

QUARTERLY REPORT No. 2 of 2017

by the

TRANSPORT COMPLAINTS UNIT

of the

TRANSPORT ADVISORY COMMITTEE

for the period

1 April 2017 – 30 June 2017

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

Hotline : 2889 9999

Faxline No. : 2577 1858

Website : www.info.gov.hk/tcu

E-mail : info@tcu.gov.hk

CONTENTS

<u>Chapter</u>		<u>Page</u>
1	Major Areas of Complaints and Suggestions	3-8
2	Major Events and Noteworthy Cases	9-12
3	Feature Article	13-16

LIST OF ANNEXES

<u>Annex</u>		
A	Complaints and Suggestions Received by TCU	17-18
B	Trends of Complaints and Suggestions Received by TCU	19-20
C	Summary of Results of Investigations into Complaints and Suggestions	21-22
D	Public Suggestions Taken on Board by Relevant Government Departments/Public Transport Operators	23-24
E	Complaints and Suggestions on Public Transport Services	25-26
F	Complaints and Suggestions on the Services of Kowloon Motor Bus, Citybus (Franchise 1) and New World First Bus in the Past Eight Quarters	27-29
G	Complaints and Suggestions on Taxi Services in the Past Eight Quarters	30
H	Breakdown of Complaints and Suggestions on Taxi Services	31
I	Complaints and Suggestions on Traffic and Road Conditions	32
J	Complaints and Suggestions on MTR Services (excluding Light Rail)	33
K	Complaints and Suggestions on Light Rail Services	34
L	Complaints and Suggestions on Tram Services	35
M	How to Make Suggestions and Complaints to the Transport Complaints Unit	36

Chapter 1

Major Areas of Complaints and Suggestions

This is the second quarterly report for 2017 covering the period from 1 April to 30 June 2017.

Yearly and Quarterly Trends

2. During the quarter, the Transport Complaints Unit (TCU) received 6 466 complaints and suggestions, including 41 pure suggestions, from 5 913 persons. About 59% (3 497) of these persons lodged their complaints/suggestions by e-mail, fax or mail and the remaining 41% (2 416) by telephone. The number of cases represents an increase of 10.1% as compared with 5 874 cases in the previous quarter and an increase of 0.5% as compared with 6 431 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 6 912 cases (including some outstanding cases from previous quarters) were completed. Of these, 4 938 cases (71%) were found to be substantiated, 121 cases (2%) unsubstantiated, and the remaining 1 853 cases (27%) not pursuable due to lack of evidence. A summary of the results of investigations is at Annex C.

5. During the same period, relevant government departments and public transport operators took on board 16 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 5 517 cases, which represents an increase of 8.9% as compared with the previous quarter and a decrease of 0.2% as compared with the same quarter last year. A breakdown of the complaints and suggestions received during the quarter is at Annex E(i). A graph showing the trends of complaints and suggestions received, by quarter, since 2013 is at Annex E(ii).

Franchised Bus Services

7. A total of 1 350 complaints and suggestions on franchised bus services were received during the quarter, which represents an increase of 12.9% as compared with the previous quarter and a decrease of 8.6% as compared with the same quarter last year.

8. There were 732 cases on the services of the Kowloon Motor Bus Company (1933) Limited (KMB), as compared with 656 cases in the previous quarter and 793 cases in the same quarter last year. Among the 732 cases, 62 (or 8.5%) were about the adequacy of service and 650 (or 88.8%) were about the standard of service.

9. There were 95 cases on the services of Citybus Limited (Franchise for Hong Kong Island and Cross-Harbour Bus Network) (CTB (Franchise 1)), as compared with 99 cases in the previous quarter and 108 cases in the same quarter last year. Among the 95 cases, 10 (or 10.5%) were about the adequacy of service while 83 (or 87.4%) were about the standard of service.

10. There were 114 cases on the services of New World First Bus Services Limited (NWFB), as compared with 91 cases in the previous quarter and 133 cases in the same quarter last year. Of the 114 cases, four (or 3.5%) were about the adequacy of service and 109 (or 95.6%) 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 40 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 36 and 48 respectively.

Public Light Bus Services

13. A total of 1 269 complaints and suggestions on public light bus (PLB) services were received in this quarter, which represents an increase of 1.1% as compared with the previous quarter and an increase of 0.7% 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, 91.3% or 1 159 cases were on green minibus (GMB) services. The number of cases received in the previous quarter and the same quarter last year were 1 161 and 1 186 respectively. Among the 1 159 cases, 82 (or 7.1%) were about the adequacy of service and 1 059 (or 91.4%) were about the standard of service.

15. The remaining 8.7% or 110 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 94 and 74 respectively.

Taxi Services

16. A total of 2 710 cases on taxi services were received in this quarter, which represents an increase of 12.4% as compared with the previous quarter and an increase of 4.6% 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 2 710 cases received, 2 637 (97%) were related to taxi driver malpractice, as compared with 2 346 such cases (97%) in the previous quarter. Complaints about driver malpractice included drivers behaving other than in a civil and orderly manner, refusing hire, improper driving behaviour, overcharging, taximeter irregularities and failure to take the most direct and practicable route, etc. A detailed breakdown of the nature of complaints and suggestions on taxi services is at Annex H. Reports on taxi driver malpractice were referred to the Police for further investigation if the complainants agreed to be court witnesses. During the quarter, a total of 547 such cases (21%) were referred to the Police.

18. During the quarter, the Police reported the latest developments on 652 cases previously referred to them. These cases are categorised as follows –

	<u>No. of Cases</u>		<u>Percentage</u>	
(a) Summonsed	29	(45)	4	(8)
(b) Withdrawn by complainants	408	(266)	63	(47)
(c) Evidence considered insufficient by the Police for further processing	215	(255)	33	(45)
	<u>652 (566)</u>		<u>100 (100)</u>	

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

It is noted that 96% of these cases could not be further pursued because of withdrawal by complainants or insufficient evidence.

Rail Services

19. A total of 124 complaints and suggestions on rail services were received. Corresponding figures for the previous quarter and the same quarter last year were 146 and 141 respectively. Of the 124 cases, 113 were on the services of MTRCL.

Ferry Services

20. There were 24 complaints and suggestions on ferry services in this quarter. Corresponding figures for the previous quarter and the same quarter last year were 21 and 14 respectively.

Traffic Conditions

21. There were 48 complaints recorded in this quarter about traffic congestion, as compared with 39 cases in the previous quarter and 64 cases in the same quarter last year. Congestion was reported to have occurred at a total of 46 locations throughout the territory, as illustrated below –

	<u>Number of Complaints</u>		<u>Number of Locations</u>	
Hong Kong Island	12	(6)	11	(6)
Kowloon	23	(20)	23	(19)
New Territories	12	(13)	11	(13)
Others (e.g. general issues and tunnel areas)	1	(-)	1	(-)
Total	48	(39)	46	(38)

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

22. Based on the number of complaints received, districts most affected by traffic congestion were Kowloon City (ten cases), Southern (six cases) and Yau Tsim Mong (six cases). The number of complaints and suggestions on traffic and road conditions broken down by district is at Annex I.

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

24. There were 46 complaints and suggestions on traffic management and 15 requests for additional traffic signs and aids in this quarter. As a comparison, there were 33 and 25 such cases in the previous quarter, and 52 and 15 in the same quarter last year.

25. Complaints about traffic congestion and suggestions to improve traffic management, including the addition of traffic signs and aids, were referred to the relevant government departments for consideration.

Road Maintenance

26. During the quarter, there were 28 complaints about road maintenance, as compared with 21 cases in the previous quarter and 32 cases in the same quarter last year. Among the 28 cases, 15 were related to road conditions.

27. Districts which attracted relatively more complaints about road maintenance were Wan Chai, Yau Tsim Mong and Tuen Mun (four cases each).

Enforcement

28. There were 760 complaints about traffic regulations enforcement in this quarter, which represents an increase of 19.7% when compared with the previous quarter and an increase of 8.3% when compared with the same quarter last year. They were mainly requests for action against illegal parking and prolonged waiting causing obstruction. All these cases were referred to the Police for action.

29. Districts which attracted relatively more complaints about illegal parking were Sha Tin (99 cases), Kwun Tong (62 cases) and Yau Tsim Mong (45 cases).

Chapter 2

Major Events and Noteworthy Cases

Transport Complaints Unit Sub-Committee Meeting

The following matters were reported to the Transport Complaints Unit (TCU) Sub-Committee at the quarterly meeting on 11 May 2017 –

- (a) complaints and suggestions about illegal parking;
 - (b) complaints and suggestions about cycling matters;
 - (c) complaints and suggestions about improper driving behaviour of public transport drivers; and
 - (d) TCU Quarterly Report No. 1 of 2017.
2. Members agreed that –
- (a) complaints and suggestions about illegal parking, cycling matters and improper driving behaviour of public transport drivers should be closely monitored; and
 - (b) TCU Quarterly Report No. 1 of 2017 should be submitted to the Transport Advisory Committee.

Complaint about the newly replaced street lamps at Route Twisk

3. A complaint was lodged about the light of the newly replaced street lamps at Route Twisk being too bright. The complainant was concerned that the light would adversely affect the sightline of motorists and pose road safety issues. He urged the relevant department to discontinue the use of the new street lamps and revert to the previous type of street lamps with ‘orange’ light.

4. The case was referred to the Highways Department (HyD) for consideration. The Department advised that high pressure sodium lamps were being replaced by light emitting diode (LED) lamps in phases along part of Route Twisk. The technology of LED lamps was mature and they had already been widely used in the road lighting systems in many other countries. Since 2009, HyD had been trialing LED lamps with satisfactory results. The Department planned to replace the existing high pressure sodium lamps used in Hong Kong’s road lighting by LED lamps when they became worn out.

5. In terms of energy saving, HyD further advised that the energy saving efficiency of LED lamps was widely recognised. They could save energy consumption by 20% to 40%, thus reducing greenhouse gas emission. As to the colours of the LED lamp light, there were two kinds of lights, i.e. cold white light and warm white light. Most European countries used LED lamps with cold white light, while Hong Kong opted for LED lamps with warm white light, which had a similar colour as the light emitted by the existing road lighting system. This would facilitate motorists adapting to the new road lighting.

6. Upon receipt of the complaint, HyD conducted a site inspection at night and found that the lighting of Route Twisk was functioning well and the illumination was better than that provided by the old street lamps. The complainant was informed of HyD's advice and follow-up action and did not have any question.

Suggestion to increase the speed limit of the Stonecutters Bridge

7. A member of the public suggested raising the speed limit, set at 80 km per hour, of the Stonecutters Bridge. He noted that the carriageway on the Bridge was rather straight and wide and there was less traffic comparing to other roads in Hong Kong. He added that the speed limit for some roads in Europe with similar specification was pitched at 130 km per hour. Besides, according to his observation, many motorists on the Bridge ignored the speed limit and drove at a speed above 100 km per hour. The resulting difference in the driving speed of those who chose to abide by the existing speed limit and those who drove at a much faster speed created a more dangerous environment than setting a higher speed limit. To address the issue of occasional gust wind on the Bridge, he said that with the electronic variable speed limit sign system, which was already installed on the Bridge, the speed limit might be immediately lowered when gust wind was detected.

8. The Transport Department (TD) was invited to consider the above suggestion. The Department explained that for highly elevated bridges across harbours/channels, like the Stonecutters Bridge, gust wind on the bridge (lasting for a few seconds or minutes) could vary drastically both in direction and speed. The occurrence of gust wind was unpredictable and its effects on vehicles were further complicated by the associated turbulence. Due to the random nature of the occurrence and effects, it would be technically infeasible to warn motorists

well in advance even with the installation of the electronic variable speed limit sign system.

9. TD also advised that while the effects of the gust wind were comparably small on heavy vehicles with high inertia, such as container truck, the effects would be much more prominent on light vehicles with small inertia. The worst would occur in the case of motorcycles, which were susceptible to overturning. Under the influence of gust wind, they might deviate from their path and even cross over to other lanes or hit the bridge parapet.

10. In view of the above, TD was of the view that motorists on the Bridge might not have enough reaction time and safety distance to avoid collision with other vehicles when gust wind occurred, if a higher speed limit was set. Due to safety considerations, the existing speed limit of the Stonecutters Bridge was deemed appropriate.

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

Complaint about inaccurate bus arrival time on smartphone application

12. A complainant lodged a complaint about the inaccuracy of the bus arrival time shown on the smartphone application (app) of The Kowloon Motor Bus Company (1933) Limited (KMB). The complainant reported an incident that according to the information provided by the app, a KMB bus he intended to take would arrive at a bus stop in three minutes and he got to the bus stop in less than half a minute later. At that moment the bus had already arrived and the bus door was being closed for departure. The complainant checked the app again then, the arrival time of the bus suddenly changed to "arriving now". He would have missed the bus if he got to the bus stop according to the information provided by the app.

13. The case was referred to TD for investigation. TD advised that KMB had made available real-time bus arrival information for almost all of its regular routes to passengers. TD explained that the Estimated Time of Arrival (ETA) system used the on-board Global Positioning System (GPS) tracking device to track bus locations on a real-time basis, and factoring this in with relevant route conditions/patterns, to provide the estimated next bus arrival time. If the GPS signal was interrupted by factors such as high-rise buildings and

tunnels, the ETA system would use historical data to estimate the next bus arrival time until the signal was recovered. As the travelling time of buses would also vary according to the actual road conditions (e.g. congestion, accidents and delays), the ETA system would update and adjust the ETA to reflect traffic conditions. TD would continue to closely monitor the operation of the ETA system and encourage the bus operators to enhance its accuracy.

14. With the above explanation conveyed to the complainant, he made no further comment.

Complaints and Suggestions on Rail Services**Background**

Rail services are the backbone of Hong Kong's public transport system. In 2016, they carried more than 1.9 billion passenger journeys, which accounted for over 40% of all trips made on public transport. Hong Kong's railway network comprises the Mass Transit Railway (MTR) lines, Airport Express and Light Rail. The average daily passenger trips of the railway network increased from 5.17 million in 2015 to 5.19 million in 2016, representing a slight increase of about 0.4%. Tram services carried about 0.18 million average daily passenger trips in 2016. It accounted for about 1.4% of all public transport journeys each day.

Statistics on Complaints and Suggestions

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

<u>Year</u>	<u>No. of Complaints/Suggestions</u>	<u>Difference</u>
2012	599	-
2013	1 082	+80.6%
2014	563	-48.0%
2015	630	+11.9%
2016	616	-2.2%
2017 (up to 30.6.2017)	270	-

3. A total of 270 complaints and suggestions on rail services were received during the period from January to June 2017. This represents an increase of 1.5% when compared with 266 cases received in the same period last

year. An analysis of the complaints and suggestions received is given in the following paragraphs.

MTR Services

4. The trend of complaints and suggestions on services of MTRCL (excluding Light Rail) in the past five years is as follows –

<u>Year</u>	<u>No. of Complaints/Suggestions</u>	<u>Difference</u>
2012	385	-
2013	930	+141.6%
2014	465	-50.0%
2015	486	+4.5%
2016	527	+8.4%
2017 (up to 30.6.2017)	231	-

5. A total of 231 complaints/suggestions on services of MTRCL (excluding Light Rail) were received during the period from January to June 2017. This represents an increase of 4.5% when compared with 221 cases received in the same period last year. A breakdown of the complaints and suggestions received is at Annex J. Among the 231 cases, 91 (or 39%) were about passenger services and facilities, such as nuisance due to video broadcasting on board and inadequate notice/announcement/arrangement during service disruption, while 70 (or 30%) were about conduct and performance of staff.

Light Rail Services

6. The trend of complaints and suggestions on Light Rail services in the past five years is as follows –

<u>Year</u>	<u>No. of Complaints/Suggestions</u>	<u>Difference</u>
2012	54	-
2013	54	-
2014	42	-22.2%
2015	37	-11.9%
2016	36	-2.7%
2017 (up to 30.6.2017)	21	-

7. A total of 21 complaints/suggestions on Light Rail services were received during the period from January to June 2017. This represents an increase of 16.7% when compared with 18 cases received in the same period last year. Among the different categories of cases, frequency and carrying capacity attracted relatively more complaints. A breakdown of the complaints and suggestions received is at Annex K.

Tram Services

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

<u>Year</u>	<u>No. of Complaints/Suggestions</u>	<u>Difference</u>
2012	160	-
2013	97	-39.4%
2014	55	-43.3%
2015	107	+94.5%
2016	53	-50.5%
2017 (up to 30.6.2017)	18	-

9. A total of 18 complaints/suggestions on tram services were received during the period from January to June 2017, as compared with 27 cases received in the same period last year. This represents a decrease of 33.3%. The cases received were mainly about improper driving behaviour. A breakdown of the complaints and suggestions received is at Annex L.

Measures to Improve the Situation

10. For MTR services, MTRCL will continue to explore whether and how best real-time train service information can be disseminated to passengers during rail service disruption. Regarding conduct and performance of staff, MTRCL will continue to reinforce the customer service training for frontline staff to uplift their service competency.

11. For Light Rail services, MTRCL has purchased 10 additional Light Rail vehicles to expand the fleet and increase the carrying capacity. The vehicles will be delivered in batches between 2019 and 2023.

12. For tram services, about 50% of the complaints were about improper driving behaviour of tram motormen. Hong Kong Tramways Limited has reminded their motormen to drive safely. They will also strengthen their staff training and conduct inspections to check the performance of their motormen to ensure service quality.

13. TD will continue to closely monitor the level of rail services provided, the achievement of performance requirements and the effectiveness of contingency transport arrangements during rail service disruption, and work with MTRCL and Hong Kong Tramways Limited to explore further improvement measures if necessary.

14. TCU would continue to closely monitor and follow up with the departments and transport operators concerned regarding complaints and suggestions on rail services.

Complaints and Suggestions Received by TCU

<u>Nature of Complaint/Suggestion</u>		<u>Same quarter last year (1.4.16-30.6.16)</u>		<u>Previous quarter (1.1.17-31.3.17)</u>		<u>Current quarter (1.4.17-30.6.17)</u>	
I. Public Transport Services							
(a) Adequacy of service		204	[21]	203	[11]	219	[15]
(b) Standard of service		5 185	[5]	4 723	[4]	5 171	[4]
(c) General		141	[5]	138	[3]	127	
		5 530	[31] (86%)	5 064	[18] (86%)	5 517	[19] (85%)
II. Traffic Conditions							
(a) Traffic congestion		64	[1]	39		48	[2]
(b) Traffic management		52	[10]	33	[4]	46	[10]
(c) Additional traffic signs and aids		15	[7]	25	[5]	15	[6]
(d) Parking facilities		10	[3]	18	[2]	11	[2]
		141	[21] (2%)	115	[11] (2%)	120	[20] (2%)
III. Road Maintenance							
(a) Road conditions		22	[1]	14		15	
(b) Traffic signs and aids		9		7		11	
(c) Carriageway markings		1		-		2	
		32	[1] (1%)	21	(1%)	28	(1%)
IV. Enforcement							
(a) Illegal parking		501		474		522	[2]
(b) Other enforcement matters		201	[1]	161		238	
		702	[1] (10%)	635	(10%)	760	[2] (11%)
V. Miscellaneous							
		26	[1] (1%)	39	[1] (1%)	41	(1%)
Total		6 431	[55] (100%)	5 874	[30] (100%)	6 466	[41] (100%)

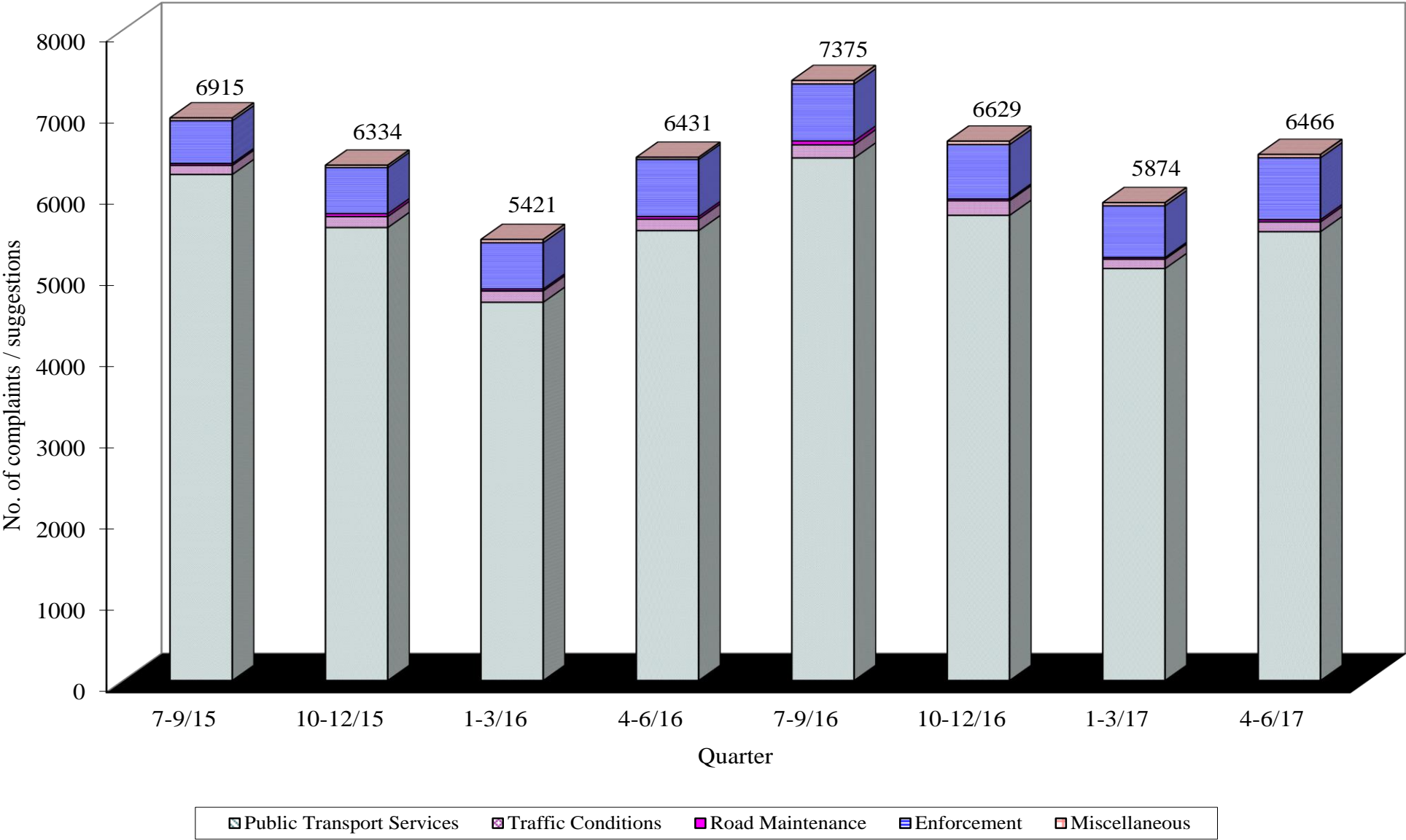
Notes : (1) Figures in square brackets are the number of pure suggestions received in the quarter. The figures have been included in the overall number of cases received.

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

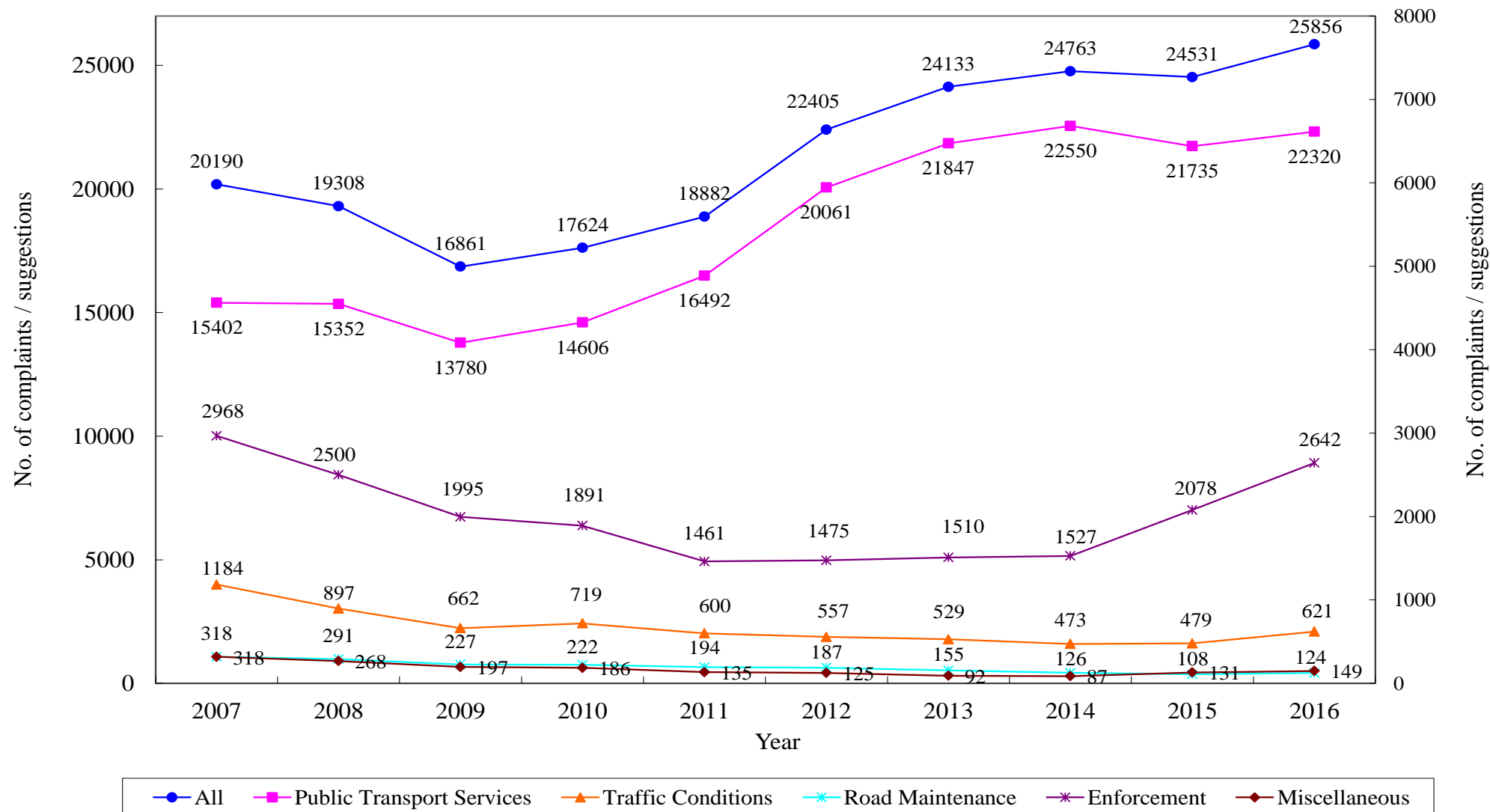
Complaints and Suggestions Received by TCU

Annex A(ii)

- 18 -

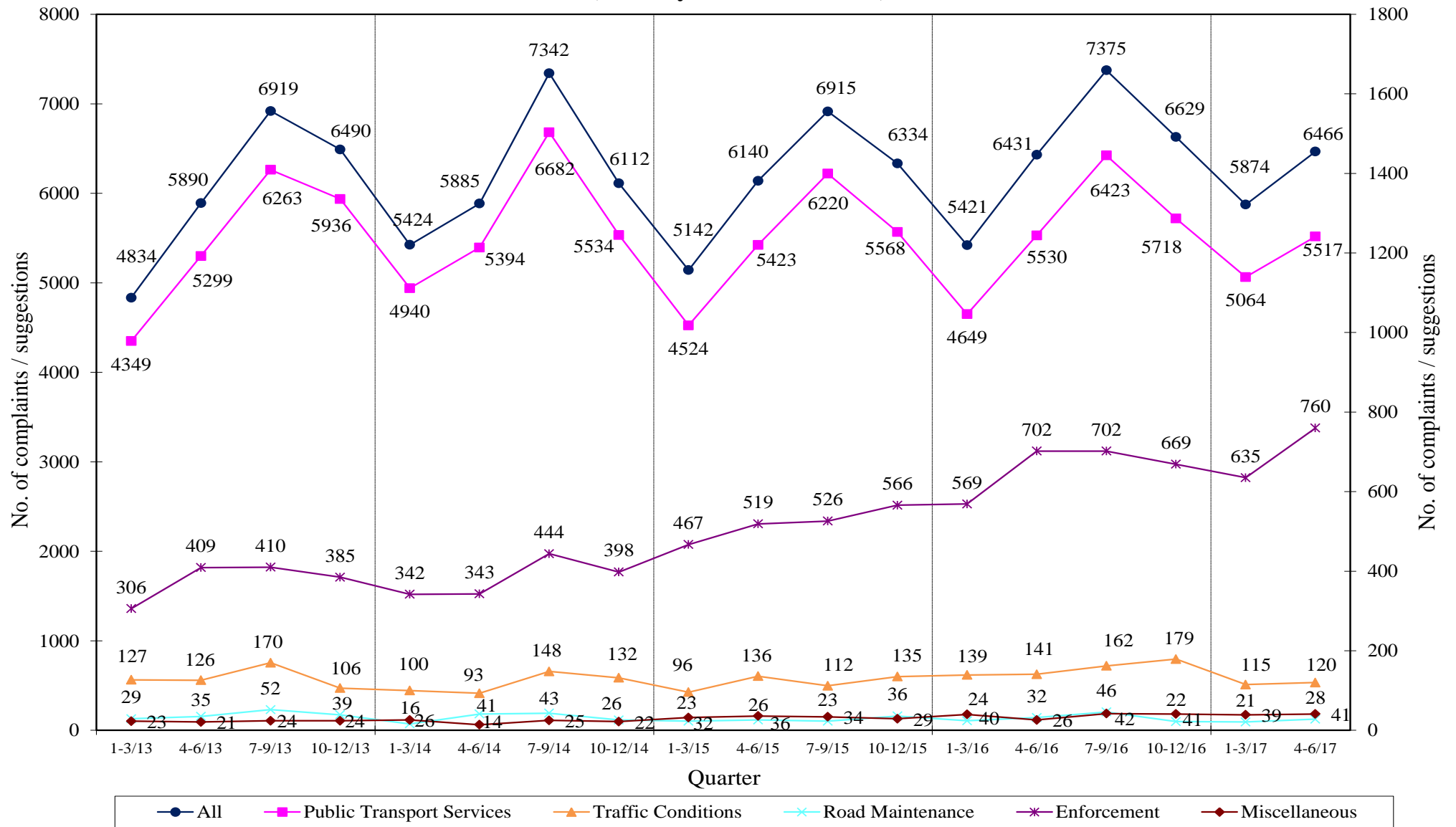


Trends of Complaints and Suggestions Received by TCU (2007 - 2016)



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

Annex B(ii)



Summary of Results of Investigations into Complaints and Suggestions
(April – June 2017)

Outcome of Investigation Nature of Complaint/ Suggestion					
	A1	A2	B	C	Total
I. Public Transport Services					
(a) Adequacy of service	17	214	22	-	253
(b) Standard of service	1 826	1 986	55	1 773	5 640
(c) General	88	51	10	9	158
	1 931	2 251	87	1 782	6 051
II. Traffic Conditions					
(a) Traffic congestion	36	33	6	-	75
(b) Traffic management	19	9	9	-	37
(c) Additional traffic signs/aids	9	12	9	-	30
(d) Parking facilities	7	5	2	-	14
	71	59	26	-	156
III. Road Maintenance					
(a) Road conditions	13	2	-	-	15
(b) Traffic signs and aids	6	-	3	-	9
(c) Carriageway markings	-	1	-	-	1
	19	3	3	-	25
IV. Enforcement					
(a) Illegal parking	300	108	1	-	409
(b) Other enforcement matters	84	78	3	71	236
	384	186	4	71	645
V. Miscellaneous	25	9	1	-	35
Total	2 430 (35%)	2 508 (36%)	121 (2%)	1 853 (27%)	6 912 (100%)

Legend

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

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

Outcome of Investigation					
Mode of Transport	A1	A2	B	C	Total
The Kowloon Motor Bus Company (1933) Limited	568	484	23	20	1 095
Citybus Limited (Franchise 1)	57	86	8	1	152
Citybus Limited (Franchise 2)	20	32	2	1	55
New World First Bus Services Limited	46	71	3	5	125
New Lantao Bus Company (1973) Limited	6	8	-	-	14
Long Win Bus Company Limited	23	21	1	-	45
Cross-harbour Bus Services	122	124	7	1	254
Non-franchised Bus Services	6	39	-	-	45
Green Minibus	866	413	7	21	1 307
Red Minibus	106	4	2	8	120
Taxi	45	839	6	1 721	2 611
MTR Corporation Limited (Excluding Light Rail)	49	101	25	4	179
MTR Corporation Limited (Light Rail)	1	10	1	-	12
The Hongkong Tramways Limited	8	4	-	-	12
New World First Ferry Services Limited	6	13	1	-	20
The “Star” Ferry Company Limited	-	-	-	-	-
Minor Ferries	2	2	1	-	5
Total	1 931 (32%)	2 251 (37%)	87 (1%)	1 782 (30%)	6 051 (100%)

Legend

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

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

I. Public Transport Services

- Adjust the location of the bus stop outside Fortress Tower at King's Road to facilitate passengers boarding and alighting at a nearby green minibus stop.
- Relocate a green minibus stop at Ma Hang Chung Road to facilitate passengers boarding and alighting at a nearby taxi stand.
- Widen the dropped kerb and relocate the disabled road marking of the taxi stand at Sai Yeung Choi Street South to facilitate the boarding and alighting of disabled passengers.
- Add a “Bus Stop” road marking at a bus stop outside Ha Kwai House at Tai Wo Hau Road to better remind motorists of the location of the bus stop and deter illegal parking.

II. Traffic Management

Hong Kong Island

- Add a “No Right Turn” traffic sign at the junction of Albany Road and Robinson Road to deter U-turning activities.
- Remove the “No Entry” traffic signs at the junction of Oi Yee Street and Hing Man Street to avoid confusing motorists.
- Add “Look Left” and “Look Right” road markings at Queen Street near Connaught Road West to enhance road safety.

Kowloon

- Extend the effective hours of “No Stopping” restriction at the junction of Sai Yee Street northbound and Mong Kok Road to prevent vehicle obstruction.

- Add “Look Left” and “Look Right” road markings at the intersection of Man Lok Street and Hok Yuen Street to enhance road safety.
- Add “Slow”, “Look Left” and “Look Right” road markings and a “Pedestrians on road ahead” traffic sign at Tseung Kwan O Road near Kwun Tong Police Station to enhance road safety.
- Add a box junction road marking at the junction of Clear Water Bay Road and Jat's Incline to improve traffic flow.

New Territories

- Adjust the vehicular green time of the traffic lights at the junction of Po Lam Road and Ma Yau Tong Road during morning rush hours to improve the traffic flow of Po Lam Road southbound.
- Increase the vehicular green time of traffic lights at the junctions of Hang Tai Road/Hang Shun Street and Hang Shun Street/A Kung Kok Street southbound during morning rush hours to improve traffic flow.
- Increase the pedestrian green time of a traffic light at the intersection of Fo Tan Road/Min Fong Street/Shan Mei Street during non-rush hours to facilitate pedestrians crossing the road.
- Modify the mode of operation of traffic lights at the junction of Tin Shui Road and Tin Wing Road to improve traffic flow.
- Add a loading/unloading bay at Chak Cheung Street to alleviate traffic congestion caused by loading/unloading activities.

Annex E(i)

Complaints and Suggestions on Public Transport Services

(April – June 2017)

Legend

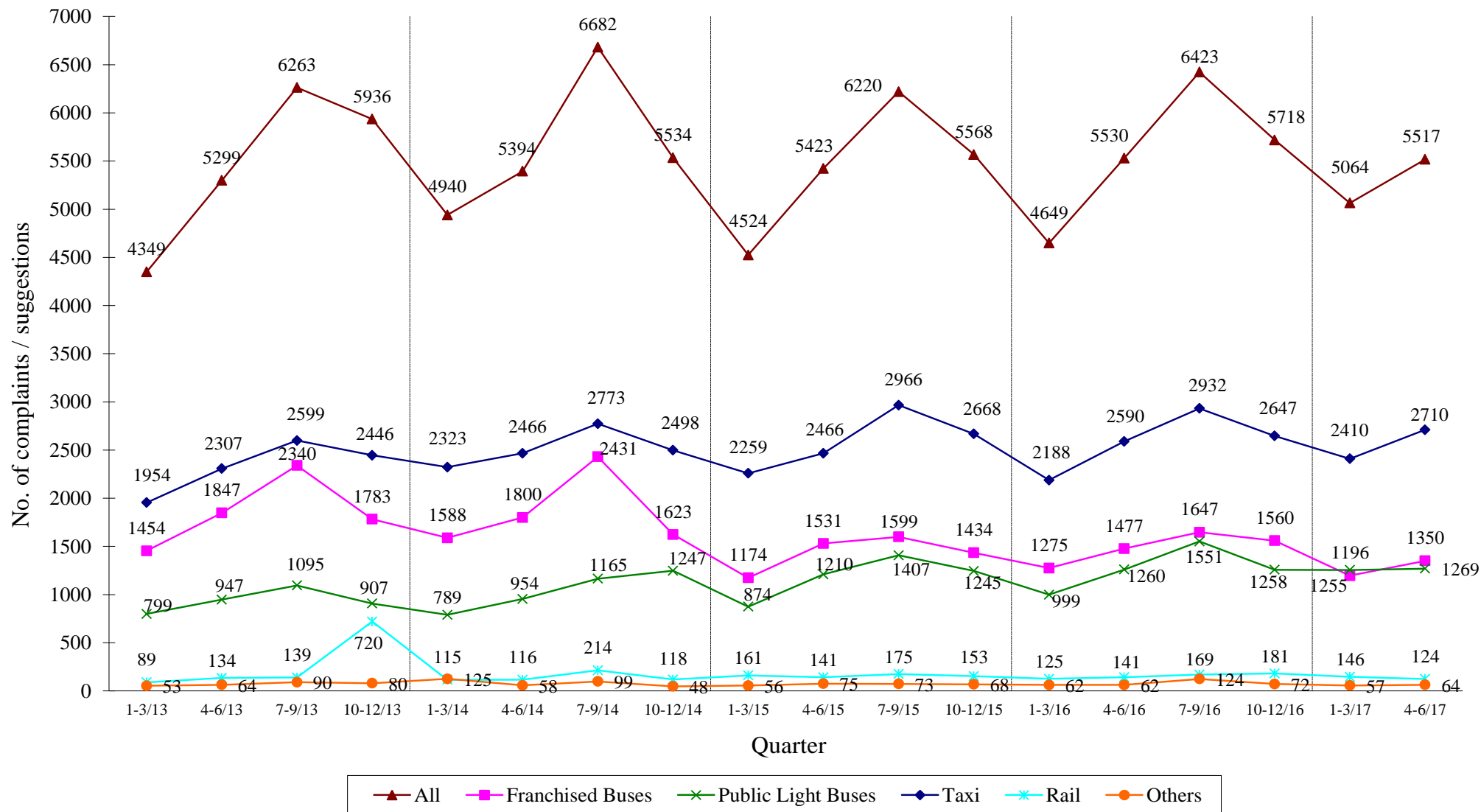
KMB	The Kowloon Motor Bus Company (1933) Limited
CTB1	Citybus Limited (Franchise 1)
CTB2	Citybus Limited (Franchise 2)
FB	New World First Bus Services Limited
NLB	New Lantau Bus Company (1973) Limited
LWB	Long Win Bus Company Limited
XHT	Cross-harbour Bus Services
NFBS	Non-franchised Bus Services
GMB	Green Minibus
RMB	Red Minibus
MTR (Non-LR)	MTR Corporation Limited (Excluding Light Rail)
MTR(LR)	MTR Corporation Limited (Light Rail)
HT	The Hongkong 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								MTR (Non- LR)	MTR (LR)	HT	FF	SF	MF					
	KMB	CTB1	CTB2	FB	NLB	LWB	XHT												
(A) Adequacy of Service																			
(1) Frequency/carrying capacity	40	6	2	1	3	7	12	1	72	-	-	16	3	-	1	-	-		164
(2) Routeing	15	3	2	2	-	2	1	-	2	-	-	-	-	-	-	-	-		27
(3) Hours of operation	1	-	1	1	-	-	-	1	-	-	-	-	-	-	-	-	-		4
(4) Provision of stops	6	1	1	-	-	-	2	6	8	-	-	-	-	-	-	-	-		24
Sub-total	62	10	6	4	3	9	15	8	82	-	-	16	3	-	1	-	-		219
(B) Standard of Service																			
(1) Regularity of service	246	33	28	47	3	14	112	8	294	-	-	3	2	-	2	-	12		804
(2) Adherence to routeing	4	-	-	1	1	-	2	-	68	-	412	-	-	-	-	-	-		488
(3) Improper driving behaviour	131	20	8	17	3	9	53	5	230	55	379	4	2	6	-	-	1		923
(4) Conduct & performance of staff (including drivers)	193	21	13	32	4	15	70	10	388	30	1301	29	1	2	2	-	-		2111
(5) Overcharging	1	-	-	-	-	-	2	-	18	2	545*	-	-	-	-	-	-		568
(6) Cleanliness	5	-	-	1	-	-	1	-	20	-	12	1	-	-	-	-	2		42
(7) Conditions of vehicles/vessels	6	1	2	1	-	-	1	1	21	1	13	5	-	-	-	-	-		52
(8) Passenger services & facilities	64	8	2	10	1	6	15	5	20	-	5	42	-	1	2	-	2		183 #
Sub-total	650	83	53	109	12	44	256	29	1059	88	2667	84	5	9	6	-	17		5171
(C) General	20	2	2	1	2	-	7	3	18	22	43	3	2	2	-	-	-		127
Total this quarter	732	95	61	114	17	53	278	40	1159	110	2710	103	10	11	7	-	17		5517
Grand-total	(1350)							(4019)				(124)			(24)				
Total previous quarter	656	99	33	91	16	50	251	36	1161	94	2410	128	11	7	14	-	7		5064
Total same quarter last year	793	108	65	133	13	58	307	48	1186	74	2590	119	10	12	6	3	5		5530

* Including taximeter irregularities

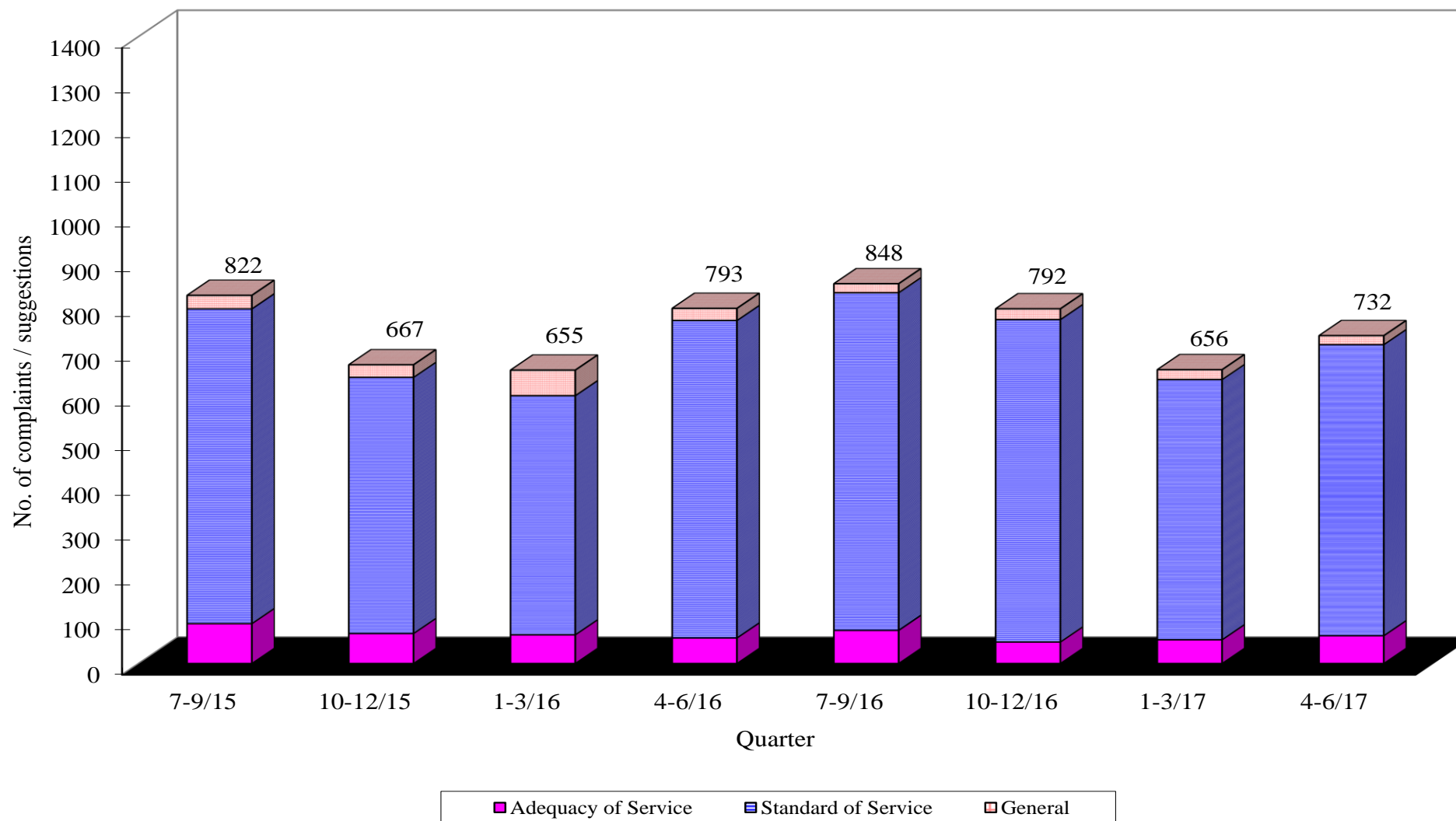
Including 15 complaints from 11 complainants about audio-visual broadcasting on public transport vehicles

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



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

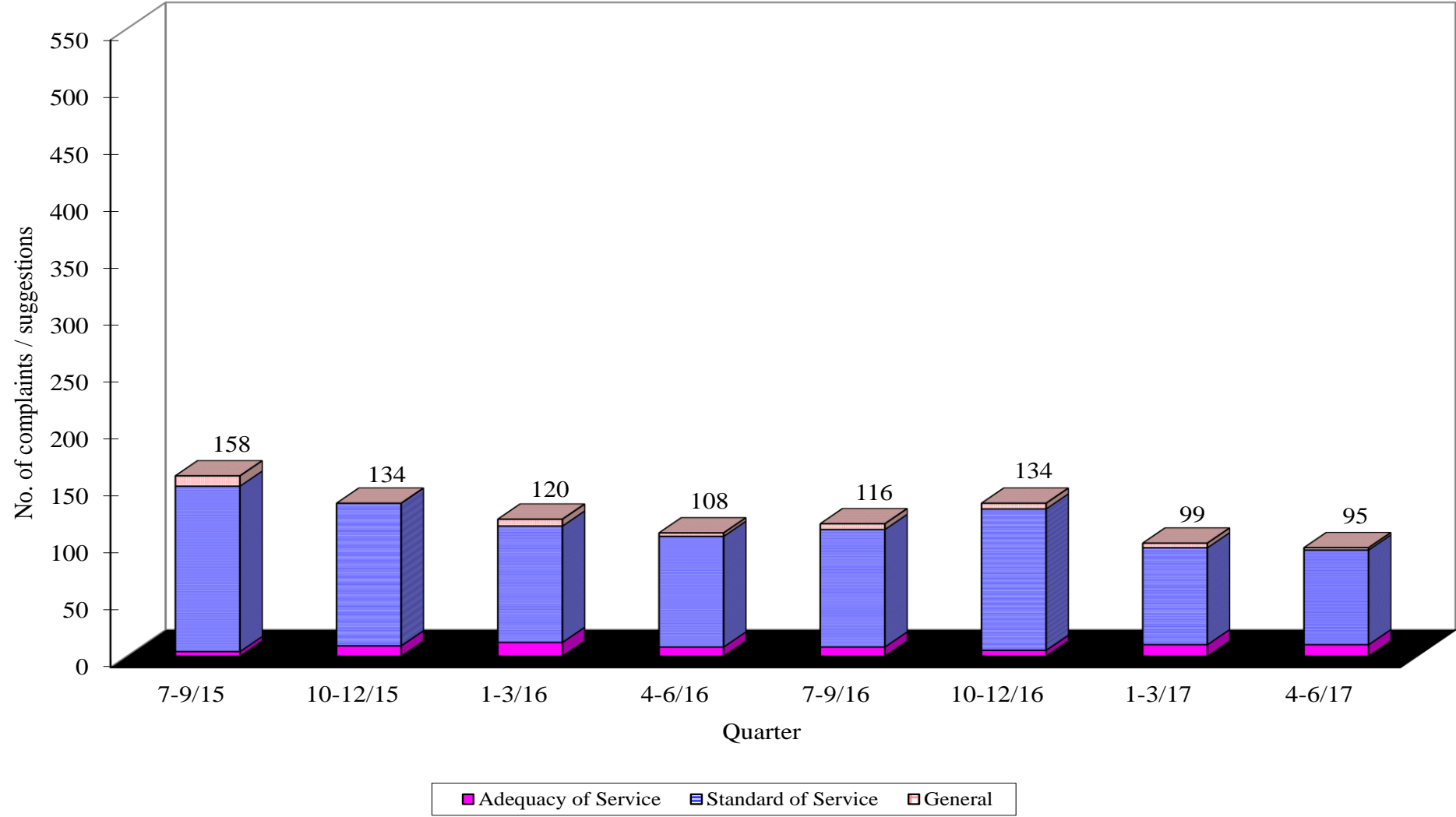
Annex F(i)



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

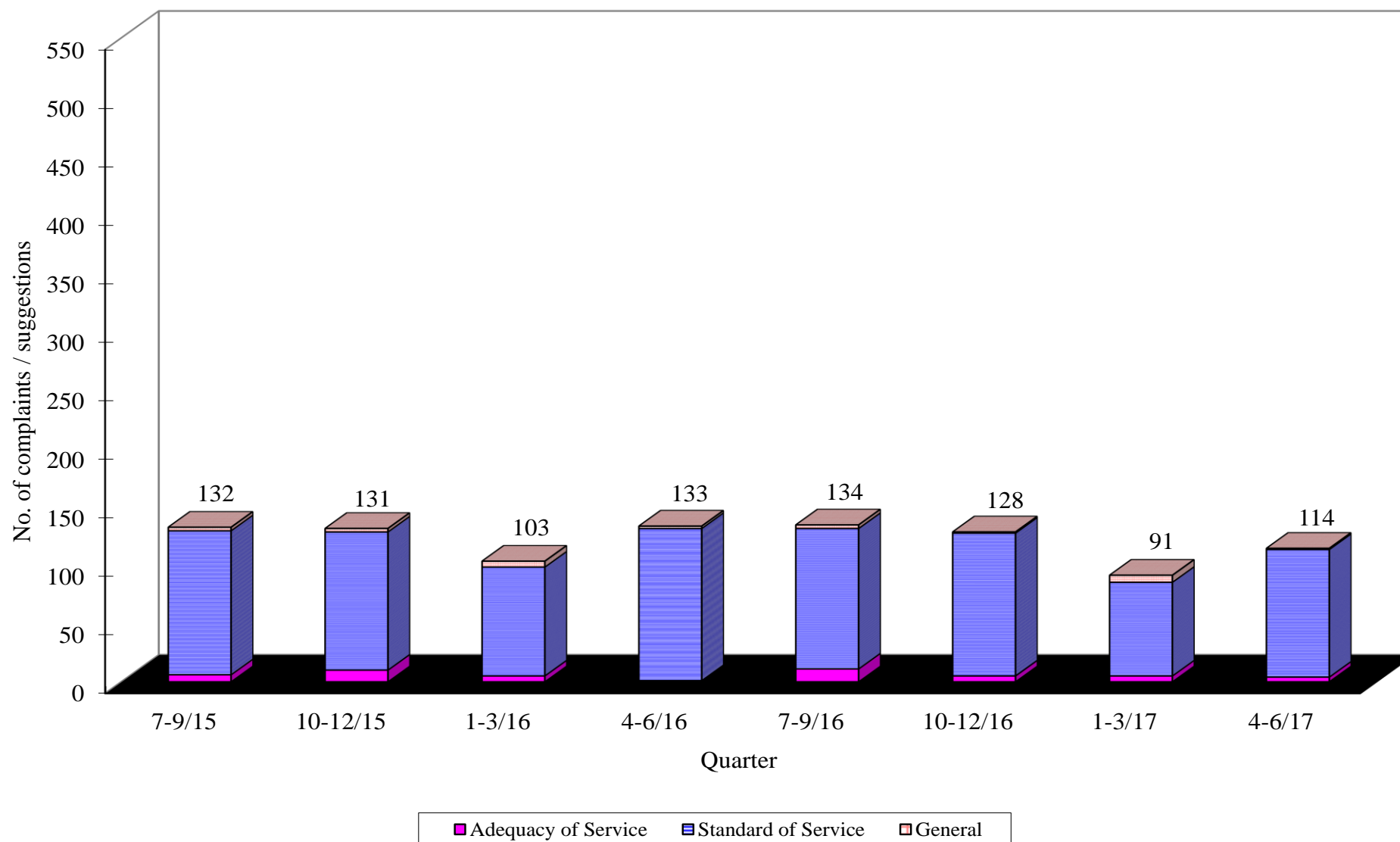
Annex F(ii)

- 28 -



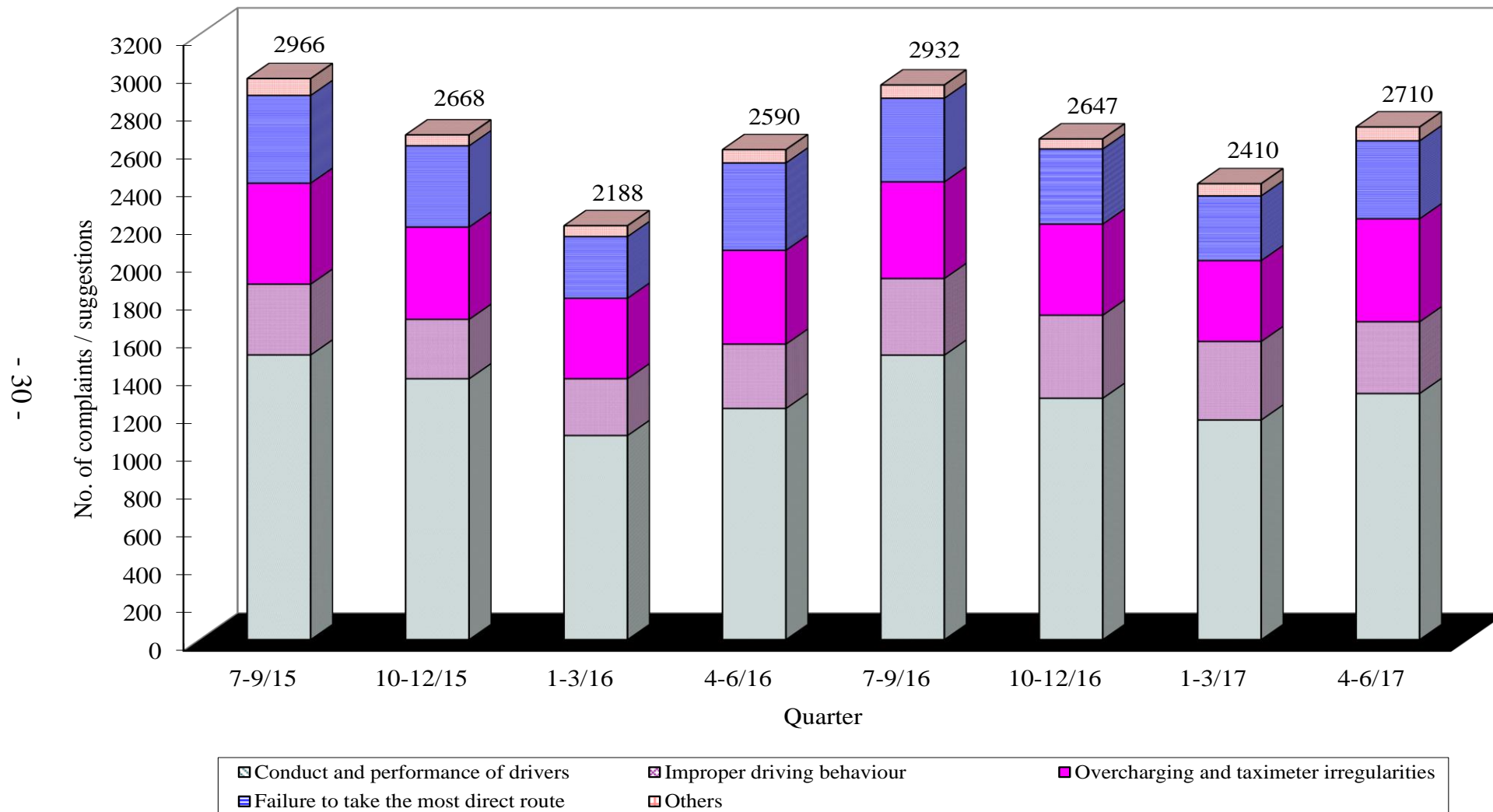
**Complaints and Suggestions on the Services of New World First Bus Services Limited
in the Past Eight Quarters**

Annex F(iii)



Complaints and Suggestions on Taxi Services in the Past Eight Quarters

Annex G



Breakdown of Complaints and Suggestions on Taxi Services

<u>Nature of Complaint/Suggestion</u>		Same quarter last year <u>(1.4.16-30.6.16)</u>	Previous quarter <u>(1.1.17-31.3.17)</u>	Current quarter <u>(1.4.17-30.6.17)</u>
(a)	Conduct and performance of drivers			
(i)	Behaving other than in a civil & orderly manner	449	449	537
(ii)	Refusing hire	624	602	615
(iii)	Soliciting passengers	13	1	2
(iv)	Refusing to drive to destination	118	102	129
(v)	Failure to display driver identity plate	11	7	17
(vi)	Failure to display driver identity plate properly	7	-	1
	Sub-total	1 222	1 161	1 301
(b)	Improper driving behaviour	340	415	379
(c)	Overcharging	430	367	478
(d)	Taximeter irregularities	66	61	67
(e)	Failure to take the most direct route	462	342	412
(f)	Others*	70	64	73
	Total	2 590	2 410	2 710

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

Complaints and Suggestions on Traffic and Road Conditions
(April – June 2017)

District Nature of Complaint/Suggestion	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
<u>Traffic Conditions</u>																				
(a) Traffic congestion (No. of locations)	2 (2)	4 (3)	- (-)	6 (6)	2 (2)	2 (2)	10 (10)	3 (3)	6 (6)	5 (4)	1 (1)	4 (4)	- (-)	- (-)	- (-)	- (-)	1 (1)	1 (1)	1 (1)	48 (46)
(b) Traffic management	2	2	2	2	2	1	4	-	4	1	2	5	3	2	10	2	1	-	1	46
(c) Additional traffic signs and aids	1	1	-	2	1	-	-	1	1	-	-	2	1	-	-	1	2	1	1	15
(d) Parking facilities	-	-	-	-	-	1	-	-	-	-	-	1	-	2	1	-	3	-	3	11
Sub-total	5	7	2	10	5	4	14	4	11	6	3	12	4	4	11	3	7	2	6	120
<u>Road Maintenance</u>																				
(a) Road conditions	2	3	-	-	1	-	-	-	2	-	1	-	1	3	1	1	-	-	-	15
(b) Traffic signs & aids	1	1	1	-	1	1	1	-	2	-	-	-	1	1	-	-	1	-	-	11
(c) Carriageway markings	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-	1	-	-	-	2
Sub-total	3	4	1	-	2	1	1	1	4	-	1	-	2	4	1	2	1	-	-	28
<u>Enforcement</u>																				
(a) Illegal parking	38	17	20	11	62	9	28	40	45	16	21	99	22	30	20	21	21	2	-	522
(b) Other enforcement matters	12	23	13	5	24	13	14	15	20	4	6	14	14	17	22	2	12	3	5	238
Sub-total	50	40	33	16	86	22	42	55	65	20	27	113	36	47	42	23	33	5	5	760
Total	58	51	36	26	93	27	57	60	80	26	31	125	42	55	54	28	41	7	11	908

Complaints and Suggestions on MTR Services (excluding Light Rail)

Nature of Complaint/Suggestion	<u>2016 Jan - Jun</u>	<u>2017 Jan - Jun</u>	<u>Difference</u>
(A) Adequacy of Service			
(1) Frequency/carrying capacity	9	30	+233.3%
(2) Routeing	-	1	N/A
(3) Hours of operation	-	-	-
(4) Provision of stops	-	-	-
Sub-total	9	31	+244.4%
(B) Standard of Service			
(1) Regularity of service	32	14	-56.3%
(2) Adherence to routeing	-	-	-
(3) Improper driving behaviour	8	8	-
(4) Conduct and performance of staff (including drivers)	58	70	+20.7%
(5) Overcharging	-	-	-
(6) Cleanliness	4	3	-25.0%
(7) Conditions of vehicles	9	10	+11.1%
(8) Passenger services and facilities	93	91	-2.2%
Sub-total	204	196	-3.9%
(C) General	8	4	-50.0%
Total	221	231	+4.5%

Complaints and Suggestions on Light Rail Services

Nature of Complaint/Suggestion	<u>2016</u> <u>Jan - Jun</u>	<u>2017</u> <u>Jan - Jun</u>	<u>Difference</u>
(A) Adequacy of Service			
(1) Frequency/carrying capacity	5	8	+60.0%
(2) Routeing	-	-	-
(3) Hours of operation	-	-	-
(4) Provision of stops	-	-	-
Sub-total	5	8	+60.0%
(B) Standard of Service			
(1) Regularity of service	4	3	-25.0%
(2) Adherence to routeing	-	-	-
(3) Improper driving behaviour	5	3	-40.0%
(4) Conduct and performance of staff (including drivers)	3	2	-33.3%
(5) Overcharging	-	-	-
(6) Cleanliness	1	-	-100.0%
(7) Conditions of vehicles	-	-	-
(8) Passenger services and facilities	-	3	N/A
Sub-total	13	11	-15.4%
(C) General	-	2	N/A
Total	18	21	+16.7%

Complaints and Suggestions on Tram Services

Nature of Complaint/Suggestion	2016 <u>Jan - Jun</u>	2017 <u>Jan - Jun</u>	<u>Difference</u>
(A) Adequacy of Service			
(1) Frequency/carrying capacity	-	-	-
(2) Routeing	-	-	-
(3) Hours of operation	-	-	-
(4) Provision of stops	-	-	-
Sub-total	-	-	-
(B) Standard of Service			
(1) Regularity of service	2	-	-100.0%
(2) Adherence to routeing	-	1	N/A
(3) Improper driving behaviour	14	9	-35.7%
(4) Conduct and performance of staff (including drivers)	1	2	+100.0%
(5) Overcharging	-	-	-
(6) Cleanliness	-	-	-
(7) Conditions of vehicles	3	-	-100.0%
(8) Passenger services and facilities	1	2	+100.0%
Sub-total	21	14	-33.3%
(C) General	6	4	-33.3%
Total	27	18	-33.3%

**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.