235 #
Sub-total	709	97	62	130	10	48	280	45	1074	64	2532	109	7	7	5	2	4	5185
(C) <u>General</u>	27	3	-	2	2	2	11	-	16	10	58	5	-	5	-	-	-	141
Total this quarter	793	108	65	133	13	58	307	48	1186	74	2590	119	10	12	6	3	5	5530
Grand-total	(1477)							(3898)				(141)			(14)			
Total previous quarter	655	120	40	103	23	25	309	50	920	79	2188	102	8	15	8	-	4	4649
Total same quarter last year	797	141	56	144	19	64	310	54	1134	76	2466	116	11	14	13	-	8	5423

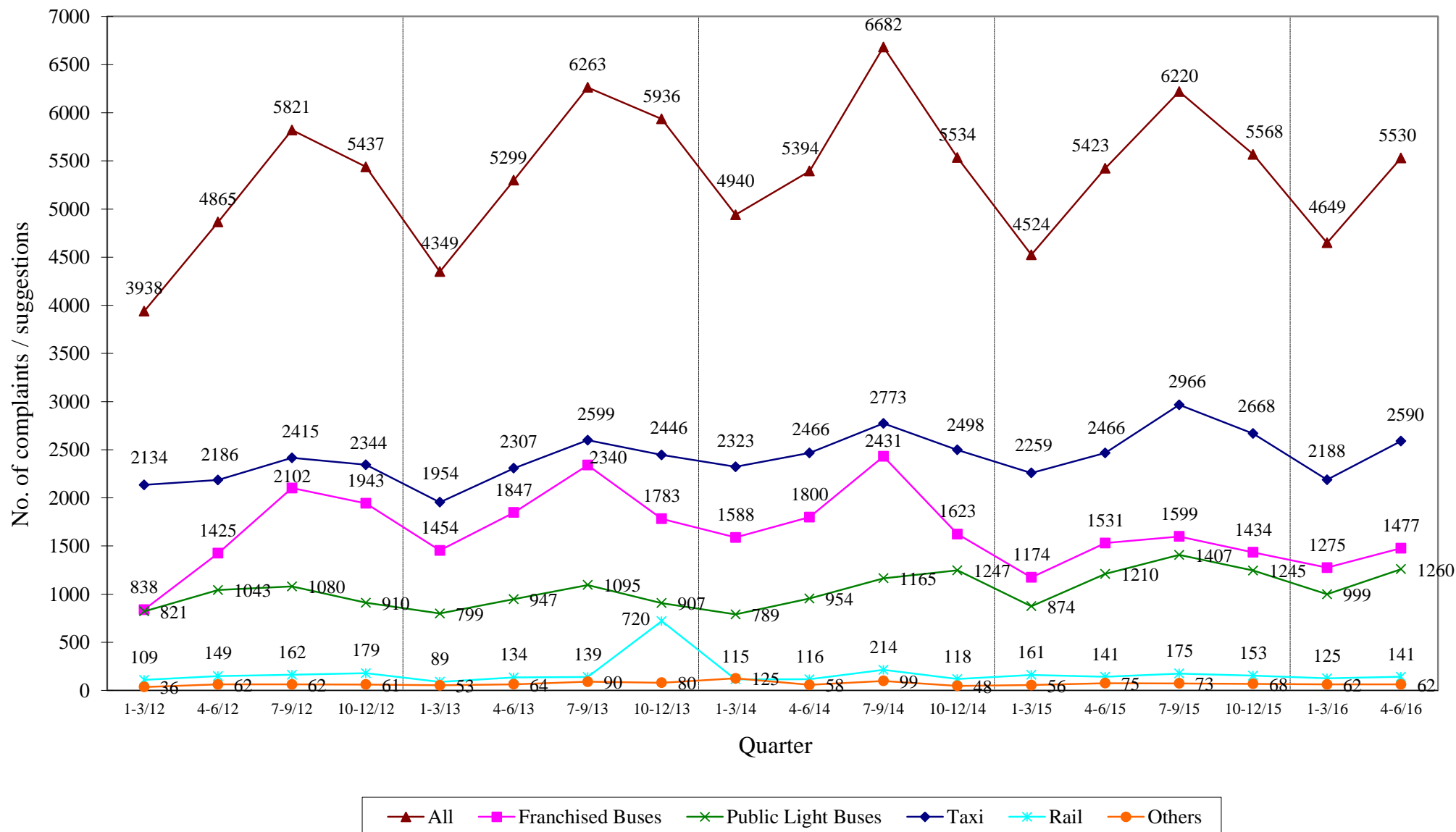
Legend

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

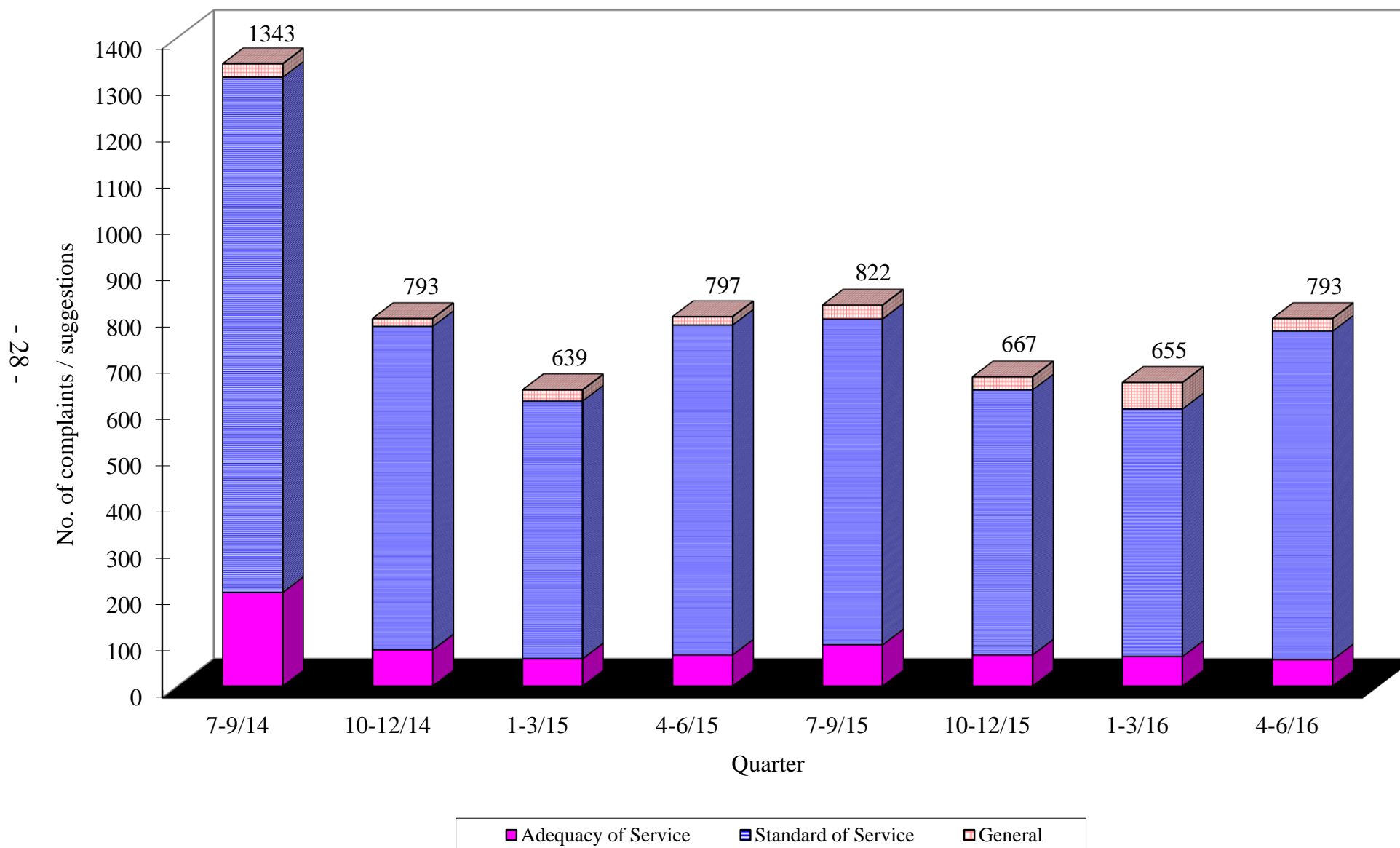
* Including taximeter irregularities

Including 41 complaints from 14 complainants about audio-visual broadcasting on public transport vehicles

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

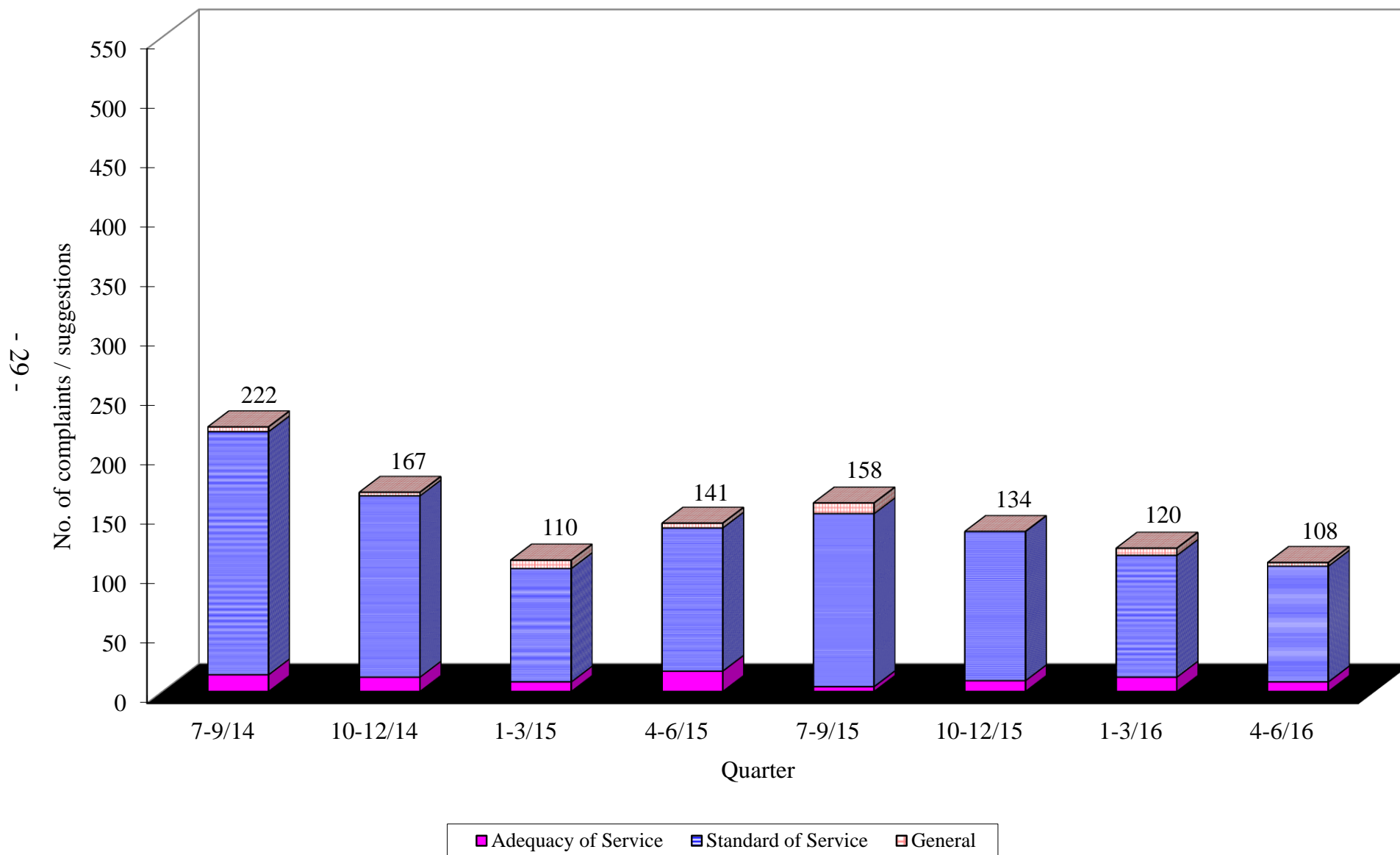


**Complaints and Suggestions on the Services of Kowloon Motor Bus Company (1933) Limited
in the Past Eight Quarters**



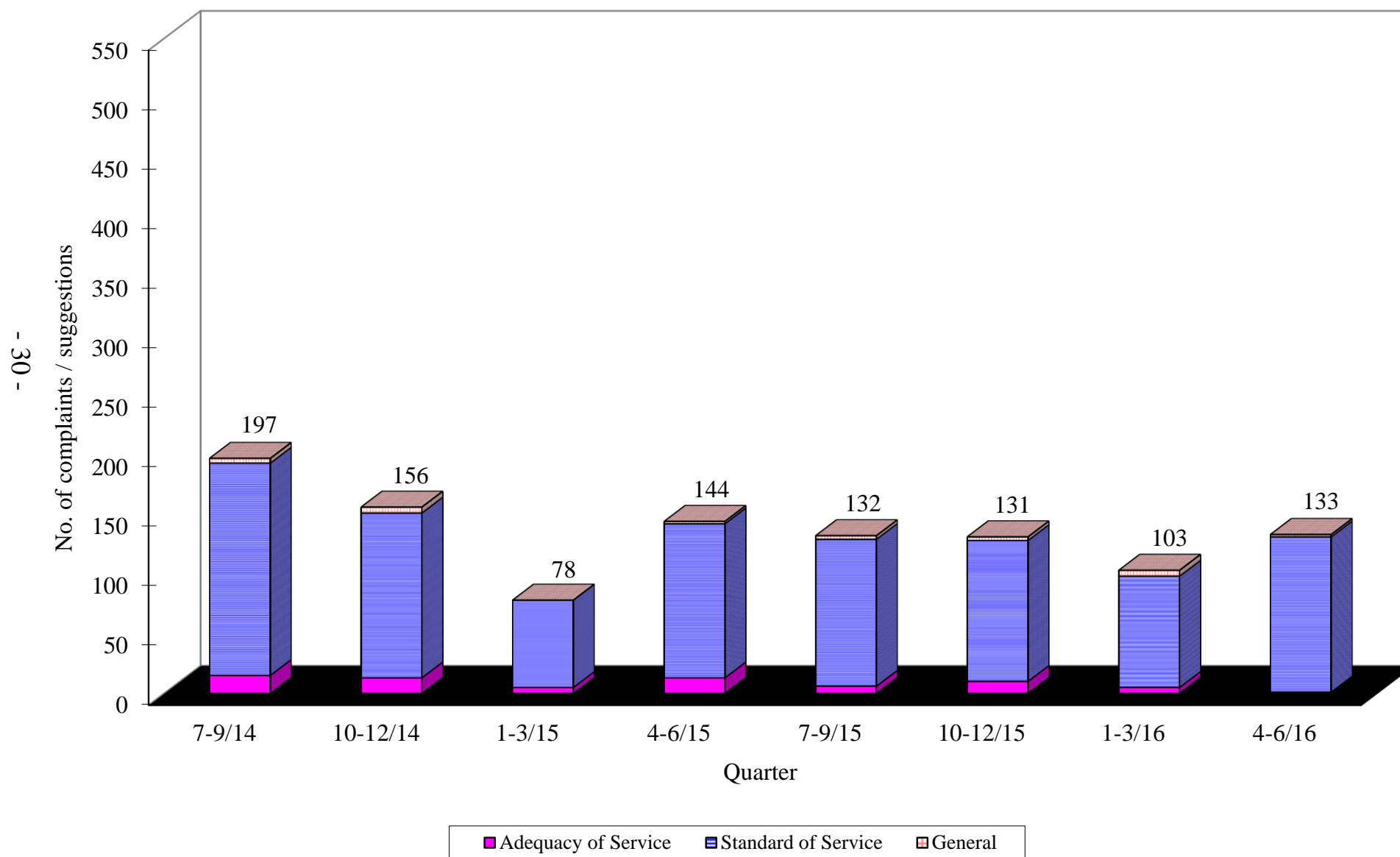
**Complaints and Suggestions on the Services of Citybus Limited (Franchise 1)
in the Past Eight Quarters**

Annex F(ii)



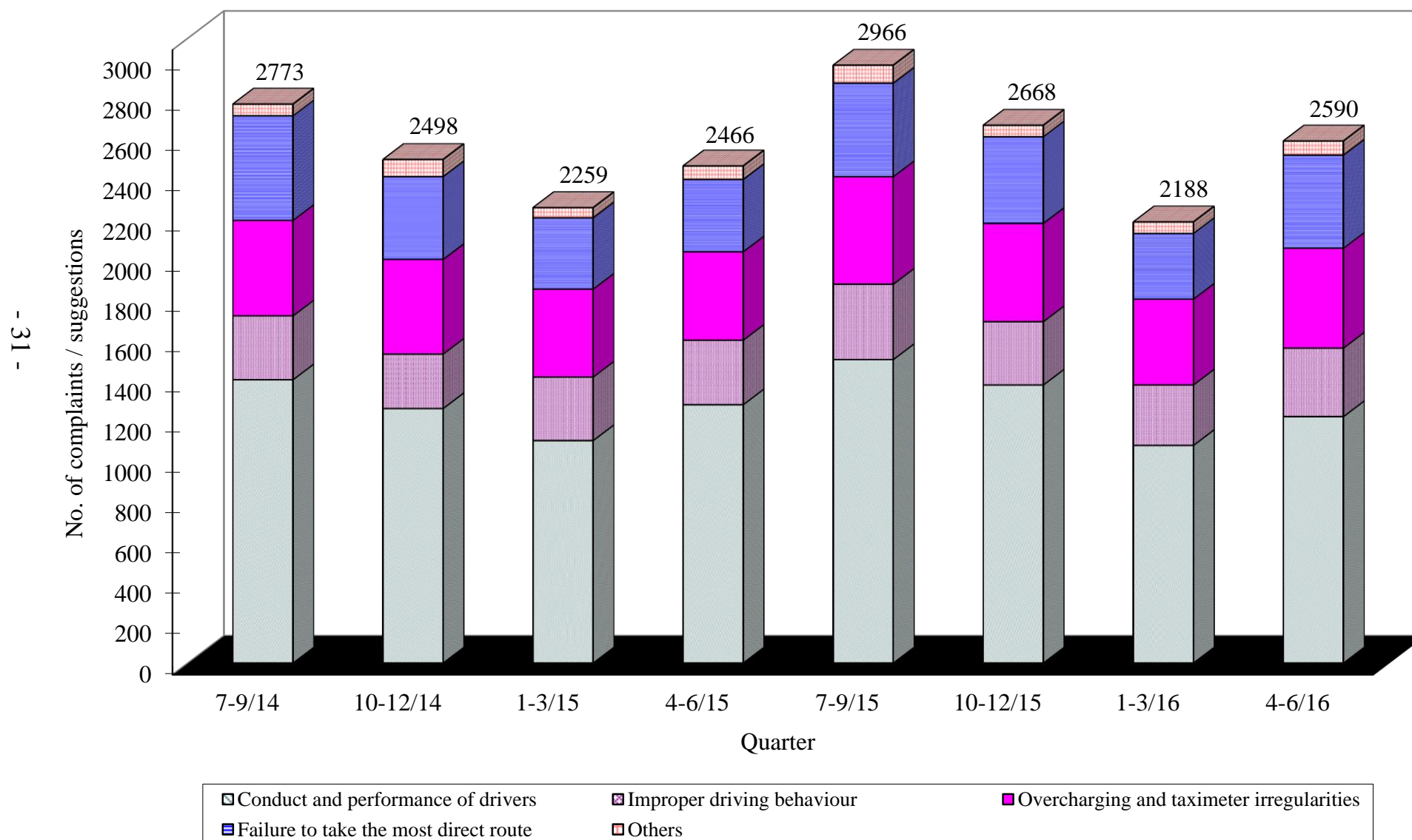
Complaints and Suggestions on the Services of New World First Bus Services Limited in the Past Eight Quarters

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>(1.4.15-30.6.15)</u>	Previous quarter <u>(1.1.16-31.3.16)</u>	Current quarter <u>(1.4.16-30.6.16)</u>
(a)	Conduct and performance of drivers			
(i)	Behaving other than in a civil & orderly manner	465	429	449
(ii)	Refusing hire	675	556	624
(iii)	Soliciting passengers	6	2	13
(iv)	Refusing to drive to destination	125	85	118
(v)	Failure to display driver identity plate	10	6	11
(vi)	Failure to display driver identity plate properly	-	1	7
	Sub-total	1 281	1 079	1 222
(b)	Improper driving behaviour	320	300	340
(c)	Overcharging	377	372	430
(d)	Taximeter irregularities	62	54	66
(e)	Failure to take the most direct route	359	326	462
(f)	Others*	67	57	70
	Total	2 466	2 188	2 590

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

Complaints and Suggestions on Traffic and Road Conditions
(April – June 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)	2 (2)	1 (1)	2 (2)	2 (2)	7 (5)	1 (1)	6 (6)	5 (5)	8 (8)	2 (2)	- (-)	8 (4)	5 (5)	4 (2)	5 (3)	1 (1)	4 (4)	1 (1)	- (-)
(b) Traffic management	3	1	6	2	3	2	4	4	7	2	3	4	4	-	3	3	1	-	-
(c) Additional traffic signs and aids	1	-	1	-	2	-	2	2	-	-	1	1	-	2	1	1	-	-	1
(d) Parking facilities	-	1	-	-	-	-	2	-	-	-	-	1	-	-	2	-	3	-	1
Sub-total	6	3	9	4	12	3	14	11	15	4	4	14	9	6	11	5	8	1	2
<u>Road Maintenance</u>																			
(a) Road conditions	1	-	2	2	1	1	1	-	1	-	1	3	1	4	2	1	-	-	1
(b) Traffic signs & aids	1	2	-	-	1	-	-	1	2	-	-	-	-	1	1	-	-	-	-
(c) Carriageway markings	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
Sub-total	2	2	2	2	2	1	1	1	3	-	1	3	1	5	3	1	-	-	2
<u>Enforcement</u>																			
(a) Illegal parking	43	24	25	7	57	17	30	38	36	11	13	34	27	43	25	18	49	3	1
(b) Other enforcement matters	17	24	14	6	13	5	14	10	21	6	5	14	14	13	5	6	7	3	4
Sub-total	60	48	39	13	70	22	44	48	57	17	18	48	41	56	30	24	56	6	5
Total	68	53	50	19	84	26	59	60	75	21	23	65	51	67	44	30	64	7	9

Breakdown of Complaints about Illegal Parking

<u>District</u>		<u>No. of Complaints</u>		
		<u>2015</u>	<u>2016</u>	<u>Difference</u>
		<u>Jan – Jun</u>	<u>Jan – Jun</u>	
Hong Kong	- Eastern	60	93	+55.0%
	- Wan Chai	46	45	-2.2%
	- Central & Western	61	45	-26.2%
	- Southern	23	12	-47.8%
Kowloon	- Kwun Tong	89	101	+13.5%
	- Wong Tai Sin	25	29	+16.0%
	- Kowloon City	49	64	+30.6%
	- Sham Shui Po	39	60	+53.8%
	- Yau Tsim Mong	67	60	-10.4%
New Territories	- North	13	21	+61.5%
	- Tai Po	23	30	+30.4%
	- Sha Tin	40	69	+72.5%
	- Yuen Long	57	60	+5.3%
	- Tuen Mun	28	58	+107.1%
	- Tsuen Wan	19	50	+163.2%
	- Kwai Tsing	26	36	+38.5%
	- Sai Kung	40	83	+107.5%
	- Islands	6	10	+66.7%
General		2	1	-50.0%
	Total	713	927	+30.0%

**How to Make Suggestions and Complaints
to the Transport Complaints Unit**

Members of the public may contact the Transport Complaints Unit (TCU) by phone if they have any suggestions or complaints to make about transport matters. The TCU hotline at **2889 9999** is manned during office hours and a voice mail service is provided outside office hours.

Alternatively, they may fill in the appropriate forms (Transport Complaint Form and Taxi Complaint Form) and post them to P.O. Box 12430, G.P.O. These forms are obtainable from the District Offices and the Transport Department.

They may also write to the Executive Secretary of the TCU at the following address -

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

The TCU has a faxline **2577 1858**, an e-mail address **info@tcu.gov.hk** and a website **www.info.gov.hk/tcu**, through which the public may send their suggestions or complaints to the Unit.