

QUARTERLY REPORT No. 4 of 2017

by the

TRANSPORT COMPLAINTS UNIT

of the

TRANSPORT ADVISORY COMMITTEE

for the period

1 October 2017 – 31 December 2017

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Chapter 1

Major Areas of Complaints and Suggestions

This is the fourth quarterly report for 2017 covering the period from 1 October to 31 December 2017.

Yearly and Quarterly Trends

2. During the quarter, the Transport Complaints Unit (TCU) received 6 666 complaints and suggestions, including 46 pure suggestions, from 5 904 persons. About 60% (3 533) of these persons lodged their complaints/suggestions by e-mail, fax or mail and the remaining 40% (2 371) by telephone. The number of cases represents a decrease of 12.5% as compared with 7 615 cases in the previous quarter and an increase of 0.6% as compared with 6 629 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 (2008-2017) 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 6 658 cases (including some outstanding cases from previous quarters) were completed. Of these, 4 685 cases (70%) were found to be substantiated, 69 cases (1%) unsubstantiated, and the remaining 1 904 cases (29%) not pursuable due to lack of evidence. A summary of the results of investigations is at Annex C.

5. During the same period, relevant government departments and public transport operators took on board 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 5 727 cases, which represents a decrease of 11.4% as compared with the previous quarter and a slight increase 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 1 491 complaints and suggestions on franchised bus services were received during the quarter, which represents a decrease of 14.3% as compared with the previous quarter and a decrease of 4.4% as compared with the same quarter last year.

8. There were 795 cases on the services of The Kowloon Motor Bus Company (1933) Limited (KMB), as compared with 935 cases in the previous quarter and 792 cases in the same quarter last year. Among the 795 cases, 41 (or 5.2%) were about the adequacy of service and 732 (or 92.1%) were about the standard of service.

9. There were 90 cases on the services of the Citybus Limited (Franchise for Hong Kong Island and Cross-Harbour Bus Network) (CTB (Franchise 1)), as compared with 111 cases in the previous quarter and 134 cases in the same quarter last year. Among the 90 cases, eight (or 8.9%) were about the adequacy of service while 82 (or 91.1%) were about the standard of service.

10. There were 114 cases on the services of the New World First Bus Services Limited (NWFB), as compared with 134 cases in the previous quarter and 128 cases in the same quarter last year. Of the 114 cases, six (or 5.3%) were about the adequacy of service and 103 (or 90.4%) 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 45 complaints and suggestions on non-franchised bus services (e.g. residents' services, feeder bus services operated by the MTR Corporation Limited (MTRCL)). Corresponding figures for the previous quarter and the same quarter last year were 55 and 49 respectively.

Public Light Bus Services

13. A total of 1 346 complaints and suggestions on public light bus (PLB) services were received in this quarter, which represents a decrease of 16.3% as compared with the previous quarter and an increase of 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, 93.5% or 1 258 cases were on green minibus (GMB) services. The number of cases received in the previous quarter and the same quarter last year were 1 503 and 1 168 respectively. Among the 1 258 cases, 105 (or 8.3%) were about the adequacy of service and 1 125 (or 89.4%) were about the standard of service.

15. The remaining 6.5% or 88 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 105 and 90 respectively.

Taxi Services

16. A total of 2 720 cases on taxi services were received in this quarter, which represents a decrease of 6.8% as compared with the previous quarter and an increase of 2.8% 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 2 720 cases received, 2 643 (97.2%) were related to taxi driver malpractice, as compared with 2 840 such cases (97.3%) 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 534 such cases (20.2%) were referred to the Police.

18. During the quarter, the Police reported the latest developments on 450 cases previously referred to them. These cases are categorised as follows –

	<u>No. of Cases</u>		<u>Percentage</u>	
(a) Summonsed	25	(71)	6	(10)
(b) Withdrawn by complainants	284	(416)	63	(59)
(c) Evidence considered insufficient by the Police for further processing	141	(213)	31	(31)
	450	(700)	100	(100)

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

It is noted that 94% of these cases could not be further pursued because of withdrawal by complainants or insufficient evidence.

Rail Services

19. A total of 103 complaints and suggestions on rail services were received. Corresponding figures for the previous quarter and the same quarter last year were 124 and 181 respectively. Of the 103 cases, 99 were on the services of MTRCL.

Ferry Services

20. There were 22 complaints and suggestions on ferry services in this quarter. Corresponding figures for the previous quarter and the same quarter last year were 22 and 23 respectively.

Traffic Conditions

21. There were 77 complaints recorded in this quarter about traffic congestion, as compared with 70 cases in the previous quarter and 86 cases in the same quarter last year. Congestion was reported to have occurred at a total of 72 locations throughout the territory, as illustrated below –

	<u>Number of Complaints</u>		<u>Number of Locations</u>	
Hong Kong Island	18	(10)	18	(9)
Kowloon	21	(22)	18	(19)
New Territories	36	(37)	34	(30)
Others (e.g. general issues and tunnel areas)	2	(1)	2	(1)
Total	77	(70)	72	(59)

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

22. Based on the number of complaints received, districts most affected by traffic congestion were Central and Western (10 cases), Yau Tsim Mong (nine cases) and Sha Tin (eight 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 36 complaints and suggestions on traffic management and 19 requests for additional traffic signs and aids in this quarter. As a comparison, there were 94 and 23 such cases in the previous quarter, and 41 and 42 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 46 cases in the previous quarter and 22 cases in the same quarter last year. Among the 28 cases, 12 cases were related to road conditions and 13 cases were related to traffic signs and aids.

27. Districts which attracted relatively more complaints about road maintenance were Central and Western (five cases) and Tai Po (four cases).

Enforcement

28. There were 747 complaints about traffic regulations enforcement in this quarter, which represents a decrease of 12.5% when compared with the previous quarter and an increase of 11.7% 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 (43 cases), Yau Tsim Mong (40 cases) and Eastern (39 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 17 November 2017, Members discussed –

- (a) complaints and suggestions about traffic congestion;
 - (b) complaints and suggestions about conduct and performance of staff of public transport services;
 - (c) complaints and suggestions about ferry services; and
 - (d) TCU Quarterly Report No. 3 of 2017.
2. Members agreed that –
- (a) complaints and suggestions about traffic congestion, conduct and performance of staff of public transport services and ferry services should be closely monitored; and
 - (b) TCU Quarterly Report No. 3 of 2017 should be submitted to the Transport Advisory Committee.

Complaint about the half-step at the middle door of the new 19-seat public light buses (PLBs)

3. Some members of the public complained about the additional half-step at the middle door of the new 19-seat PLBs. They were of the view that passengers could trip-over easily on the additional half-step while getting off the PLB. They said that the original design of the additional half-step posed safety issue and called for measures to prevent accidents.

4. The cases were referred to the Transport Department (TD) for investigation. TD advised that the Government has been encouraging the PLB trade to improve its services and facilities, in order to enhance the accessibility for the needy and the elderly. To tie in with the gradual replacement of the 16-seat green minibuses (GMBs) with 19-seat ones, TD has introduced the mandatory requirement for all newly registered GMBs to install a half-step at

the middle door, handrails and/or call bells with indication lights. TD reiterated that the original design of the half-step was in compliance with local regulations and equipped with slip resistant surface, high contrast step-edge and extra illumination. TD also advised that the original design had made reference to similar designs in other countries, and the installation was conducted by the vehicle manufacturers.

5. In the light of the recent public concerns, TD has worked promptly with the vehicle manufacturer and the PLB trade to improve the design of the half-step. Elderly group was also invited to try out the improved design. Both the trade and the group basically agreed that the improved design should be able to better facilitate the boarding and alighting of passengers when using PLBs. In parallel, TD announced the temporary suspension of the installation of the original design of the half-step in November 2017. At present, the manufacturer was working on the production of the improved half-step and an implementation date for the improved design will be set in consultation with the PLB trade in due course. An enhanced publicity plan will be rolled out including new publicity stickers, radio API and publicity on Police Report (警訊) to remind passengers about minding the step on the improved half-step. TD will continue to keep close communication with the trade in this regard.

6. The members of the public were informed of TD's follow-up actions and made no other comment.

Suggestion to add hatched road markings at the hard shoulder of Tuen Mun Road

7. A member of the public observed that the hard shoulder of Tuen Mun Road was very wide. As the bus lane at Tuen Mun Road was rather long, motorists might not be able to differentiate the hard shoulder from a bus lane. He suggested adding hatched road markings at the hard shoulder at fixed intervals.

8. TD was invited to consider the case. The Department explained that the edge of a hard shoulder was indicated by a longitudinal white line with 200 millimetres in width. In addition, traffic sign was installed at the starting point of a hard shoulder to remind motorists that vehicles should not enter the hard shoulder except for emergency. On the other hand, the edge of a bus lane was indicated by a longitudinal white line with 250 millimetres in width and the effective hours of the bus lane were shown by road markings at regular intervals

to remind motorists. Different traffic signs were also put in place to indicate the designation of a bus lane.

9. TD further advised that apart from the above, the Road Users' Code also explained the use of hard shoulders and bus lanes and the associated traffic signs and road markings. In fact, the installation of the traffic signs and road markings for bus lanes and hard shoulders, which included their use, content size and colour, was stipulated under the Road Traffic (Traffic Control) Regulations (Cap.374G).

10. Upon receipt of the case, TD had inspected the traffic signs and road markings for the bus lane and hard shoulder at Tuen Mun Road and found them in good conditions and compliance with the relevant regulations and standards. The Department would continue to monitor the situation and would review it when required.

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

Complaint about the installation of illuminated scrolling advertisement panels at bus stops

12. A complaint was lodged about the installation of illuminated scrolling advertisement panels at bus stops. The complainant was of the view that the panels were a nuisance to passengers waiting at the bus stops.

13. TD was invited to look into the case. The Department advised that to improve the environment at bus stops and to meet passenger needs, it supported the bus operators to provide shelters for bus stops taking into account their resources, passenger demands and the physical constraints of the locations concerned. Provided that the provision of shelters and the advertisement panels at bus stops would not adversely affect pedestrian flow and other road users, Government would normally raise no objection to the provision of these facilities as the bus operators had to bear the cost for construction and maintenance of these facilities. In fact, the advertisement panels could generate additional non-fare box revenue which could help relieve the pressure of fare increase.

14. TD further explained that when approving the placement of illuminated scrolling advertisement panels, considerations would be taken to ensure that the size, location, luminosity of the panels would not pose any danger or sightline obstruction to nearby traffic signs and traffic lights.

15. The complainant noted TD's explanation and raised no other comment.

Chapter 3

Feature Article

Overview of Complaints and Suggestions Received in 2017

Overall Trend

TCU received 26 621 complaints and suggestions in 2017. Among these, 185 were pure suggestions. The number of cases recorded an increase of 3.0% when compared with 25 856 cases received in 2016. 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 2017 by category is as follows –

<u>Nature of Complaint/Suggestion</u>	<u>2016</u>	<u>2017</u>	<u>Difference</u>
Public Transport Services	22 320	22 775	+2.0%
Traffic Conditions	621	572	-7.9%
Road Maintenance	124	123	-0.8%
Enforcement	2 642	2 996	+13.4%
Miscellaneous	149	155	+4.0%
Total	25 856	26 621	+3.0%

Public Transport Services

2. Public transport services remained the major area of concern. In 2017, 22 775 complaints and suggestions were received, accounting for 86% of the total number of cases. Among these, 87 were pure suggestions. The number of cases in this category recorded an increase of 2.0% as compared with 22 320 cases in 2016. A breakdown of the complaints and suggestions by mode of transport is as follows –

<u>Mode of Transport</u>	<u>2016</u>	<u>2017</u>	<u>Difference</u>
Franchised Buses	5 959	5 776	-3.1%
Non-franchised Bus Services	210	176	-16.2%
Green Minibuses	4 734	5 081	+7.3%
Red Minibuses	334	397	+18.9%
Taxis	10 357	10 759	+3.9%
Rail Transport	616	497	-19.3%
Ferries	110	89	-19.1%
Total	22 320	22 775	+2.0%

Franchised Bus Services

3. There were 5 776 cases on franchised bus services in 2017, representing a decrease of 3.1% as compared with 5 959 cases in 2016. Most complaints are about regularity of service, conduct and performance of staff and improper driving behaviour. A breakdown of the 5 776 cases by individual franchised bus companies is at Annex K.

4. With the concerted effort of the bus companies in enhancement of training to bus captains on road safety as well as improvements of passenger facilities, the standard of services continued to improve in 2017, which was reflected by the decreasing number of complaints against improper driving behaviour (from 1 113 cases in 2016 to 892 cases in 2017, representing a reduction of 19.9%) and passenger services and facilities (from 604 cases in 2016 to 492 cases in 2017, representing a reduction of 18.5%). The Transport Department (TD) has all along encouraged franchised bus companies to disseminate passenger information through the use of appropriate technologies. The Kowloon Motor Bus Company (1933) Limited (KMB) and Long Win Bus Company Limited (LWB) currently provide passengers with real-time bus arrival information through their websites and smartphone apps for all of their regular routes¹. Apart from “A” routes operated by Citybus Limited (Franchise for the Airport and North Lantau Bus Network) (Citybus Limited (Franchise 2)), from December 2017, Citybus Limited (Franchise for Hong Kong Island and Cross-Harbour Bus Network) (Citybus Limited (Franchise 1)) and New World First Bus Services have started implementing the real-time bus arrival

¹ Except KMB routes K12, K14, K17 and K18.

information on their routes. As at January 2018, the real time bus arrival enquiry service and real-time bus arrival information is available for 107 bus routes. The provision will be progressively extended to all regular routes of Citybus Limited and New World First Bus Services Limited and is targeted for completion later in 2018.

5. It came to TD's attention that there were increases in the number of complaints about regularity of service (from 2 075 cases in 2016 to 2 204 cases in 2017, representing an increase of 6.2%) and the number of complaints about conduct and performance of staff (from 1 363 cases in 2016 to 1 418 cases in 2017, representing an increase of 4.0%). The bus companies were requested to strengthen their training for frontline staff on areas such as 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 an increase in the number of complaint about adequacy of service (from 430 cases in 2016 to 454 cases in 2017, representing an increase of 5.6%). TD will continue to monitor the adequacy of the services provided by the bus companies and liaise with the bus companies for suitable adjustments if necessary.

Non-franchised Bus Services

7. There were 176 cases on non-franchised bus (NFB) services in 2017, representing a decrease of 16.2% as compared with 210 cases in 2016. A detailed breakdown of the 176 cases received in 2017 is at Annex L. TD would remind NFB trade to keep on improving their service.

Public Light Bus Services

8. A total of 5 478 complaints and suggestions on public light bus (PLB) services were received in 2017, representing an increase of 8.1% as compared with 5 068 cases in 2016.

9. There were 5 081 cases on green minibus (GMB) services, representing an increase of 7.3% when compared with 4 734 cases in 2016. The increase was mainly attributable to more complaints on service regularity, improper driving behaviour and conduct and performance of staff. A detailed breakdown of the 5 081 cases is at Annex M.

10. There were 397 cases on red minibus (RMB) services, representing an increase of 18.9% when compared with 334 cases in 2016. A detailed breakdown of the 397 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. 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. 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. TD will also issue warning letters to the operators after identifying and ascertaining failures, including non-compliance of timetable and routings, etc. The warning letters issued will be taken into account in the mid-term appraisal of the concerned GMB operators and their roll-over period for the passenger service licences may be shortened if they are in poor performance during the appraisal period.

12. Besides, TD continued to implement various measures in 2017 to promote the provision of safe, quality and customer-oriented PLB services. The maximum seating capacity of PLBs was increased to 19 seats in July 2017. Since then, the trade has been replacing vehicles with 19-seaters gradually. This will help alleviate the complaints on PLB service levels, particularly during peak hours. To enhance accessibility and service quality of PLBs, TD also implemented the mandatory requirement for all newly registered PLBs to install extra handrails and passenger call bells with indication lights. There were also other on-going measures to enhance safe driving and customer-oriented services, including appeals to the PLB associations and operators to promote safe driving and provision of quality service, the Safe Driving and Health Campaign for professional drivers and the publication of PLB Newsletter.

13. 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

14. There were 10 759 cases on taxi services in 2017, representing an increase of 3.9% when compared with 10 357 cases in 2016. The increase was mainly attributable to more complaints about improper driving behaviour, drivers behaving other than in a civil and orderly manner and overcharging. A detailed breakdown of the 10 759 cases is at Annex O.

15. 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.

16. The Government will continue to strive to enhance the quality of the existing taxi services and the operating environment so as to better meet the needs of the public and facilitate long-term, healthy development of the trade. To this end, to strengthen the interaction and cooperation with the taxi trade and other stakeholders, TD has revamped the Quality Taxi Services Steering Committee, which is now renamed as the Committee on Taxi Service Quality (CTSQ), in January 2018. The CTSQ provides a multi-party² platform to discuss various strategies and measures to enhance the taxi service quality under the existing taxi licensing system. These measures include updating the set of service standards and guidelines for taxi drivers, reviewing the existing sanctions for various taxi malpractices to increase the deterrent effect, enhancing the training courses to taxi drivers for improving their customer service skills and introducing measures to improve the operational efficiency and quality of taxi service through the use of technology, etc.

17. Meanwhile, the Government will introduce franchised taxis to meet the new demand in the community for personalised and point-to-point public transport services of higher quality and fare as well as with online hailing features. The franchised taxis will be operated through a franchise model. Areas such as the number, service, fares as well as drivers' quality of franchised

² Non-official members of CTSQ come from the taxi trade, Legislative Council, District Councils, academia, the Consumer Council, the Hong Kong Tourism Board and persons with disabilities groups.

taxis will be regulated by the Government. The Government is preparing the legislative work for introducing franchised taxis with a target to introduce the Bill into the Legislative Council in the latter half of 2018.

Rail Services

18. There were 497 cases on rail services in 2017, which represents a decrease of 19.3% when compared with 616 cases in 2016. There was significant reduction on the number of complaints about the services of MTR Corporation Limited and the Hong Kong Tramways Limited (HKT). A breakdown of the 497 cases by individual railway companies is at Annex P.

19. The complaints against the services of MTR Corporation Limited (MTRCL) in 2017 decreased as compared with that in 2016, especially in the aspects of conduct & performance of staff and passenger services and facilities. This can be due to MTRCL's continual reinforcement of its customer service training for frontline staff to uplift their service competency, and the progressive introduction of new passenger facilities, for example, dynamic route map to trains of the Ma On Shan Line and West Rail Line.

20. For tram services, the majority of the complaints were about the improper driving behaviour and performance of staff. HKT has reminded their tram motormen to drive at appropriate speed and pay attention to passenger safety as well as provided appropriate training to enhance safe driving and quality service. Furthermore, HKT would conduct random inspections to monitor the performance of tram motormen whenever necessary and take disciplinary actions against the tram motormen concerned depending on the situation.

Ferry Services

21. There were 89 cases on ferry services in 2017, representing a decrease of 19.1% when compared with 110 cases in 2016. A breakdown of the 89 cases by individual ferry companies is at Annex Q. The decrease in the number of complaints in 2017 was mainly attributable to the decrease in complaints about inadequate service level of the "Central – Cheung Chau" route operated by the New World First Ferry Services Limited ("NWFF"), in particular complaints about the fast ferry sailing from Cheung Chau to Central at 6.20 a.m.. In September 2017, NWFF started deploying a vessel with higher carrying capacity to run the 6.20 a.m. sailing and operated extra sailings of fast

ferry service to meet the upsurge in passenger demand at the beginning of the new school year.

22. The majority of complaints of “Central – Cheung Chau” route in 2017 were related to the sudden upsurge in passenger demand for the fast ferry sailing from Cheung Chau to Central at 5.10 a.m. in early 2017. In response, NWFF deployed a vessel with higher carrying capacity to run the 5.10 a.m. sailing as well as operated extra sailings. Subsequent surveys conducted by TD in May 2017 showed that the passenger demand for the sailing had dropped down to the normal level and the service level was adequate to meet the passenger demand.

23. There was an increase of complaints concerning minor ferries from 25 cases in 2016 to 48 cases in 2017 (+92%). The increase was mainly attributable to complaints on service regularity and staff conduct and performance. Regarding service regularity, TD has been closely monitoring the performance of ferry operators through field surveys and inspections with a view to ensuring that all ferry operators adhere to the schedules of services and will improve services to meet passenger demand when needed. Regarding the staff performance, TD will continue to urge the ferry operators to step up staff management and take appropriate measures, such as enhancement of staff training, to improve the performance of staff.

Traffic Conditions

24. In 2017, 572 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 a decrease of 7.9% as compared with 621 cases in 2016.

Traffic Congestion

25. Of the 572 cases received, 234 (41%) were related to traffic congestion. This represents a decrease of 17.3% as compared with 283 cases in 2016. A breakdown of the complaints about traffic congestion by district is at Annex R. In 2017, districts which attracted relatively more complaints are –

<u>District</u>	<u>No. of complaints</u>		<u>Difference</u>
	<u>2016</u>	<u>2017</u>	
Sha Tin	17	22	+29.4%
Yau Tsim Mong	32	21	-34.4%
Kowloon City	25	20	-20.0%

26. Factors contributing to the complaints about traffic congestion in 2017 are broken down as follows –

<u>Factor</u>	<u>No. of complaints</u>		<u>Difference</u>
	<u>2016</u>	<u>2017</u>	
Traffic management	144	115	-20.1%
Road works	47	24	-48.9%
Vehicle obstruction	28	45	+60.7%
Others	64	50	-21.9%
Total	283	234	-17.3%

27. 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 2017, TD continued to implement the following measures to alleviate traffic congestion –

- (a) vetting proposals on and monitoring the effectiveness of temporary traffic arrangements to minimise congestion caused by road works;
- (b) installation of new traffic lights and adjustment of existing traffic signals;
- (c) re-routeing of traffic to improve circulation;
- (d) introduction of traffic restrictions;
- (e) realignment of carriageways and adjustment of road junction layouts;
and
- (f) provision of lay-bys to facilitate loading/unloading activities.

Traffic Management

28. In 2017, there were 209 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 9.4% as compared with 191 cases in 2016.

Additional Traffic Signs and Aids

29. TCU received 82 requests for additional traffic signs and aids in 2017, 14.6% less than that of 2016.

Parking Facilities

30. There were 47 complaints and suggestions on parking facilities in 2017. This represents a decrease of 7.8% as compared with 51 cases in 2016.

Road Maintenance

31. In 2017, 123 complaints and suggestions about road maintenance were received, accounting for less than 1% of the total number of cases. When compared with 124 cases in 2016, there is no significant change to the number of cases.

Enforcement

32. In 2017, 2 996 complaints about enforcement matters were received, accounting for about 11% of the total number of cases. A comparison between the complaints received in 2016 and 2017 is as follows –

<u>Category</u>	<u>2016</u>	<u>2017</u>	<u>Difference</u>
Illegal parking	1 919	2 043	+6.5%
Other enforcement matters	723	953	+31.8%
Total	<u>2 642</u>	<u>2 996</u>	<u>+13.4%</u>

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

Illegal Parking

33. In 2017, districts which attracted relatively more complaints about illegal parking are –

<u>District</u>	<u>No. of Complaints</u>		<u>Difference</u>
	<u>2016</u>	<u>2017</u>	
Sha Tin	135	316	+134.1%
Yau Tsim Mong	150	180	+20.0%
Kwun Tong	208	177	-14.9%
Sham Shui Po	144	176	+22.2%

34. 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.

35. 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/site 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

36. In 2017, districts which attracted relatively more complaints about motorists/pedestrians failing to comply with traffic regulations are –

<u>District</u>	<u>No. of Complaints</u>		<u>Difference</u>
	<u>2016</u>	<u>2017</u>	
Yau Tsim Mong	75	98	+30.7%
Wan Chai	75	94	+25.3%
Kwun Tong	44	76	+72.7%
Tsuen Wan	32	75	+134.4%

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

37. 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.

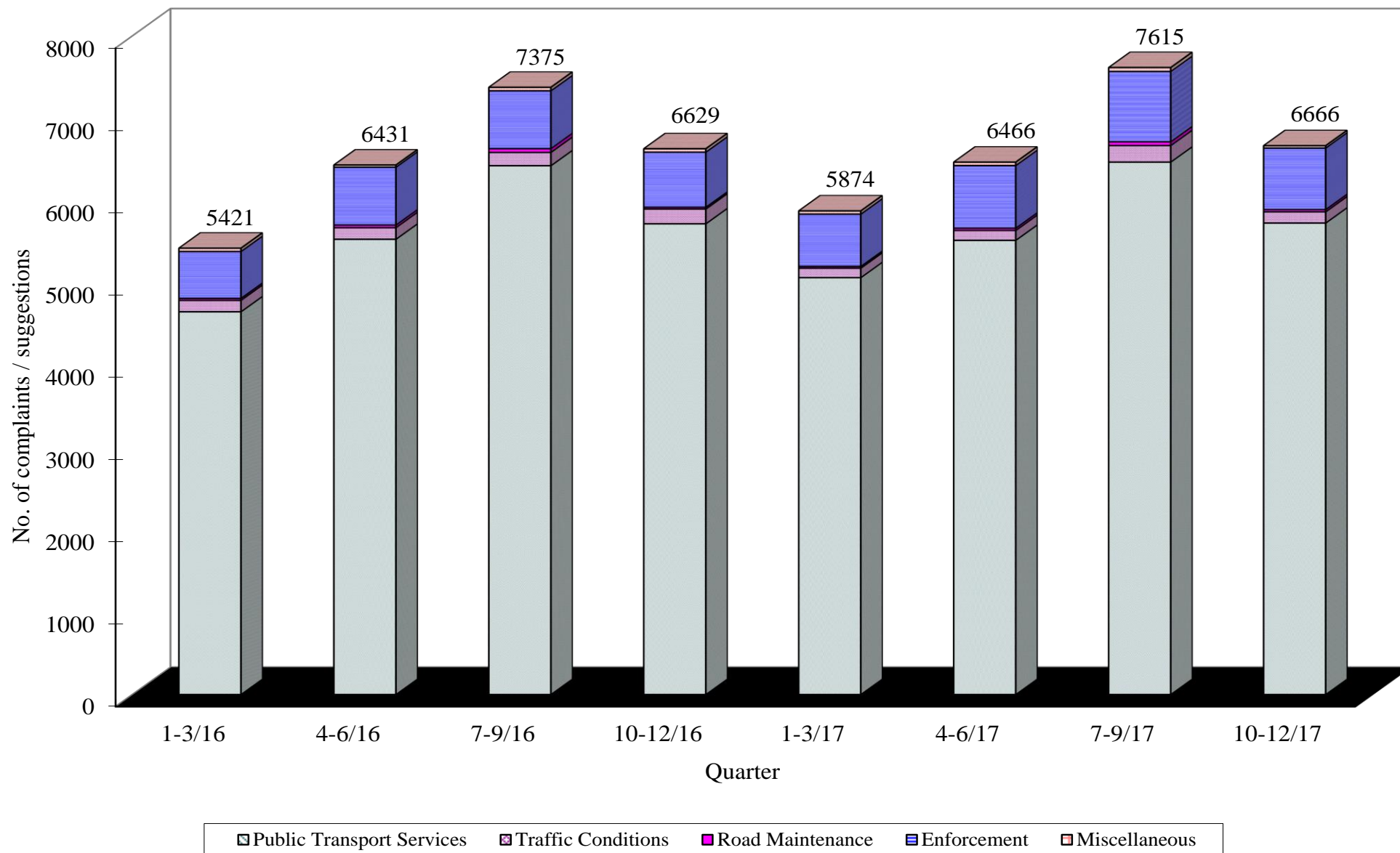
Complaints and Suggestions Received by TCU

<u>Nature of Complaint/Suggestion</u>		<u>Same quarter last year (1.10.16-31.12.16)</u>		<u>Previous quarter (1.7.17-30.9.17)</u>		<u>Current quarter (1.10.17-31.12.17)</u>	
I. Public Transport Services							
(a) Adequacy of service		212	[9]	331	[18]	222	[7]
(b) Standard of service		5 379	[4]	5 976	[9]	5 367	[6]
(c) General		127	[4]	160	[5]	138	[5]
		5 718	[17] (86%)	6 467	[32] (85%)	5 727	[18] (85%)
II. Traffic Conditions							
(a) Traffic congestion		86	[1]	70	[2]	77	[1]
(b) Traffic management		41	[5]	94	[20]	36	[13]
(c) Additional traffic signs and aids		42	[9]	23	[7]	19	[11]
(d) Parking facilities		10		14	[1]	4	
		179	[15] (2%)	201	[30] (2%)	136	[25] (2%)
III. Road Maintenance							
(a) Road conditions		15		28		12	
(b) Traffic signs and aids		6		14		13	[1]
(c) Carriageway markings		1		4		3	
		22	(1%)	46	(1%)	28	[1] (1%)
IV. Enforcement							
(a) Illegal parking		478	[1]	584		463	[1]
(b) Other enforcement matters		191	[4]	270	[2]	284	[1]
		669	[5] (10%)	854	[2] (11%)	747	[2] (11%)
V. Miscellaneous							
		41	[1] (1%)	47	[4] (1%)	28	(1%)
Total		6 629	[38] (100%)	7 615	[68] (100%)	6 666	[46] (100%)

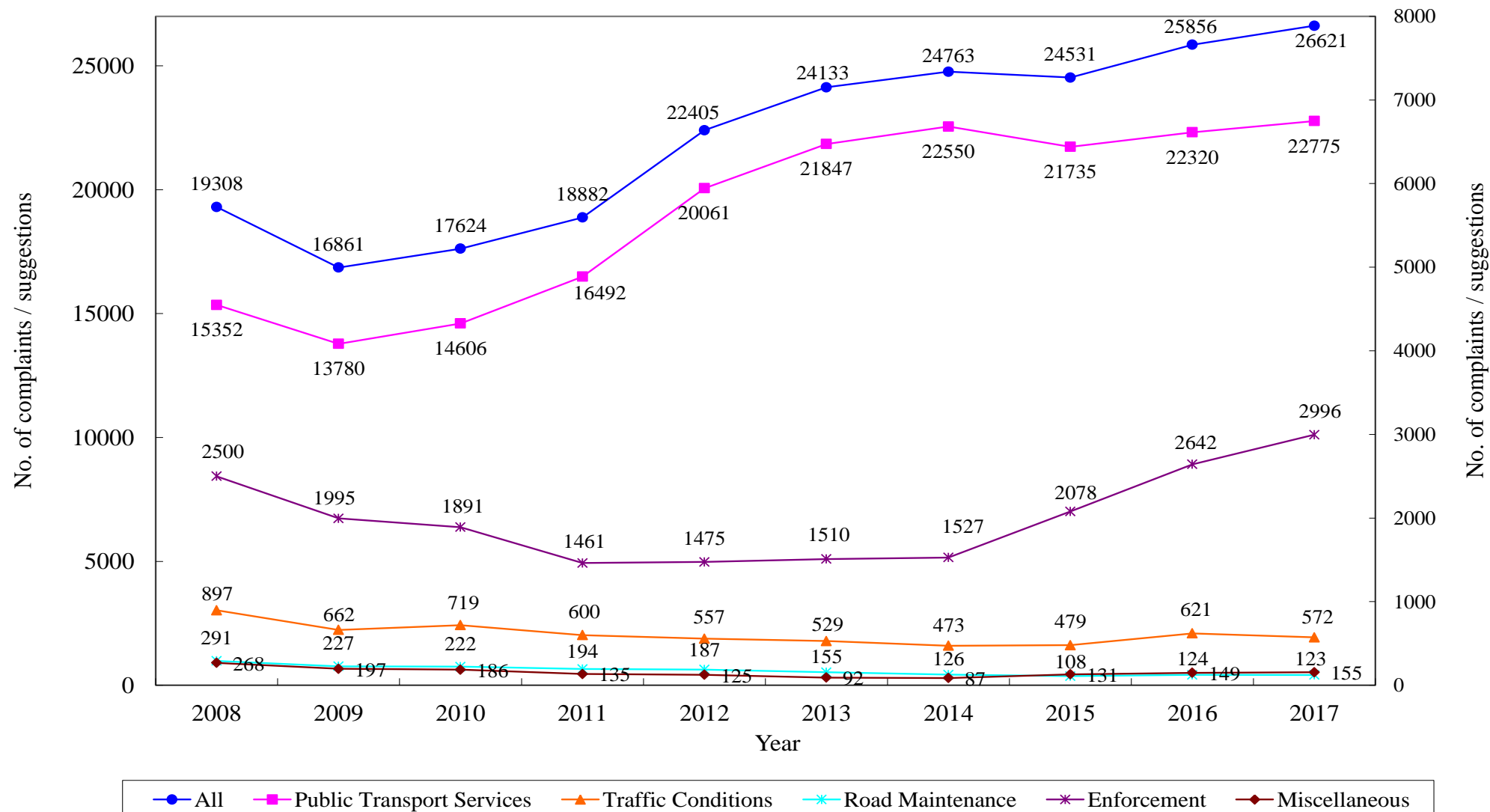
Notes : (1) Figures in square brackets are the number of pure suggestions received in the quarter. The figures have been included in the overall number of cases received.

(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

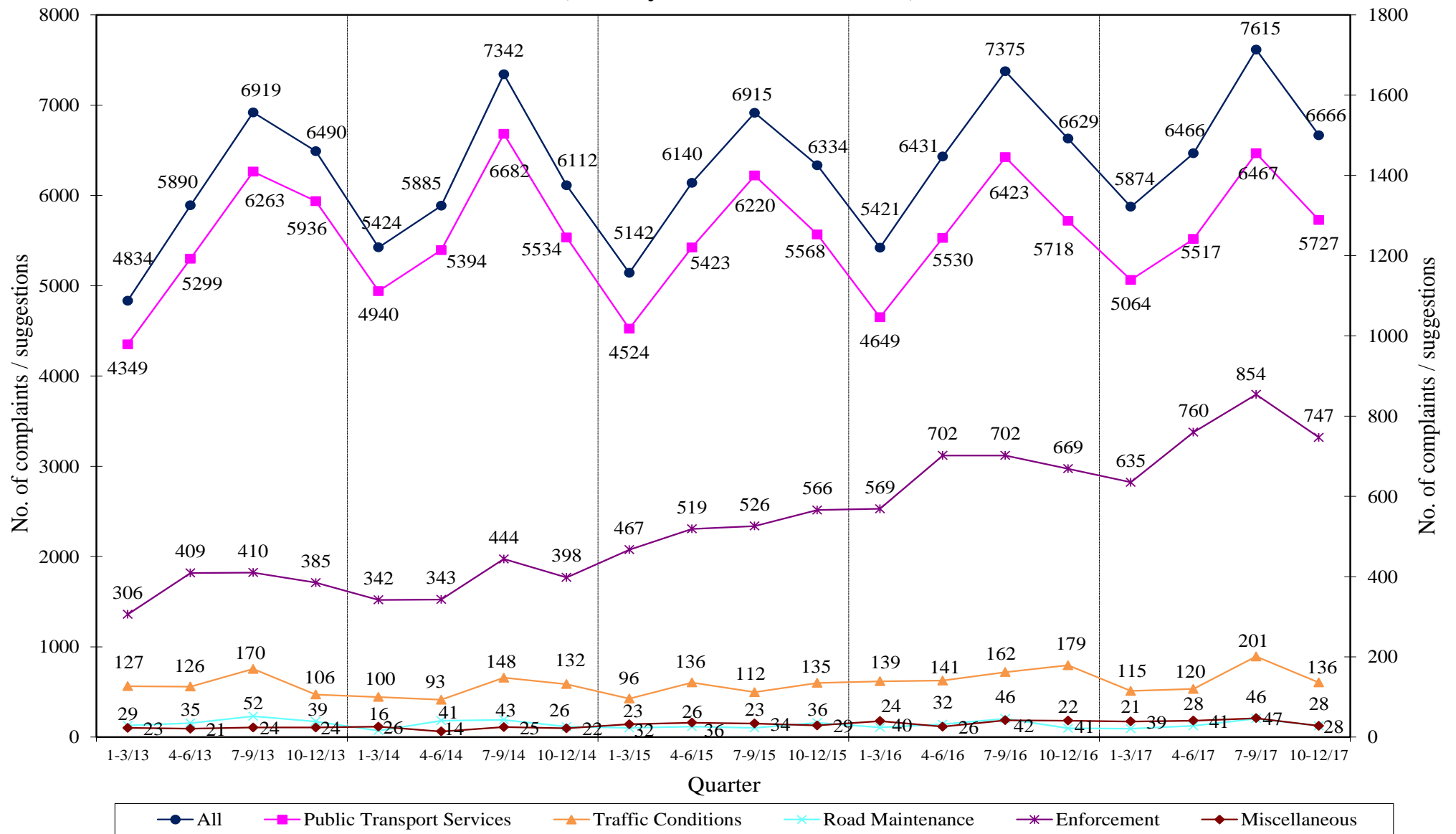


**Trends of Complaints and Suggestions Received by TCU
(2008 - 2017)**



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

Annex B(ii)



Summary of Results of Investigations into Complaints and Suggestions
(October – December 2017)

Outcome of Investigation Nature of Complaint/ Suggestion	A1	A2	B	C	Total
I. Public Transport Services					
(a) Adequacy of service	12	195	4	1	212
(b) Standard of service	1 321	2 096	37	1 815	5 269
(c) General	72	32	3	14	121
	1 405	2 323	44	1 830	5 602
II. Traffic Conditions					
(a) Traffic congestion	32	15	2	-	49
(b) Traffic management	49	12	7	-	68
(c) Additional traffic signs/aids	7	8	8	-	23
(d) Parking facilities	5	11	2	-	18
	93	46	19	-	158
III. Road Maintenance					
(a) Road conditions	22	5	1	1	29
(b) Traffic signs and aids	11	3	1	-	15
(c) Carriageway markings	5	-	-	-	5
	38	8	2	1	49
IV. Enforcement					
(a) Illegal parking	490	99	-	1	590
(b) Other enforcement matters	85	60	2	71	218
	575	159	2	72	808
V. Miscellaneous	30	8	2	1	41
Total	2 141 (32%)	2 544 (38%)	69 (1%)	1 904 (29%)	6 658 (100%)
	4 685 (70%)				

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 2017)**

<div>Outcome of Investigation</div> <div>Mode of Transport</div>	A1	A2	B	C	Total
The Kowloon Motor Bus Company (1933) Limited	359	398	21	16	794
Citybus Limited (Franchise 1)	44	55	-	2	101
Citybus Limited (Franchise 2)	17	40	2	1	60
New World First Bus Services Limited	29	74	-	5	108
New Lantao Bus Company (1973) Limited	9	8	-	-	17
Long Win Bus Company Limited	23	42	2	1	68
Cross-harbour Bus Services	130	189	5	7	331
Non-franchised Bus Services	4	16	-	1	21
Green Minibus	651	404	8	22	1 085
Red Minibus	79	3	-	16	98
Taxi	19	1 025	2	1 758	2 804
MTR Corporation Limited (Excluding Light Rail)	27	52	4	1	84
MTR Corporation Limited (Light Rail)	2	6	-	-	8
The Hongkong Tramways Limited	6	1	-	-	7
New World First Ferry Services Limited	5	4	-	-	9
The “Star” Ferry Company Limited	-	-	-	-	-
Minor Ferries	1	6	-	-	7
Total	1 405 (25%)	2 323 (41%)	44 (1%)	1 830 (33%)	5 602 (100%)
	3 728 (66%)				

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 2017)

I. Public Transport Services

- Provide special daily departures of green minibus route no. 9 from Borrett Road to Murray Road during afternoon rush hours on weekdays to meet the demand of passengers.
- Flexibly deploy an additional vehicle of green minibus route no. 9 during morning rush hours on weekdays to meet the demand of passengers.
- Increase the frequency of cross-harbour bus route no. 601P (Sheung Wan bound) during morning rush hours to meet the demand of passengers.

II. Traffic Management

Hong Kong Island

- Extend the effective hours of “No Stopping” restriction at Electric Road near Hing Fat Street to prevent vehicle obstruction.
- Extend the effective hours of “No Stopping” restriction and add a green minibus stop at Nam Ning Street near Fung Tin Street to prevent vehicle obstruction.
- Add “Look Left” and “Look Right” road markings at Yun Ping Road to improve pedestrian crossings.
- Add road markings at Fleming Road southbound near Thomson Road to better guide motorists in choosing lanes for different directions.

Kowloon

- Extend the effective hours of the “No Stopping” restriction at Kei Yip Street and a section of Hoi Bun Road outside the sewage pumping station to prevent vehicle obstruction.

- Increase the vehicular green time of a traffic light at the junction of Lei Yue Mun Road westbound and the slip road connecting the Eastern Harbour Tunnel during morning rush hour to improve traffic flow.
- Increase the vehicular green time of a traffic light at the junction of Shung Wah Street and Po Kong Village Road to improve the traffic flow of Shung Wah Street eastbound.
- Adjust the coordination of the traffic lights at the junctions of Argyle Street/Sai Yeung Choi Street South and Argyle Street/Nathan Road to improve traffic flow.

New Territories

- Add a solid-cum-broken white line at the slip road of Yuen Long Highway southbound towards the Pok Oi Interchange to regulate lane-cutting activities.
- Increase the vehicular green time of traffic lights at the junction of Sha Tau Kok Road and Wo Keng Shan Road during afternoon rush hours to improve the traffic flow of Sha Tau Kok Road.
- Increase the vehicular green time of a traffic light at the intersection of Tai Chung Kiu Road and On Sum Street to improve the traffic flow of Tai Chung Kiu Road southbound.
- Increase the vehicular green time of a traffic light at A Kung Kok Street near Sha Tin Hospital to improve the traffic flow of A Kung Kok Street southbound.
- Increase the vehicular green time of a traffic light at the intersection of Po Yap Road and Tong Chun Street to alleviate traffic congestion at Po Yap Road westbound.

Annex E(i)

Complaints and Suggestions on Public Transport Services

(October – December 2017)

Legend

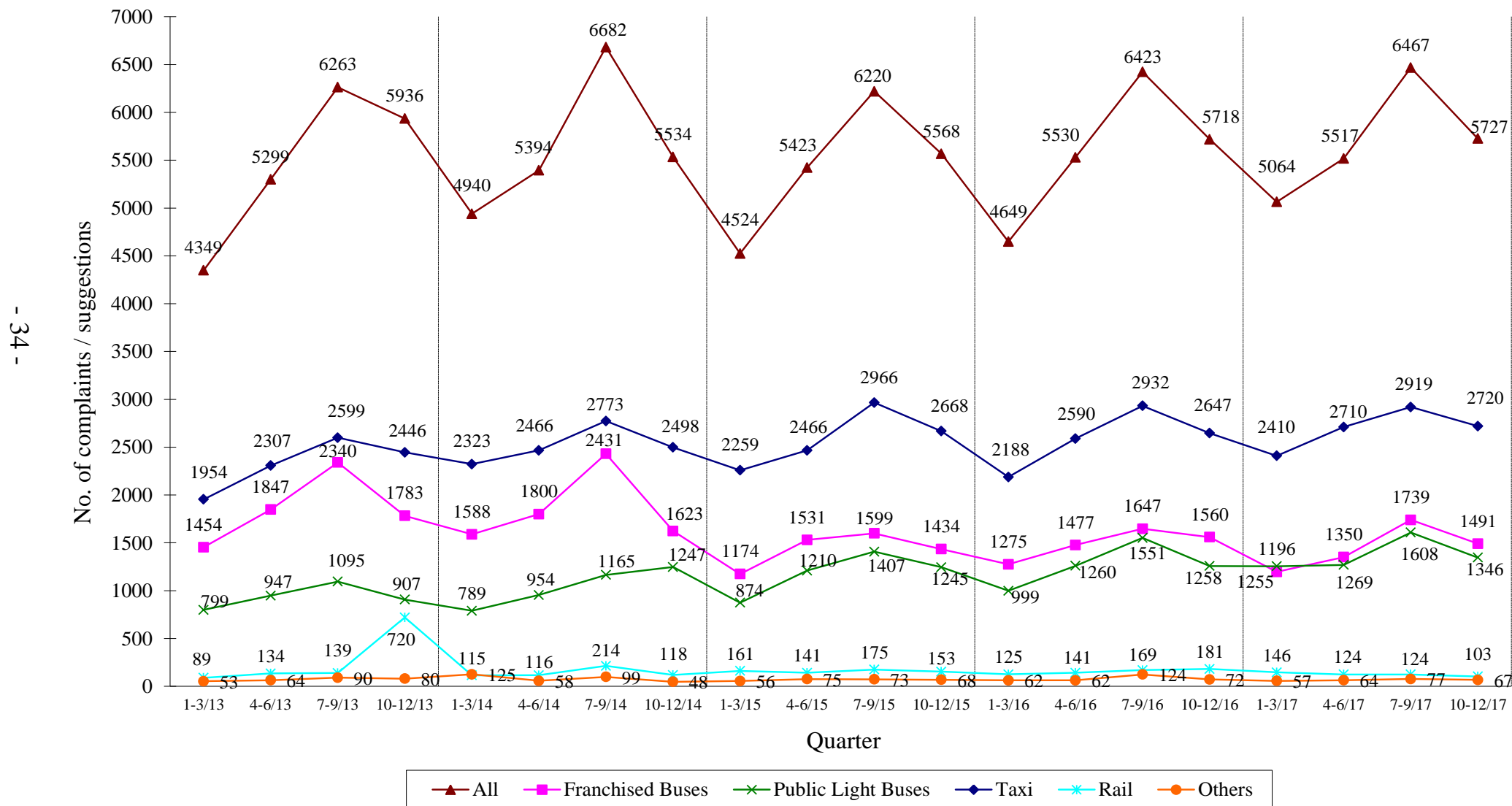
KMB	The Kowloon Motor Bus Company (1933) Limited
CTB1	Citybus Limited (Franchise 1)
CTB2	Citybus Limited (Franchise 2)
FB	New World First Bus Services Limited
NLB	New Lantau Bus Company (1973) Limited
LWB	Long Win Bus Company Limited
XHT	Cross-harbour Bus Services
NFBS	Non-franchised Bus Services
GMB	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							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	5	2	5	3	6	7	5	94	-	-	13	5	-	3	-	3	187
(2) Routeing	4	1	1	1	-	-	3	2	4	-	-	1	-	-	-	-	-	17
(3) Hours of operation	-	-	1	-	-	-	2	-	-	-	-	1	-	1	-	-	-	5
(4) Provision of stops	1	2	-	-	-	-	3	-	7	-	-	-	-	-	-	-	-	13
Sub-total	41	8	4	6	3	6	15	7	105	-	-	15	5	1	3	-	3	222
(B) Standard of Service																		
(1) Regularity of service	313	33	29	54	4	31	150	17	310	-	-	9	2	-	1	-	5	958
(2) Adherence to routeing	8	1	-	-	-	2	3	3	83	-	430	-	-	-	-	-	-	530
(3) Improper driving behaviour	125	17	2	16	7	10	54	7	267	38	450	9	-	2	-	-	-	1004
(4) Conduct & performance of staff (including drivers)	216	21	17	24	8	15	74	8	386	33	1280	34	1	1	1	-	1	2120
(5) Overcharging	3	1	-	-	-	-	2	1	25	-	483*	-	-	-	-	-	-	515
(6) Cleanliness	2	-	-	-	-	-	-	-	10	1	7	-	-	-	-	-	1	21
(7) Conditions of vehicles/vessels	9	-	1	1	1	-	2	-	13	1	9	1	-	-	-	-	2	40
(8) Passenger services & facilities	56	9	3	8	7	6	28	2	31	1	4	17	2	-	1	-	4	179 ‡
Sub-total	732	82	52	103	27	64	313	38	1125	74	2663	70	5	3	3	-	13	5367
(C) General	22	-	1	5	-	-	7	-	28	14	57	3	1	-	-	-	-	138
Total this quarter	795	90	57	114	30	70	335	45	1258	88	2720	88	11	4	6	-	16	5727
Grand-total	(1491)							(4111)				(103)			(22)			
Total previous quarter	935	111	67	134	20	96	376	55	1503	105	2919	107	10	7	14	-	8	6467
Total same quarter last year	792	134	65	128	33	51	357	49	1168	90	2647	164	7	10	17	-	6	5718

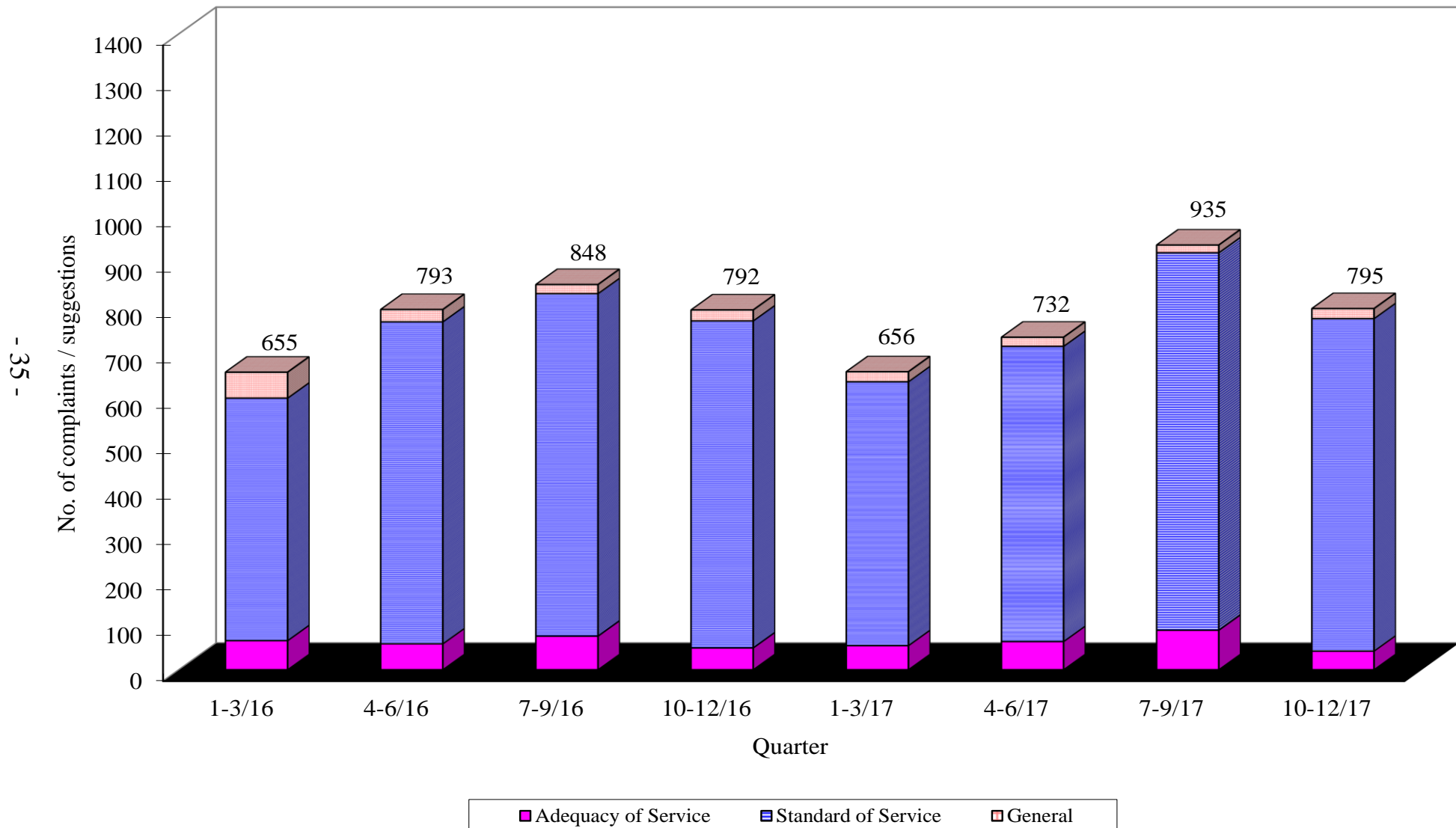
* Including taximeter irregularities

Including one complaint about audio-visual broadcasting on public transport vehicles

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

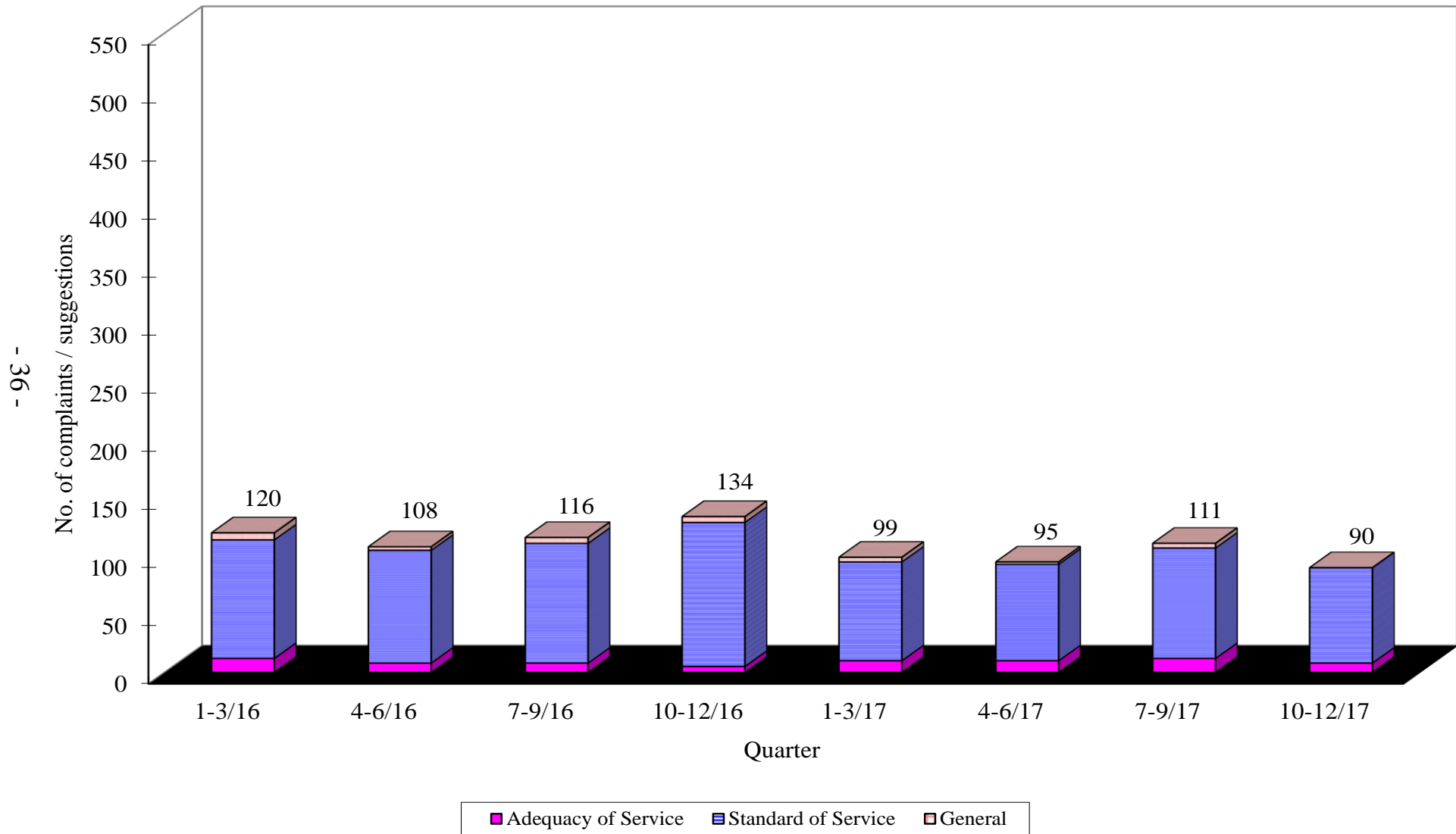


**Complaints and Suggestions on the Services of Kowloon Motor Bus Company (1933) Limited
in the Past Eight Quarters**



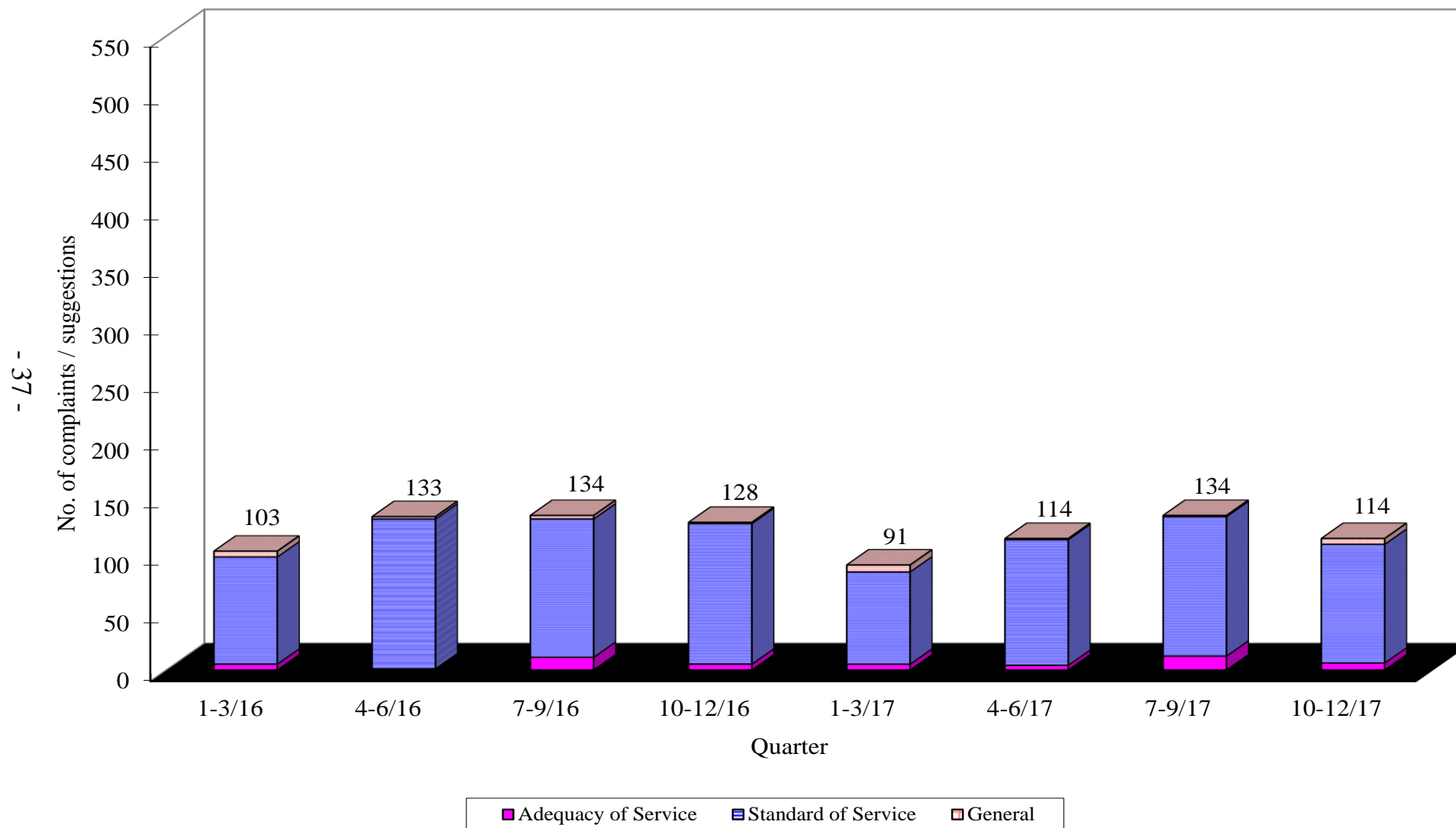
**Complaints and Suggestions on the Services of Citybus Limited (Franchise 1)
in the Past Eight Quarters**

Annex F(ii)



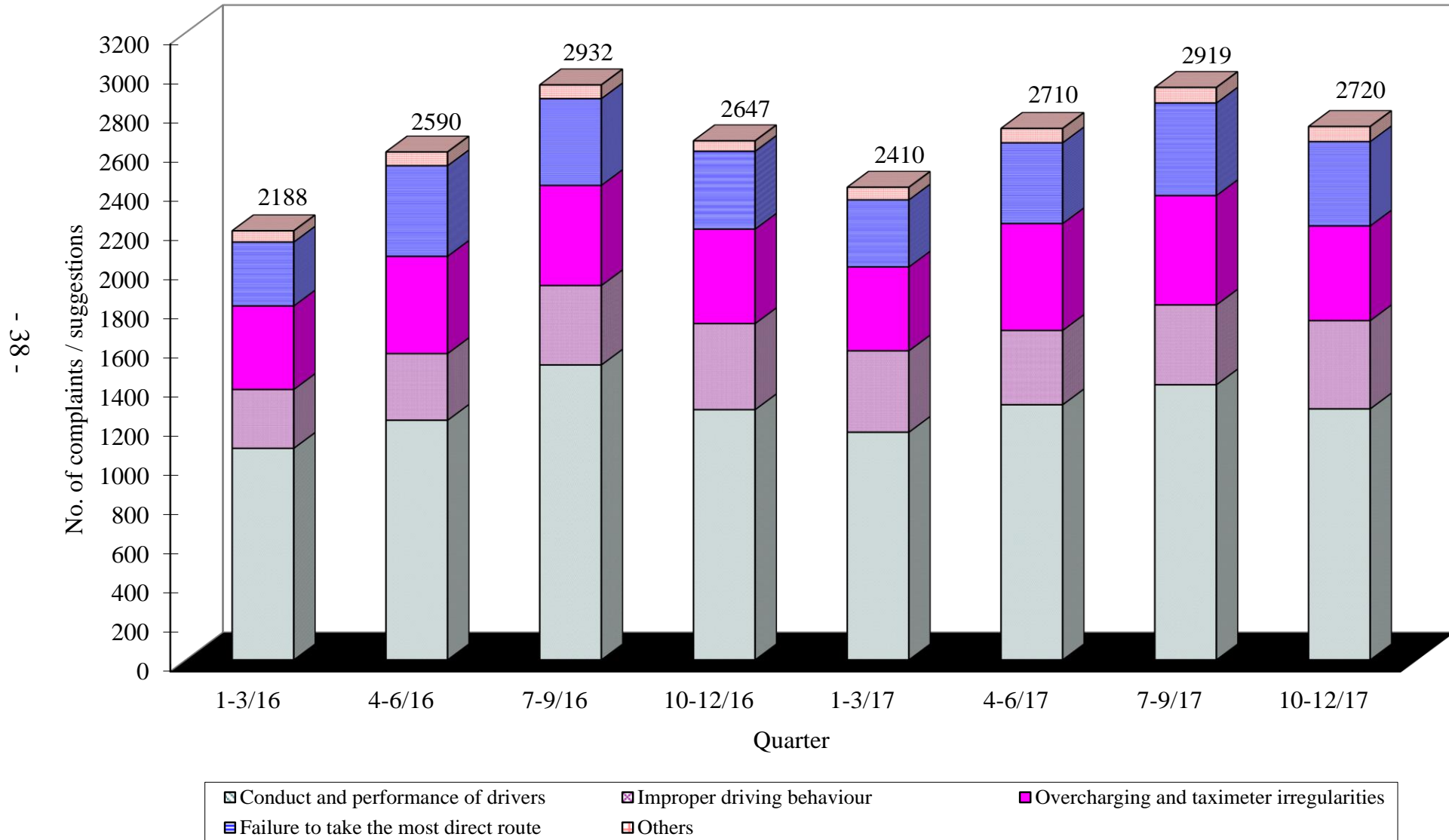
**Complaints and Suggestions on the Services of New World First Bus Services Limited
in the Past Eight Quarters**

Annex F(iii)



Complaints and Suggestions on Taxi Services in the Past Eight Quarters

Annex G



Breakdown of Complaints and Suggestions on Taxi Services

<u>Nature of Complaint/Suggestion</u>		Same quarter last year <u>(1.10.16-31.12.16)</u>	Previous quarter <u>(1.7.17-30.9.17)</u>	Current quarter <u>(1.10.17-31.12.17)</u>
(a)	Conduct and performance of drivers			
(i)	Behaving other than in a civil & orderly manner	449	551	445
(ii)	Refusing hire	704	709	724
(iii)	Soliciting passengers	-	1	3
(iv)	Refusing to drive to destination	112	122	92
(v)	Failure to display driver identity plate	10	19	15
(vi)	Failure to display driver identity plate properly	1	1	1
	Sub-total	1 276	1 403	1 280
(b)	Improper driving behaviour	439	407	450
(c)	Overcharging	416	486	423
(d)	Taximeter irregularities	66	72	60
(e)	Failure to take the most direct route	397	472	430
(f)	Others*	53	79	77
	Total	2 647	2 919	2 720

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

Complaints and Suggestions on Traffic and Road Conditions
(October – December 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)	5 (5)	3 (3)	10 (10)	- (-)	3 (3)	1 (1)	6 (6)	2 (2)	9 (6)	4 (4)	2 (2)	8 (8)	3 (3)	4 (4)	5 (5)	4 (4)	3 (2)	3 (2)	2 (2)	77 (72)
(b) Traffic management	-	6	1	-	3	4	6	3	2	2	-	1	-	1	3	1	1	-	2	36
(c) Additional traffic signs and aids	-	2	1	3	2	2	-	-	-	1	-	3	1	1	-	2	-	-	1	19
(d) Parking facilities	-	-	-	-	-	-	1	-	-	-	1	1	1	-	-	-	-	-	-	4
Sub-total	5	11	12	3	8	7	13	5	11	7	3	13	5	6	8	7	4	3	5	136
<u>Road Maintenance</u>																				
(a) Road conditions	-	1	3	-	1	-	1	1	-	-	2	1	-	-	1	-	-	-	1	12
(b) Traffic signs & aids	1	-	2	1	1	1	-	-	2	-	1	1	-	-	2	-	1	-	-	13
(c) Carriageway markings	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-	2	3
Sub-total	1	1	5	1	2	1	1	1	2	-	4	2	-	-	3	-	1	-	3	28
<u>Enforcement</u>																				
(a) Illegal parking	39	15	26	11	29	24	43	31	40	10	16	64	30	23	22	15	17	8	-	463
(b) Other enforcement matters	10	33	26	10	22	10	23	10	30	8	9	18	13	14	23	11	8	4	2	284
Sub-total	49	48	52	21	51	34	66	41	70	18	25	82	43	37	45	26	25	12	2	747
Total	55	60	69	25	61	42	80	47	83	25	32	97	48	43	56	33	30	15	10	911

Complaints and Suggestions Received by TCU during 2013-2017

<u>Nature of Complaint/Suggestion</u>	<u>2013</u>	<u>2014</u>	<u>2015</u>	<u>2016</u>	<u>2017</u>
I. Public Transport Services					
(a) Adequacy of service	1 120 [115]	1 250 [69]	1 040 [80]	915 [74]	975 [51]
(b) Standard of service	20 255 [31]	20 400 [25]	20 127 [30]	20 818 [17]	21 237 [23]
(c) General	472 [21]	900 [25]	568 [25]	587 [22]	563 [13]
	21 847 [167]	22 550 [119]	21 735 [135]	22 320 [113]	22 775 [87]
II. Traffic Conditions					
(a) Traffic congestion	237 [7]	242 [3]	201 [7]	283 [5]	234 [5]
(b) Traffic management	171 [50]	134 [29]	159 [36]	191 [24]	209 [47]
(c) Additional traffic signs and aids	74 [33]	49 [12]	84 [21]	96 [28]	82 [29]
(d) Parking facilities	47 [18]	48 [7]	35 [7]	51 [6]	47 [5]
	529 [108]	473 [51]	479 [71]	621 [63]	572 [86]
III. Road maintenance					
(a) Road conditions	80 [1]	75	63 [2]	79 [3]	69
(b) Traffic signs and aids	65 [2]	46 [1]	39 [2]	35	45 [1]
(c) Carriageway markings	10 [1]	5	6	10 [1]	9
	155 [4]	126 [1]	108 [4]	124 [4]	123 [1]
IV. Enforcement					
(a) Illegal parking	989 [2]	1 057	1 512 [1]	1 919 [1]	2 043 [3]
(b) Other enforcement matters	521 [3]	470	566 [3]	723 [5]	953 [3]
	1 510 [5]	1 527	2 078 [4]	2 642 [6]	2 996 [6]
V. Miscellaneous	92 [15]	87 [8]	131 [8]	149 [6]	155 [5]
Total	24 133 [299]	24 763 [179]	24 531 [222]	25 856 [192]	26 621 [185]

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

<u>Bus Company</u>	<u>2016</u>	<u>2017</u>	<u>Difference</u>
The Kowloon Motor Bus Compnay (1933) Limited (KMB)	3 088	3 118	+1.0%
Citybus Limited (Franchise 1) (Citybus)	478	395	-17.4%
Citybus Limited (Franchise 2) (Citybus)	254	218	-14.2%
New World First Bus Services Limited (NWFB)	498	453	-9.0%
New Lantao Bus Company (1973) Limited	90	83	-7.8%
Long Win Bus Company Limited	214	269	+25.7%
Cross-harbour Bus Services	1 337	1 240	-7.3%
Total	5 959	5 776	-3.1%

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

<u>Nature of Complaint/Suggestion</u>	<u>2016</u>	<u>2017</u>	<u>Difference</u>
(A) Adequacy of Service			
(1) Frequency	14	13	-7.1%
(2) Routeing	7	6	-14.3%
(3) Hours of operation	3	2	-33.3%
(4) Provision of stops	2	9	+350.0%
Sub-total	26	30	+15.4%
(B) Standard of Service			
(1) Regularity of service	72	56	-22.2%
(2) Adherence to routeing	3	5	+66.7%
(3) Improper driving behaviour	34	25	-26.5%
(4) Conduct and performance of staff (including drivers)	48	38	-20.4%
(5) Overcharging	1	1	-
(6) Cleanliness	-	-	N/A
(7) Conditions of vehicles	5	1	-80.0%
(8) Passenger services and facilities	13	11	-15.4%
Sub-total	176	137	-22.2%
(C) General*	8	9	+12.5%
Total	210	176	-16.2%

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

Complaints and Suggestions on Green Minibus Services

<u>Nature of Complaint/Suggestion</u>	<u>2016</u>	<u>2017</u>	<u>Difference</u>
(A) Adequacy of Service			
(1) Frequency	316	353	+11.7%
(2) Routeing	17	21	+23.5%
(3) Hours of operation	13	2	-84.6%
(4) Provision of stops	28	24	-14.3%
Sub-total	374	400	+7.0%
(B) Standard of Service			
(1) Regularity of service	1 178	1 295	+9.9%
(2) Adherence to routeing	354	307	-13.3%
(3) Improper driving behaviour	936	1 044	+11.5%
(4) Conduct and performance of staff (including drivers)	1 517	1 620	+6.8%
(5) Overcharging	95	82	-13.7%
(6) Cleanliness	33	60	+81.8%
(7) Conditions of vehicles	82	56	-31.7%
(8) Passenger services and facilities	74	95	+28.4%
Sub-total	4 269	4 559	+6.8%
(C) General*	91	122	+34.1%
Total	4 734	5 081	+7.3%

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

Complaints and Suggestions on Red Minibus Services

<u>Nature of Complaint/Suggestion</u>	<u>2016</u>	<u>2017</u>	<u>Difference</u>
(A) Adequacy of Service	-	-	-
(B) Standard of Service			
(1) Regularity of service	-	-	-
(2) Adherence to routeing	-	-	-
(3) Improper driving behaviour	148	198	+33.8%
(4) Conduct and performance of staff (including drivers)	116	110	-5.2%
(5) Overcharging	9	7	-22.2%
(6) Cleanliness	3	2	-33.3%
(7) Conditions of vehicles	5	4	-20.0%
(8) Passenger services and facilities	5	4	-20.0%
Sub-total	286	325	+13.6%
(C) General*	48	72	+50.0%
Total	334	397	+18.9%

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

Complaints and Suggestions on Taxi Services

<u>Nature of Complaint/Suggestion</u>	<u>2016</u>	<u>2017</u>	<u>Difference</u>
Taxi driver malpractice			
(a) Conduct and performance of drivers			
(i) Behaving other than in a civil & orderly manner	1 852	1 982	+7.0%
(ii) Refusing hire	2 719	2 650	-2.5%
(iii) Soliciting passengers	17	7	-58.8%
(iv) Refusing to drive to destination	446	445	-0.2%
(v) Failure to display driver identity plate	36	58	+61.1%
(vi) Failure to display driver identity plate properly	11	3	-72.7%
	5 081	5 145	+1.3%
(b) Improper driving behaviour	1 484	1 651	+11.3%
(c) Overcharging	1 657	1 754	+5.9%
(d) Taximeter irregularities	258	260	+0.8%
(e) Failure to take the most direct route	1 627	1 656	+1.8%
Sub-total	10 107	10 466	+3.6%
Others			
(a) Taxi obstruction	150	151	+0.7%
(b) Miscellaneous*	100	142	+42.0%
Sub-total	250	293	+17.2%
Total	10 357	10 759	+3.9%

* These complaints are mainly related to condition of vehicle and compartment.

Complaints and Suggestions on Rail Services

<u>Railway Company</u>	<u>2016</u>	<u>2017</u>	<u>Difference</u>
Mass Transit Railway Corporation Limited (Excluding Light Rail)	527	426	-19.2%
Mass Transit Railway Corporation Limited (Light Rail)	36	42	+16.7%
The Hongkong Tramways Limited	53	29	-45.3%
Total	616	497	-19.3%

Complaints and Suggestions on Ferry Services

<u>Ferry Company</u>	<u>2016</u>	<u>2017</u>	<u>Difference</u>
New World First Ferry Services Limited	82	41	-50.0%
The 'Star' Ferry Company Limited	3	-	-100.0%
Minor Ferries	25	48	+92.0%
Total	110	89	-19.1%

Complaints about Traffic Congestion during 2013 - 2017

<u>District</u>		<u>No. of Complaints</u>				
		<u>2013</u>	<u>2014</u>	<u>2015</u>	<u>2016</u>	<u>2017</u>
Hong Kong	- Eastern	18	15	18	11	10
	- Wan Chai	18	29	13	12	12
	- Central & Western	24	32	8	14	16
	- Southern	15	17	23	7	8
Kowloon	- Kwun Tong	18	19	11	22	16
	- Wong Tai Sin	6	2	7	9	14
	- Kowloon City	20	20	26	25	20
	- Sham Shui Po	8	8	2	13	15
	- Yau Tsim Mong	12	21	15	32	21
New Territories	- North	7	11	6	35	17
	- Tai Po	14	5	5	7	6
	- Sha Tin	5	5	9	17	22
	- Yuen Long	6	19	14	18	8
	- Tuen Mun	27	7	14	19	13
	- Tsuen Wan	19	9	4	9	9
	- Kwai Tsing	9	9	9	8	6
	- Sai Kung	4	6	11	15	10
	- Islands	1	1	6	8	7
Others		6	7	-	2	4
Total		237	242	201	283	234

Complaints about Illegal Parking during 2013 - 2017

<u>District</u>		<u>2013</u>	<u>2014</u>	<u>2015</u>	<u>2016</u>	<u>2017</u>
Hong Kong	- Eastern	67	78	126	177	150
	- Wan Chai	61	62	94	87	79
	- Central & Western	52	67	114	91	99
	- Southern	38	26	41	40	46
Kowloon	- Kwun Tong	103	109	166	208	177
	- Wong Tai Sin	42	44	48	62	60
	- Kowloon City	77	86	107	129	161
	- Sham Shui Po	33	54	80	144	176
	- Yau Tsim Mong	119	146	162	150	180
New Territories	- North	39	30	40	47	56
	- Tai Po	20	28	40	60	80
	- Sha Tin	95	79	97	135	316
	- Yuen Long	70	63	111	129	102
	- Tuen Mun	50	38	66	117	95
	- Tsuen Wan	42	50	63	97	86
	- Kwai Tsing	41	47	58	83	81
	- Sai Kung	29	39	89	142	81
	- Islands	10	11	7	18	15
Others		1	-	3	3	3
Total		989	1 057	1 512	1 919	2 043

Complaints about Enforcement Matters (other than Illegal Parking)
during 2013 - 2017

<u>District</u>		<u>2013</u>	<u>2014</u>	<u>2015</u>	<u>2016</u>	<u>2017</u>
Hong Kong	- Eastern	36	23	29	51	41
	- Wan Chai	41	43	35	75	94
	- Central & Western	42	29	27	31	67
	- Southern	21	10	23	27	29
Kowloon	- Kwun Tong	26	23	30	44	76
	- Wong Tai Sin	13	20	28	26	40
	- Kowloon City	68	44	64	56	64
	- Sham Shui Po	27	29	33	34	54
	- Yau Tsim Mong	51	40	72	75	98
New Territories	- North	16	16	16	24	16
	- Tai Po	10	10	13	22	33
	- Sha Tin	30	35	31	47	57
	- Yuen Long	25	36	48	51	53
	- Tuen Mun	24	28	23	46	55
	- Tsuen Wan	24	24	34	32	75
	- Kwai Tsing	29	16	27	25	33
	- Sai Kung	19	20	13	24	38
	- Islands	12	12	10	14	13
Others		7	12	10	19	17
Total		521	470	566	723	953

Complaints about Enforcement Matters (other than Illegal Parking)
Districts which Attracted Relatively More Complaints
(January – December 2017)

Nature \ District	Yau Tsim Mong	Wan Chai	Kwun Tong	Tsuen Wan	Total
1. Cutting lane abruptly/ Overtaking on solid line	23 [Gascoigne Road – 3]	36 [Gloucester Road – 8] [Victoria Park Road – 5] [Wong Nai Chung Road – 3] [Jaffe Road – 3]	21	9	89
2. Disobeying traffic signs/ schemes	32 [Junction of Nathan Road and Austin Road – 7] [Junction of Fuk Tsun Street and Tong Mi Road – 4]	28 [Canal Road Flyover – 3] [Junction of Hennessy Road and Marsh Road – 3]	10	14 [Tuen Mun Road – 4]	84
3. Prolonged waiting causing obstruction	18	7	15	15	55
4. Jumping red light/Failing to give way to pedestrians or traffic	11	13	17	12	53
5. Speedy driving	1	3	2	4	10
6. Using mobile phone while driving	-	1	2	-	3
7. Jaywalking	1	-	-	-	1
8. Others	12	6	9	21 [Castle Peak Road (San Hui Section) – 16]	48
Total	98	94	76	75	343

Note: [] indicates location which had attracted three or more complaints during the period January to December 2017.

**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.