

**QUARTERLY REPORT No. 4 of 2016**

**by the**

**TRANSPORT COMPLAINTS UNIT**

**of the**

**TRANSPORT ADVISORY COMMITTEE**

**for the period**

**1 October 2016 – 31 December 2016**

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## **CONTENTS**

<b>Chapter</b>	<b>Page</b>
1 Major Areas of Complaints and Suggestions	4-9
2 Major Events and Noteworthy Cases	10-13
3 Feature Article	14-24

## **LIST OF ANNEXES**

<b>Annex</b>		
A	Complaints and Suggestions Received by TCU	25-26
B	Trends of Complaints and Suggestions Received by TCU	27-28
C	Summary of Results of Investigations into Complaints and Suggestions	29-30
D	Public Suggestions Taken on Board by Relevant Government Departments/Public Transport Operators	31-32
E	Complaints and Suggestions on Public Transport Services	33-34
F	Complaints and Suggestions on the Services of Kowloon Motor Bus, Citybus (Franchise 1) and New World First Bus in the Past Eight Quarters	35-37
G	Complaints and Suggestions on Taxi Services in the Past Eight Quarters	38
H	Breakdown of Complaints and Suggestions on Taxi Services	39
I	Complaints and Suggestions on Traffic and Road Conditions	40
J	Complaints and Suggestions Received by TCU during 2012 – 2016	41
K	Complaints and Suggestions on Franchised Bus Services	42
L	Complaints and Suggestions on Non-franchised Bus Services	43
M	Complaints and Suggestions on Green Minibus Services	44

N	Complaints and Suggestions on Red Minibus Services	45
O	Complaints and Suggestions on Taxi Services	46
P	Complaints and Suggestions on Rail Services	47
Q	Complaints and Suggestions on Ferry Services	48
R	Complaints about Traffic Congestion during 2012 – 2016	49
S	Complaints about Illegal Parking during 2012 – 2016	50
T	Complaints about Enforcement Matters (other than Illegal Parking)	51-52
U	How to Make Suggestions and Complaints to the Transport Complaints Unit	53

## Chapter 1

## Major Areas of Complaints and Suggestions

This is the fourth quarterly report for 2016 covering the period from 1 October to 31 December 2016.

### Yearly and Quarterly Trends

2. During the quarter, the Transport Complaints Unit (TCU) received 6 629 complaints and suggestions, including 38 pure suggestions, from 5 789 persons. About 60% (3 461) of these persons lodged their complaints/suggestions by e-mail, fax or mail and the remaining 40% (2 328) by telephone. The number of cases represents a decrease of 10.1% as compared with 7 375 cases in the previous quarter and an increase of 4.7% as compared with 6 334 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 (2007-2016) 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 6 586 cases (including some outstanding cases from previous quarters) were completed. Of these, 4 422 cases (67%) were found to be substantiated, 156 cases (2%) unsubstantiated, and the remaining 2 008 cases (31%) 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 19 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 5 718 cases, which represents a decrease of 11% as compared with the previous quarter and an increase of 2.7% 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 1 560 complaints and suggestions on franchised bus services were received during the quarter, which represents a decrease of 5.3% as compared with the previous quarter and an increase of 8.8% as compared with the same quarter last year.

8. There were 792 cases on the services of the Kowloon Motor Bus Company (1933) Limited (KMB), as compared with 848 cases in the previous quarter and 667 cases in the same quarter last year. Among the 792 cases, 48 (or 6.1%) were about the adequacy of service and 720 (or 90.9%) were about the standard of service.

9. There were 134 cases on the services of Citybus Limited (Franchise for Hong Kong Island and Cross-Harbour Bus Network) (CTB (Franchise 1)), as compared with 116 cases in the previous quarter and 134 cases in the same quarter last year. Among the 134 cases, five (or 3.7%) were about the adequacy of service while 124 (or 92.5%) were about the standard of service.

10. There were 128 cases on the services of New World First Bus Services Limited (NWFB), as compared with 134 cases in the previous quarter and 131 cases in the same quarter last year. Of the 128 cases, five (or 3.9%) were about the adequacy of service and 122 (or 95.3%) were about the standard of service.

11. Comparisons of the complaints/suggestions related to KMB, CTB (Franchise 1) and NWFB in the past eight quarters are at Annex F.

### **Non-Franchised Bus Services**

12. There were 49 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 63 and 41 respectively.

### **Public Light Bus Services**

13. A total of 1 258 complaints and suggestions on public light bus (PLB) services were received in this quarter, which represents a decrease of 18.9% as compared with the previous quarter and a slight increase of 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, 92.8% or 1 168 cases were on green minibus (GMB) services. The number of cases received in the previous quarter and the same quarter last year were 1 460 and 1 163 respectively. Among the 1 168 cases, 102 (or 8.7%) were about the adequacy of service and 1 044 (or 89.4%) were about the standard of service.

15. The remaining 7.2% or 90 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 91 and 82 respectively.

### **Taxi Services**

16. A total of 2 647 cases on taxi services were received in this quarter, which represents a decrease of 9.7% as compared with the previous quarter and a decrease of 0.8% as compared with the same quarter last year. A comparison of the complaints and suggestions on taxi services in the past eight quarters is at Annex G.

17. Of the 2 647 cases received, 2 594 (98%) were related to taxi driver malpractice, as compared with 2 862 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 532 such cases (21%) were referred to the Police.

18. During the quarter, the Police reported the latest developments on 592 cases previously referred to them. These cases are categorised as follows -

	<u>No. of Cases</u>	<u>Percentage</u>
(a) Summonsed	49 (27)	8 (6)
(b) Withdrawn by complainants	408 (323)	69 (70)
(c) Evidence considered insufficient by the Police for further processing	135 (112)	23 (24)
	<u>592 (462)</u>	<u>100 (100)</u>

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

It is noted that 92% of these cases could not be further pursued because of withdrawal by complainants or insufficient evidence.

### **Rail Services**

19. A total of 181 complaints and suggestions on rail services were received. Corresponding figures for the previous quarter and the same quarter last year were 169 and 153 respectively. Of the 181 cases, 171 were on the services of MTRCL.

## **Ferry Services**

20. There were 23 complaints and suggestions on ferry services in this quarter. Corresponding figures for the previous quarter and the same quarter last year were 61 and 27 respectively.

## **Traffic Conditions**

21. There were 86 complaints recorded in this quarter about traffic congestion, as compared with 78 cases in the previous quarter and 47 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 -

	<b><u>Number of Complaints</u></b>		<b><u>Number of Locations</u></b>	
Hong Kong Island	20	(10)	20	(10)
Kowloon	27	(28)	24	(27)
New Territories	39	(40)	25	(32)
Others	-	(-)	-	(-)
<b>Total</b>	<b>86</b>	<b>(78)</b>	<b>69</b>	<b>(69)</b>

(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 (16 cases), Yau Tsim Mong and Tuen Mun (11 cases each) and Sham Shui Po (seven 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 41 complaints and suggestions on traffic management and 42 requests for additional traffic signs and aids in this quarter. As a comparison, there were 50 and 17 such cases in the previous quarter, and 57 and 22 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 22 complaints about road maintenance, as compared with 46 cases in the previous quarter and 36 cases in the same quarter last year. Among the 22 cases, 15 were related to road conditions.

27. Districts which attracted relatively more complaints about road maintenance were Tuen Mun (six cases), Tsuen Wan (four cases) and Sham Shui Po (three cases).

### **Enforcement**

28. There were 669 complaints about traffic regulations enforcement in this quarter, which represents a decrease of 4.7% when compared with the previous quarter and an increase of 18.2% when compared with the same quarter last year. They were mainly requests for action against illegal parking and prolonged waiting causing obstruction. All these cases were referred to the Police for action.

29. Districts which attracted relatively more complaints about illegal parking were Kwun Tong (63 cases), Sham Shui Po (49 cases), Yau Tsim Mong (35 cases) and Kowloon City (34 cases).

## **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 4 November 2016, Members discussed -

- (a) complaints and suggestions on traffic management and requests for additional traffic signs and aids;
  - (b) complaints and suggestions on ferry services;
  - (c) complaints and suggestions on public light bus services; and
  - (d) TCU Quarterly Report No. 3 of 2016.
2. Members agreed that -
- (a) complaints and suggestions on traffic management and requests for additional traffic signs and aids, complaints and suggestions on ferry services and public light bus services should be closely monitored; and
  - (b) TCU Quarterly Report No. 3 of 2016 should be submitted to the Transport Advisory Committee.

### **Suggestion to build more parking facilities to alleviate the illegal parking problem in Tai Po**

3. A member of the public lodged a complaint about illegal parking during the weekends and public holidays along Wan Tau Street and Kwong Fuk Road which caused traffic congestion. Apart from enhancement of enforcement actions, he suggested increasing parking spaces in the area.

4. The Police was alerted of the situation for necessary enforcement action, while the Transport Department (TD) was invited to consider the suggestion of increasing parking spaces in the area. TD advised that the public was all along encouraged to commute by public transport services. Before buying cars, the public should first ensure that there were suitable parking spaces for parking their cars. The Government's policy in the provision of

parking spaces was to provide an appropriate number of parking spaces to meet the demand, but at the same time not to attract passengers to opt for private cars in lieu of public transport. Substantially increasing the number of parking spaces might encourage the public to buy private cars hence aggravate road traffic congestion.

5. Regarding the situation in Tai Po, TD would request the developers of large scale projects to submit traffic impact assessment reports to assess the impact of the projects in relation to the demand of parking spaces in the district. If there was demand for parking spaces in the vicinity of the development projects, TD would request the developers to provide additional parking spaces for public use on top of the provision made accordance with the Hong Kong Planning Standards and Guidelines, as long as the additional provision would not generate significant impact on the nearby traffic conditions. For instance, an additional 100 public parking spaces were provided upon the completion of the Po Heung Street public housing project in October 2016. Besides, about 200 public parking spaces would be provided when the redevelopment of the sports centre, community hall and football pitches in Area 1 in Tai Po was completed. TD would add on-street metered parking spaces at suitable locations as appropriate, if the addition would not adversely affect road safety and other road users. TD had also referred the illegal parking situation to the Police for follow-up actions.

6. The member of the public was informed of TD's advice and made no further comment.

#### **Complaint about the long pedestrian green time of a traffic light at Pok Fu Lam Road causing traffic congestion**

7. A complaint was lodged about the long pedestrian green time of a traffic light near Ebenezer School and Home for the Visually Impaired at Pok Fu Lam Road. The complainant observed that the long pedestrian green time caused traffic congestion.

8. The case was referred to TD for investigation. TD explained that the concerned traffic light operated with "Electronic Audible Traffic Signals". The vehicular green time of the traffic light would stay on until a pedestrian pressed the push button of the control box. This aimed at maximizing the traffic flow of Pok Fu Lam Road.

9. Upon receipt of the complaint, TD had conducted a site inspection and found that the traffic light was operating properly. As there was a school for the visually impaired nearby, adequate green time should be allocated for the pedestrian traffic light to cater for the special needs of some users. However, having considered the current traffic condition, TD had increased the length of the minimum vehicular green time of the traffic light after a pedestrian pressing the push button of the control box to further minimize the disruption to the traffic without compromising the sufficient pedestrian green time.

10. The complainant was informed of TD's explanation and follow-up actions and had no other comment.

**Suggestion to add a bus-only lane at Chatham Road North southbound near the junction with Hong Chong Road**

11. A member of the public observed that many buses were stuck in traffic congestion at Chatham Road North southbound and suggested adding a bus-only lane at Chatham Road North southbound near the junction with Hong Chong Road to shorten the travelling time of passengers.

12. TD advised that there were four traffic lanes at Chatham Road South between Hong Chong Road and Gascoigne Road. Two lanes were extended from Chatham Road North, while the other two were from Hong Chong Road. Vehicles made use of that section of Chatham Road were heading towards Tsim Sha Tsui, Yau Ma Tei, Homantin, Sham Shui Po and Kwai Chung. Many of those vehicles would continue going to Gascoigne Road Flyover where the traffic during rush hours had already reached the maximum design capacity of the existing road. Moreover, frequent lane changing activities were observed at the location where Hong Chong Road merged with Chatham Road. As a result, traffic congestion happened intermittently. TD noted that despite the heavy traffic, vehicles were able to go through the section concerned within twenty minutes.

13. TD further advised that it was necessary to reserve two traffic lanes at Chatham Road South to accommodate the heavy traffic approaching from the Cross Harbour Tunnel towards Tsim Sha Tsui via Hong Chong Road. Hence, traffic coming from Chatham Road North southbound had to rely on the remaining two lanes. To cater for the suggested bus-only lane at Chatham Road North southbound near the junction with Hong Chong Road, one of the

two traffic lanes reserved for the traffic from Hong Chong Road would need to be converted to a bus-only lane. This would adversely affect the traffic flow at Hong Chong Road or even at the Cross Harbour Tunnel.

14. TD added that the department was concerned with the traffic condition in the area and was looking for improvement measures. The long-term solution would be the implementation of the Central Kowloon Route (CKR) Project, under which a 4.7 km long dual 3-lane trunk road would be constructed in Central Kowloon linking Yau Ma Tei Interchange in West Kowloon with the road network on Kai Tak Development and Kowloon Bay in East Kowloon. It was expected that the CKR would relieve congestion along the existing major east-west corridors. For short-term measures, TD would continue monitoring the road works in the area to prevent adverse effect on the traffic flow. Besides, TD would adjust the operation of traffic lights to improve the traffic flow as far as possible.

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

**Overview of Complaints and Suggestions Received in 2016****Overall Trend**

TCU received 25 856 complaints and suggestions in 2016. Among these, 192 were pure suggestions. The number of cases recorded an increase of 5.4% when compared with 24 531 cases received in 2015. A breakdown of the complaints and suggestions received by TCU in the past five years is at Annex J. A breakdown of the cases received in 2016 by category is as follows -

<b><u>Nature of Complaint/Suggestion</u></b>	<b><u>2015</u></b>	<b><u>2016</u></b>	<b><u>Difference</u></b>
Public Transport Services	21 735	22 320	+2.7%
Traffic Conditions	479	621	+29.6%
Road Maintenance	108	124	+14.8%
Enforcement	2 078	2 642	+27.1%
Miscellaneous	131	149	+13.7%
<b>Total</b>	<b>24 531</b>	<b>25 856</b>	<b>+5.4%</b>

**Public Transport Services**

2. Public transport services remained the major area of concern. In 2016, 22 320 complaints and suggestions were received, accounting for 86% of the total number of cases. Among these, 113 were pure suggestions. The number of cases in this category recorded an increase of 2.7% as compared with 21 735 cases in 2015. A breakdown of the complaints and suggestions by mode of transport is as follows –

<b><u>Mode of Transport</u></b>	<b><u>2015</u></b>	<b><u>2016</u></b>	<b><u>Difference</u></b>
Franchised Buses	5 738	5 959	+3.9%
Non-franchised Bus Services	195	210	+7.7%
Green Minibuses	4 416	4 734	+7.2%
Red Minibuses	320	334	+4.4%
Taxis	10 359	10 357	0% (-0.02%)
Rail Transport	630	616	-2.2%
Ferries	77	110	+42.9%
<b>Total</b>	<b>21 735</b>	<b>22 320</b>	<b>+2.7%</b>

### ***Franchised Bus Services***

3. There were 5 959 cases on franchised bus services in 2016, representing an increase of 3.9% as compared with 5 738 cases in 2015. Most complaints are about regularity of service, conduct and performance of staff and improper driving behaviour. A breakdown of the 5 959 cases by individual franchised bus companies is at Annex K.

4. With the concerted effort of the bus companies in recruitment of bus captains as well as making adjustment to bus operation and service timetable of individual routes in light of the actual operational situation, the reliability and regularity of bus service continued to improve in 2016, which was also reflected by the decreasing number of complaints against regularity of service (from 2 429 cases in 2015 to 2 075 cases in 2016, representing a reduction of 14.6%). KMB and LWB currently provide passengers with real-time bus arrival information through their websites and smartphone apps for all of their regular routes<sup>1</sup>. Real-time bus arrival information is also available on “A” routes operated by Citybus Limited (Franchise for the Airport and North Lantau Bus Network) (Citybus (Franchise 2)). Citybus (Franchise 1) has also commenced a trial for provision of real-time bus arrival information on eight bus routes on Hong Kong Island through websites and smartphone apps since June 2016. Upon full implementation of the real-time bus arrival information system on Citybus (Franchise 1)’s bus routes, the same system will be extended to the bus routes of New World First Bus and Citybus (Franchise 2) which belong to the

<sup>1</sup> Except KMB routes K12, K14, K17 and K18.

same parent group. The Transport Department (TD) will continue to encourage bus companies to disseminate passenger information through the use of appropriate technologies.

5. It came to TD's attention that there were increases in the number of complaints about improper driving behaviour (from 665 cases in 2015 to 1 113 cases in 2016, representing an increase of 67.4%) and the number of complaints about conduct and performance of staff (from 1 134 cases in 2015 to 1 363 cases in 2016, representing an increase of 20.2%). The bus companies were requested to strengthen their training for frontline staff on areas such as driving attitude and customer service. They will also arrange mysterious ride checks to monitor bus captains' performance and behaviour. TD will continue to monitor the situation closely, and take further action to follow up with bus companies as necessary.

6. TD noted that there was overall reduction in the number of complaint about adequacy of service (from 535 cases in 2015 to 430 cases in 2016, representing a reduction of 19.6%). TD also noted that there were fewer complaints about passenger services and facilities (from 651 cases in 2015 to 604 cases in 2016, representing a reduction of 7.2%). TD will continue to encourage bus companies to improve their services for passengers, and monitor the adequacy and quality of passenger services and facilities provided by the bus companies.

### ***Non-franchised Bus Services***

7. There were 210 cases on non-franchised bus (NFB) services in 2016, representing an increase of 7.7% compared with 195 cases in 2015. A detailed breakdown of the 210 cases received in 2016 is at Annex L. TD noted that while there was no isolated incident causing the increase of complaints against NFB services in 2016, the largest increase in cases related to the conduct and performance of staff (from 28 cases in 2015 to 48 cases in 2016). TD would alert the NFB trade on the increase of complaints and the need for better management of their staff.

### ***Public Light Bus Services***

8. A total of 5 068 complaints and suggestions on public light bus (PLB)



services were received in 2016, representing an increase of 7% as compared with 4 736 cases in 2015.

9. There were 4 734 cases on green minibus (GMB) services, representing an increase of 7.2% when compared with 4 416 cases in 2015. The increase was mainly attributable to more complaints on improper driving behaviour and conduct and performance of staff. A detailed breakdown of the 4 734 cases is at Annex M.

10. There were 334 cases on red minibus (RMB) services, representing an increase of 4.4% when compared with 320 cases in 2015. A detailed breakdown of the 334 cases is at Annex N.

11. All the complaints and suggestions on PLB services were referred to TD or the Police for follow-up actions as appropriate. For complaints on GMB service adequacy and regularity, TD will look into the case and, if necessary, conduct ad hoc surveys to ascertain the service level of the concerned route(s) and to follow up with the operators to rectify the problems.

12. In view of the increasing number of complaints against improper driving behaviour and conduct and performance of GMB drivers, TD will continue to work with the GMB trade on measures such as the pre-service training course for new drivers and improvement of the operating environment of GMB services so as to retain experienced drivers.

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

14. TD is also keeping in view the progress and result of the 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 new PLB drivers, which have been implemented since December 2014 and June 2015 respectively.

## *Taxi Services*

15. There were 10 357 cases on taxi services in 2016. When compared with 10 359 cases in 2015, there is no significant change to the number of cases. The complaints were mainly about taxi driver malpractice (especially those related to refusing hire and drivers behaving other than in a civil and orderly manner). A detailed breakdown of the 10 357 cases is at Annex O.

16. 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.

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

18. In this regard, 17 taxi associations formed the Hong Kong Taxi Council in November 2015 with an objective to improve their service quality through self-regulation by the trade. The Council has introduced or considered various measures, such as discussing with the Employees Retraining Board the organisation of retraining programme for taxi drivers in order to enhance their service standard. The retraining programme was introduced in February 2017. The Council launched a mobile application for hailing taxi service in May 2016. Passengers may hail taxis through the application and choose taxis that are driven by certified drivers, as well as rate and comment on drivers' performance. The Council is considering updating the application according to the implementation experience. Furthermore, more operators are providing pre-booked taxi service of higher quality in the form of hire-as-a-whole service in accordance with the law. The fare will be agreed between the parties

providing and receiving the service. The operators concerned generally provide hire-as-a-whole service by using vehicles with larger compartments and better facilities. The number of such taxis has increased from about 20 in early 2015 to over 150 at present. TD will continue to closely monitor the situation and keep close contact with the trade.

19. Meanwhile, the Government is studying how to enhance personalised and point-to-point transport services (including the proposal to introduce premium taxis) to meet the needs of different passengers groups since November 2015. The Government has reported the progress of the study to the Legislative Council Panel on Transport and Transport Advisory Committee in June 2016. In light of the recent development on personalised and point-to-point transport services and the views of various stakeholders, the Government is studying the matter further and will report to the Legislative Council Panel on Transport and Transport Advisory Committee in around March and April 2017 respectively.

### ***Rail Services***

20. There were 616 cases on rail services in 2016, which represents a decrease of 2.2% when compared with 630 cases in 2015. There was a significant reduction on the number of complaints about tram services. A breakdown of the 616 cases by individual railway companies is at Annex P.

21. The complaints against MTR services in 2016 remained steady in general. Nevertheless, the number of complaints concerning conduct and performance of staff against MTR service increased in 2016. In order to improve the service standard of frontline staff, they have been trained to be courteous and professional when they interact with passengers. The frontline staff will receive customer service training on technical skills and service attitude before they assume duties, and they are also trained on a regular and continual basis to ensure they perform their duties in a proper and competent manner.

22. For tram services, majority of the complaints were about the noise created by tramcars near the junction of King's Road and Mount Parker Road and the improper use of tram horn. Hong Kong Tramways Limited has reminded their tram motormen, including putting up warning notice message at the concerned location, to drive in safe speed to assure safety and minimize

noise. Regular inspection, rail grinding and welding at the concerned location were conducted. Furthermore, Hong Kong Tramways Limited has provided internal guidelines, instructions and training to tram motormen for appropriate use of tram horn as well as conducted random inspections to monitor the performance of tram motormen.

### ***Ferry Services***

23. There were 110 cases on ferry services in 2016, representing an increase of 42.9% when compared with 77 cases in 2015. A breakdown of the 110 cases by individual ferry companies is at Annex Q. The increase is mainly attributable to more complaints about inadequate service level of the “Central – Cheung Chau” route operated by the New World First Ferry Services Limited (“NWFF”). Majority of the complaints were related to the increase in passenger demand for a fast ferry sailing at 6.20 a.m. in September after commencement of the new school year. It was considered a short-term change in passenger travelling pattern, because parents / grandparents would like to accompany their children to go to schools in the first few weeks of the new school term. Similar phenomenon happened in previous years.

24. To address the issue, NWFF had launched an Early-bird Sailing Offer to encourage passengers to take an earlier ordinary ferry sailing from Cheung Chau at 5.50 a.m. from 3 October 2016 to 31 December 2016 with provision of fare concession. Subsequent surveys conducted by TD in October 2016 revealed that patronage of the 6.20 a.m. sailing dropped gradually while the patronage of the 5.50 a.m. sailing slightly increased. TD has requested NWFF to consider providing the Early-bird Sailing Offer again in the next new school term in September 2017. TD will follow-up with NWFF on this matter so as to better prepare for the next new school term. TD will continue to closely monitor the performance of ferry operators through field surveys and inspections, with a view to ensuring that all ferry operators adhere to the schedules and improve services to meet passenger demand as soon as possible, when needed.

### **Traffic Conditions**

25. In 2016, 621 complaints and suggestions about traffic conditions were received, accounting for about 2% of the total number of cases. The

number of cases in this category recorded an increase of 29.6% as compared with 479 cases in 2015.

### ***Traffic Congestion***

26. Of the 621 cases received, 283 (46%) were related to traffic congestion. This represents an increase of 40.8% as compared with 201 cases in 2015. A breakdown of the complaints about traffic congestion by district is at Annex R. In 2016, districts which attracted relatively more complaints are -

<b><u>District</u></b>	<b><u>No. of complaints</u></b>		<b><u>Difference</u></b>
	<b><u>2015</u></b>	<b><u>2016</u></b>	
North	6	35	+483.3%
Yau Tsim Mong	15	32	+113.3%
Kowloon City	26	25	-3.8%
Kwun Tong	11	22	+100.0%

27. Factors contributing to the complaints about traffic congestion in 2016 are broken down as follows –

<b><u>Factor</u></b>	<b><u>No. of complaints</u></b>		<b><u>Difference</u></b>
	<b><u>2015</u></b>	<b><u>2016</u></b>	
Traffic management	92	144	+56.5%
Road works	37	47	+27.0%
Vehicle obstruction	37	28	-24.3%
Others	35	64	+82.9%
<b>Total</b>	<b>201</b>	<b>283</b>	<b>+40.8%</b>

28. All the complaints and suggestions concerning traffic congestion were referred to TD, the Police, the Highways Department and other relevant departments for consideration and follow-up actions. In 2016, TD continued to implement the following measures to alleviate traffic congestion -

- (a) planning and implementation of temporary traffic arrangements to minimise congestion caused by road works;

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

### ***Traffic Management***

29. In 2016, there were 191 complaints and suggestions on traffic management matters (excluding those causing congestion). These cases were related to traffic light phasing, traffic lane arrangements and restricted zones. The number of cases represents an increase of 20.1% as compared with 159 cases in 2015.

### ***Additional Traffic Signs and Aids***

30. TCU received 96 requests for additional traffic signs and aids in 2016, 14.3% more than that of 2015.

### ***Parking Facilities***

31. There were 51 complaints and suggestions on parking facilities in 2016. This represents an increase of 45.7% as compared with 35 cases in 2015.

## **Road Maintenance**

32. In 2016, 124 complaints and suggestions about road maintenance were received, accounting for less than 1% of the total number of cases. The number of cases in this category recorded an increase of 14.8% as compared with 108 cases in 2015.

## **Enforcement**

33. In 2016, 2 642 complaints about enforcement matters were received, accounting for about 10% of the total number of cases. A comparison between the complaints received in 2015 and 2016 is as follows -

<b><u>Category</u></b>	<b><u>2015</u></b>	<b><u>2016</u></b>	<b><u>Difference</u></b>
Illegal parking	1 512	1 919	+26.9%
Other enforcement matters	566	723	+27.7%
<b>Total</b>	<b>2 078</b>	<b>2 642</b>	<b>+27.1%</b>

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

## ***Illegal Parking***

34. In 2016, districts which attracted relatively more complaints about illegal parking are -

<b><u>District</u></b>	<b><u>No. of Complaints</u></b>		<b><u>Difference</u></b>
	<b><u>2015</u></b>	<b><u>2016</u></b>	
Kwun Tong	166	208	+25.3%
Eastern	126	177	+40.5%
Yau Tsim Mong	162	150	-7.4%
Sham Shui Po	80	144	+80.0%
Sai Kung	89	142	+59.6%

35. The Police endeavor to ensure road safety and smooth traffic flow. Upon receipt of TCU's referral, the Police would assess the traffic situation and take appropriate enforcement action. Should there be serious obstruction and

imminent danger to road safety, those illegally parked vehicles may be towed away.

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

### ***Other Enforcement Matters***

37. In 2016, districts which attracted relatively more complaints about motorists/pedestrians failing to comply with traffic regulations are -

<b><u>District</u></b>	<b><u>No. of Complaints</u></b>		<b><u>Difference</u></b>
	<b><u>2015</u></b>	<b><u>2016</u></b>	
Wan Chai	35	75	+114.3%
Yau Tsim Mong	72	75	+4.2%
Kowloon City	64	56	-12.5%
Eastern	29	51	+75.9%
Yuen Long	48	51	+6.3%

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

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



**Complaints and Suggestions Received by TCU**

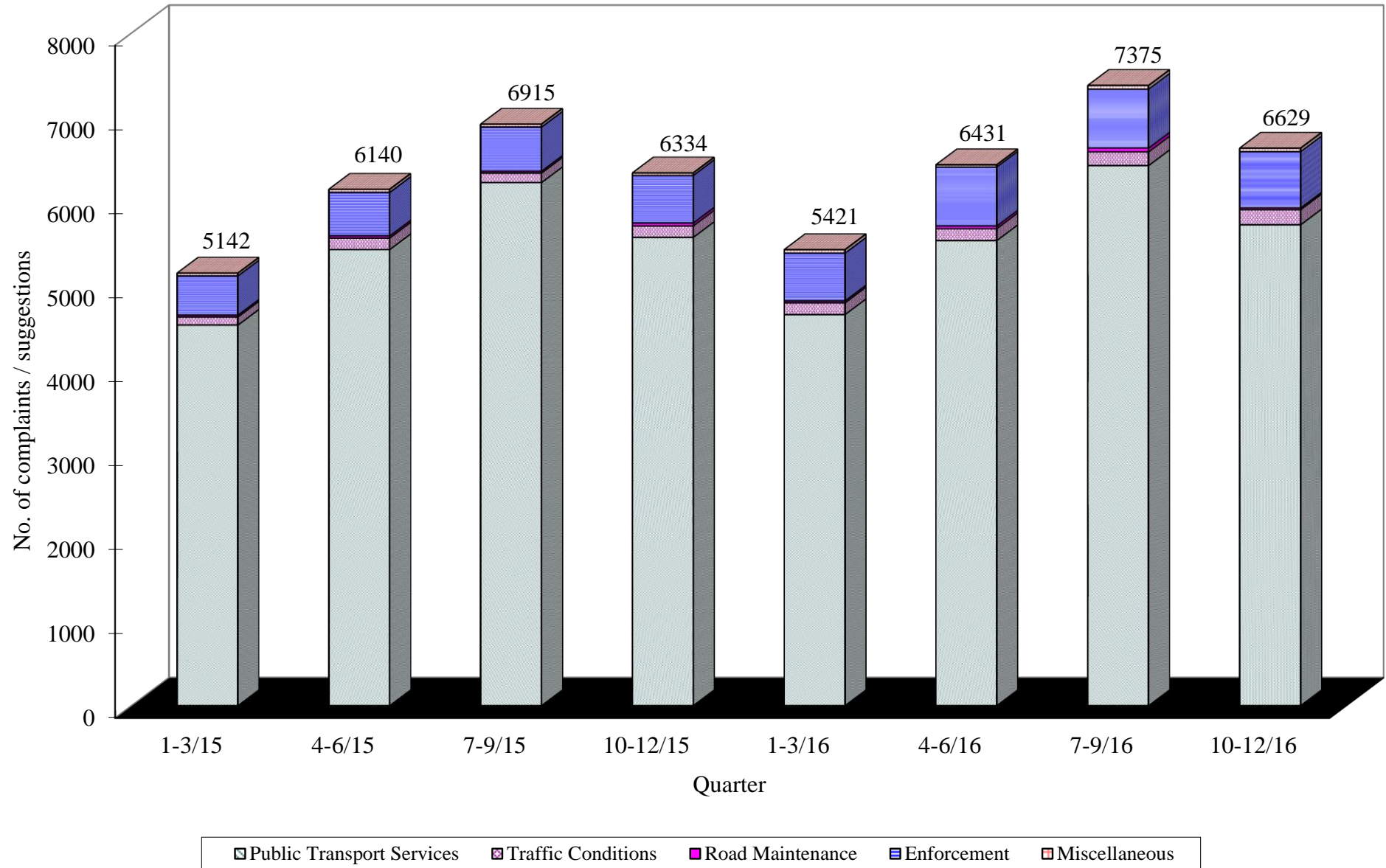
<b><u>Nature of Complaint/Suggestion</u></b>	<b><u>Same quarter last year (1.10.15-31.12.15)</u></b>			<b><u>Previous quarter (1.7.16-30.9.16)</u></b>			<b><u>Current quarter (1.10.16-31.12.16)</u></b>		
<b>I. Public Transport Services</b>									
(a) Adequacy of service	295	[18]		303	[18]		212	[9]	
(b) Standard of service	5 142	[13]		5 967	[4]		5 379	[4]	
(c) General	131	[6]		153	[8]		127	[4]	
	<b>5 568</b>	<b>[37]</b>	<b>(87%)</b>	<b>6 423</b>	<b>[30]</b>	<b>(87%)</b>	<b>5 718</b>	<b>[17]</b>	<b>(86%)</b>
<b>II. Traffic Conditions</b>									
(a) Traffic congestion	47	[2]		78	[3]		86	[1]	
(b) Traffic management	57	[14]		50	[5]		41	[5]	
(c) Additional traffic signs and aids	22	[5]		17	[10]		42	[9]	
(d) Parking facilities	9	[1]		17	[1]		10		
	<b>135</b>	<b>[22]</b>	<b>(2%)</b>	<b>162</b>	<b>[19]</b>	<b>(2%)</b>	<b>179</b>	<b>[15]</b>	<b>(2%)</b>
<b>III. Road Maintenance</b>									
(a) Road conditions	17	[2]		30	[1]		15		
(b) Traffic signs and aids	18	[2]		14			6		
(c) Carriageway markings	1			2			1		
	<b>36</b>	<b>[4]</b>	<b>(1%)</b>	<b>46</b>	<b>[1]</b>	<b>(1%)</b>	<b>22</b>		<b>(1%)</b>
<b>IV. Enforcement</b>									
(a) Illegal parking	412			514			478	[1]	
(b) Other enforcement matters	154	[2]		188			191	[4]	
	<b>566</b>	<b>[2]</b>	<b>(9%)</b>	<b>702</b>		<b>(9%)</b>	<b>669</b>	<b>[5]</b>	<b>(10%)</b>
<b>V. Miscellaneous</b>	<b>29</b>	<b>[2]</b>	<b>(1%)</b>	<b>42</b>	<b>[2]</b>	<b>(1%)</b>	<b>41</b>	<b>[1]</b>	<b>(1%)</b>
<b>Total</b>	<b>6 334</b>	<b>[67]</b>	<b>(100%)</b>	<b>7 375</b>	<b>[52]</b>	<b>(100%)</b>	<b>6 629</b>	<b>[38]</b>	<b>(100%)</b>

**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.

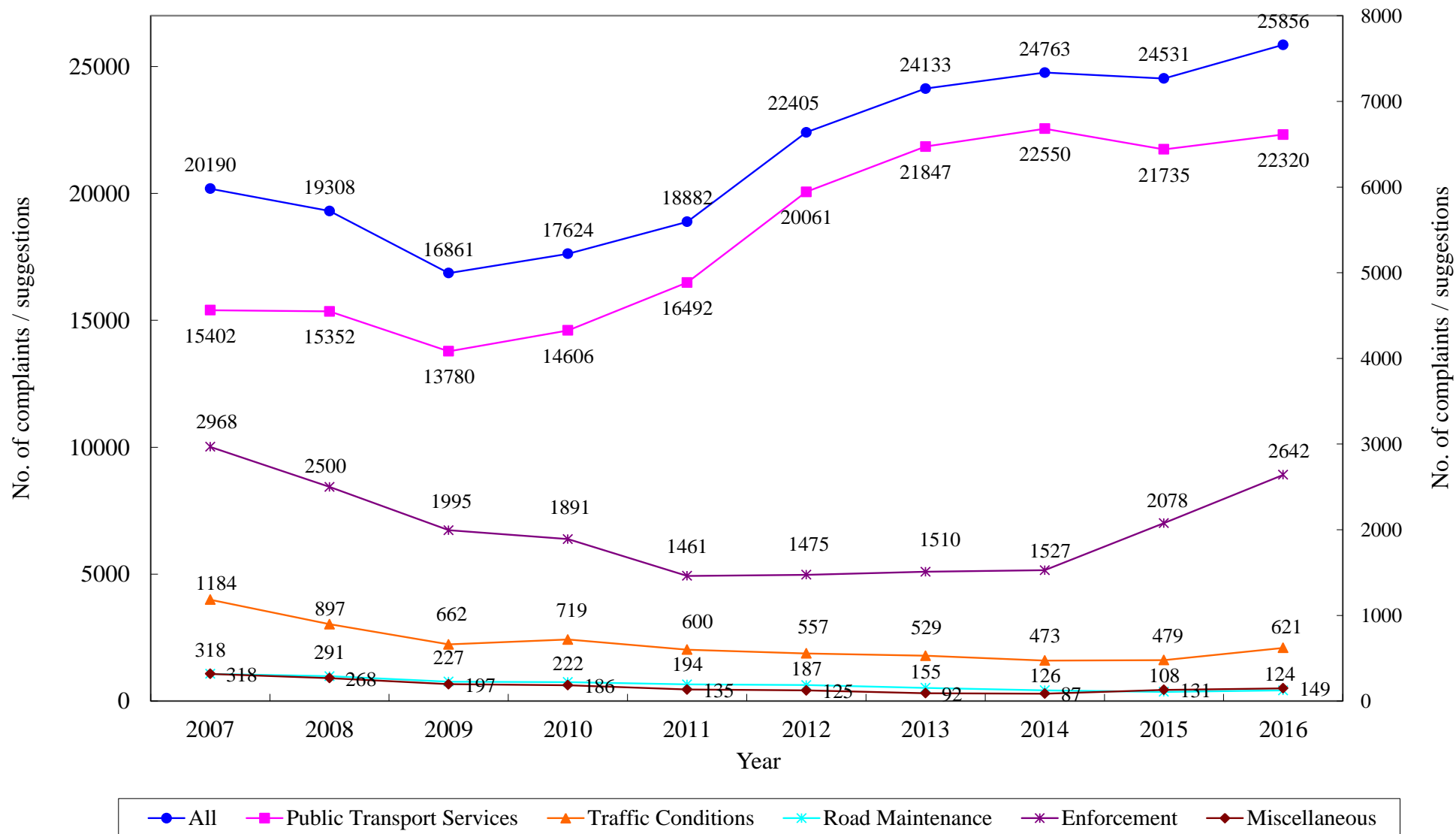
(2) Percentage figures in brackets represent the proportion of a category of complaints/ suggestions to the total number of cases received in the quarter.

## Complaints and Suggestions Received by TCU

Annex A(ii)



**Trends of Complaints and Suggestions Received by TCU  
(2007 - 2016)**



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

**Annex B(ii)**



**Summary of Results of Investigations into Complaints and Suggestions**  
**(October – December 2016)**

Outcome of Investigation  Nature of Complaint/ Suggestion					
	A1	A2	B	C	Total
<b>I. Public Transport Services</b>					
(a) Adequacy of service	10	204	16	-	230
(b) Standard of service	1 512	2 066	78	1 951	5 607
(c) General	72	35	7	5	119
	<b>1 594</b>	<b>2 305</b>	<b>101</b>	<b>1 956</b>	<b>5 956</b>
<b>II. Traffic Conditions</b>					
(a) Traffic congestion	23	15	10	-	48
(b) Traffic management	7	4	21	-	32
(c) Additional traffic signs/aids	7	3	14	-	24
(d) Parking facilities	5	4	3	-	12
	<b>42</b>	<b>26</b>	<b>48</b>	<b>-</b>	<b>116</b>
<b>III. Road Maintenance</b>					
(a) Road conditions	11	2	1	-	14
(b) Traffic signs and aids	9	-	2	-	11
(c) Carriageway markings	2	-	-	-	2
	<b>22</b>	<b>2</b>	<b>3</b>	<b>-</b>	<b>27</b>
<b>IV. Enforcement</b>					
(a) Illegal parking	273	47	-	1	321
(b) Other enforcement matters	41	46	1	51	139
	<b>314</b>	<b>93</b>	<b>1</b>	<b>52</b>	<b>460</b>
<b>V. Miscellaneous</b>	<b>16</b>	<b>8</b>	<b>3</b>	<b>-</b>	<b>27</b>
<b>Total</b>	<b>1 988</b> <b>(30%)</b>	<b>2 434</b> <b>(37%)</b>	<b>156</b> <b>(2%)</b>	<b>2 008</b> <b>(31%)</b>	<b>6 586</b> <b>(100%)</b>

**Legend**

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

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

<b>Outcome of Investigation Mode of Transport</b>	<b>A1</b>	<b>A2</b>	<b>B</b>	<b>C</b>	<b>Total</b>
The Kowloon Motor Bus Company (1933) Limited	135	101	15	12	263
Citybus Limited (Franchise 1)	66	51	6	2	125
Citybus Limited (Franchise 2)	28	53	5	-	86
New World First Bus Services Limited	53	74	3	3	133
New Lantao Bus Company (1973) Limited	12	13	-	-	25
Long Win Bus Company Limited	46	52	3	1	102
Cross-harbour Bus Services	185	209	7	4	405
Non-franchised Bus Services	26	30	4	2	62
Green Minibus	885	503	11	37	1 436
Red Minibus	67	21	1	6	95
Taxi	31	1 062	3	1 889	2 985
MTR Corporation Limited (Excluding Light Rail)	28	90	41	-	159
MTR Corporation Limited (Light Rail)	4	6	-	-	10
The Hongkong Tramways Limited	19	1	1	-	21
New World First Ferry Services Limited	6	35	1	-	42
The “Star” Ferry Company Limited	-	-	-	-	-
Minor Ferries	3	4	-	-	7
<b>Total</b>	<b>1 594 (27%)</b>	<b>2 305 (39%)</b>	<b>101 (1%)</b>	<b>1 956 (33%)</b>	<b>5 956 (100%)</b>

Legend

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

**Public Suggestions Taken on Board by**  
**Relevant Government Departments/Public Transport Operators**  
**(October –December 2016)**

**I. Public Transport Services**

- Add a green minibus stop at Wan Tsui Road to meet the demand of passengers.
- Add a bus stop at Diamond Hill Railway Station to meet the demand of passengers.

**II. Traffic Management**

***Hong Kong Island***

- Increase the vehicular green time of a traffic light at Lung Wo Road westbound during morning rush hours to improve traffic flow.
- Increase the pedestrian green time of a traffic light at the junction of Tonnochy Road and Lockhart Road on Saturday afternoons to facilitate pedestrians crossing the road.
- Modify “No Stopping” restriction at Java Road near Shu Kuk Street to facilitate loading/unloading activities.
- Add “Ahead Only” traffic signs at the junction of Des Voeux Road West and Western Street to better remind motorists.
- Convert a section of Bowen Road to one-lane-one-way traffic to enhance road safety.

***Kowloon***

- Increase the vehicular green time of traffic lights at the junction of Cheung Yip Street and Hoi Bun Road to improve traffic flow.

- Increase the vehicular green time of traffic lights at the junction of Castle Peak Road and Hing Wah Street to improve traffic flow.
- Adjust the vehicular green time of traffic lights at the junction of Rutland Quadrant and Waterloo Road during the morning rush hours to improve the traffic flow of Waterloo Road.
- Extend “No Stopping” restriction at Pik Wan Road to prevent vehicle obstruction.
- Add a loading/unloading bay and impose “No Stopping” restriction at Tai Yip Street to prevent vehicle obstruction.
- Add a “No Left Turn” traffic sign at Hong Ning Road near Ngau Tau Kok Road to better remind motorists.
- Add a “Turn Right” traffic sign at Sycamore Street to better guide motorists.
- Widen the cautionary crossing at the junction of Yee On Street and Luen On Street to improve safety of pedestrians.

### ***New Territories***

- Extend the effective hours of the rush hour setting of a traffic light at the junction of San Wan Road and Fanling Station Road to improve traffic flow.
- Increase the vehicular green time of a traffic light at the junction of Fo Tan Road southbound and Yuen Wo Road during morning rush hours to improve traffic flow.
- Increase the vehicular green time of a traffic light at the junction of Lok Chui Street and Castle Peak Road – Tai Lam to improve traffic flow.
- Add a “No U-turn” sign at Wing Tak Street to improve road safety and traffic flow.



# Annex E(i)

## Complaints and Suggestions on Public Transport Services

(October – December 2016)

### Legend

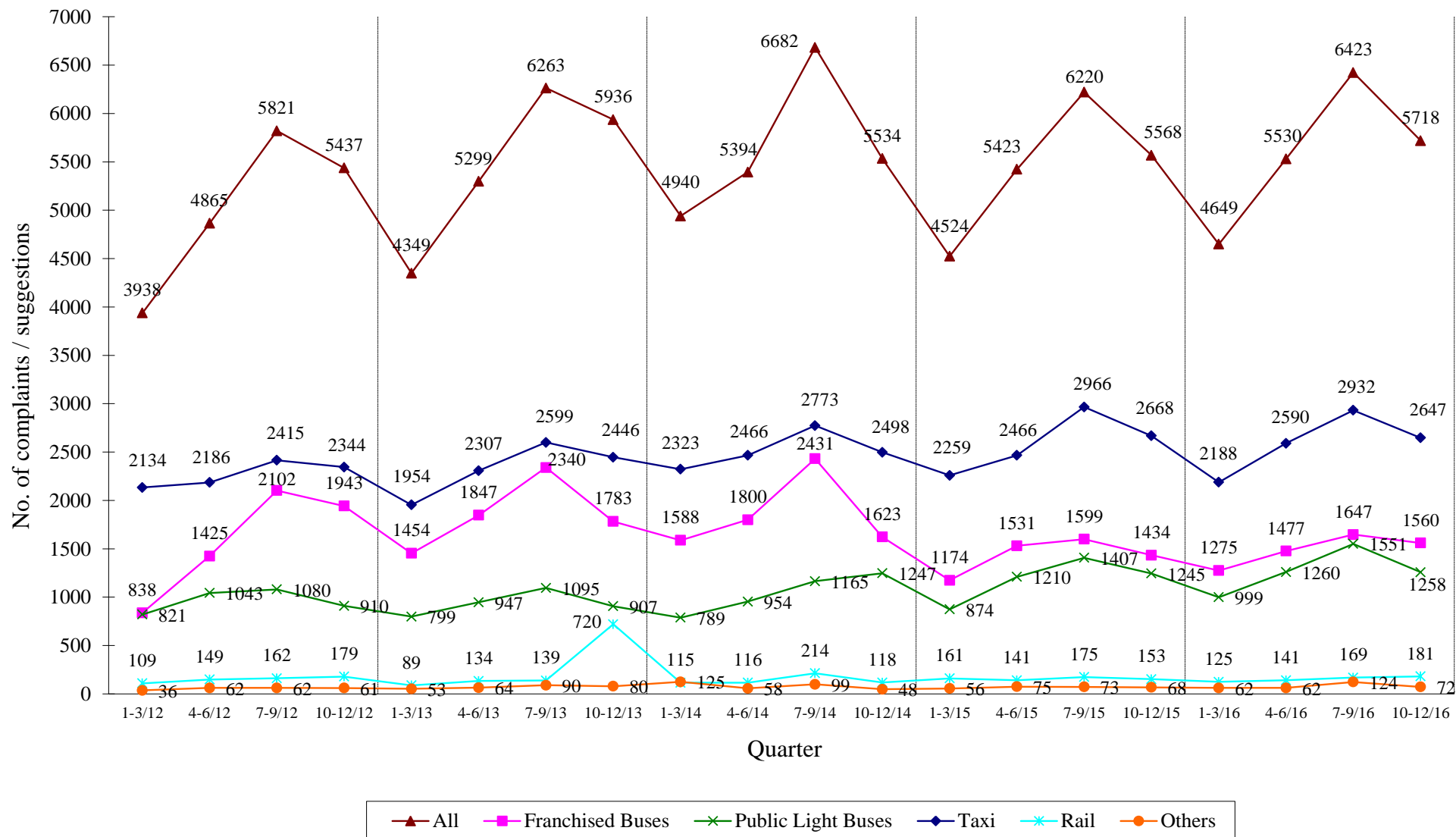
<b>KMB</b>	The Kowloon Motor Bus Company (1933) Limited
<b>CTB1</b>	Citybus Limited (Franchise 1)
<b>CTB2</b>	Citybus Limited (Franchise 2)
<b>FB</b>	New World First Bus Services Limited
<b>NLB</b>	New Lantau Bus Company (1973) Limited
<b>LWB</b>	Long Win Bus Company Limited
<b>XHT</b>	Cross-harbour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

Mode Nature of Complaint/Suggestion	Vehicular Transport											Rail Transport			Waterborne Transport			Total/ Sub- total
	Franchised Buses							NFBS	GMB	RMB	Taxi	MTR (Non- LR)	MTR (LR)	HT	FF	SF	MF	
	KMB	CTB1	CTB2	FB	NLB	LWB	XHT											
(A) Adequacy of Service																		
(1) Frequency/carrying capacity	36	4	3	4	6	5	7	3	84	-	-	11	1	-	1	-	-	165
(2) Routeing	3	-	1	1	-	1	6	1	9	-	-	-	-	-	-	-	-	22
(3) Hours of operation	1	-	-	-	-	1	4	-	-	-	-	-	-	-	-	-	-	6
(4) Provision of stops	8	1	-	-	-	-	1	-	9	-	-	-	-	-	-	-	-	19
Sub-total	48	5	4	5	6	7	18	4	102	-	-	11	1	-	1	-	-	212
(B) Standard of Service																		
(1) Regularity of service	296	61	29	67	5	14	169	12	317	-	-	15	1	-	8	-	1	995
(2) Adherence to routing	7	-	1	1	-	-	4	1	80	-	397	-	-	-	-	-	-	491
(3) Improper driving behaviour	122	24	10	21	3	5	41	10	230	36	439	5	2	6	2	-	-	956
(4) Conduct & performance of staff (including drivers)	233	21	17	24	12	14	86	13	358	36	1276	69	1	1	3	-	3	2167
(5) Overcharging	3	-	-	-	1	1	2	-	27	3	482*	-	-	-	-	-	1	520
(6) Cleanliness	3	-	-	-	-	-	1	-	6	1	4	1	-	-	-	-	-	16
(7) Conditions of vehicles/vessels	3	-	-	2	-	1	1	-	13	1	6	5	-	1	-	-	-	33
(8) Passenger services & facilities	53	18	4	7	3	6	27	5	13	2	3	55	1	1	2	-	1	201 †
Sub-total	720	124	61	122	24	41	331	41	1044	79	2607	150	5	9	15	-	6	5379
(C) General	24	5	-	1	3	3	8	4	22	11	40	3	1	1	1	-	-	127
Total this quarter	792	134	65	128	33	51	357	49	1168	90	2647	164	7	10	17	-	6	5718
Grand-total	(1560)							(3954)				(181)			(23)			
Total previous quarter	848	116	84	134	21	80	364	63	1460	91	2932	142	11	16	51	-	10	6423
Total same quarter last year	667	134	57	131	24	46	375	41	1163	82	2668	122	6	25	15	2	10	5568

\* Including taximeter irregularities

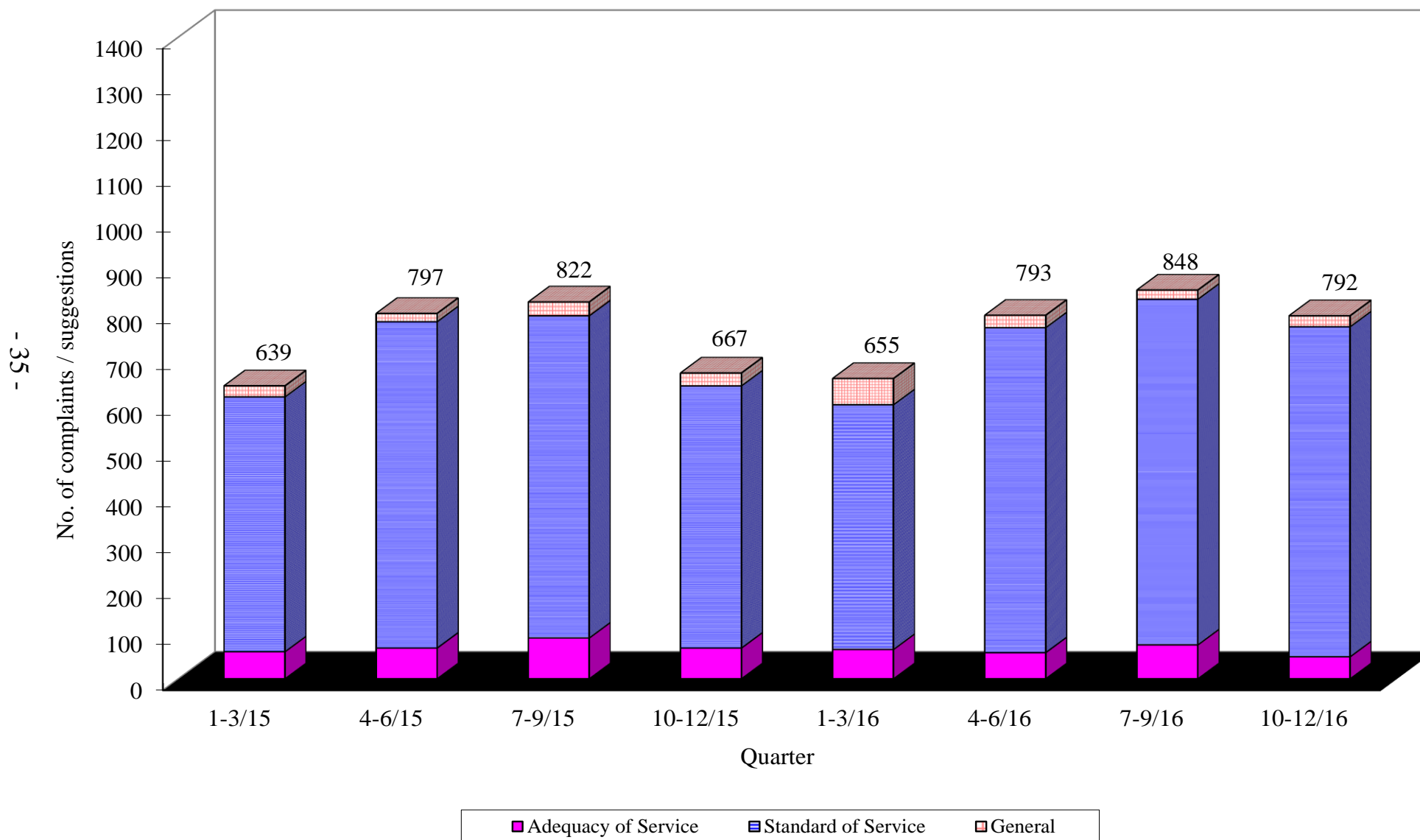
# Including 55 complaints from 21 complainants about audio-visual broadcasting on public transport vehicles

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



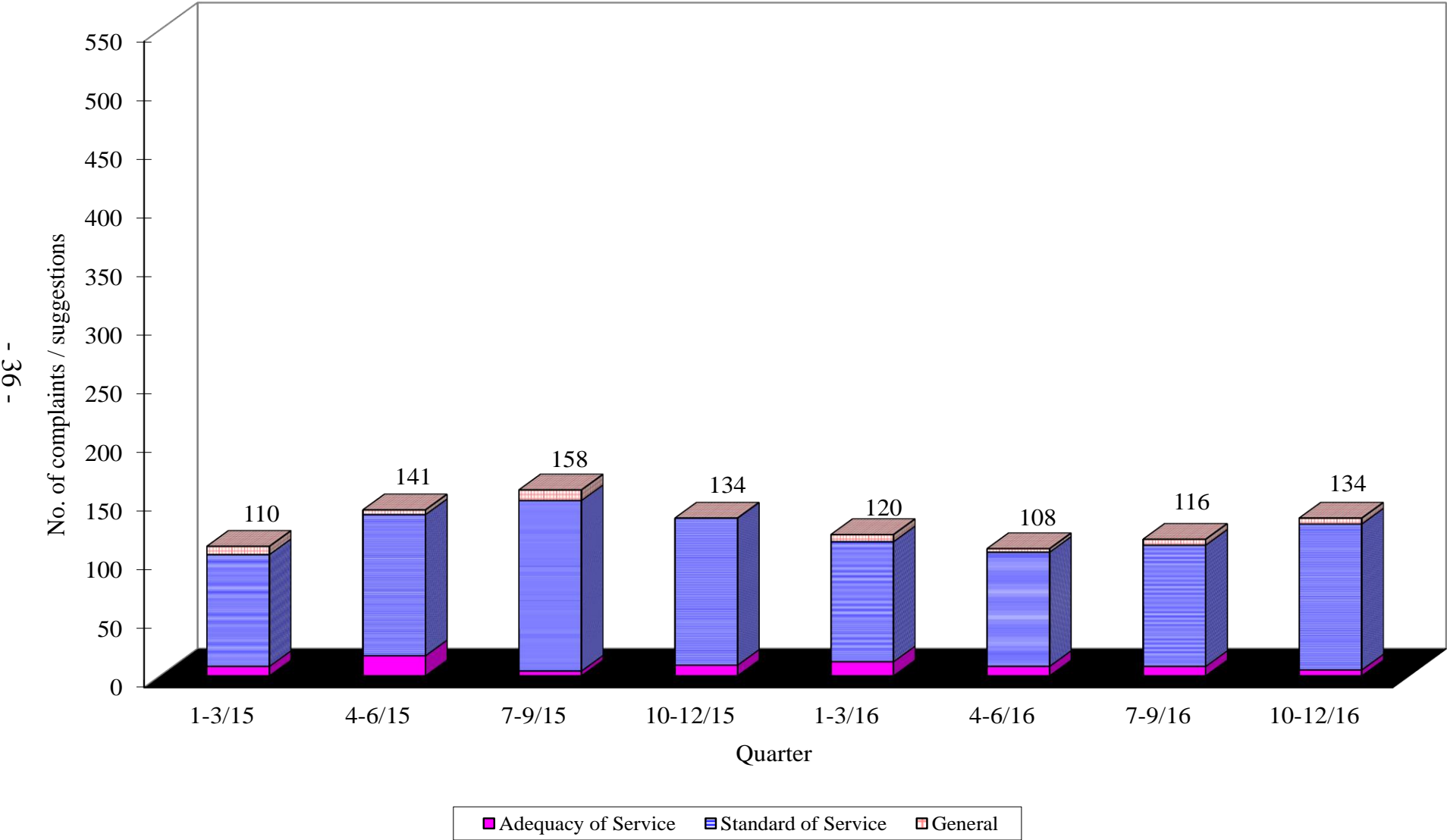
# Complaints and Suggestions on the Services of Kowloon Motor Bus Company (1933) Limited in the Past Eight Quarters

Annex F(i)



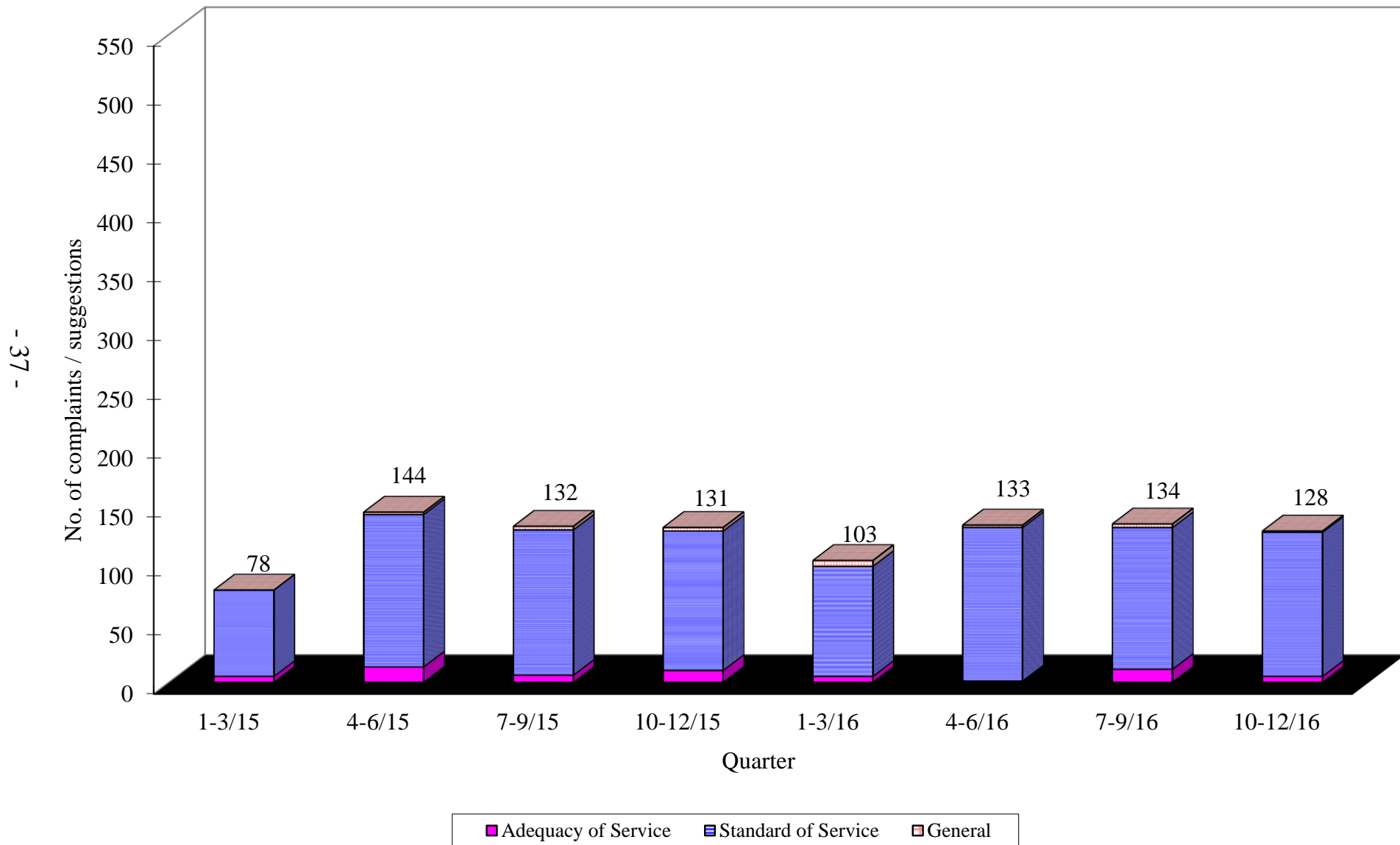
**Complaints and Suggestions on the Services of Citybus Limited (Franchise 1)  
in the Past Eight Quarters**

**Annex F(ii)**



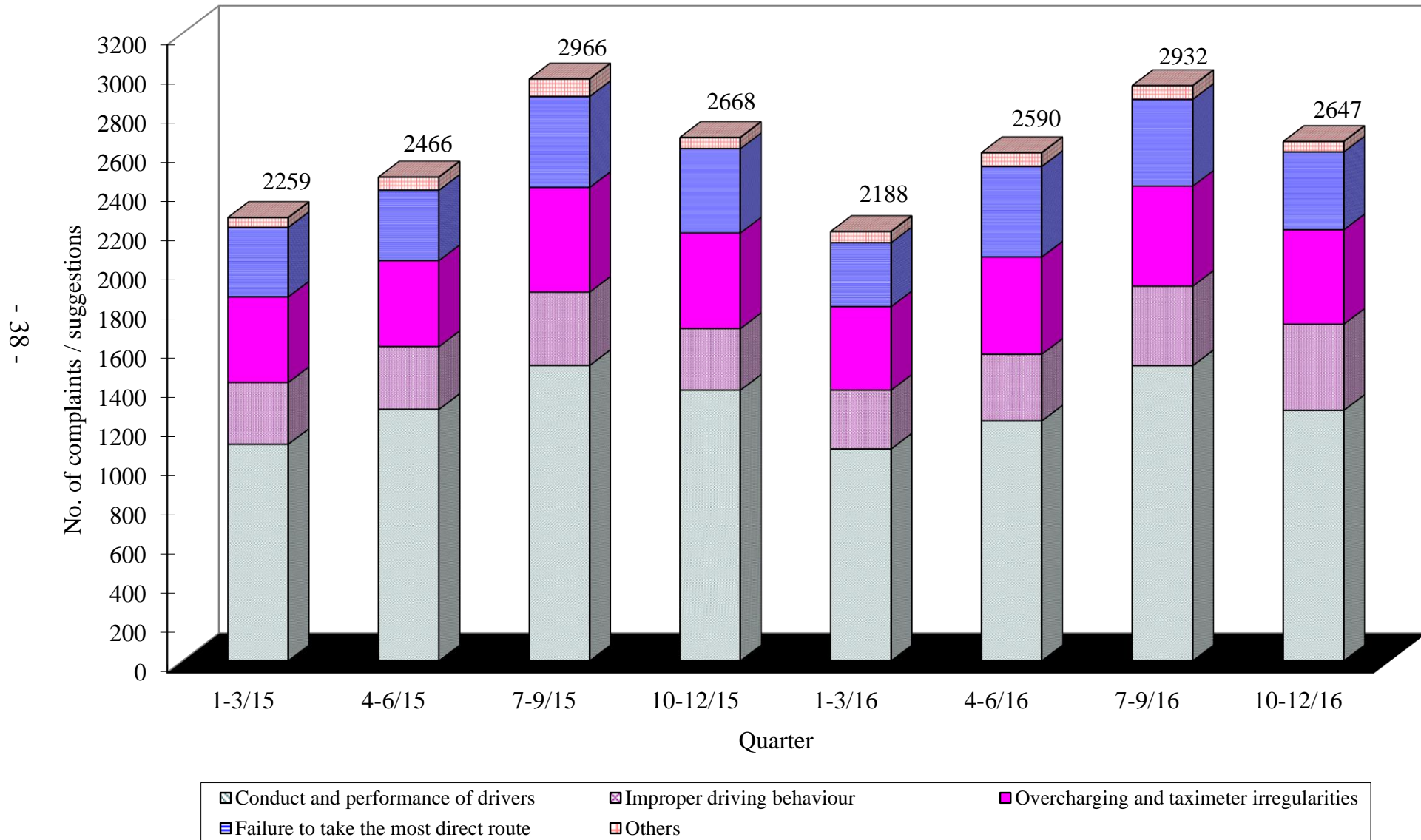
**Complaints and Suggestions on the Services of New World First Bus Services Limited  
in the Past Eight Quarters**

**Annex F(iii)**



## Complaints and Suggestions on Taxi Services in the Past Eight Quarters

**Annex G**



**Breakdown of Complaints and Suggestions on Taxi Services**

<b><u>Nature of Complaint/Suggestion</u></b>		<b>Same quarter last year <u>(1.10.15-31.12.15)</u></b>	<b>Previous quarter <u>(1.7.16-30.9.16)</u></b>	<b>Current quarter <u>(1.10.16-31.12.16)</u></b>
(a)	Conduct and performance of drivers			
(i)	Behaving other than in a civil & orderly manner	512	525	449
(ii)	Refusing hire	748	835	704
(iii)	Soliciting passengers	1	2	-
(iv)	Refusing to drive to destination	107	131	112
(v)	Failure to display driver identity plate	9	9	10
(vi)	Failure to display driver identity plate properly	2	2	1
	Sub-total	1 379	1 504	1 276
(b)	Improper driving behaviour	314	405	439
(c)	Overcharging	419	439	416
(d)	Taximeter irregularities	69	72	66
(e)	Failure to take the most direct route	430	442	397
(f)	Others*	57	70	53
	<b>Total</b>	<b>2 668</b>	<b>2 932</b>	<b>2 647</b>

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

**Complaints and Suggestions on Traffic and Road Conditions**  
**(October – December 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)	5 (5)	6 (6)	5 (5)	4 (4)	2 (2)	1 (1)	6 (6)	7 (6)	11 (9)	16 (8)	- (-)	3 (3)	1 (1)	11 (6)	- (-)	3 (3)	3 (3)	2 (1)	- (-)	86 (69)
(b) Traffic management	1	1	7	1	-	2	4	3	3	2	1	5	2	2	2	3	1	-	1	41
(c) Additional traffic signs and aids	-	6	3	3	3	-	2	-	9	-	-	2	2	4	2	1	2	3	-	42
(d) Parking facilities	2	1	-	-	-	-	-	-	-	-	1	3	2	1	-	-	-	-	-	10
Sub-total	8	14	15	8	5	3	12	10	23	18	2	13	7	18	4	7	6	5	1	179
<u>Road Maintenance</u>																				
(a) Road conditions	-	-	-	-	-	-	1	2	1	-	2	-	1	5	3	-	-	-	-	15
(b) Traffic signs & aids	-	-	-	1	-	-	1	1	-	-	-	1	1	1	-	-	-	-	-	6
(c) Carriageway markings	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	1
Sub-total	-	-	-	1	-	-	2	3	1	-	2	1	2	6	4	-	-	-	-	22
<u>Enforcement</u>																				
(a) Illegal parking	32	22	24	14	63	12	34	49	35	14	18	32	25	27	23	24	25	3	2	478
(b) Other enforcement matters	14	18	9	11	9	6	18	10	17	7	5	10	14	13	8	6	5	5	6	191
Sub-total	46	40	33	25	72	18	52	59	52	21	23	42	39	40	31	30	30	8	8	669
Total	54	54	48	34	77	21	66	72	76	39	27	56	48	64	39	37	36	13	9	870



**Complaints and Suggestions Received by TCU during 2012-2016**

<b><u>Nature of Complaint/Suggestion</u></b>	<b><u>2012</u></b>	<b><u>2013</u></b>	<b><u>2014</u></b>	<b><u>2015</u></b>	<b><u>2016</u></b>
<b>I. Public Transport Services</b>					
(a) Adequacy of service	918 [120]	1 120 [115]	1 250 [69]	1 040 [80]	915 [74]
(b) Standard of service	18 671 [91]	20 255 [31]	20 400 [25]	20 127 [30]	20 818 [17]
(c) General	472 [30]	472 [21]	900 [25]	568 [25]	587 [22]
	20 061 [241]	21 847 [167]	22 550 [119]	21 735 [135]	22 320 [113]
<b>II. Traffic Conditions</b>					
(a) Traffic congestion	248 [19]	237 [7]	242 [3]	201 [7]	283 [5]
(b) Traffic management	141 [55]	171 [50]	134 [29]	159 [36]	191 [24]
(c) Additional traffic signs and aids	94 [53]	74 [33]	49 [12]	84 [21]	96 [28]
(d) Parking facilities	74 [49]	47 [18]	48 [7]	35 [7]	51 [6]
	557 [176]	529 [108]	473 [51]	479 [71]	621 [63]
<b>III. Road maintenance</b>					
(a) Road conditions	81 [3]	80 [1]	75	63 [2]	79 [3]
(b) Traffic signs and aids	81 [2]	65 [2]	46 [1]	39 [2]	35
(c) Carriageway markings	25 [4]	10 [1]	5	6	10 [1]
	187 [9]	155 [4]	126 [1]	108 [4]	124 [4]
<b>IV. Enforcement</b>					
(a) Illegal parking	922	989 [2]	1 057	1 512 [1]	1 919 [1]
(b) Other enforcement matters	553 [2]	521 [3]	470	566 [3]	723 [5]
	1 475 [2]	1 510 [5]	1 527	2 078 [4]	2 642 [6]
<b>V. Miscellaneous</b>	125 [17]	92 [15]	87 [8]	131 [8]	149 [6]
<b>Total</b>	<b>22 405 [445]</b>	<b>24 133 [299]</b>	<b>24 763 [179]</b>	<b>24 531 [222]</b>	<b>25 856 [192]</b>

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

**Complaints and Suggestions on Franchised Bus Services**

<b><u>Bus Company</u></b>	<b><u>2015</u></b>	<b><u>2016</u></b>	<b><u>Difference</u></b>
The Kowloon Motor Bus Compnay (1933) Limited (KMB)	2 925	3 088	+5.6%
Citybus Limited (Franchise 1) (Citybus)	543	478	-12.0%
Citybus Limited (Franchise 2) (Citybus)	212	254	+19.8%
New World First Bus Services Limited (NWFB)	485	498	+2.7%
New Lantao Bus Company (1973) Limited	92	90	-2.2%
Long Win Bus Company Limited	226	214	-5.3%
Cross-harbour Bus Services	1 255	1 337	+6.5%
<b>Total</b>	<b>5 738</b>	<b>5 959</b>	<b>+3.9%</b>

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

**Complaints and Suggestions on Non-franchised Bus Services**

<b><u>Nature of Complaint/Suggestion</u></b>	<b><u>2015</u></b>	<b><u>2016</u></b>	<b><u>Difference</u></b>
<b>(A) Adequacy of Service</b>			
(1) Frequency	13	14	+7.7%
(2) Routeing	14	7	-50.0%
(3) Hours of operation	1	3	+200.0%
(4) Provision of stops	4	2	-50.0%
<b>Sub-total</b>	<b>32</b>	<b>26</b>	<b>-18.8%</b>
<b>(B) Standard of Service</b>			
(1) Regularity of service	79	72	-8.9%
(2) Adherence to routeing	2	3	+50.0%
(3) Improper driving behaviour	35	34	-2.9%
(4) Conduct and performance of staff (including drivers)	28	48	+71.4%
(5) Overcharging	-	1	-
(6) Cleanliness	1	-	-100.0%
(7) Conditions of vehicles	1	5	+400.0%
(8) Passenger services and facilities	10	13	+30.0%
<b>Sub-total</b>	<b>156</b>	<b>176</b>	<b>+12.8%</b>
<b>(C) General*</b>	<b>7</b>	<b>8</b>	<b>+14.3%</b>
<b>Total</b>	<b>195</b>	<b>210</b>	<b>+7.7%</b>

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

**Complaints and Suggestions on Green Minibus Services**

<b><u>Nature of Complaint/Suggestion</u></b>	<b><u>2015</u></b>	<b><u>2016</u></b>	<b><u>Difference</u></b>
<b>(A) Adequacy of Service</b>			
(1) Frequency	385	316	-17.9%
(2) Routeing	21	17	-19.0%
(3) Hours of operation	5	13	+160.0%
(4) Provision of stops	19	28	+47.4%
<b>Sub-total</b>	<b>430</b>	<b>374</b>	<b>-13.0%</b>
<b>(B) Standard of Service</b>			
(1) Regularity of service	1 143	1 178	+3.1%
(2) Adherence to routeing	287	354	+23.3%
(3) Improper driving behaviour	790	936	+18.5%
(4) Conduct and performance of staff (including drivers)	1 398	1 517	+8.5%
(5) Overcharging	70	95	+35.7%
(6) Cleanliness	53	33	-37.7%
(7) Conditions of vehicles	71	82	+15.5%
(8) Passenger services and facilities	90	74	-17.8%
<b>Sub-total</b>	<b>3 902</b>	<b>4 269</b>	<b>+9.4%</b>
<b>(C) General*</b>	<b>84</b>	<b>91</b>	<b>+8.3%</b>
<b>Total</b>	<b>4 416</b>	<b>4 734</b>	<b>+7.2%</b>

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

**Complaints and Suggestions on Red Minibus Services**

<b><u>Nature of Complaint/Suggestion</u></b>	<b><u>2015</u></b>	<b><u>2016</u></b>	<b><u>Difference</u></b>
<b>(A) Adequacy of Service</b>	-	-	-
<b>(B) Standard of Service</b>			
(1) Regularity of service	-	-	-
(2) Adherence to routeing	-	-	-
(3) Improper driving behaviour	151	148	-2.0%
(4) Conduct and performance of staff (including drivers)	87	116	+33.3%
(5) Overcharging	10	9	-10.0%
(6) Cleanliness	4	3	-25.0%
(7) Conditions of vehicles	3	5	+66.7%
(8) Passenger services and facilities	3	5	+66.7%
<b>Sub-total</b>	<b>258</b>	<b>286</b>	<b>+10.9%</b>
<b>(C) General*</b>	<b>62</b>	<b>48</b>	<b>-22.6%</b>
<b>Total</b>	<b>320</b>	<b>334</b>	<b>+4.4%</b>

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

**Complaints and Suggestions on Taxi Services**

<u><b>Nature of Complaint/Suggestion</b></u>	<u><b>2015</b></u>	<u><b>2016</b></u>	<u><b>Difference</b></u>
<b>Taxi driver malpractice</b>			
(a) Conduct and performance of drivers			
(i) Behaving other than in a civil & orderly manner	1 903	1 852	-2.7%
(ii) Refusing hire	2 841	2 719	-4.3%
(iii) Soliciting passengers	26	17	-34.6%
(iv) Refusing to drive to destination	451	446	-1.1%
(v) Failure to display driver identity plate	38	36	-5.3%
(vi) Failure to display driver identity plate properly	9	11	+22.2%
	5 268	5 081	-3.5%
(b) Improper driving behaviour	1 323	1 484	+12.2%
(c) Overcharging	1 594	1 657	+4.0%
(d) Taximeter irregularities	304	258	-15.1%
(e) Failure to take the most direct route	1 607	1 627	+1.2%
<b>Sub-total</b>	<b>10 096</b>	<b>10 107</b>	<b>+0.1%</b>
<b>Others</b>			
(a) Taxi obstruction	143	150	+4.9%
(b) Miscellaneous	120	100	-16.7%
<b>Sub-total</b>	<b>263</b>	<b>250</b>	<b>-4.9%</b>
<b>Total</b>	<b>10 359</b>	<b>10 357</b>	<b>0% (-0.02%)</b>

**Complaints and Suggestions on Rail Services**

<u><b>Railway Company</b></u>	<u><b>2015</b></u>	<u><b>2016</b></u>	<u><b>Difference</b></u>
Mass Transit Railway Corporation Limited (Excluding Light Rail)	486	527	+8.4%
Mass Transit Railway Corporation Limited (Light Rail)	37	36	-2.7%
The Hongkong Tramways Limited	107	53	-50.5%
<b>Total</b>	<b>630</b>	<b>616</b>	<b>-2.2%</b>

**Complaints and Suggestions on Ferry Services**

<u><b>Ferry Company</b></u>	<u><b>2015</b></u>	<u><b>2016</b></u>	<u><b>Difference</b></u>
New World First Ferry Services Limited	44	82	+86.4%
The 'Star' Ferry Company Limited	4	3	-25.0%
Minor Ferries	29	25	-13.8%
<b>Total</b>	<b>77</b>	<b>110</b>	<b>+42.9%</b>



**Complaints about Traffic Congestion during 2012 - 2016**

<b><u>District</u></b>		<b><u>No. of Complaints</u></b>				
		<b><u>2012</u></b>	<b><u>2013</u></b>	<b><u>2014</u></b>	<b><u>2015</u></b>	<b><u>2016</u></b>
Hong Kong	- Eastern	9	18	15	18	11
	- Wan Chai	51	18	29	13	12
	- Central & Western	23	24	32	8	14
	- Southern	16	15	17	23	7
Kowloon	- Kwun Tong	19	18	19	11	22
	- Wong Tai Sin	6	6	2	7	9
	- Kowloon City	27	20	20	26	25
	- Sham Shui Po	6	8	8	2	13
	- Yau Tsim Mong	25	12	21	15	32
New Territories	- North	2	7	11	6	35
	- Tai Po	6	14	5	5	7
	- Sha Tin	16	5	5	9	17
	- Yuen Long	6	6	19	14	18
	- Tuen Mun	13	27	7	14	19
	- Tsuen Wan	8	19	9	4	9
	- Kwai Tsing	5	9	9	9	8
	- Sai Kung	5	4	6	11	15
	- Islands	-	1	1	6	8
Others		5	6	7	-	2
<b>Total</b>		<b>248</b>	<b>237</b>	<b>242</b>	<b>201</b>	<b>283</b>

**Complaints about Illegal Parking during 2012 - 2016**

<b><u>District</u></b>		<b><u>2012</u></b>	<b><u>2013</u></b>	<b><u>2014</u></b>	<b><u>2015</u></b>	<b><u>2016</u></b>
Hong Kong	- Eastern	65	67	78	126	177
	- Wan Chai	67	61	62	94	87
	- Central & Western	40	52	67	114	91
	- Southern	23	38	26	41	40
Kowloon	- Kwun Tong	85	103	109	166	208
	- Wong Tai Sin	34	42	44	48	62
	- Kowloon City	80	77	86	107	129
	- Sham Shui Po	40	33	54	80	144
	- Yau Tsim Mong	152	119	146	162	150
New Territories	- North	48	39	30	40	47
	- Tai Po	23	20	28	40	60
	- Sha Tin	61	95	79	97	135
	- Yuen Long	48	70	63	111	129
	- Tuen Mun	33	50	38	66	117
	- Tsuen Wan	35	42	50	63	97
	- Kwai Tsing	44	41	47	58	83
	- Sai Kung	42	29	39	89	142
	- Islands	2	10	11	7	18
Others		-	1	-	3	3
<b>Total</b>		<b>922</b>	<b>989</b>	<b>1 057</b>	<b>1 512</b>	<b>1919</b>

**Complaints about Enforcement Matters (other than Illegal Parking)**  
**during 2012 - 2016**

<b><u>District</u></b>		<b><u>2012</u></b>	<b><u>2013</u></b>	<b><u>2014</u></b>	<b><u>2015</u></b>	<b><u>2016</u></b>
Hong Kong	- Eastern	23	36	23	29	51
	- Wan Chai	59	41	43	35	75
	- Central & Western	54	42	29	27	31
	- Southern	18	21	10	23	27
Kowloon	- Kwun Tong	36	26	23	30	44
	- Wong Tai Sin	23	13	20	28	26
	- Kowloon City	63	68	44	64	56
	- Sham Shui Po	29	27	29	33	34
	- Yau Tsim Mong	67	51	40	72	75
New Territories	- North	10	16	16	16	24
	- Tai Po	14	10	10	13	22
	- Sha Tin	30	30	35	31	47
	- Yuen Long	28	25	36	48	51
	- Tuen Mun	27	24	28	23	46
	- Tsuen Wan	25	24	24	34	32
	- Kwai Tsing	16	29	16	27	25
	- Sai Kung	13	19	20	13	24
	- Islands	8	12	12	10	14
Others		10	7	12	10	19
<b>Total</b>		<b>553</b>	<b>521</b>	<b>470</b>	<b>566</b>	<b>723</b>

**Complaints about Enforcement Matters (other than Illegal Parking)**  
**Districts which Attracted Relatively More Complaints**  
**(January – December 2016)**

<b>Nature \ District</b>	<b>Wan Chai</b>	<b>Yau Tsim Mong</b>	<b>Kowloon City</b>	<b>Eastern</b>	<b>Yuen Long</b>	<b>Total</b>
1. Disobeying traffic signs/ schemes	26 [Jaffe Road – 3] [Leighton Road – 4]	21	11	7	16 [Shap Pat Heung Road – 4]	<b>81</b>
2. Jumping red light/Failing to give way to pedestrians or traffic	15	14	17 [Ma Tau Wai Road – 3]	19 [Tai Koo Shing Road – 5]	11	<b>76</b>
3. Cutting lane abruptly/ Overtaking on solid line	15 [Gloucester Road – 7]	19 [West Kowloon Corridor – 4] [Hong Chong Road – 4]	10 [Waterloo Road – 3]	13 [Eastern Corridor – 10]	3	<b>60</b>
4. Prolonged waiting causing obstruction	10	8	11	3	4	<b>36</b>
5. Speedy driving	-	5	-	2	8 [Tin Ying Road – 5]	<b>15</b>
6. Using mobile phone while driving	1	1	1	1	-	<b>4</b>
7. Jaywalking	-	-	-	-	2	<b>2</b>
8. Others	8	7	6	6	7	<b>34</b>
<b>Total</b>	<b>75</b>	<b>75</b>	<b>56</b>	<b>51</b>	<b>51</b>	<b>308</b>

Note: [ ] indicates location which had attracted three or more complaints during the period January to December 2016.

**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.