

QUARTERLY REPORT No. 3 of 2016

by the

TRANSPORT COMPLAINTS UNIT

of the

TRANSPORT ADVISORY COMMITTEE

for the period

1 July 2016 – 30 September 2016

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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	12-15

LIST OF ANNEXES

<u>Annex</u>		
A	Complaints and Suggestions Received by TCU	16-17
B	Trends of Complaints and Suggestions Received by TCU	18-19
C	Summary of Results of Investigations into Complaints and Suggestions	20-21
D	Public Suggestions Taken on Board by Relevant Government Departments/Public Transport Operators	22-23
E	Complaints and Suggestions on Public Transport Services	24-25
F	Complaints and Suggestions on the Services of Kowloon Motor Bus, Citybus (Franchise 1) and New World First Bus in the Past Eight Quarters	26-28
G	Complaints and Suggestions on Taxi Services in the Past Eight Quarters	29
H	Breakdown of Complaints and Suggestions on Taxi Services	30
I	Complaints and Suggestions on Traffic and Road Conditions	31
J	Complaints and Suggestions on Green Minibus Services	32-34
K	Complaints and Suggestions on Red Minibus Services	35-37
L	How to Make Suggestions and Complaints to the Transport Complaints Unit	38

Chapter 1

Major Areas of Complaints and Suggestions

This is the third quarterly report for 2016 covering the period from 1 July to 30 September 2016.

Yearly and Quarterly Trends

2. During the quarter, the Transport Complaints Unit (TCU) received 7 375 complaints and suggestions, including 52 pure suggestions, from 6 307 persons. About 54% (3 407) of these persons lodged their complaints/suggestions by e-mail, fax or mail and the remaining 46% (2 900) by telephone. The number of cases represents an increase of 14.7% as compared with 6 431 cases in the previous quarter and an increase of 6.7% as compared with 6 915 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 6 101 cases (including some outstanding cases from previous quarters) were completed. Of these, 4 183 cases (68%) were found to be substantiated, 151 cases (3%) unsubstantiated, and the remaining 1 767 cases (29%) 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 11 suggestions made by members of the public who gave proposals to enhance public transport services and improve traffic conditions. A summary of the cases is at Annex D. The Chairman of the TCU Sub-Committee has issued appreciation letters to the proponents of these suggestions who provided their contact details.

Public Transport Services

6. Complaints and suggestions on public transport services accounted for 6 423 cases, which represents an increase of 16.1% as compared with the previous quarter and an increase of 3.3% 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 1 647 complaints and suggestions on franchised bus services were received during the quarter, which represents an increase of 11.5% as compared with the previous quarter and an increase of 3% as compared with the same quarter last year.

8. There were 848 cases on the services of Kowloon Motor Bus Company (1933) Limited (KMB), as compared with 793 cases in the previous quarter and 822 cases in the same quarter last year. Among the 848 cases, 74 (or 8.7%) were about the adequacy of service and 754 (or 88.9%) were about the standard of service.

9. There were 116 cases on the services of Citybus Limited (Franchise 1) (CTB1), as compared with 108 cases in the previous quarter and 158 cases in the same quarter last year. Among the 116 cases, eight (or 6.9%) were about the adequacy of service while 103 (or 88.8%) were about the standard of service.

10. There were 134 cases on the services of New World First Bus Services Limited (NWFB), as compared with 133 cases in the previous quarter and 132 cases in the same quarter last year. Of the 134 cases, 11 (or 8.2%) were about the adequacy of service and 120 (or 89.6%) were about the standard of service.

11. Comparisons of the complaints/suggestions related to KMB, CTB1 and NWFB in the past eight quarters are at Annex F.

Non-Franchised Bus Services

12. There were 63 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 48 and 56 respectively.

Public Light Bus Services

13. A total of 1 551 complaints and suggestions on public light bus (PLB) services were received in this quarter, which represents an increase of 23.1% as compared with the previous quarter and an increase of 10.2% 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, 94.1% or 1 460 cases were on green minibus (GMB) services. The number of cases received in the previous quarter and the same quarter last year were 1 186 and 1 318 respectively. Among the 1 460 cases, 107 (or 7.3%) were about the adequacy of service and 1 315 (or 90.1%) were about the standard of service.

15. The remaining 5.9% or 91 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 74 and 89 respectively.

Taxi Services

16. A total of 2 932 cases on taxi services were received in this quarter, which represents an increase of 13.2% as compared with the previous quarter and a decrease of 1.1% 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 2 932 cases received, 2 862 (98%) were related to taxi driver malpractice, as compared with 2 520 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 579 such cases (20%) were referred to the Police.

18. During the quarter, the Police reported the latest developments on 462 cases previously referred to them. These cases are categorised as follows -

	<u>No. of Cases</u>	<u>Percentage</u>
(a) Summonsed	27 (39)	6 (10)
(b) Withdrawn by complainants	323 (264)	70 (64)
(c) Evidence considered insufficient by the Police for further processing	112 (108)	24 (26)
	<u>462 (411)</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 169 complaints and suggestions on rail services were received. Corresponding figures for the previous quarter and the same quarter last year were 141 and 175 respectively. Of the 169 cases, 153 were on the services of MTRCL.

Ferry Services

20. There were 61 complaints and suggestions on ferry services in this quarter. Corresponding figures for the previous quarter and the same quarter last year were 14 and 17 respectively. The increase in the number of cases received was mainly due to more complaints about adequacy of service of the “Central – Cheung Chau” ferry route.

Traffic Conditions

21. There were 78 complaints recorded in this quarter about traffic congestion, as compared with 64 cases in the previous quarter and 46 cases in the same quarter last year. Congestion was reported to have occurred at a total of 69 locations throughout the territory, as illustrated below -

	<u>Number of Complaints</u>		<u>Number of Locations</u>	
Hong Kong Island	10	(7)	10	(7)
Kowloon	28	(27)	27	(25)
New Territories	40	(30)	32	(22)
Others	-	(-)	-	(-)
Total	78	(64)	69	(54)

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

22. Based on the number of complaints received, districts most affected by traffic congestion were North (14 cases), Yau Tsim Mong (10 cases) and Kowloon City (nine 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 50 complaints and suggestions on traffic management and 17 requests for additional traffic signs and aids in this quarter. As a comparison, there were 52 and 15 such cases in the previous quarter, and 32 and 24 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 46 complaints about road maintenance, as compared with 32 cases in the previous quarter and 23 cases in the same quarter last year. Among the 46 cases, 30 were related to road conditions.

27. Districts which attracted relatively more complaints about road maintenance were Central & Western and Sha Tin (six cases each), Yau Tsim Mong, and Tuen Mun (five cases each).

Enforcement

28. There were 702 complaints about traffic regulations enforcement in this quarter, which is the same as the previous quarter and represents an increase of 33.5% when compared with the same quarter last year. They were mainly requests for action against illegal parking and prolonged waiting causing obstruction. All these cases were referred to the Police for action.

Chapter 2

Major Events and Noteworthy Cases

Transport Complaints Unit Sub-Committee Meeting

At the quarterly meeting of the Transport Complaints Unit (TCU) Sub-Committee on 9 August 2016, Members discussed -

- (a) complaints and suggestions about improper driving behaviour of public transport drivers;
 - (b) complaints and suggestions about road works and road maintenance;
 - (c) complaints and suggestions on illegal parking; and
 - (d) TCU Quarterly Report No. 2 of 2016.
2. Members agreed that -
- (a) complaints and suggestions about improper driving behaviour of public transport drivers, road works and road maintenance and illegal parking should be closely monitored; and
 - (b) TCU Quarterly Report No. 2 of 2016 should be submitted to the Transport Advisory Committee.

Complaint about a red minibus driver refusing to set down passengers at a bus stop

3. A complainant lodged a complaint about a red minibus driver refusing to set him down at a bus stop. In response to the complainant's request for an explanation for the refusal, the driver shouted at him in insulting language.

4. The case was referred to the Transport Department (TD) for investigation. TD explained that according to the Road Traffic (Traffic Control) Regulations (Cap.374G), a driver of a public light bus shall not stop within an area designated as a bus stop unless under the direction given by a police officer in uniform or traffic warden in uniform or the bus stop was also designated as a public light bus stopping place or public light bus stand. The concerned bus stop was not designated for the use of public light bus.

5. Concerning the impolite attitude of the driver, TD had issued letters to the owner of the red minibus concerned and the relevant red minibus association and requested them to remind drivers to treat passengers in a polite manner.

6. The complainant was informed of TD's explanation and follow-up actions and made no further comment.

Suggestion to designate a "silent zone"

7. A member of the public observed that vehicles lining up for entering the car park of Tseung Kwan O Plaza and school coaches picking up / setting down students often created traffic congestion at Tong Tak Street. Motorists frequently used horns when they were caught in traffic jam resulting disturbance to the residents in the neighbourhood. The member of the public suggested designating a section of Tong Tak Street as "silent zone" to forbid the use of car horns.

8. TD was invited to consider the suggestion. TD advised that the Road Traffic (Traffic Control) Regulations (Cap.374G) had clear stipulation to regulate the use of vehicle audible warning device, namely motorists shall not use any audible warning device on a vehicle on a road except to warn any person on or near a road of danger. Motorists should not use horns as a rebuke or when the traffic was temporarily stopped with no danger.

9. TD further advised that the major consideration for designating a "silent zone" was whether the area required a constant quiet environment. "Silent zones" were usually found near hospitals and operated at night. Given the need of using horns under certain circumstances for the sake of road safety and that there was regulation to govern their use, TD had no intention to expand the "silent zones" to other areas, like residential areas. The Police was alert of the improper sounding of horns at Tong Tak Street for necessary enforcement actions.

10. TD's advice was conveyed to the member of the public, who did not make other comment.

Suggestion to extend the operating hours of parking meters

11. A member of the public suggested extending the operating hours of parking meters at the junction of Tseng Choi Street and Tsing Chui Path in Tuen Mun to midnight, in view of the rising demand of parking spaces as a result of the increasing commercial activities and population in the vicinity.

12. TD pointed out that the operating hours of parking meters generally correlated with the commercial activities and planning development of the area. For example, in busy commercial districts with long hours of commercial operation, parking meters would operate for longer hours. As the neighbourhood of Tseng Choi Street and Tsing Chui Path was mainly residential, TD considered the existing operating hours of the parking meters appropriate (until 8 p.m. from Mondays to Saturdays and until 10 p.m. on Sundays). Nevertheless, TD would keep monitoring the parking situation and adjust the existing arrangements as necessary.

13. TD's reply was conveyed to the member of the public, and he made no further comment.

Complaints and Suggestions on Public Light Bus (PLB) Services**Background**

PLBs play a role of complementing mass carriers in the public transport system, carrying approximately 1.83 million passengers every day^{Note}. PLBs are regulated under the Road Traffic Ordinance (Cap. 374) and its subsidiary legislation.

2. There are two types of PLBs, namely green minibuses (GMBs) and red minibuses (RMBs). GMBs operate in accordance with a schedule of service which regulates the fare, routes and frequency of services. The Transport Department (TD) is responsible for monitoring the performance of GMB operators.

3. RMBs are not required to operate on fixed routes or timetable and can set their own fares, and are subject to certain restrictions on their service area under existing policy.

4. As at 30 September 2016, there were 4 350 PLBs, including 3 250 GMBs and 1 100 RMBs. There were 354 GMB main routes and 166 supplementary routes in operation.

Statistics on Complaints and Suggestions

5. A total of 3 810 complaints and suggestions on PLB services were received during the period from January to September 2016. This represents an increase of 9.1% when compared with 3 491 cases received in the same period last year. An analysis of the complaints and suggestions received is given in the following paragraphs.

^{Note} Passengers figure as at July 2016.

GMB Services

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

Year	No. of Complaints/Suggestions	Difference
2011	3 051	-
2012	3 555	+16.5%
2013	3 458	-2.7%
2014	3 515	+1.7%
2015	4 416	+25.6%

7. A total of 3 566 complaints/suggestions on GMB services were received during the period from January to September 2016. This represents an increase of 9.6% when compared with 3 253 cases received in the same period last year. A breakdown of the complaints and suggestions received is at Annex J. Among the different categories of complaints, conduct and performance of staff (1 159 cases), regularity of service (861 cases) and improper driving behavior (706 cases) attracted relatively more complaints.

RMB Services

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

Year	No. of Complaints/Suggestions	Difference
2011	317	-
2012	299	-5.7%
2013	290	-3.0%
2014	640	+120.7%
2015	320	-50.0%

9. A total of 244 complaints/suggestions on RMB services were received during the period from January to September 2016, as compared with 238 cases received in the same period last year. This represents a slight increase of 2.5%. Among the different categories of complaints, improper driving behavior (112 cases) and conduct and performance of staff (80 cases) attracted relatively more complaints. A breakdown of the complaints and suggestions received is at Annex K.

Measures to Enhance PLB Service

10. All the complaints and suggestions on PLB services were referred to TD or the Police for follow-up actions. For the complaints on GMB service adequacy and regularity, TD conducted ad hoc surveys from time to time to verify the service levels of individual routes. If any service irregularity was observed, TD would follow up with the operators to rectify the problems to ensure the services would be operated in accordance with the approved service details (including timetable, routeing etc.). If situation warrants, service adjustments would also be considered to cater for the passenger demand.

11. As for the increasing numbers of complaints on GMB drivers' driving behaviour as well as conduct and performances of staff, TD noticed that it was probably attributed by the industry-wide manpower shortage problem, which resulted in the increase of part-time drivers who were less skillful in handling customers. TD continued to implement measures such as fare increases and service rationalisation to improve the operating situation and hence the financial position of GMB services. This would enable the operators to provide better remuneration package to attract new entrants while retaining experienced drivers in providing services. On the other hand, TD also required GMB operators to strengthen service supervision. For particular GMB routes which repeatedly failed to meet the service requirements, TD would conduct interview with the GMB operators and issue warning letters to them as appropriate.

12. TD continued to implement various measures in 2016 to promote the provision of safe, quality and customer-oriented PLB services. Those measures included publication of PLB Newsletter, provision of seminars for PLB drivers to enhance safe driving and customer service, and appeals to the PLB associations and operators to promote safe driving and provision of quality service.

13. To further enhance the safety of operation and quality of PLB services, two statutory requirements, namely the installation of approved electronic data recording devices on newly registered PLBs, and a mandatory completion of a pre-service course by applicants of PLB driving licence, have been implemented since December 2014 and June 2015 respectively. TD is keeping in view the progress of these two measures.

14. TCU will continue to closely monitor and follow up with the departments concerned regarding complaints and suggestions on PLB services.

Complaints and Suggestions Received by TCU

<u>Nature of Complaint/Suggestion</u>	<u>Same quarter last year (1.7.15-30.9.15)</u>			<u>Previous quarter (1.4.16-30.6.16)</u>			<u>Current quarter (1.7.16-30.9.16)</u>		
I. Public Transport Services									
(a) Adequacy of service	297	[20]		204	[21]		303	[18]	
(b) Standard of service	5 746	[4]		5 185	[5]		5 967	[4]	
(c) General	177	[11]		141	[5]		153	[8]	
	6 220	[35]	(90%)	5 530	[31]	(86%)	6 423	[30]	(87%)
II. Traffic Conditions									
(a) Traffic congestion	46	[1]		64	[1]		78	[3]	
(b) Traffic management	32	[8]		52	[10]		50	[5]	
(c) Additional traffic signs and aids	24	[11]		15	[7]		17	[10]	
(d) Parking facilities	10	[3]		10	[3]		17	[1]	
	112	[23]	(1%)	141	[21]	(2%)	162	[19]	(2%)
III. Road Maintenance									
(a) Road conditions	16			22	[1]		30	[1]	
(b) Traffic signs and aids	5			9			14		
(c) Carriageway markings	2			1			2		
	23		(1%)	32	[1]	(1%)	46	[1]	(1%)
IV. Enforcement									
(a) Illegal parking	387	[1]		501			514		
(b) Other enforcement matters	139			201	[1]		188		
	526	[1]	(7%)	702	[1]	(10%)	702		(9%)
V. Miscellaneous									
	34	[2]	(1%)	26	[1]	(1%)	42	[2]	(1%)
Total	6 915	[61]	(100%)	6 431	[55]	(100%)	7 375	[52]	(100%)

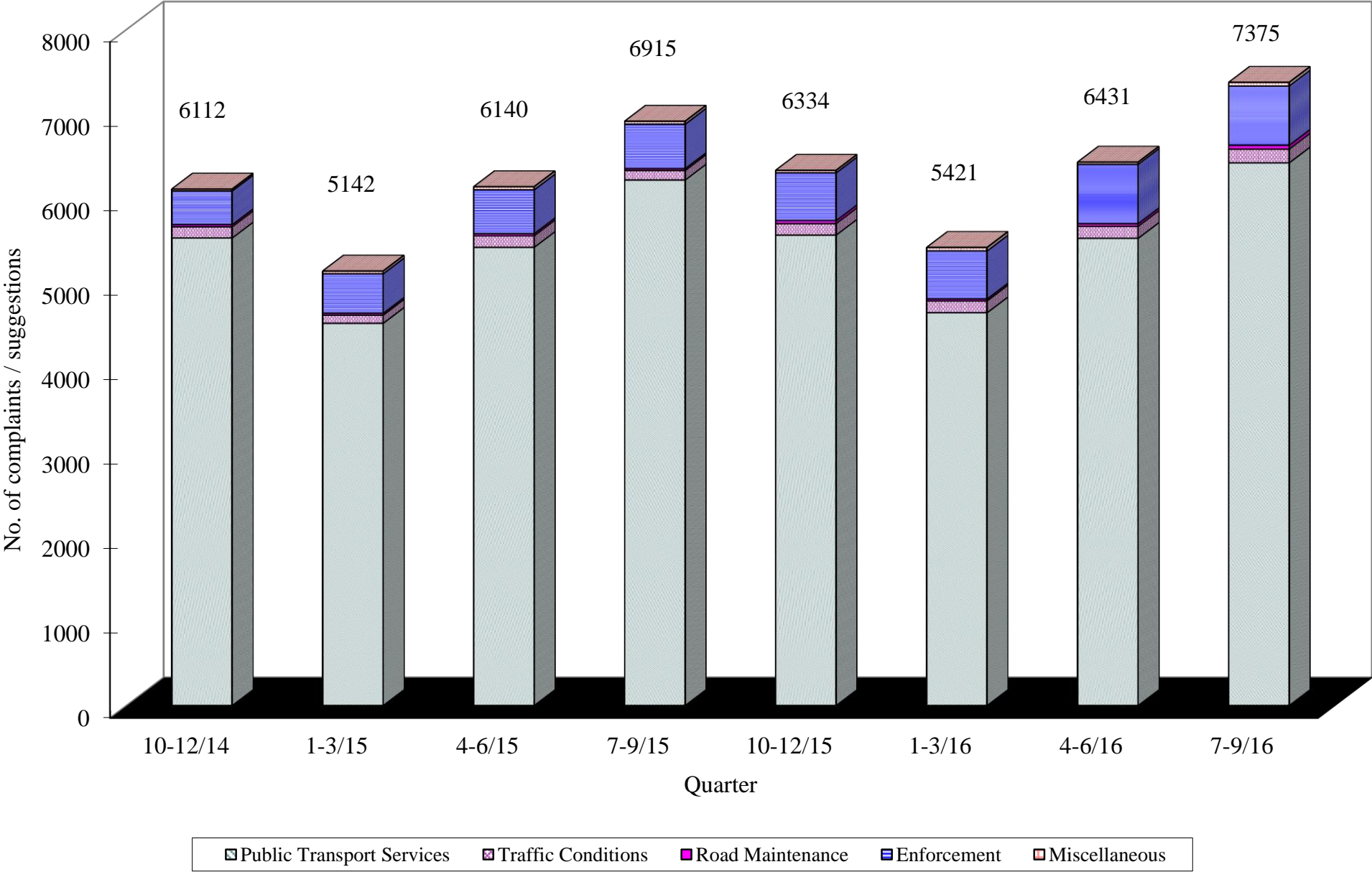
Notes : (1) Figures in square brackets are the number of pure suggestions received in the quarter. The figures have been included in the overall number of cases received.

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

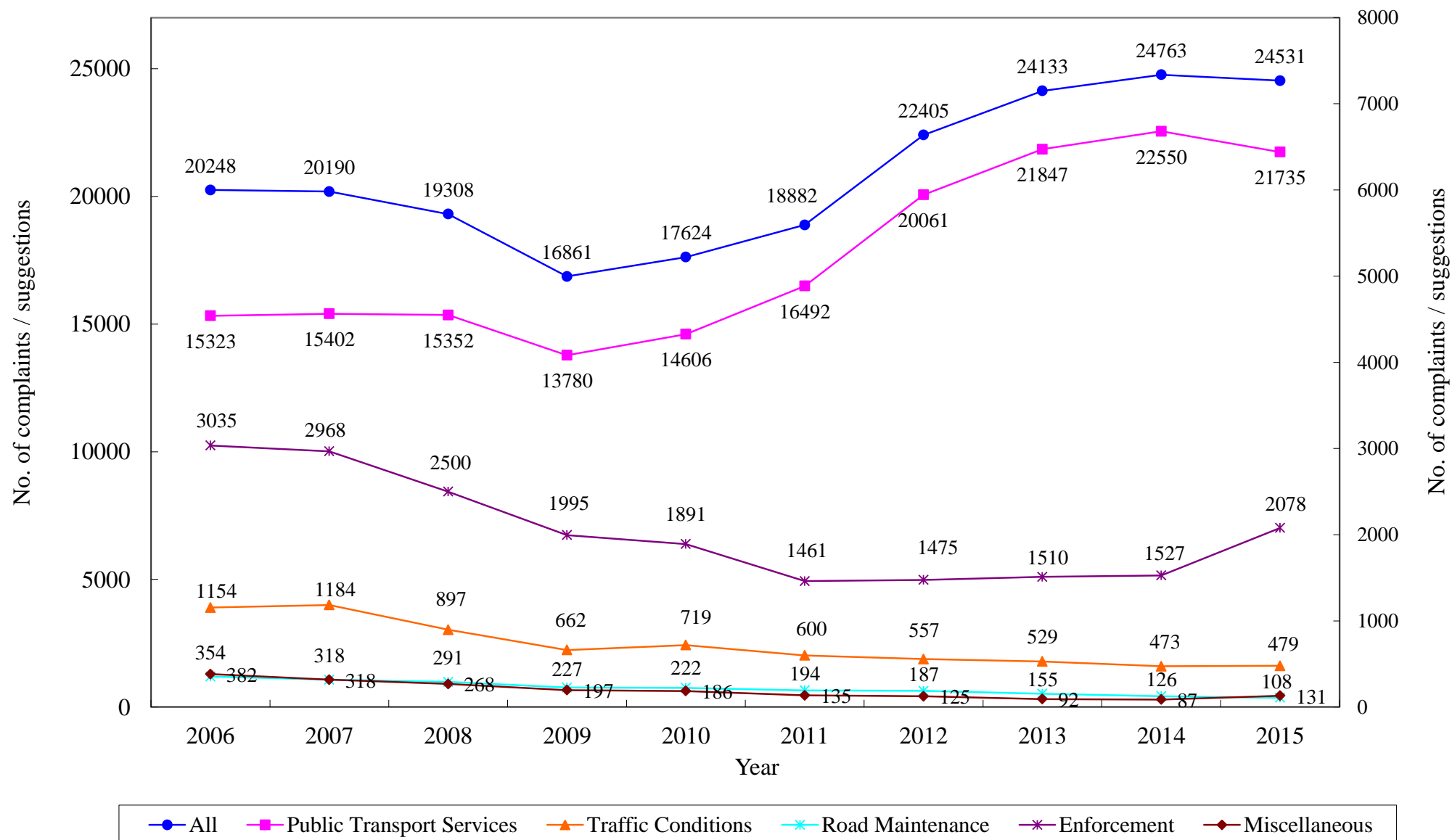
Complaints and Suggestions Received by TCU

Annex A(ii)

- 17 -



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



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

Annex B(ii)



Summary of Results of Investigations into Complaints and Suggestions
(July – September 2016)

Outcome of Investigation Nature of Complaint/ Suggestion					
	A1	A2	B	C	Total
I. Public Transport Services					
(a) Adequacy of service	18	138	16	-	172
(b) Standard of service	1 425	1 764	100	1 678	4 967
(c) General	109	39	3	11	162
	1 552	1 941	119	1 689	5 301
II. Traffic Conditions					
(a) Traffic congestion	19	17	8	-	44
(b) Traffic management	7	15	20	-	42
(c) Additional traffic signs/aids	7	2	3	-	12
(d) Parking facilities	3	4	-	-	7
	36	38	31	-	105
III. Road Maintenance					
(a) Road conditions	9	1	-	-	10
(b) Traffic signs and aids	3	-	1	-	4
(c) Carriageway markings	1	-	-	-	1
	13	1	1	-	15
IV. Enforcement					
(a) Illegal parking	364	112	-	1	477
(b) Other enforcement matters	51	54	-	76	181
	415	166	-	77	658
V. Miscellaneous	16	5	-	1	22
Total	2 032 (33%)	2 151 (35%)	151 (3%)	1 767 (29%)	6 101 (100%)

Legend

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

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

Outcome of Investigation Mode of Transport	A1	A2	B	C	Total
The Kowloon Motor Bus Company (1933) Limited	337	204	49	11	601
Citybus Limited (Franchise 1)	50	43	6	3	102
Citybus Limited (Franchise 2)	31	27	3	1	62
New World First Bus Services Limited	53	70	6	7	136
New Lantao Bus Company (1973) Limited	6	2	-	-	8
Long Win Bus Company Limited	28	15	-	-	43
Cross-harbour Bus Services	136	146	8	4	294
Non-franchised Bus Services	18	20	6	2	46
Green Minibus	722	345	8	27	1 102
Red Minibus	92	6	-	8	106
Taxi	32	989	-	1 626	2 647
MTR Corporation Limited (Excluding Light Rail)	27	60	31	-	118
MTR Corporation Limited (Light Rail)	4	5	1	-	10
The Hongkong Tramways Limited	13	-	-	-	13
New World First Ferry Services Limited	-	5	-	-	5
The “Star” Ferry Company Limited	-	2	1	-	3
Minor Ferries	3	2	-	-	5
Total	1 552 (29%)	1 941 (37%)	119 (2%)	1 689 (32%)	5 301 (100%)

Legend

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

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

I. Public Transport Services

- Relocate the bus stop sign at Des Voeux Road Central near Queen Victoria Street to improve the sight-line of motorists.

II. Traffic Management

Hong Kong Island

- Impose “No Stopping” restriction at Drake Street to prevent vehicle obstruction.
- Add traffic signs at the junction of Java Road and Tin Chiu Street to remind motorists of the two-way traffic at Tin Chiu Street.

Kowloon

- Adjust the vehicular green time of traffic lights at Jordan Road eastbound during morning and evening rush hours to improve traffic flow.
- Add a traffic sign at the junction of Earl Street and Prince Edward Road West to remind motorists of a pedestrian crossing ahead.
- Modify the “Keep Clear” road marking at Lam Wah Street to prevent vehicle obstruction.
- Add “Keep Clear” road marking at Shun Ning Road to prevent vehicle obstruction.
- Install handrails at the steps near Lai Chi Kok Garden to improve safety of pedestrians.

- Install railings at Kai Tin Road to deter illegal parking on pavement.

New Territories

- Temporarily adjusted the vehicular green time of a traffic light at the junction of Tai Chung Road and Sha Tsui Road during rush hours to alleviate traffic congestion caused by the temporary traffic arrangement being implemented.
- Add “Slow” road markings at Hang Shin Link to remind motorists.

Complaints and Suggestions on Public Transport Services
(July – September 2016)

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	54	4	3	5	6	3	13	5	97	-	-	4	5	-	41	-	1	241
(2) Routeing	13	-	1	2	-	2	4	3	1	-	-	-	-	-	-	-	-	26
(3) Hours of operation	1	1	1	2	-	-	-	3	2	-	-	-	-	-	-	-	-	10
(4) Provision of stops	6	3	-	2	-	3	4	1	7	-	-	-	-	-	-	-	-	26
Sub-total	74	8	5	11	6	8	21	12	107	-	-	4	5	-	41	-	1	303
(B) Standard of Service																		
(1) Regularity of service	284	38	45	66	3	20	146	21	385	-	-	14	2	2	3	-	5	1034
(2) Adherence to routeing	8	1	-	1	-	-	4	-	89	-	442	-	-	-	-	-	1	546
(3) Improper driving behaviour	198	29	7	27	4	12	72	7	271	39	405	1	1	10	3	-	-	1086
(4) Conduct & performance of staff (including drivers)	169	28	10	21	5	14	63	12	494	32	1504	55	1	2	1	-	-	2411
(5) Overcharging	1	-	-	-	-	-	2	1	21	5	511*	-	-	-	-	-	-	541
(6) Cleanliness	2	-	-	-	-	-	-	-	14	-	3	1	-	-	-	-	1	21
(7) Conditions of vehicles/vessels	10	1	1	2	1	2	6	3	20	1	10	3	-	-	1	-	-	61
(8) Passenger services & facilities	82	6	14	3	1	22	40	4	21	-	4	63	2	1	2	-	2	267 #
Sub-total	754	103	77	120	14	70	333	48	1315	77	2879	137	6	15	10	-	9	5967
(C) General	20	5	2	3	1	2	10	3	38	14	53	1	-	1	-	-	-	153
Total this quarter	848	116	84	134	21	80	364	63	1460	91	2932	142	11	16	51	-	10	6423
Grand-total	(1647)							(4546)				(169)			(61)			
Total previous quarter	793	108	65	133	13	58	307	48	1186	74	2590	119	10	12	6	3	5	5530
Total same quarter last year	822	158	61	132	33	67	326	56	1318	89	2966	136	5	34	7	2	8	6220

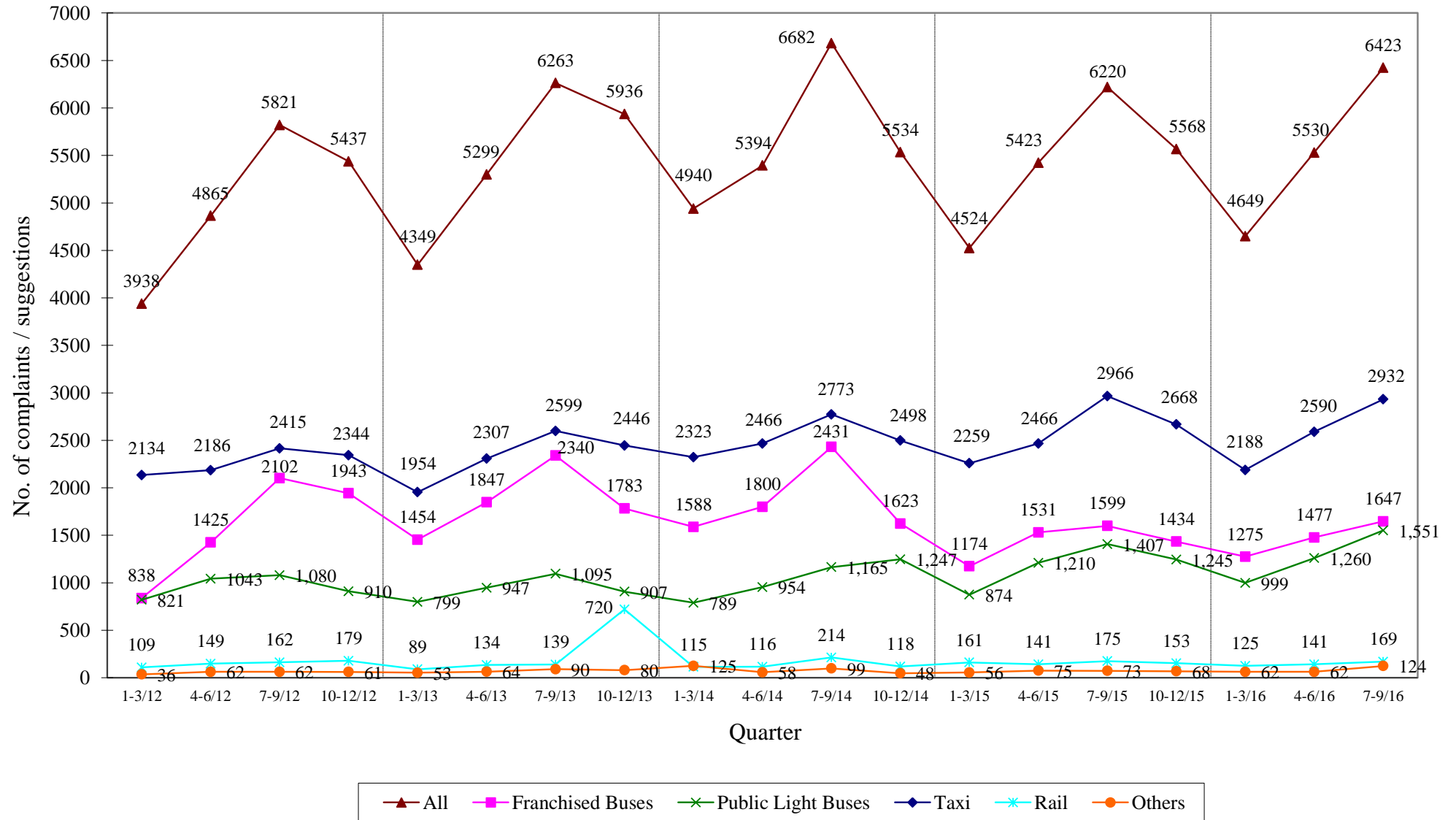
Legend

KMB	The Kowloon Motor Bus Company (1933) Limited
CTB1	Citybus Limited (Franchise 1)
CTB2	Citybus Limited (Franchise 2)
FB	New World First Bus Services Limited
NLB	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

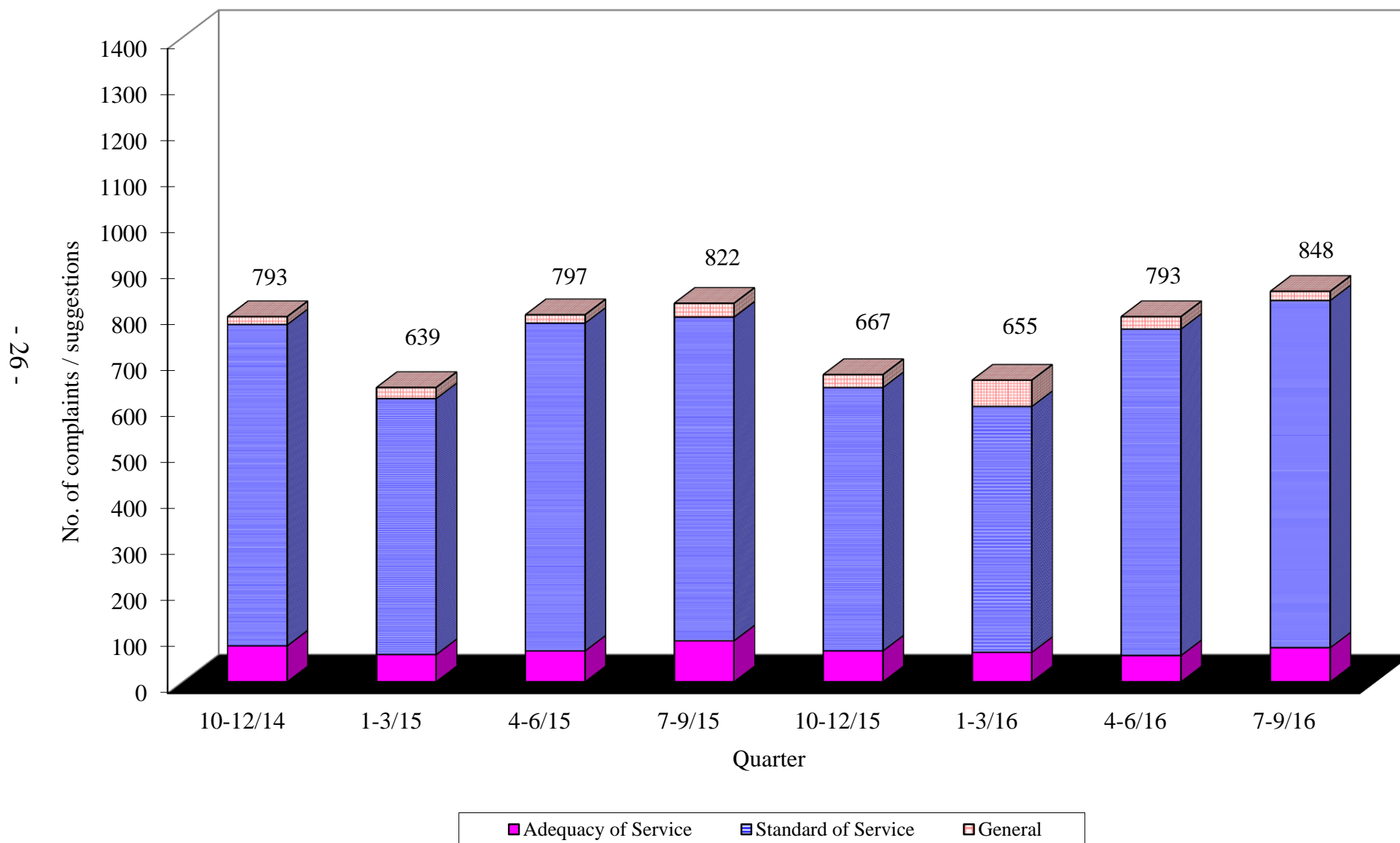
Including 23 complaints from 13 complainants about audio-visual broadcasting on public transport vehicles

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



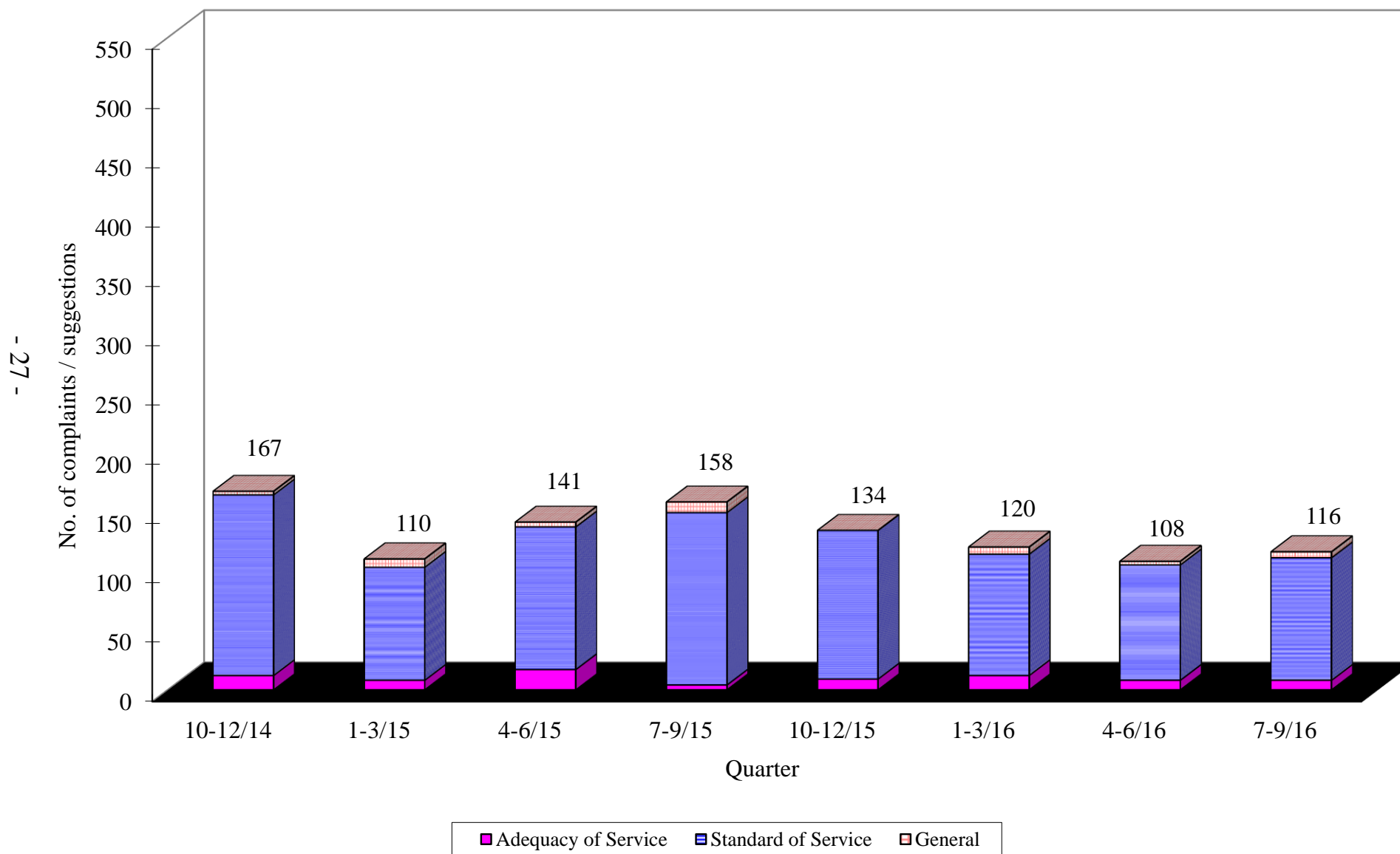
Complaints and Suggestions on the Services of Kowloon Motor Bus Company (1933) Limited in the Past Eight Quarters

Annex F(i)

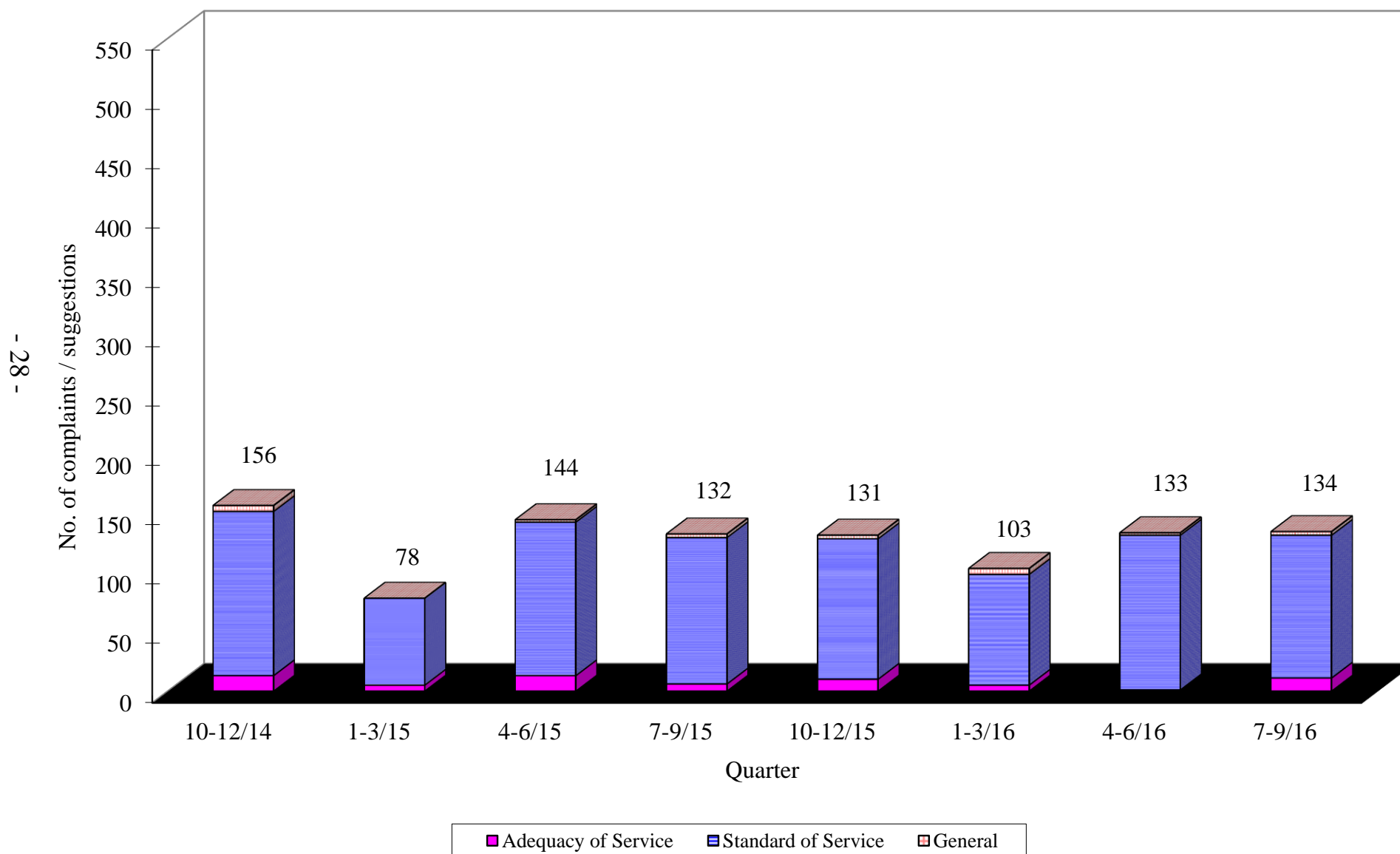


**Complaints and Suggestions on the Services of Citybus Limited (Franchise 1)
in the Past Eight Quarters**

Annex F(ii)

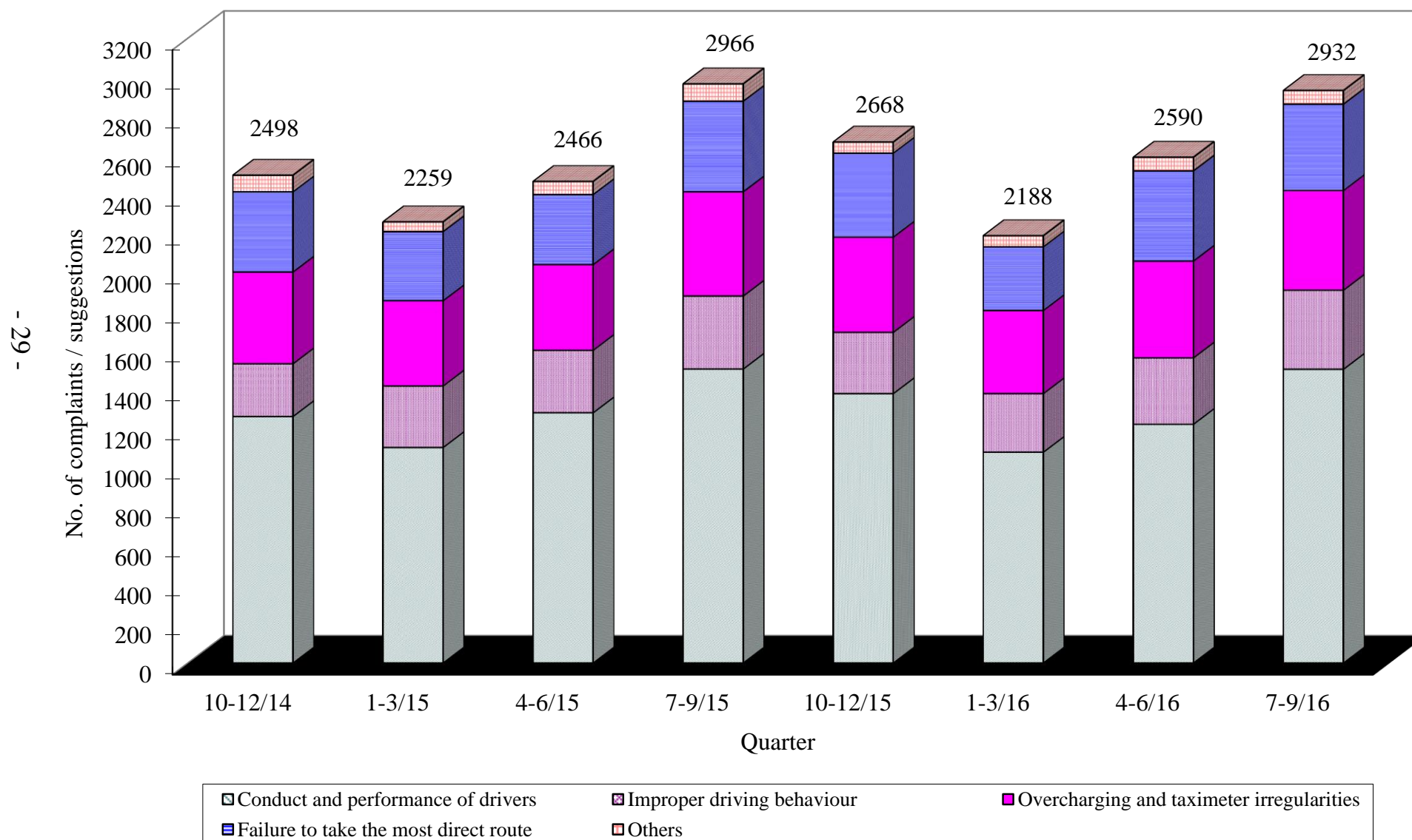


**Complaints and Suggestions on the Services of New World First Bus Services Limited
in the Past Eight Quarters**



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>	<u>Same quarter last year (1.7.15-30.9.15)</u>	<u>Previous quarter (1.4.16-30.6.16)</u>	<u>Current quarter (1.7.16-30.9.16)</u>
(a) Conduct and performance of drivers			
(i) Behaving other than in a civil & orderly manner	523	449	525
(ii) Refusing hire	829	624	835
(iii) Soliciting passengers	3	13	2
(iv) Refusing to drive to destination	130	118	131
(v) Failure to display driver identity plate	16	11	9
(vi) Failure to display driver identity plate properly	4	7	2
Sub-total	1 505	1 222	1 504
(b) Improper driving behaviour	374	340	405
(c) Overcharging	446	430	439
(d) Taximeter irregularities	88	66	72
(e) Failure to take the most direct route	464	462	442
(f) Others*	89	70	70
Total	2 966	2 590	2 932

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

Complaints and Suggestions on Traffic and Road Conditions
(July – September 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)	1 (1)	4 (4)	4 (4)	1 (1)	4 (4)	5 (5)	9 (9)	- (-)	10 (9)	14 (8)	6 (5)	4 (4)	4 (4)	2 (2)	- (-)	3 (3)	5 (4)	2 (2)	- (-)
(b) Traffic management	3	4	6	-	2	1	2	5	5	2	2	3	3	3	4	3	-	-	2
(c) Additional traffic signs and aids	1	3	4	1	1	-	1	-	1	-	-	1	2	1	1	-	-	-	-
(d) Parking facilities	-	1	1	-	4	1	1	1	1	1	-	-	-	1	1	2	1	-	1
Sub-total	5	12	15	2	11	7	13	6	17	17	8	8	9	7	6	8	6	2	3
<u>Road Maintenance</u>																			
(a) Road conditions	2	1	6	-	3	-	1	3	2	-	-	4	-	2	3	1	2	-	-
(b) Traffic signs & aids	1	1	-	2	-	-	2	-	2	-	1	2	1	2	-	-	-	-	-
(c) Carriageway markings	-	-	-	-	-	-	-	-	1	-	-	-	-	1	-	-	-	-	-
Sub-total	3	2	6	2	3	-	3	3	5	-	1	6	1	5	3	1	2	-	-
<u>Enforcement</u>																			
(a) Illegal parking	52	20	22	14	44	21	31	35	55	12	12	34	44	32	24	23	34	5	-
(b) Other enforcement matters	14	19	5	3	13	11	17	8	23	5	5	9	14	9	10	9	6	2	6
Sub-total	66	39	27	17	57	32	48	43	78	17	17	43	58	41	34	32	40	7	6
Total	74	53	48	21	71	39	64	52	100	34	26	57	68	53	43	41	48	9	910

Complaints and Suggestions on Green Minibus Services

<u>Nature of Complaint/Suggestion</u>	<u>2015 Jan – Sep</u>	<u>2016 Jan – Sep</u>	<u>Difference</u>
(A) Adequacy of Service			
(1) Frequency	289	232	-19.7%
(2) Routeing	16	8	-50.0%
(3) Hours of operation	4	13	+225.0%
(4) Provision of stops	15	19	+26.7%
Sub-total	324	272	-16.1%
(B) Standard of Service			
(1) Regularity of service	863	861	-0.2%
(2) Adherence to routeing	193	274	+42.0%
(3) Improper driving behaviour	589	706	+19.9%
(4) Conduct and performance of staff (including drivers)	1 018	1 159	+13.9%
(5) Overcharging	52	68	+30.8%
(6) Cleanliness	43	27	-37.2%
(7) Conditions of vehicles	44	69	+56.8%
(8) Passenger services and facilities	64	61	-4.7%
Sub-total	2 866	3 225	+12.5%
(C) General*	63	69	+9.5%
Total	3 253	3 566	+9.6%

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

Complaints and Suggestions on Green Minibus Services
Breakdown on Complaints about Improper Driving Behaviour

<u>Nature of Complaint/Suggestion</u>		<u>2015 Jan – Sep</u>	<u>2016 Jan – Sep</u>	<u>Difference</u>
(1)	Starting before passengers safely alighted/boarded	113	106	-6.2%
(2)	Driving speedily	72	88	+22.2%
(3)	Dashing through traffic light	50	74	+48.0%
(4)	Picking up/setting down passengers at restricted area/out of line	53	51	-3.8%
(5)	Using mobile phone while driving	30	41	+36.7%
(6)	Changing lanes abruptly/overtaking on solid line	39	32	-17.9%
(7)	Picking up/setting down passengers at a distance from bus stop	32	30	-6.3%
(8)	Trapping passengers with door	32	29	-9.4%
(9)	Failing to give way to pedestrians/traffic	14	25	+78.6%
(10)	Opening door while vehicle in motion	2	24	+1100.0%
(11)	Others	152	206	+35.5%
Total		589	706	+19.9%

Complaints and Suggestions on Green Minibus Services**Breakdown on Complaints about Conduct and Performance of Staff**

<u>Nature of Complaint/Suggestion</u>		<u>2015 Jan – Sep</u>	<u>2016 Jan – Sep</u>	<u>Difference</u>
(1)	Failing to pick up passengers	539	687	+27.5%
(2)	Scolding/insulting/poor attitude towards passengers	228	205	-10.1%
(3)	Failing to set down passengers at their designated locations/stops	93	99	+6.5%
(4)	Smoking	39	29	-25.6%
(5)	Failing to display identity plate	12	22	+83.3%
(6)	Others	107	117	+9.3%
Total		1 018	1 159	+13.9%

Complaints and Suggestions on Red Minibus Services

<u>Nature of Complaint/Suggestion</u>	<u>2015 Jan – Sep</u>	<u>2016 Jan – Sep</u>	<u>Difference</u>
(A) Adequacy of Service	-	-	-
(B) Standard of Service			
(1) Regularity of service	-	-	-
(2) Adherence to routeing	-	-	-
(3) Improper driving behaviour	107	112	+4.7%
(4) Conduct and performance of staff (including drivers)	65	80	+23.1%
(5) Overcharging	8	6	-25.0%
(6) Cleanliness	3	2	-33.3%
(7) Conditions of vehicles	3	4	+33.3%
(8) Passenger services and facilities	3	3	-
Sub-total	189	207	+9.5%
(C) General*	49	37	-24.5%
Total	238	244	+2.5%

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

Complaints and Suggestions on Red Minibus Services
Breakdown on Complaints about Improper Driving Behaviour

<u>Nature of Complaint/Suggestion</u>		<u>2015 Jan – Sep</u>	<u>2016 Jan – Sep</u>	<u>Difference</u>
(1)	Driving speedily	28	17	-39.3%
(2)	Dashing through traffic light	11	17	+54.6%
(3)	Changing lanes abruptly/overtaking on solid line	14	14	-
(4)	Disobeying traffic signs/schemes	6	13	+116.7%
(5)	Picking up/setting down passengers at restricted area/out of line	7	12	+71.4%
(6)	Starting before passengers safely alighted/boarded	7	9	+28.6%
(7)	Overloading	2	8	+300.0%
(8)	Others	32	22	-31.3%
Total		107	112	+4.7%

Complaints and Suggestions on Red Minibus Services

Breakdown on Complaints about Conduct and Performance of Staff

<u>Nature of Complaint/Suggestion</u>		<u>2015 Jan – Sep</u>	<u>2016 Jan – Sep</u>	<u>Difference</u>
(1)	Scolding/insulting/poor attitude towards passengers	27	28	+3.7%
(2)	Failing to set down passengers at their designated locations/stops	9	15	+66.7%
(3)	Failing to pick up passengers	14	13	-7.1%
(4)	Smoking	7	9	+28.6%
(5)	Others	8	15	+87.5%
<i>Total</i>		65	80	+23.1%

**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.