

QUARTERLY REPORT No. 1 of 2017

by the

TRANSPORT COMPLAINTS UNIT

of the

TRANSPORT ADVISORY COMMITTEE

for the period

1 January 2017 – 31 March 2017

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Chapter 1

Major Areas of Complaints and Suggestions

This is the first quarterly report for 2017 covering the period from 1 January to 31 March 2017.

Yearly and Quarterly Trends

2. During the quarter, the Transport Complaints Unit (TCU) received 5 874 complaints and suggestions, including 30 pure suggestions, from 5 073 persons. About 60% (3 027) of these persons lodged their complaints/suggestions by e-mail, fax or mail and the remaining 40% (2 046) by telephone. The number of cases represents a decrease of 11.4% as compared with 6 629 cases in the previous quarter and an increase of 8.4% as compared with 5 421 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 2013 is at Annex B(ii).

4. During the current quarter, investigations into 6 258 cases (including some outstanding cases from previous quarters) were completed. Of these, 4 614 cases (74%) were found to be substantiated, 83 cases (1%) unsubstantiated, and the remaining 1 561 cases (25%) not pursuable due to lack of evidence. A summary of the results of investigations is at Annex C.

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

Public Transport Services

6. Complaints and suggestions on public transport services accounted for 5 064 cases, which represents a decrease of 11.4% as compared with the previous quarter and an increase of 8.9% 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 2013 is at Annex E(ii).

Franchised Bus Services

7. A total of 1 196 complaints and suggestions on franchised bus services were received during the quarter, which represents a decrease of 23.3% as compared with the previous quarter and a decrease of 6.2% as compared with the same quarter last year.

8. There were 656 cases on the services of the Kowloon Motor Bus Company (1933) Limited (KMB), as compared with 792 cases in the previous quarter and 655 cases in the same quarter last year. Among the 656 cases, 53 (or 8.1%) were about the adequacy of service and 581 (or 88.6%) were about the standard of service.

9. There were 99 cases on the services of Citybus Limited (Franchise for Hong Kong Island and Cross-Harbour Bus Network) (CTB (Franchise 1)), as compared with 134 cases in the previous quarter and 120 cases in the same quarter last year. Among the 99 cases, 10 (or 10.1%) were about the adequacy of service while 85 (or 85.9%) were about the standard of service.

10. There were 91 cases on the services of New World First Bus Services Limited (NWFB), as compared with 128 cases in the previous quarter and 103 cases in the same quarter last year. Of the 91 cases, five (or 5.5%) were about the adequacy of service and 80 (or 87.9%) 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 36 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 49 and 50 respectively.

Public Light Bus Services

13. A total of 1 255 complaints and suggestions on public light bus (PLB) services were received in this quarter, which represents a slight decrease of 0.2% as compared with the previous quarter and an increase of 25.6% 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, 92.5% or 1 161 cases were on green minibus (GMB) services. The number of cases received in the previous quarter and the same quarter last year were 1 168 and 920 respectively. Among the 1 161 cases, 74 (or 6.4%) were about the adequacy of service and 1 054 (or 90.8%) were about the standard of service.

15. The remaining 7.5% or 94 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 90 and 79 respectively.

Taxi Services

16. A total of 2 410 cases on taxi services were received in this quarter, which represents a decrease of 9% as compared with the previous quarter and an increase of 10.1% 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 2 410 cases received, 2 346 (97%) were related to taxi driver malpractice, as compared with 2 594 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 491 such cases (21%) were referred to the Police.

18. During the quarter, the Police reported the latest developments on 566 cases previously referred to them. These cases are categorised as follows –

	<u>No. of Cases</u>		<u>Percentage</u>	
(a) Summonsed	45	(49)	8	(8)
(b) Withdrawn by complainants	266	(408)	47	(69)
(c) Evidence considered insufficient by the Police for further processing	255	(135)	45	(23)
	<u>566 (592)</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 146 complaints and suggestions on rail services were received. Corresponding figures for the previous quarter and the same quarter last year were 181 and 125 respectively. Of the 146 cases, 139 were on the services of MTRCL.

Ferry Services

20. There were 21 complaints and suggestions on ferry services in this quarter. Corresponding figures for the previous quarter and the same quarter last year were 23 and 12 respectively.

Traffic Conditions

21. There were 39 complaints recorded in this quarter about traffic congestion, as compared with 86 cases in the previous quarter and 55 cases in the same quarter last year. Congestion was reported to have occurred at a total of 38 locations throughout the territory, as illustrated below –

	<u>Number of Complaints</u>		<u>Number of Locations</u>	
Hong Kong Island	6	(20)	6	(20)
Kowloon	20	(27)	19	(24)
New Territories	13	(39)	13	(25)
Others (e.g. general issues and tunnel areas)	-	(-)	-	(-)
Total	39	(86)	38	(69)

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

22. Based on the number of complaints received, districts most affected by traffic congestion were Wong Tai Sin (eight cases) and Kwun Tong (five cases). The number of complaints and suggestions on traffic and road conditions broken down by district is at Annex I.

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

24. There were 33 complaints and suggestions on traffic management and 25 requests for additional traffic signs and aids in this quarter. As a comparison, there were 41 and 42 such cases in the previous quarter, and 48 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 21 complaints about road maintenance, as compared with 22 cases in the previous quarter and 24 cases in the same quarter last year. Among the 21 cases, 14 were related to road conditions.

27. Districts which attracted relatively more complaints about road maintenance were Yuen Long (five cases) and Tai Po (three cases).

Enforcement

28. There were 635 complaints about traffic regulations enforcement in this quarter, which represents a decrease of 5.1% when compared with the previous quarter and an increase of 11.6% 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 Sha Tin (64 cases), Kowloon City (45 cases) and Yau Tsim Mong (41 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 7 February 2017, Members discussed –

- (a) complaints and suggestions about traffic congestion;
 - (b) complaints and suggestions about road safety matters;
 - (c) overview of complaints and suggestions received in 2016; and
 - (d) TCU Quarterly Report No. 4 of 2016.
2. Members agreed that –
- (a) complaints and suggestions about traffic congestion and road safety matters should be closely monitored; and
 - (b) TCU Quarterly Report No. 4 of 2016 should be submitted to the Transport Advisory Committee.

Complaint about the one-hour metered parking for coaches in the temporary car park at Hoi Yu Street

3. A complaint was lodged about the parking arrangement of the temporary car park at Hoi Yu Street in North Point. The complainant was of the view that the one-hour metered parking for coaches could not meet the demand of parking and caused inconvenience to drivers. He urged the Transport Department (TD) to increase the maximum charging period of the meters to two hours.

4. TD was invited to consider the case. The Department advised that the setting up of the Hoi Yu Street temporary car park for coaches was a measure to address the local community's concern of the worsening illegal parking of tourist coaches in North Point. The car park served as a place for coaches to stop over briefly in between the picking up and setting down of passengers in the vicinity, so that they no longer needed to keep circling around the area or illegally park on road side. As a result, air pollution and vehicle

obstruction to the traffic could be reduced. The Eastern District Council also supported the setting up of the said temporary car park.

5. TD further advised that the Department had conducted site inspections on the usage of the Hoi Yu Street temporary car park from April to July 2016. It was noted that most of the coaches parked there for not more than an hour, while only a few needed to park for a longer period of time. In view of the above findings, TD had subsequently converted some of the one-hour parking meters to two-hour parking meters in January 2017 to cater for the need of some coaches.

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

Concern about the combination of personalized vehicle registration mark

7. A member of the public expressed concerns about the combination of some personalized vehicle registration marks (PVRMs) being too long and complicated for other road users to note down or recall when there were road incidents. This would pose difficulties for accident investigation by the Police and other government departments. He suggested TD should take into consideration the complexity of the combination of a vehicle registration mark when issuing PVRMs.

8. TD advised that vehicle registration marks were issued according to the Road Traffic (Registration and Licensing of Vehicles) Regulations (Cap. 374E). The formulation of the relevant stipulations for PVRMs had taken into account the views from the Police.

9. Specifically, regulation 12E stipulates that the combination of a PVRM shall consist of not more than eight letters (which shall not include the letters "I", "O" and "Q") and/or numerals. Each blank space shall, for the purpose of counting the number of letters/numerals or both, be taken as one letter or numeral. On the other hand, it is common for a traditional vehicle registration mark to have a combination consisting altogether six letters and/or numerals. In fact, there are a few millions of vehicle registration marks for which no apparent association exists between the letters and numerals.

10. In considering whether to accept or refuse an application of a

proposed combination as PVRM, TD would take into account advice from relevant authorities, including the Police and the comments of non-official members of the PVRM vetting committee, which comprises of members from all walks of life and different cultural backgrounds. An application would be refused if the proposed PVRM is considered confusing for the purposes of law enforcement.

11. TD's explanation was conveyed to the member of the public, who raised no other queries.

Suggestion to lengthen the amber signal of a traffic light

12. A complainant lodged a complaint about the inadequate duration of the amber signal of a traffic light in Tin Shui Wai. The complainant said that he was approaching a signalised junction while the green signal was on, and then all of a sudden the signal changed to amber. As a result, he had to immediately apply the brake to stop his vehicle in front of the red signal.

13. TD was invited to look into the case. The Department pointed out that the display sequence of vehicular traffic signals in Hong Kong was red, red and amber, green, amber, and then red. The duration of the amber signal before the red signal was set at three seconds, which was applicable to all traffic lights in Hong Kong. Yet, to ensure the safety of different road users, TD would take into account the geographical factors (e.g. the size of a junction) and the directions of the traffic in determining whether additional all-red time should be allocated between two green signals at a particular junction.

14. TD further advised that according to the Road Users' Code, when the amber signal lighted up, vehicles must stop unless they were so close to the junction or crossing and a sudden stop might cause an accident. When approaching a junction, motorists should pay attention to their speed and keep a safe distance with vehicles in front, so that they would be able to discern the traffic condition ahead and make suitable adjustment to their driving when required.

15. The complainant made no further comment after receiving the above reply.

Complaints and Suggestions about Improper Driving Behaviour of Public Transport Drivers**Background**

On average, around 12.6 million passenger journeys are made every day on the PT system in Hong Kong which includes railways, trams, buses, minibuses, taxis and ferries in 2016. PT services remain a prime issue among the complaints and suggestions received by TCU. In 2016, 22 320 complaints and suggestions about PT services were received, accounting for 86% of the total number of cases (25 856). Among these 22 320 cases, improper driving behaviour was one of the major areas of concern with 3 774 cases received in 2016.

2. This paper focuses on complaints and suggestions about improper driving behaviour of PT drivers as safety is always a very important consideration in the operation of PT services.

Complaints/Suggestions Statistics

3. The trend of complaints and suggestions about improper driving behaviour of PT drivers in the past five years is as follows -

<u>Year</u>	<u>No. of Complaints/Suggestions</u>	<u>Difference</u>
2012	2 836	-
2013	2 802	-1.2%
2014	2 679	-4.4%
2015	3 056	+14.1%
2016	3 774	+23.5%
2017 (up to 31.3.2017)	1 001	-

A breakdown by transport mode of the cases received from January to March 2017 is as follows -

<u>Transport Mode</u>	<u>2016 Jan - Mar</u>	<u>2017 Jan - Mar</u>	<u>Difference</u>
Taxi	300	415	+115 (+38.3%)
Green minibus	191	306	+115 (+60.2%)
Franchised bus	218	207	-11 (-5.0%)
Red minibus	36	57	+21 (+58.3%)
Mass Transit Railway (excluding Light Rail)	5	4	-1 (-20.0%)
Light rail	3	1	-2 (-66.7%)
Others	19	11	-8 (-42.1%)
Total	772	1 001	+229 (+29.7%)

4. A total of 1 001 complaints and suggestions about improper driving behaviour of PT drivers were received during the period from January to March 2017. This represents an increase of 29.7% when compared with 772 cases received in the same period last year.

5. Of these 1 001 cases, the complainants were mostly concerned about the following improper acts -

- (a) driving speedily;
- (b) starting before passengers safely alighted/boarded;
- (c) changing lanes abruptly/overtaking on solid line;
- (d) picking up/setting down passenger at restricted area/out of line;
- (e) dashing through traffic light;
- (f) failing to give way to pedestrians/traffic; and
- (g) using mobile phone while driving.

Comparisons of the cases received during the period from January to March 2017 and the same period of 2016 are at Annex J.

Actions Taken

6. All the complaints received about improper driving behaviour of PT drivers were referred to the respective operators, the Transport Department (TD) or the Police for investigation.

7. If the complainants agree to be court witnesses, prosecution against the drivers concerned may be considered. During the period from January to March 2017, 208 out of the 1 001 cases about improper driving behaviour were referred to the Police for consideration of prosecution action. So far, investigation had been completed on 83 of these cases, the results of which are as follows -

	<u>No. of Cases</u>	<u>Percentage</u>
(a) Summoned	9	11
(b) Withdrawn by complainants	41	49
(c) Evidence considered insufficient by the Police for further processing	33	40
Total	83	100

Measures to Improve the Situation

Franchised Bus Services

8. To enhance the promotion of bus operation safety, all franchised bus operators continue to adopt measures to improve their bus captains' driving skills, driving attitude and safety awareness. In addition to training for new recruits, all franchised bus operators provide enhancement, refresher and remedial training courses, issue staff notices, and hold regular briefings on safe driving and quality service to their in-service bus captains, apart from provision of incentive schemes such as safety bonus and safe driving awards for new recruits and in-service bus captains.

9. To enhance monitoring of driving behaviour of bus captains, franchised bus operators use the vehicle operating data captured by the black boxes/on-board driving data monitoring device and CCTV footage of driving cabs to monitor bus captains' driving behaviour (such as driving speedily) and facilitate accident investigation. Any bus captains found to have engaged in

improper driving behaviour or involved in serious traffic accidents would be reminded, coached or even disciplined by the operator. They will also be arranged to attend remedial driving training.

10. The franchised bus operators continue to arrange their driving instructors, inspectors and plain-clothes staff to conduct covert checks and on-site monitoring at bus stops and traffic lights to monitor their bus captains' driving manner, compliance with traffic signals/signs and service manner while observing bus stop. The operators will take follow up disciplinary actions and arrange remedial training for the bus captains concerned if required.

11. Apart from the above, TD and the Police will jointly organise two Road Safety Seminars in the first half of 2017 for bus captains. Another five Road Safety Seminars will be arranged in the second half of 2017. During the seminars, bus captains will be briefed by the Police on safe driving skills and behaviour with a view to enhancing their awareness of road safety.

Public Light Bus Services

12. To enhance public light bus (PLB) safety, TD has adopted a multi-pronged approach. Legislative requirements have been introduced in phases since April 2012 to impose a maximum speed of 80 km per hour for PLBs on roads; mandate the installation of approved speed limiter on all PLBs with a pre-set maximum speed of 80 km per hour; and mandate the display of driver identity plates by PLB drivers. Since December 2014, further requirement has been put in place to mandate the installation of approved electronic data recording device on newly registered PLBs; and since June 2015, all applicants for PLB licence are required to attend and complete a pre-service course before they are eligible for the licence.

13. Besides, 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, publication of PLB Newsletter and provision of seminars for PLB drivers to enhance safe driving and customer-oriented services.

14. As a continuing measure to combat the improper driving behaviour of PLB drivers, TD will strengthen the monitoring of the driving behaviour of PLB drivers so as to enhance the safety of PLB operation by conducting more

surveys to collect more data on the performance of PLB drivers. If malpractice of drivers such as speeding, overloading and any other driving behaviour jeopardising passenger safety is found, TD will pass the information to the Police for follow up and enforcement actions. Vehicle inspections will be arranged for checking the speed limiter whenever necessary. For repeated public complaints about improper driving behaviour of green minibus (GMB) drivers, TD will conduct ad hoc survey/inspection to verify such malpractice, interview and seriously remind the GMB operators to warn the drivers concerned, and depending on the situation, take disciplinary actions against the drivers concerned as appropriate. Besides, TD will remind the GMB operators to urge their drivers to drive safely, to strengthen staff training and to conduct surprise checks on the performance of their drivers to improve service quality. Regarding improper driving behaviour of red minibus (RMB) drivers, TD will request all RMB associations to remind their member drivers to drive properly and safely through established liaison means with the trade representatives. With the various measures for enhancing operational safety of PLBs under the multi-pronged approach, it is noted that the accident rate of PLB has decreased from 3.11 per million vehicle kilometre in 2005 to 2.16 per million vehicle kilometre in 2015.

Taxi Services

15. TD all along reminds the leaders of taxi trade to advise taxi drivers to drive safely and properly, as well as to pay attention to service quality. TD supports the Vocational Training Council and Employees Retraining Board in the offering of courses for potential and serving drivers which cover topics including road safety, driving improvement, emergency handling, occupational health in relation to driving behavior, trade ethics and customer service skills. TD will liaise with the training institutions as appropriate as and when specific training needs are identified for the trade. The taxi trade also provides training courses to potential and serving taxi drivers. Two courses were offered in February 2017 and two more are planned in May and July 2017.

16. On publicity, TD and the Quality Taxi Services Steering Committee (QTSSC)^{Note} made use of the Taxi Driver Commendation Scheme Prize

^{Note} The Quality Taxi Services Steering Committee (QTSSC) currently chaired by Ms Agnes Nardi Kar-wai, was established in May 1999, comprising representatives of the taxi associations, Hong Kong Tourism Board, Consumer Council, District Councils, Transport and Housing Bureau and Transport Department, to promote quality taxi service.

Presentation Ceremony 2016 held on 25 January 2017 to promote quality taxi service and good driving behaviour. Quality Taxi Drivers were commended as role models for other taxi drivers to follow. Radio programmes and segments were broadcast in the FM 88.1 Channel of Commercial Radio Hong Kong in the first quarter of 2017 to encourage taxi drivers to provide quality taxi service to passengers. TD also publishes Taxi Newsletters half yearly, through which messages of safe and proper driving and service quality are disseminated to taxi drivers.

17. TD recognises the importance of effective monitoring on drivers' performance. To improve the ease for taxi passengers to offer their views on performance of taxi drivers, TD distributes leaflets showing the major feedback channels (e.g. Transport Complaints Unit hotline) to taxi passengers at major taxi stands regularly throughout the year. Also, to improve the convenience for the public to access the QTSSC website for leaving feedback on taxi service and drivers' performance using smartphones, a QR code is printed in taxi publicity materials.

Others

18. TD, in its continuous efforts to enhance driving safety and health awareness of commercial vehicle drivers (i.e. including PT drivers), launched the "Safe Driving and Health Campaign 2016/2017" between September 2016 and March 2017 with four main themes, including "safe driving attitude and behaviour", "respect other road users", "no drink driving and drug driving" and "maintain good health conditions". A series of publicity programmes were arranged to promote road safety and health awareness of commercial vehicle drivers.

19. "Road Safety" is a Commissioner of Police Operational Priority. Particular attention is accorded to PT vehicles including taxi, PLB and franchised buses as they are major road users. A multi-agency approach of road engineering, public engagement and effective enforcement has been adopted to make it everyone's responsibility to ensure that every road user is safe, which includes enhancing PT road safety in Hong Kong. Publicity activities with close cooperation of the Road Safety Council are on-going throughout the year with road safety leaflets distributed to PT drivers and their passengers. The Police also regularly organise road safety educational talks to PT drivers as well as the trade operators in order to promote a safe driving attitude and prevent traffic accidents. Regular territory-wide enforcement

operations against undesirable driving behaviours of PT drivers are also conducted targeting offences like “drink driving”, “speeding”, “traffic light offences”, “mobile phone offences”, “seat belt offences”, “construction and maintenance offences” and “failing to comply with traffic signals”. The Police Selected Traffic Enforcement Priorities (STEP) 2017 aims to change the undesirable behaviours of drivers that cause traffic accidents, obstruct traffic flow and affect the broader community. From January to March 2017, enforcement was undertaken on 19 115 occasions against PT drivers and vehicles, representing an increase of 12.5% when compared with the same period of 2016. A breakdown is at Annex K.

20. TCU would continue to closely monitor and follow up with the departments and transport operators concerned regarding complaints about improper driving behaviour of PT drivers.

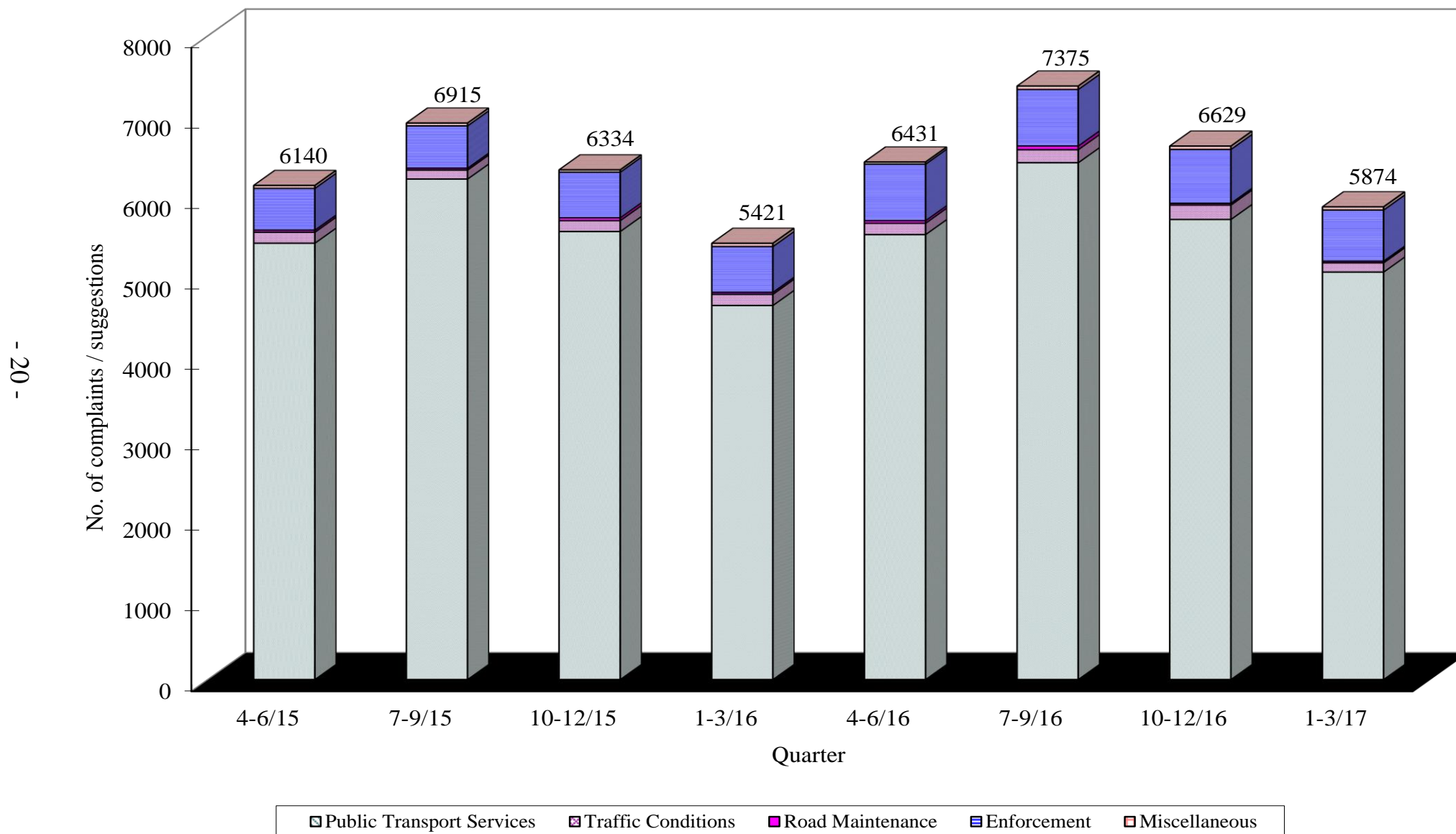
Complaints and Suggestions Received by TCU

<u>Nature of Complaint/Suggestion</u>	<u>Same quarter last year (1.1.16-31.3.16)</u>			<u>Previous quarter (1.10.16-31.12.16)</u>			<u>Current quarter (1.1.17-31.3.17)</u>		
I. Public Transport Services									
(a) Adequacy of service	196	[26]		212	[9]		203	[11]	
(b) Standard of service	4 287	[4]		5 379	[4]		4 723	[4]	
(c) General	166	[5]		127	[4]		138	[3]	
	4 649	[35]	(86%)	5 718	[17]	(86%)	5 064	[18]	(86%)
II. Traffic Conditions									
(a) Traffic congestion	55			86	[1]		39		
(b) Traffic management	48	[4]		41	[5]		33	[4]	
(c) Additional traffic signs and aids	22	[2]		42	[9]		25	[5]	
(d) Parking facilities	14	[2]		10			18	[2]	
	139	[8]	(2%)	179	[15]	(2%)	115	[11]	(2%)
III. Road Maintenance									
(a) Road conditions	12	[1]		15			14		
(b) Traffic signs and aids	6			6			7		
(c) Carriageway markings	6	[1]		1			-		
	24	[2]	(1%)	22		(1%)	21		(1%)
IV. Enforcement									
(a) Illegal parking	426			478	[1]		474		
(b) Other enforcement matters	143			191	[4]		161		
	569		(10%)	669	[5]	(10%)	635		(10%)
V. Miscellaneous	40	[2]	(1%)	41	[1]	(1%)	39	[1]	(1%)
Total	5 421	[47]	(100%)	6 629	[38]	(100%)	5 874	[30]	(100%)

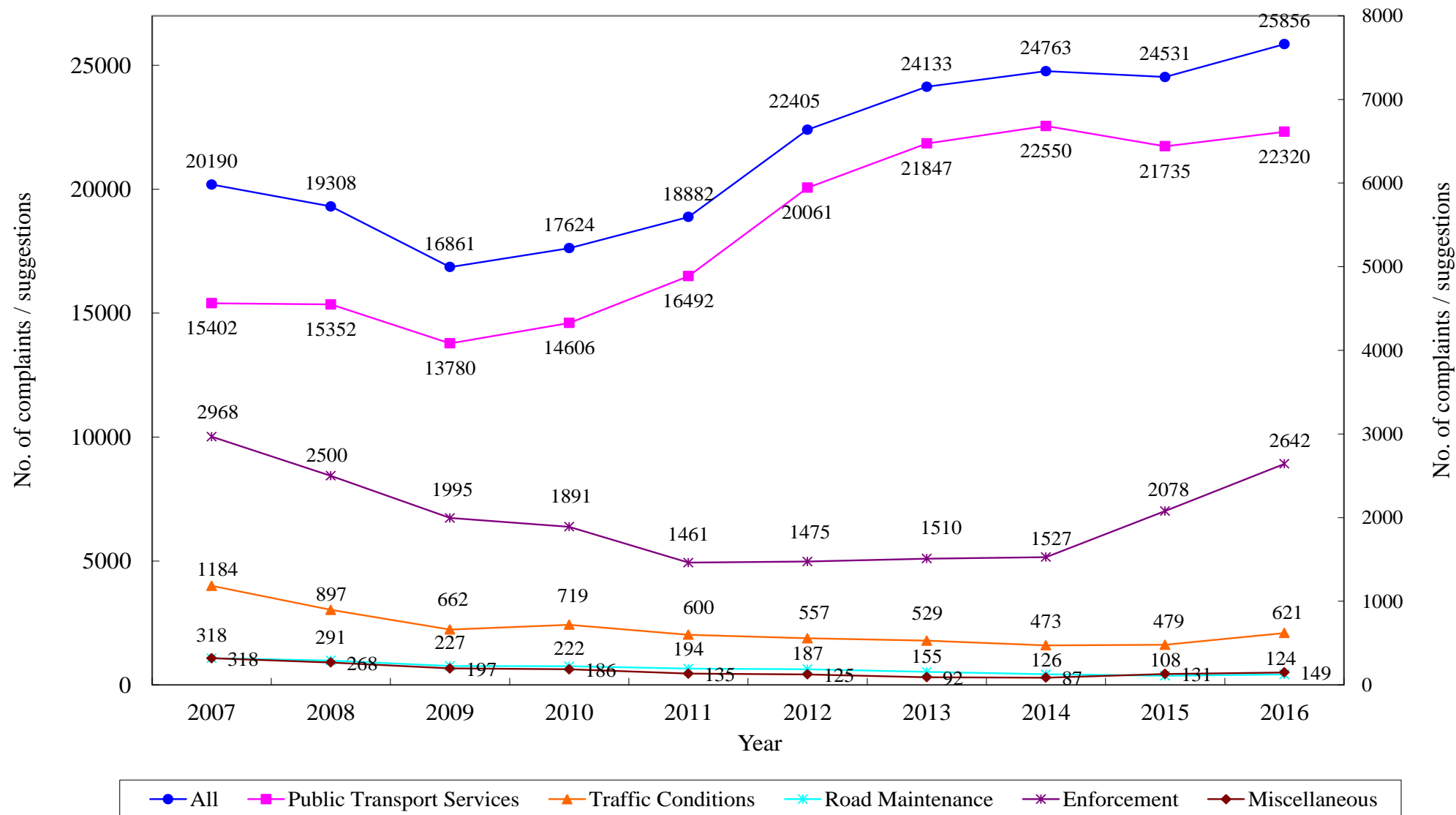
Notes : (1) Figures in square brackets are the number of pure suggestions received in the quarter. The figures have been included in the overall number of cases received.

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

Complaints and Suggestions Received by TCU

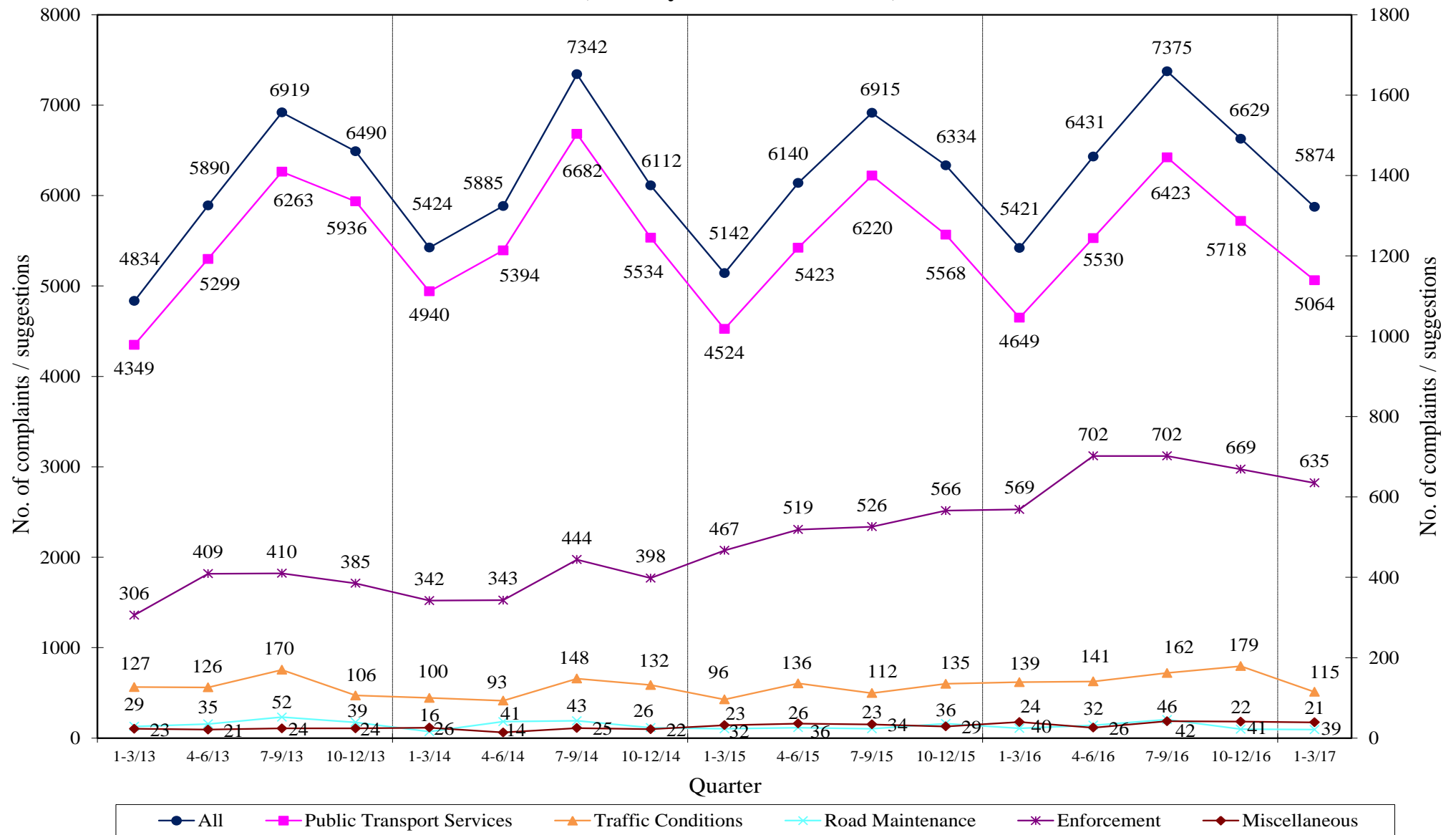


Trends of Complaints and Suggestions Received by TCU (2007 - 2016)



**Trends of Complaints and Suggestions Received by TCU
(January 2013 - March 2017)**

Annex B(ii)



Summary of Results of Investigations into Complaints and Suggestions
(January – March 2017)

Outcome of Investigation Nature of Complaint/ Suggestion					
	A1	A2	B	C	Total
I. Public Transport Services					
(a) Adequacy of service	8	250	6	-	264
(b) Standard of service	1 341	2 068	34	1 525	4 968
(c) General	63	43	7	10	123
	1 412	2 361	47	1 535	5 355
II. Traffic Conditions					
(a) Traffic congestion	38	40	7	-	85
(b) Traffic management	22	22	9	-	53
(c) Additional traffic signs/aids	13	9	5	-	27
(d) Parking facilities	8	3	3	-	14
	81	74	24	-	179
III. Road Maintenance					
(a) Road conditions	22	1	1	1	25
(b) Traffic signs and aids	9	1	2	-	12
(c) Carriageway markings	1	-	-	-	1
	32	2	3	1	38
IV. Enforcement					
(a) Illegal parking	414	70	3	-	487
(b) Other enforcement matters	56	69	4	24	153
	470	139	7	24	640
V. Miscellaneous	27	16	2	1	46
Total	2 022 (32%)	2 592 (42%)	83 (1%)	1 561 (25%)	6 258 (100%)

Legend

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

**Summary of Results of Investigations into
Complaints and Suggestions on Public Transport Services
(January – March 2017)**

Outcome of Investigation Mode of Transport	A1	A2	B	C	Total
The Kowloon Motor Bus Company (1933) Limited	494	541	17	15	1 067
Citybus Limited (Franchise 1)	28	43	2	1	74
Citybus Limited (Franchise 2)	20	21	2	-	43
New World First Bus Services Limited	20	61	1	3	85
New Lantao Bus Company (1973) Limited	20	12	-	1	33
Long Win Bus Company Limited	23	31	1	-	55
Cross-harbour Bus Services	126	202	5	7	340
Non-franchised Bus Services	5	26	-	1	32
Green Minibus	575	426	6	27	1 034
Red Minibus	46	7	-	3	56
Taxi	41	924	-	1 476	2 441
MTR Corporation Limited (Excluding Light Rail)	6	45	11	-	62
MTR Corporation Limited (Light Rail)	1	1	1	-	3
The Hong Kong Tramways Limited	5	2	-	1	8
New World First Ferry Services Limited	2	13	1	-	16
The “Star” Ferry Company Limited	-	-	-	-	-
Minor Ferries	-	6	-	-	6
Total	1 412 (26%)	2 361 (44%)	47 (1%)	1 535 (29%)	5 355 (100%)

Legend

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

Public Suggestions Taken on Board by
Relevant Government Departments/Public Transport Operators
(January – March 2017)

I. Public Transport Services

- Add an additional daily departure of green minibus route no. 16A from Chung Hom Kok (Cheshire Home) to Chai Wan Station at 7:30 p.m. to meet the demand of passengers.
- Add a “Bus Stop” road marking at Big Wave Bay Road to better remind motorists of the location of the bus stop.
- Remove the railings at the bus stop at Cheung Sha Wan Road near Tung Chau West Street to facilitate passengers boarding and alighting.

II. Traffic Management

Hong Kong Island

- Increase the vehicular green time of a traffic light at the junction of Queen's Road West westbound and Possession Street during lunch hours on weekdays to alleviate traffic congestion.
- Adjust the vehicular green time of traffic lights at the junction of Wyndham Street and Glenealy and the junction of Lower Albert Road and Ice House Street during morning rush hours and afternoon non-rush hours to improve the eastbound traffic flow.
- Extend the effective hours of “No Stopping” restriction at Tung Hei Road eastbound to prevent vehicle obstruction.
- Convert one-hour parking meters to two-hour parking meters for ten coach parking spaces in Hoi Yu Street temporary car park to meet the demand of coach parking.

Kowloon

- Adjust the vehicular green time of traffic lights at Nam Cheong Street to improve the northbound traffic flow.
- Relocate a traffic light at the junction of Yee Kuk Street and Nam Cheong Street to enhance road safety.
- Add signalised pedestrian crossings at the junction of Shun Ning Road and Hing Wah Street to improve road safety.
- Add a “Slow” road marking at Prince Edward Road West near the entrance of Grand Century Place to enhance road safety.
- Add “Slow” road markings at Hong Ning Road southbound near Ming Chi Street to improve road safety.
- Replace the “Give Way” road markings and traffic signs by “Stop” road markings and traffic signs at Bedford Road eastbound near the junction with Tai Kok Tsui Road to prevent vehicle obstruction.
- Add “Slow” road markings and traffic signs at Kai Yan Street to improve road safety and better remind motorists of pedestrian crossings ahead.

New Territories

- Increase the vehicular green time of a traffic light at Shek Kok Road southbound near the junction with Wan Po Road during morning rush hours from Mondays to Saturdays to improve traffic flow.
- Increase the vehicular green time of traffic lights at Ting Kok Road at the junctions with Dai Fat Street and Dai Kwai Street on Sunday evenings to improve traffic flow.
- Shorten the length of the hatched area at the junction of Long Tin Road and Yuen Long Highway to improve the traffic flow of Long Tin Road.
- Add a “Slow” road marking and a “Pedestrians on road ahead” traffic sign at Tong Chun Street near Tseung Kwan O Station Public Transport Interchange to enhance road safety.

Annex E(i)

Complaints and Suggestions on Public Transport Services (January – March 2017)

Legend

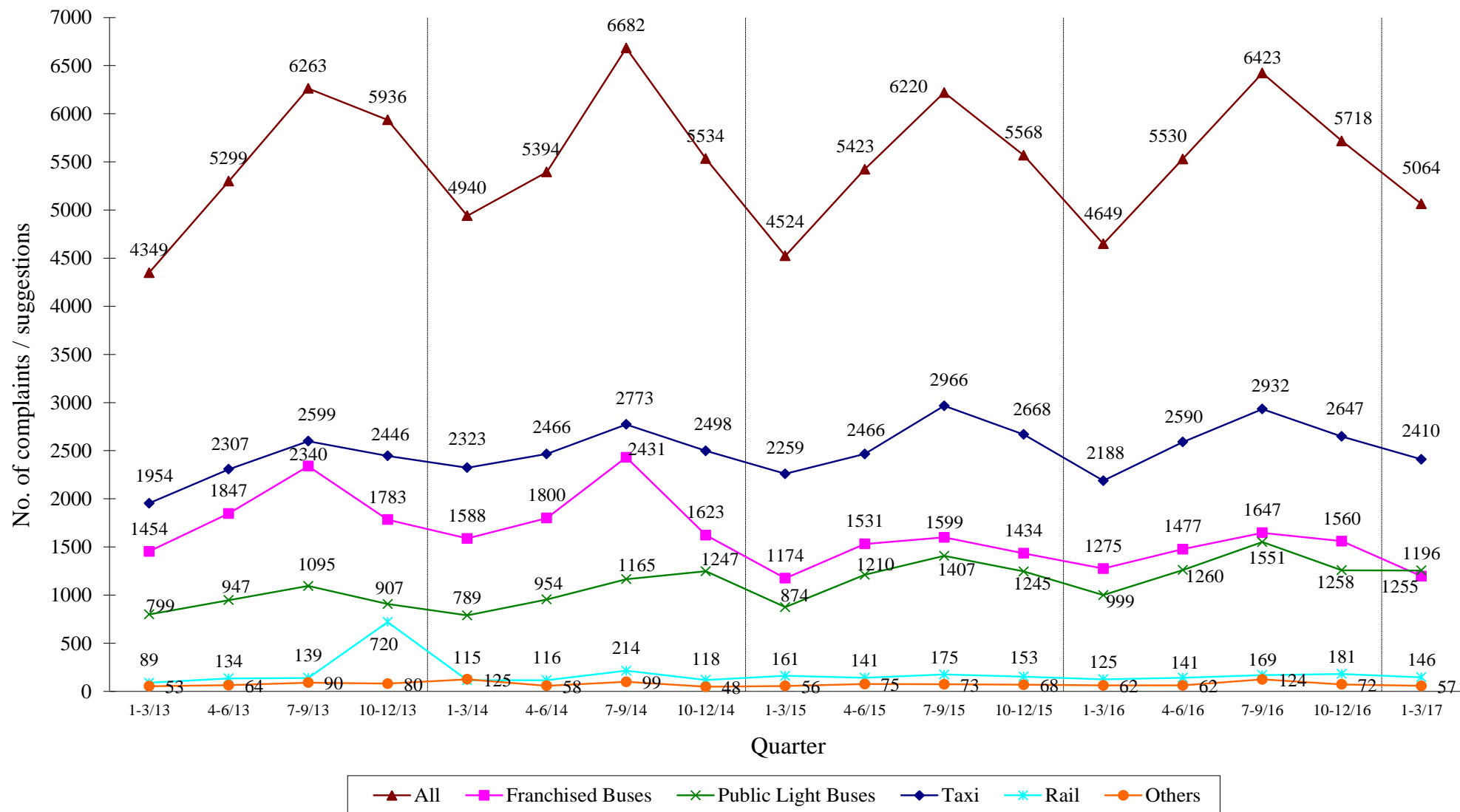
KMB	The Kowloon Motor Bus Company (1933) Limited
CTB1	Citybus Limited (Franchise 1)
CTB2	Citybus Limited (Franchise 2)
FB	New World First Bus Services Limited
NLB	New Lantau Bus Company (1973) Limited
LWB	Long Win Bus Company Limited
XHT	Cross-harbour Bus Services
NFBS	Non-franchised Bus Services
GMB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

Mode Nature of Complaint/Suggestion	Vehicular Transport											Rail Transport			Waterborne Transport			Total/ Sub- total
	Franchised Buses							NFBS	GMB	RMB	Taxi	MTR (Non- LR)	MTR (LR)	HT	FF	SF	MF	
	KMB	CTB1	CTB2	FB	NLB	LWB	XHT											
(A) Adequacy of Service																		
(1) Frequency/carrying capacity	36	4	-	4	3	4	8	1	64	-	-	14	5	-	8	-	-	151
(2) Routeing	11	4	-	-	-	1	4	3	7	-	-	1	-	-	-	-	-	31
(3) Hours of operation	1	1	-	1	-	-	3	-	1	-	-	-	-	-	-	-	-	7
(4) Provision of stops	5	1	-	-	-	2	4	-	2	-	-	-	-	-	-	-	-	14
Sub-total	53	10	-	5	3	7	19	4	74	-	-	15	5	-	8	-	-	203
(B) Standard of Service																		
(1) Regularity of service	206	29	12	31	2	10	80	11	256	-	-	11	1	-	2	-	2	653
(2) Adherence to routeing	4	-	1	3	-	1	2	1	62	-	342	-	-	1	-	-	-	417
(3) Improper driving behaviour	111	17	6	16	3	6	48	8	306	57	415	4	1	3	-	-	-	1001
(4) Conduct & performance of staff (including drivers)	174	21	10	23	5	20	58	8	376	18	1161	41	1	-	2	-	4	1922
(5) Overcharging	8	1	-	-	-	1	1	-	17	3	428*	-	-	-	-	-	-	459
(6) Cleanliness	6	1	-	-	-	-	-	-	11	-	9	2	-	-	-	-	-	29
(7) Conditions of vehicles/vessels	14	-	-	1	1	-	1	-	13	1	11	5	-	-	1	-	-	48
(8) Passenger services & facilities	58	16	4	6	2	5	31	1	13	1	2	49	3	1	1	-	1	194 ‡
Sub-total	581	85	33	80	13	43	221	29	1054	80	2368	112	6	5	6	-	7	4723
(C) General	22	4	-	6	-	-	11	3	33	14	42	1	-	2	-	-	-	138
Total this quarter	656	99	33	91	16	50	251	36	1161	94	2410	128	11	7	14	-	7	5064
Grand-total	(1196)							(3701)				(146)			(21)			
Total previous quarter	792	134	65	128	33	51	357	49	1168	90	2647	164	7	10	17	-	6	5718
Total same quarter last year	655	120	40	103	23	25	309	50	920	79	2188	102	8	15	8	-	4	4649

* Including taximeter irregularities

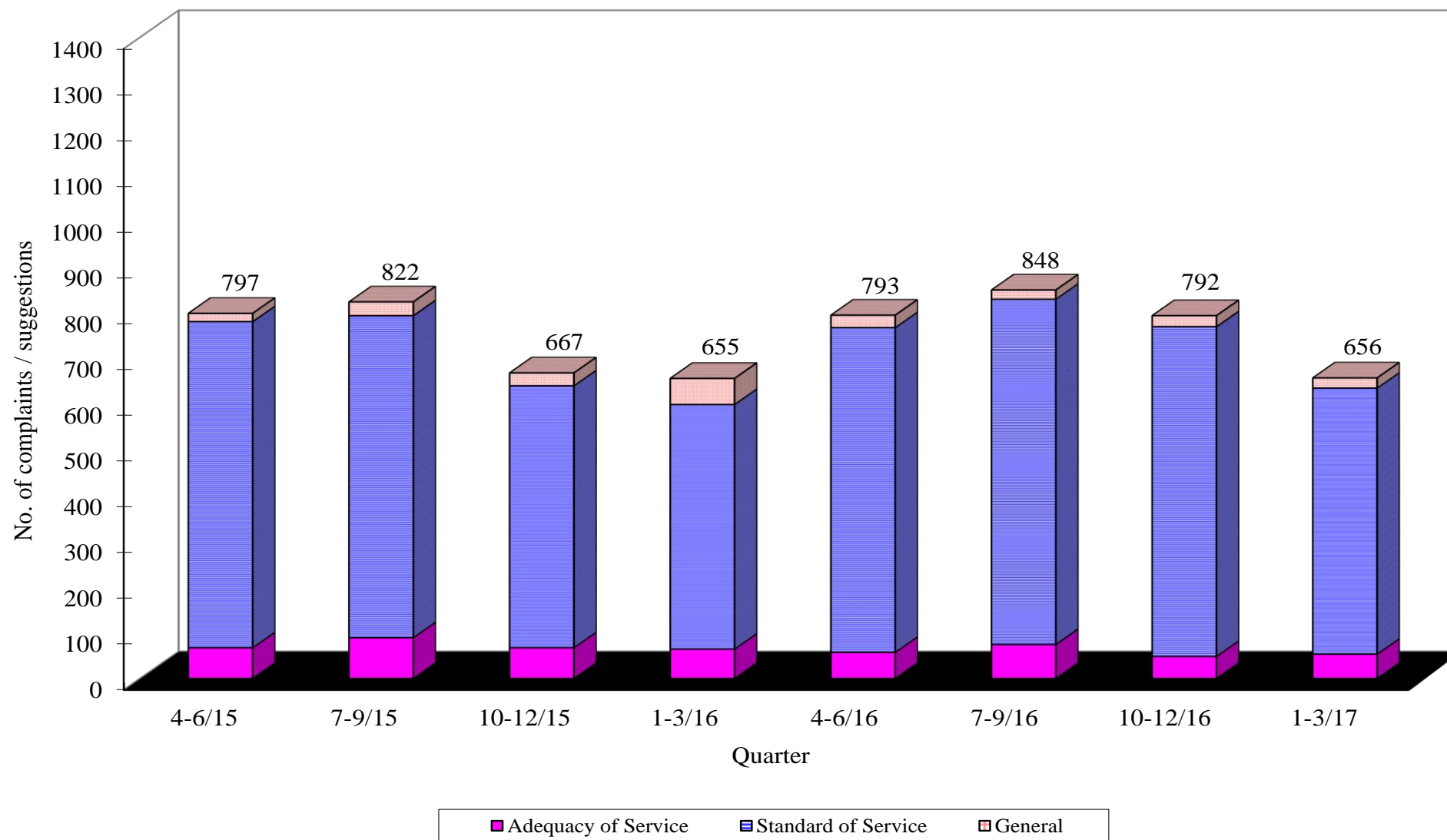
Including 46 complaints from 24 complainants about audio-visual broadcasting on public transport vehicles

Trends of Complaints and Suggestions on Public Transport Services (January 2013 - March 2017)



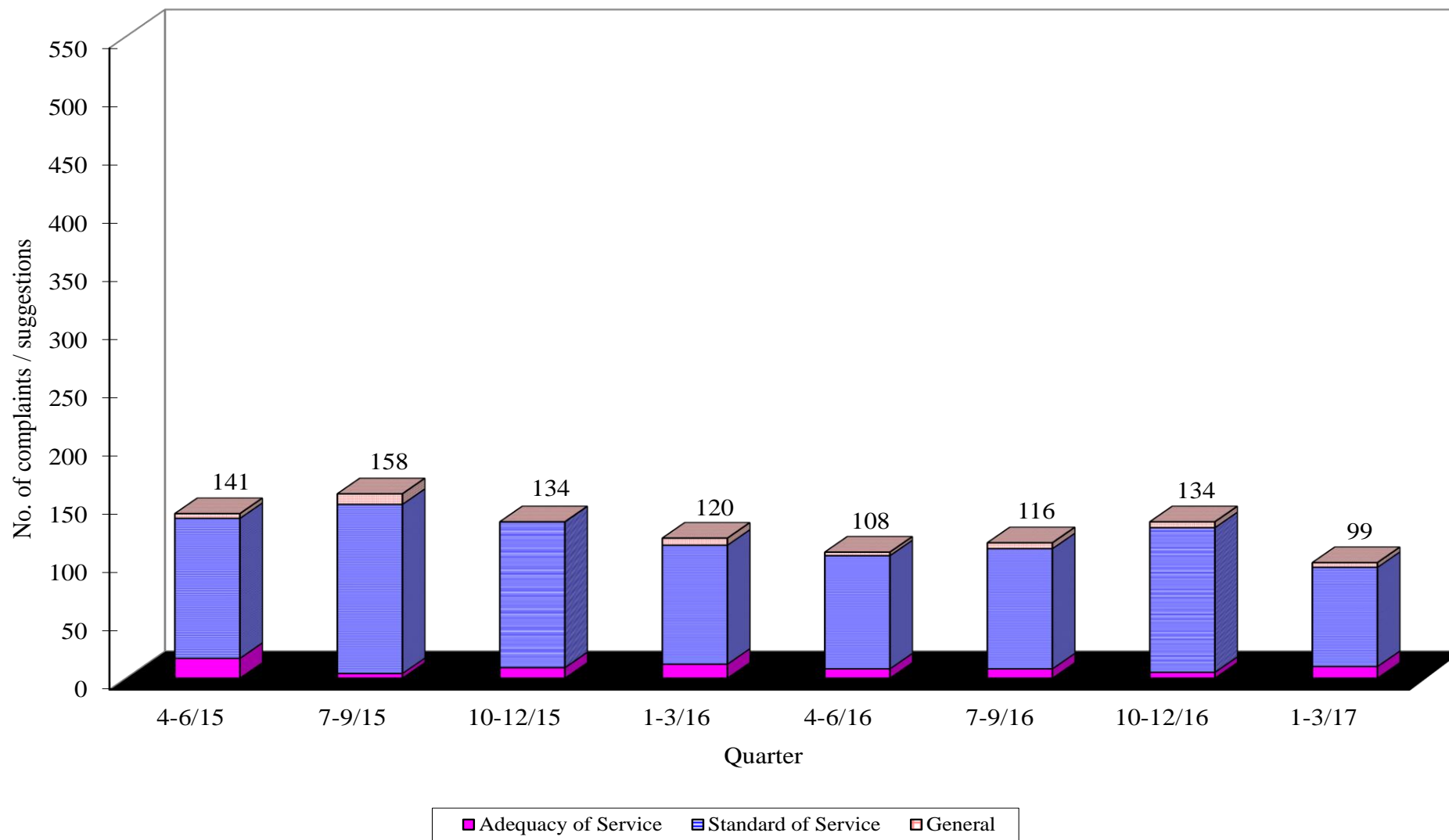
Complaints and Suggestions on the Services of Kowloon Motor Bus Company (1933) Limited in the Past Eight Quarters

Annex F(i)



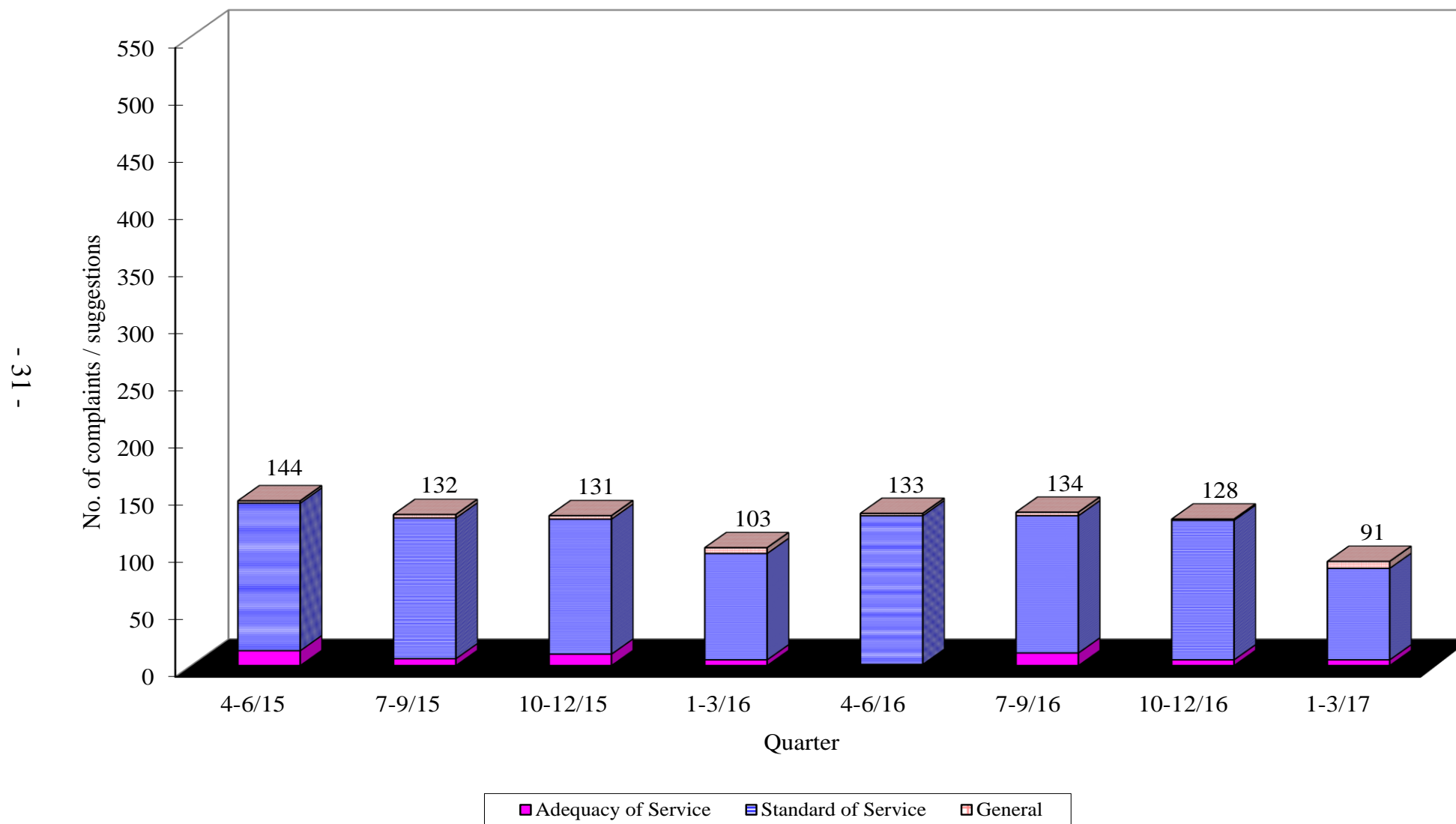
**Complaints and Suggestions on the Services of Citybus Limited (Franchise 1)
in the Past Eight Quarters**

Annex F(ii)



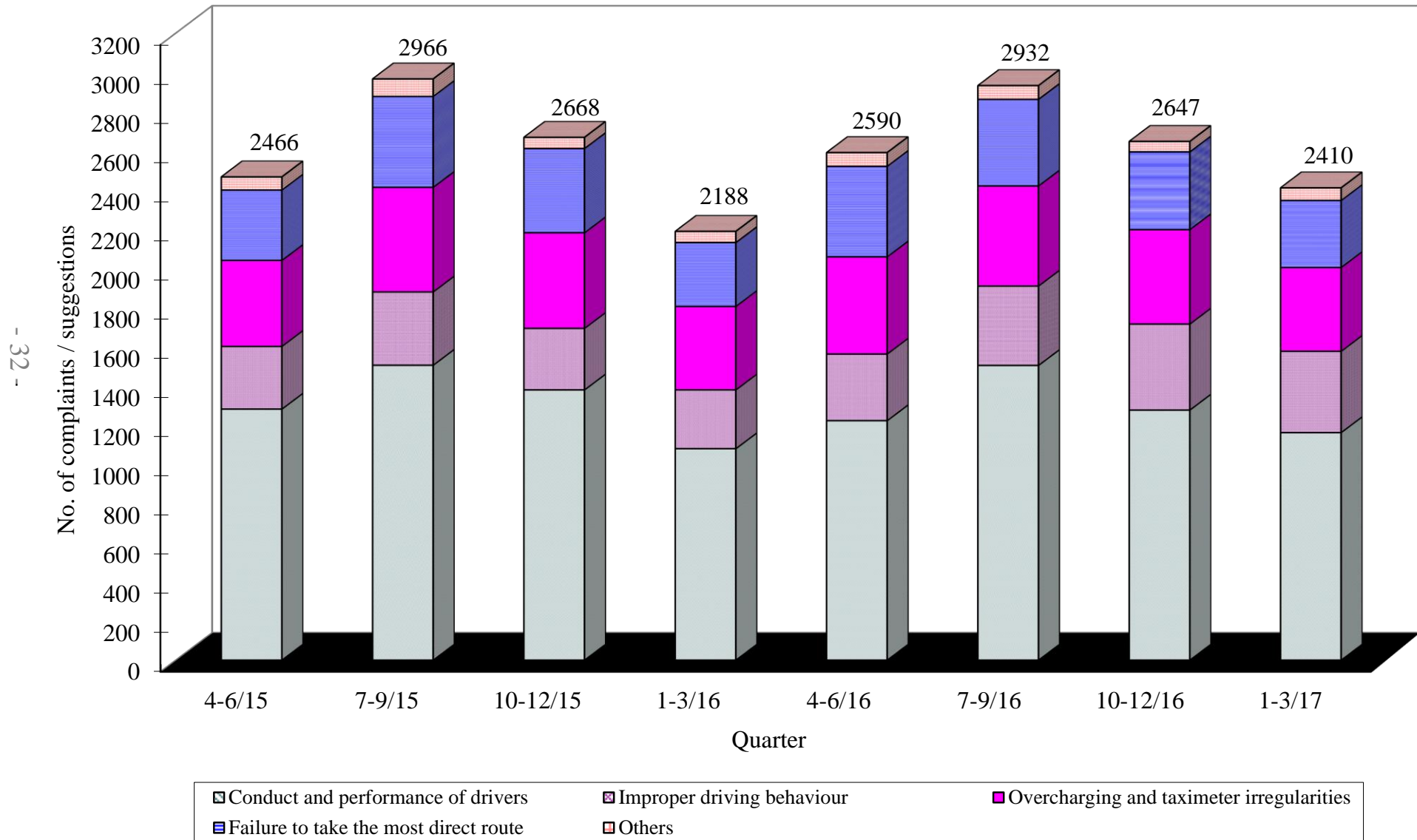
**Complaints and Suggestions on the Services of New World First Bus Services Limited
in the Past Eight Quarters**

Annex F(iii)



Complaints and Suggestions on Taxi Services in the Past Eight Quarters

Annex G



Breakdown of Complaints and Suggestions on Taxi Services

<u>Nature of Complaint/Suggestion</u>		Same quarter last year <u>(1.1.16-31.3.16)</u>	Previous quarter <u>(1.10.16-31.12.16)</u>	Current quarter <u>(1.1.17-31.3.17)</u>
(a)	Conduct and performance of drivers			
(i)	Behaving other than in a civil & orderly manner	429	449	449
(ii)	Refusing hire	556	704	602
(iii)	Soliciting passengers	2	-	1
(iv)	Refusing to drive to destination	85	112	102
(v)	Failure to display driver identity plate	6	10	7
(vi)	Failure to display driver identity plate properly	1	1	-
	Sub-total	1 079	1 276	1 161
(b)	Improper driving behaviour	300	439	415
(c)	Overcharging	372	416	367
(d)	Taximeter irregularities	54	66	61
(e)	Failure to take the most direct route	326	397	342
(f)	Others*	57	53	64
	Total	2 188	2 647	2 410

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

Complaints and Suggestions on Traffic and Road Conditions
(January – March 2017)

District	Hong Kong Island				Kowloon					New Territories								Others (e.g. general issues and tunnel areas)	Total
	Eastern	Wan Chai	Central & Western	Southern	Kwun Tong	Wong Tai Sin	Kowloon City	Sham Shui Po	Yau Tsim Mong	North	Tai Po	Sha Tin	Yuen Long	Tuen Mun	Tsuen Wan	Kwai Tsing	Sai Kung	Islands	
Nature of Complaint/Suggestion																			
<u>Traffic Conditions</u>																			
(a) Traffic congestion (No. of locations)	2 (2)	2 (2)	2 (2)	- (-)	5 (5)	8 (7)	3 (3)	3 (3)	1 (1)	1 (1)	1 (1)	3 (3)	1 (1)	2 (2)	2 (2)	- (-)	- (-)	3 (3)	- (-)
(b) Traffic management	2	-	1	1	2	-	4	2	3	2	1	4	8	1	1	1	-	-	-
(c) Additional traffic signs and aids	-	3	2	-	-	3	2	1	3	-	1	1	2	2	2	-	-	3	-
(d) Parking facilities	2	1	1	-	1	5	-	-	1	3	-	-	1	-	1	-	2	-	-
Sub-total	6	6	6	1	8	16	9	6	8	6	3	8	12	5	6	1	2	6	-
<u>Road Maintenance</u>																			
(a) Road conditions	1	1	1	1	1	1	-	-	-	-	2	1	2	-	1	-	2	-	-
(b) Traffic signs & aids	-	-	1	-	-	1	-	-	-	-	1	1	3	-	-	-	-	-	-
(c) Carriageway markings	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Sub-total	1	1	2	1	1	2	-	-	-	-	3	2	5	-	1	-	2	-	-
<u>Enforcement</u>																			
(a) Illegal parking	33	18	21	11	40	13	45	40	41	13	20	64	22	26	19	26	17	2	3
(b) Other enforcement matters	5	20	13	5	9	6	7	12	14	1	5	7	12	12	13	6	7	2	5
Sub-total	38	38	34	16	49	19	52	52	55	14	25	71	34	38	32	32	24	4	8
Total	45	45	42	18	58	37	61	58	63	20	31	81	51	43	39	33	28	10	8
																			771

Breakdown of Complaints and Suggestions about
Improper Driving Behaviour of Public Transport Drivers

<u>Nature of Complaint/Suggestion</u>	<u>2016 Jan – Mar</u>	<u>2017 Jan – Mar</u>	<u>Difference</u>
1. Driving speedily	141	173	+32 (+22.7%)
2. Starting before passengers safely alighted/boarded	59	97	+38 (+64.4%)
3. Changing lanes abruptly/ Overtaking on solid line	60	92	+32 (+53.3%)
4. Picking up/Setting down passengers at restricted area/out of line	37	76	+39 (+105.4%)
5. Dashing through traffic light	77	74	-3 (-3.9%)
6. Failing to give way to pedestrians/traffic	44	68	+24 (+54.5%)
7. Using mobile phone while driving	47	63	+16 (+34.0%)
8. Braking suddenly	23	47	+24 (+104.3%)
9. Trapping passengers with door	30	46	+16 (+53.3%)
10. Slow driving	30	34	+4 (+13.3%)
11. Others	224	231	+7 (+3.1%)
Total	772	1 001	+229 (+29.7%)

**Breakdown of Complaints and Suggestions about
Improper Driving Behaviour of Franchised Bus Drivers**

<u>Nature of Complaint/Suggestion</u>		<u>2016 Jan – Mar</u>	<u>2017 Jan – Mar</u>	<u>Difference</u>	
1.	Driving speedily	26	27	+1	(+3.8%)
2.	Slow driving	23	22	-1	(-4.3%)
3.	Starting before passengers safely alighted/boarded	18	21	+3	(+16.7%)
4.	Trapping passengers with door	16	19	+3	(+18.8%)
5.	Changing lanes abruptly/ Overtaking on solid line	16	18	+2	(+12.5%)
6.	Picking up/Setting down passengers at a distance from bus stop	14	16	+2	(+14.3%)
7.	Dashing through traffic light	27	15	-12	(-44.4%)
8.	Braking suddenly	11	12	+1	(+9.1%)
9.	Picking up/Setting down passengers at restricted area/out of line	10	11	+1	(+10.0%)
10.	Failing to give way to pedestrians/traffic	14	10	-4	(-28.6%)
11.	Others	43	36	-7	(-16.3%)
Total		218	207	-11	(-5.0%)

**Breakdown of Complaints and Suggestions about
Improper Driving Behaviour of Green Minibus Drivers**

<u>Nature of Complaint/Suggestion</u>		<u>2016</u> <u>Jan – Mar</u>	<u>2017</u> <u>Jan – Mar</u>	<u>Difference</u>	
1.	Starting before passengers safely alighted/boarded	25	52	+27	(+108.0 %)
2.	Driving speedily	24	49	+25	(+104.2%)
3.	Picking up/Setting down passengers at restricted area/out of line	13	38	+25	(+192.3%)
4.	Dashing through traffic light	17	23	+6	(+35.3%)
5.	Changing lanes abruptly/ Overtaking on solid line	11	20	+9	(+81.8%)
6.	Failing to give way to pedestrians/traffic	5	19	+14	(+280.0%)
7.	Braking suddenly	5	12	+7	(+140.0%)
8.	Disobeying traffic signs / schemes	5	12	+7	(+140.0%)
9.	Trapping passengers with door	5	12	+7	(+140.0%)
10.	Using mobile phone while driving	8	12	+4	(+50.0%)
11.	Others	73	57	-16	(-21.9%)
Total		191	306	+115	(+60.2%)

**Breakdown of Complaints and Suggestions about
Improper Driving Behaviour of Red Minibus Drivers**

<u>Nature of Complaint/Suggestion</u>	<u>2016 Jan – Mar</u>	<u>2017 Jan – Mar</u>	<u>Difference</u>
1. Driving speedily	7	10	+3 (+42.9%)
2. Changing lanes abruptly/ Overtaking on solid line	3	9	+6 (+200.0%)
3. Picking up/Setting down passengers at restricted area/out of line	3	9	+6 (+200.0%)
4. Starting before passengers safely alighted/boarded	5	5	- -
5. Dashing through traffic light	3	4	+1 (+33.3%)
6. Failing to give way to pedestrians/traffic	1	4	+3 (+300.0%)
7. Disobeying traffic signs / schemes	7	3	-4 (-57.1%)
8. Drowsing while driving	2	3	+1 (+50.0%)
9. Overloading	2	3	+1 (+50.0%)
10. Using mobile phone while driving	-	2	+2 -
11. Others	3	5	+2 (+66.7%)
Total	36	57	+21 (+58.3%)

**Breakdown of Complaints and Suggestions about
Improper Driving Behaviour of Taxi Drivers**

<u>Nature of Complaint/Suggestion</u>	<u>2016 Jan – Mar</u>	<u>2017 Jan – Mar</u>	<u>Difference</u>	
1. Driving speedily	76	85	+9	(+11.8%)
2. Changing lanes abruptly/ Overtaking on solid line	30	44	+14	(+46.7%)
3. Using mobile phone while driving	35	44	+9	(+25.7%)
4. Failing to give way to pedestrians/traffic	24	34	+10	(+41.7%)
5. Dashing through traffic light	27	31	+4	(+14.8%)
6. Braking suddenly	6	21	+15	(+250.0%)
7. Starting before passengers safely alighted/boarded	9	19	+10	(+111.1%)
8. Picking up/Setting down passengers at restricted area/out of line	8	18	+10	(+125.0%)
9. Jerky Driving	11	17	+6	(+54.5%)
10. Slow Driving	6	11	+5	(+83.3%)
11. Others	68	91	+23	(+33.8%)
Total	300	415	+115	(+38.3%)

**Breakdown of Enforcement Actions Taken against Drivers/Vehicles
of Taxi, Public Light Bus and Bus**

Transport Mode	<u>2016 Jan - Mar</u>	<u>2017 Jan – Mar</u>	<u>Difference</u>
Taxi	13 924	15 986	+2 062 (+14.8%)
Public Light Bus	1 511	1 366	-145 (-9.6%)
Bus (Including Franchised and Non-Franchised)	1 562	1 763	+201 (+12.9%)
Total	16 997	19 115	+2 118 (+12.5%)

**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.