

QUARTERLY REPORT No. 1 of 2018

by the

TRANSPORT COMPLAINTS UNIT

of the

TRANSPORT ADVISORY COMMITTEE

for the period

1 January 2018 – 31 March 2018

**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

Chapter	Page
1 Major Areas of Complaints and Suggestions	4-9
2 Major Events and Noteworthy Cases	10-12
3 Feature Article	13-19

LIST OF ANNEXES

Annex		
A	Complaints and Suggestions Received by TCU	20-21
B	Trends of Complaints and Suggestions Received by TCU	22-23
C	Summary of Results of Investigations into Complaints and Suggestions	24-25
D	Public Suggestions Taken on Board by Relevant Government Departments/Public Transport Operators	26-27
E	Complaints and Suggestions on Public Transport Services	28-29
F	Complaints and Suggestions on the Services of Kowloon Motor Bus, Citybus (Franchise 1) and New World First Bus in the Past Eight Quarters	30-32
G	Complaints and Suggestions on Taxi Services in the Past Eight Quarters	33
H	Breakdown of Complaints and Suggestions on Taxi Services	34
I	Complaints and Suggestions on Traffic and Road Conditions	35
J	Complaints and Suggestions on Major Improper Driving Behaviours of Public Transport Drivers 2013 – 2017	36
K	Breakdown of Complaints and Suggestions about Improper Driving Behaviour of Public Transport Drivers	37-38
L	Breakdown of Complaints and Suggestions about Improper Driving Behaviour of Franchised Bus, Green Minibus, Red Minibus and Taxi Drivers	39-42

M	Breakdown of Enforcement Actions Taken against Drivers/Vehicles of Taxi, Public Light Bus and Bus	43
N	How to Make Suggestions and Complaints to the Transport Complaints Unit	44

Chapter 1

Major Areas of Complaints and Suggestions

This is the first quarterly report for 2018 covering the period from 1 January to 31 March 2018.

Yearly and Quarterly Trends

2. During the quarter, the Transport Complaints Unit (TCU) received 5 543 complaints and suggestions, including 31 pure suggestions. About 58% (3 196) of the cases were received through e-mail, fax or mail and the remaining 42% (2 347) through telephone. The number of cases represents a decrease of 16.8% as compared with 6 666 cases in the previous quarter and a decrease of 5.6% as compared with 5 874 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 2014 is at Annex B(ii).

4. During the current quarter, investigations into 6 501 cases (including some outstanding cases from previous quarters) were completed. Of these, 4 620 cases (71%) were found to be substantiated, 76 cases (1%) unsubstantiated, and the remaining 1 805 cases (28%) 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 4 811 cases, which represents a decrease of 16% as compared with the previous quarter and a decrease of 5% 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 2014 is at Annex E(ii).

Franchised Bus Services

7. A total of 1 184 complaints and suggestions on franchised bus services were received during the quarter, which represents a decrease of 20.6% as compared with the previous quarter and a decrease of 1% as compared with the same quarter last year.

8. There were 678 cases on the services of The Kowloon Motor Bus Company (1933) Limited (KMB), as compared with 795 cases in the previous quarter and 656 cases in the same quarter last year. Among the 678 cases, 55 (or 8.1%) were about the adequacy of service and 607 (or 89.5%) were about the standard of service.

9. There were 82 cases on the services of the Citybus Limited (Franchise for Hong Kong Island and Cross-Harbour Bus Network) (CTB (Franchise 1)), as compared with 90 cases in the previous quarter and 99 cases in the same quarter last year. Among the 82 cases, three (or 3.7%) were about the adequacy of service while 75 (or 91.5%) were about the standard of service.

10. There were 81 cases on the services of the New World First Bus Services Limited (NWFB), as compared with 114 cases in the previous quarter and 91 cases in the same quarter last year. Of the 81 cases, ten (or 12.3%) were about the adequacy of service and 71 (or 87.7%) 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 27 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 45 and 36 respectively.

Public Light Bus Services

13. A total of 1 068 complaints and suggestions on public light bus (PLB) services were received in this quarter, which represents a decrease of 20.7% as compared with the previous quarter and a decrease of 14.9% as compared with the same quarter last year. All these cases were referred to the Transport Department (TD) or the Police for action.

14. Of the PLB cases received, 92.6% or 989 cases were on green minibus (GMB) services. The number of cases received in the previous quarter and the same quarter last year were 1 258 and 1 161 respectively. Among the 989 cases, 61 (or 6.2%) were about the adequacy of service and 902 (or 91.2%) were about the standard of service.

15. The remaining 7.4% or 79 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 88 and 94 respectively.

Taxi Services

16. A total of 2 449 cases on taxi services were received in this quarter, which represents a decrease of 10% as compared with the previous quarter and an increase of 1.6% 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 2 449 cases received, 2 388 (97.5%) were related to taxi driver malpractice, as compared with 2 643 such cases (97.2%) 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 444 such cases (18.6%) were referred to the Police.

18. During the quarter, the Police reported the latest developments on 537 cases previously referred to them. These cases are categorised as follows –

	<u>No. of Cases</u>		<u>Percentage</u>	
(a) Summonsed	12	(25)	2	(6)
(b) Withdrawn by complainants	357	(284)	67	(63)
(c) Evidence considered insufficient by the Police for further processing	168	(141)	31	(31)
	<hr/> 537 (700) <hr/>		<hr/> 100 (100) <hr/>	

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

It is noted that 98% of these cases could not be further pursued because of withdrawal by complainants or insufficient evidence.

Rail Services

19. A total of 73 complaints and suggestions on rail services were received. Corresponding figures for the previous quarter and the same quarter last year were 103 and 146 respectively. Of the 73 cases, 67 were on the services of MTRCL.

Ferry Services

20. There were 10 complaints and suggestions on ferry services in this quarter. Corresponding figures for the previous quarter and the same quarter last year were 22 and 21 respectively.

Traffic Conditions

21. There were 44 complaints recorded in this quarter about traffic congestion, as compared with 77 cases in the previous quarter and 39 cases in the same quarter last year. Congestion was reported to have occurred at a total of 40 locations throughout the territory, as illustrated below –

	<u>Number of Complaints</u>		<u>Number of Locations</u>	
Hong Kong Island	7	(18)	7	(18)
Kowloon	20	(21)	16	(18)
New Territories	16	(36)	16	(34)
Others (e.g. general issues and tunnel areas)	1	(2)	1	(2)
Total	44	(77)	40	(72)

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

22. Based on the number of complaints received, districts most affected by traffic congestion were Yau Tsim Mong (14 cases), Wan Chai and Kwai Tsing (four cases each). 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 39 complaints and suggestions on traffic management and 18 requests for additional traffic signs and aids in this quarter. As a comparison, there were 36 and 19 such cases in the previous quarter, and 33 and 25 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 29 complaints about road maintenance, as compared with 28 cases in the previous quarter and 21 cases in the same quarter last year. Among the 29 cases, 13 cases were related to road conditions and 12 cases were related to traffic signs and aids.

27. The district which attracted relatively more complaints about road maintenance was Yau Tsim Mong (four cases).

Enforcement

28. There were 569 complaints about traffic regulations enforcement in this quarter, which represents a decrease of 23.8% when compared with the previous quarter and a decrease of 10.4% when compared with the same quarter last year. They were mainly requests for action against illegal parking and prolonged waiting causing obstruction. All these cases were referred to the Police for action.

29. Districts which attracted relatively more complaints about illegal parking were Kwun Tong (37 cases), Yau Tsim Mong (30 cases) and Sha Tin (28 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 14 February 2018, Members discussed –

- (a) complaints and suggestions about road works and road maintenance;
 - (b) complaints and suggestions about road safety matters;
 - (c) overview of complaints and suggestions received in 2017; and
 - (d) TCU Quarterly Report No. 4 of 2017.
2. Members agreed that –
- (a) complaints and suggestions about road works and road maintenance and road safety matters should be closely monitored; and
 - (b) TCU Quarterly Report No. 4 of 2017 should be submitted to the Transport Advisory Committee.

Complaint about overcharging for a taxi journey of less than two kilometres

3. A complainant lodged a complaint about overcharging for a taxi journey which was less than two kilometres. He noted that the fare table for urban taxi stipulated that the taxi fare for the first two kilometres should be \$24 and the charge for every subsequent 200 metres or one minute of waiting time would be \$1.7 until the fare reaching \$83.5. However, he was charged over \$30 even though his taxi journey was less than two kilometres and involved no additional surcharges for luggage.

4. The case was referred to the Transport Department (TD) for investigation. TD advised that the calculation of taxi fare comprised three components, namely journey distance, waiting time and surcharge. The charge for the waiting time was calculated when the taxi was hired but not in motion. Both journey distance and waiting time were alternatively recorded by the taximeter since the beginning of a taxi journey. Specifically, the taximeter

received outputs from the distance measurement transducer and the time measuring signal, which would be used for fare calculation. Therefore, there might be some trips where the journey distance was less than two kilometers but costed far more than the basic fare of \$24, especially during traffic jam. Nevertheless, if a passenger suspected any irregularities of taximeter, they could have their cases reported to TD.

5. The complainant was informed of TD's explanation and made no other comment.

Complaint about cutting double white lines by a vehicle of the Aberdeen Tunnel operator

6. A complaint was lodged against a vehicle of the Aberdeen Tunnel operator not observing traffic regulation by cutting double white lines within the Aberdeen Tunnel area. The complainant requested TD to take follow up actions.

7. TD advised that according to the Road Tunnels (Government) Regulations (Cap.368A), a vehicle carrying an authorised officer engaged on duty shall be exempt from the requirements imposed by road markings, including double white lines.

8. Nevertheless, TD was concerned about road safety and had contacted the tunnel operator regarding the incident. The tunnel operator subsequently checked the video recordings of the Aberdeen Tunnel based on the information provided by the complainant and identified the tunnel vehicle concerned. It was noted that the vehicle was cutting the double white line for the purpose of returning to the Administration Building of the Aberdeen Tunnel. The driver had used the direction indicator and performed the manoeuvre while there was adequate distance between his vehicle and the vehicle behind.

9. In view of the above, the driver of the tunnel vehicle did not violate any traffic regulation. However, TD had requested the tunnel operator to remind its frontline staff to be mindful of road safety while driving and avoid causing inconvenience to users of the tunnel. TD had also reminded the tunnel operator that the authorised officers should avoid contravening traffic regulations when engaged in official duties unless under emergency circumstances.

10. TD's advice was conveyed to the complainant, who did not raise any question.

Concern about traffic congestion after the opening of a shopping centre in San Tin in Yuen Long

11. A member of the public expressed concern about traffic congestion after the opening of a new shopping centre located at the junction of Castle Peak Road – San Tin and Tung Wing On Road in Yuen Long. He said that with shoppers visiting the shopping centre (due to the location of the shopping centre, many shoppers would come from the Mainland), the resulting traffic would aggravate the existing congestion at and around the neighbouring San Tin Public Transport Interchange.

12. TD was invited to look into the case. The Department advised that in anticipation of the increase in traffic generated by the new shopping centre in San Tin, several measures were implemented. Firstly, to minimise the number of mainland visitors who intended to visit the shopping centre by taking the Lok Ma Chau Spur Line and other public transport via Lo Ma Chau Road, a direct cross-boundary coach service serving between the shopping centre and Gangxia Metro Station in Shenzhen via Lok Ma Chau Control Point had been introduced. For better traffic management, a right turning pocket was added at Castle Peak Road – San Tin (Yuen Long bound). This would facilitate motorists travelling to the shopping centre making a turn to Tung Wing On Road without disrupting the main traffic flow at Castle Peak Road – San Tin (Yuen Long bound). Besides, a push-button would be installed at the signalised pedestrian crossing at Castle Peak Road – San Tin between Tung Wing On Road and San Tin Tsuen Road. To maximise the vehicular green time and improve traffic flow, pedestrian green light would be activated only when the button was pressed.

13. The member of the public noted the measures taken by TD and raised no other comment.

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

On average, around 12.7 million passenger journeys are made every day on the PT system in Hong Kong which includes railways, trams, buses, minibuses, taxis and ferries in 2017. PT services remain a prime issue among the complaints and suggestions received by TCU. In 2017, 22 775 complaints and suggestions about PT services were received, accounting for 86% of the total number of cases (26 621). Among these 22 775 cases, improper driving behaviour was one of the major areas of concern with 3 855 cases received in 2017.

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

Complaint Statistics

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

<u>Year</u>	<u>No. of Complaints/Suggestions</u>	<u>Difference</u>
2013	2 802	-
2014	2 679	-4.4%
2015	3 056	+14.1%
2016	3 774	+23.5%
2017	3 855	+2.1%
2018 (up to 31.3.2018)	880	(-12.1%) ¹

¹ Percentage in the bracket is the comparison with the same quarter in 2017 (i.e. 1 001 cases).

A breakdown by transport mode of the cases received in the past two years is as follows –

<u>Transport Mode</u>	<u>2016</u>	<u>2017</u>	<u>Difference</u>	
Taxi	1 484	1 651	+167	(+11.3%)
Green minibus	936	1 044	+108	(+11.5%)
Franchised bus	1 113	892	-221	(-19.9%)
Red minibus	148	198	+50	(+33.8%)
Non-franchised bus	34	25	-9	(-26.5%)
Mass Transit Railway (excluding Light Rail)	14	24	+10	(+71.4%)
Tram	30	14	-16	(-53.3%)
Light rail	8	5	-3	(-37.5%)
Ferry	7	2	-5	(-71.4%)
Total	3 774	3 855	+81	(+2.1%)

4. A total of 3 855 complaints and suggestions about improper driving behaviour of PT drivers were received in 2017. This represents an increase of 2.1% when compared with 3 774 cases received in 2016.

5. Of these 3 855 cases, the complainants were mostly concerned about the following improper acts –

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

A graph showing the trends of the number of cases received concerning the above major improper acts in the past five years (2013 – 2017) is at Annex J.

Detailed breakdowns by nature of the improper driving behaviours of PT drivers are at Annexes K(i) and (ii). Breakdowns by transport modes receiving more complaints are shown in Annexes L(i) – (iv).

Actions Taken

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

7. If the complainants agree to be court witnesses, prosecution against the drivers concerned may be considered. During the period from January 2017 to March 2018, 939 out of the 4 735 cases about improper driving behaviour were referred to the Police for consideration of prosecution action. So far, investigation had been completed on 806 of these cases, the results of which are as follows –

	<u>No. of Cases</u>	<u>Percentage</u>
(a) Summoned	89	11
(b) Withdrawn by complainants	495	61
(c) Evidence considered insufficient by the Police for further processing	222	28
Total	806	100

Measures to Improve the Situation

Franchised Bus Services

8. To enhance the promotion of bus operation safety, all franchised bus operators have all along been adopting measures to improve their bus captains' driving skills, driving attitude and safety awareness. In addition to training for new recruits, all franchised bus operators provide training for in-service bus captains including refresher courses, route and bus modal training and ancillary training, issue staff notices, and hold regular briefings on safe driving and quality service to their in-service bus captains.

9. To enhance monitoring of driving behaviour of bus captains, franchised bus operators use the vehicle operating data captured by the black boxes to monitor bus captains' driving behaviour (such as driving speedily) and facilitate accident investigation. Bus captains found to have improper driving behaviour or be involved in serious traffic accidents would be reminded, coached or even disciplined by the operator. They may also be arranged to attend additional driving training if required.

10. The franchised bus operators continue to arrange their plain-clothed staff to conduct covert checks and on-board monitoring to monitor their bus captains' driving manner, compliance with traffic signals/signs and service manner. The operators will take follow up disciplinary actions and arrange training for the bus captains concerned if required. TD has also requested all franchised bus operators to further strengthen their internal monitoring systems to monitor bus captains' safe driving and service performance.

11. Apart from the above, TD and the Police have already jointly organised two Road Safety Seminars in 2018 for bus captains. Another five Road Safety Seminars will be arranged in the coming months of 2018. During the seminars, bus captains will be briefed by the Police on safe driving skills and behaviour with a view to enhancing their awareness of road safety and promoting good driving behaviour among bus captains.

Public Light Bus (PLB) Services

12. TD attaches great importance to enhancing PLB safety, and has adopted a multi-pronged approach in this regard. In the past few years, the Government introduced a number of new safety-related legislative requirements, including the mandatory installation of electronic data recording device for newly registered PLBs, as well as the mandatory pre-service course for all applicants of the PLB driving licence. TD has also been encouraging the trade to install a sound buzzer at the middle door, which will alert drivers and passengers when door is opening or closing.

13. Moreover, TD has been maintaining close communication with the PLB trade, through trade conferences, publication of PLB Newsletters and the PLB Road Safety Seminars, etc., with a view to working together in enhancing the safety of PLBs. In 2018, TD will work with the Police to enhance the content of the PLB Road Safety Seminars, with the emphasis on common

improper behaviours and malpractices. Specifically pinpointing cases with highest complaint figures, TD will advise the participants of the seriousness of speeding, changing lanes abruptly and dashing through traffic lights by showing accident videos at the PLB Road Safety Seminars. TD will also encourage the PLB operators to arrange more frontline drivers to attend the PLB Road Safety Seminars.

14. In tandem with the regular survey on market occupancy rate of light bus services to be launched in the last quarter of 2018, TD will also gather information regarding suspected improper driving behaviour of PLB drivers. If drivers' malpractices jeopardising passenger safety persist, TD will work closely with the Police to launch targeted territorial-wide follow up and enforcement actions. TD will, in consultation with the Police, further analyse these complaints to identify the districts/routes with more complaints on driving behaviours, and will liaise with the Police to step up the enforcement action on these districts/routes. In addition, TD will also arrange vehicle inspections to examine the speed limiter and other safety-related devices on PLBs whenever necessary. For repeated public complaints about improper driving behaviour of GMB drivers, TD will conduct ad hoc survey or inspection to verify such malpractice, remind the GMB operators to warn the drivers concerned, and take disciplinary actions against the drivers concerned as appropriate. For GMB routes with persistent complaints against improper driving behaviour, TD would conduct interviews with the GMB operators and consider issuing warning letters to them as appropriate. TD would also request the GMB operators to submit their action plans to improve this area and closely monitor the progress of their action plans. GMB operators will also be reminded that these malpractices would possibly have bearing on the mid-term review and the duration of the roll-over period of the concerned passenger service licences.

15. With the various measures for enhancing safety of PLBs under the multi-pronged approach implemented, it is noted that the accident rate of PLB has decreased over 10 years, from 3.03 per million vehicle-kilometres in 2007 to 2.57 per million vehicle-kilometre in 2016. Nevertheless, as an on-going task, TD will maintain close communication with the PLB trade to promote safe and proper driving with a view to enhancing the overall service quality.

Taxi Services

16. TD has been working closely with the leaders of taxi trade to remind

taxi drivers to drive safely and properly, as well as to enhance service quality. TD revamped and established a new Committee on Taxi Service Quality (CTSQ) in January 2018, which serves as a multi-party² platform to discuss strategies and measures to drive changes to enhance the service quality of taxis. In particular, TD will join hands with the CTSQ to cultivate a sense of proper driving behavior amongst taxi drivers through the promulgation of a new set of taxi service standards and guidelines in the second quarter of 2018. Also, TD is planning to launch training courses for in-service taxi drivers in the last quarter of 2018, in which the importance of safe driving will be stressed.

17. On publicity, in the last quarter of 2018, TD and the CTSQ will make use of an enhanced Taxi Driver Commendation Scheme to promote quality taxi service and good driving behaviour. The Quality Taxi Drivers will be commended as role models for other taxi drivers to follow. Furthermore, TD will continue to publish Taxi Newsletters half-yearly to deliver messages of safe and proper driving and service quality to taxi drivers.

18. Lastly, TD recognises the importance of effective monitoring on drivers' performance. To better facilitate taxi passengers to offer their views on performance of taxi drivers, TD will continue to distribute leaflets showing the major feedback channels (e.g. Transport Complaints Unit hotline) to taxi passengers at major taxi stands regularly throughout the year.

Others

19. TD, in its continuous efforts to enhance driving safety and health awareness of commercial vehicle drivers (i.e. including PT drivers), launches the "Safe Driving and Health Campaign" annually. A wide range of publicity programmes and activities were delivered in the campaign in 2017, with focus on four major themes, including "safe driving attitude and behaviour", "respect other road users", "no drink driving and drug driving" and "maintain good health conditions".

20. "Road Safety" is one of the Commissioner of Police Operational Priorities. Particular attention is accorded to PT vehicles including taxis, PLBs and franchised buses as they are major road users. A multi-agency approach of

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.

road engineering, public engagement and proactive enforcement has been adopted to make it everyone's responsibility to ensure that every road user is safe, which includes enhancing PT road safety in Hong Kong. Publicity activities with close cooperation with the Road Safety Council are on-going throughout the year, including the distribution of road safety leaflets to PT drivers and their passengers. The Police also organise regular road safety educational talks to PT drivers as well as the trade operators in order to promote a safe driving attitude and to prevent traffic accidents. Regular territory-wide enforcement operations against irresponsible driving behaviour of PT drivers are also conducted by targeting offences such as "drink driving", "speeding", "traffic light offences", "mobile phone offences", "seat belt offences", "construction and maintenance offences" and "failing to comply with traffic signals". The Police Selected Traffic Enforcement Priorities (STEP) 2018 aims to change the irresponsible behaviour of road users that cause traffic accidents and obstruct traffic flow; address issues of community concern focusing on irresponsible road user behaviour; and make it everyone's responsibility to ensure that every road user is safe. In 2017, enforcement was undertaken on 69 457 occasions against PT drivers and vehicles, representing a decrease of 0.3% when compared with 2016. A breakdown is at Annex M.

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

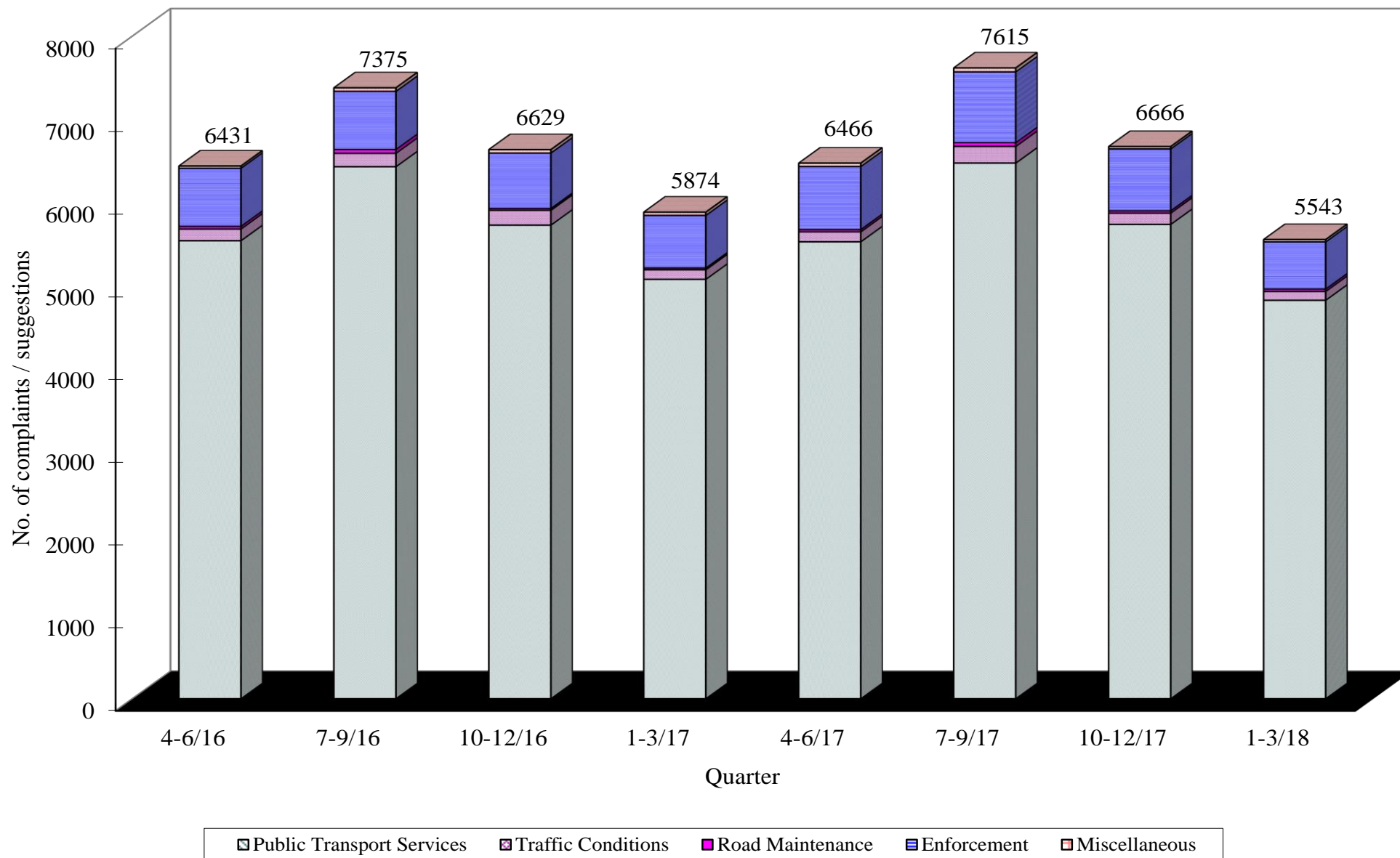
Complaints and Suggestions Received by TCU

<u>Nature of Complaint/Suggestion</u>	<u>Same quarter last year (1.1.17-31.3.17)</u>			<u>Previous quarter (1.10.17-31.12.17)</u>			<u>Current quarter (1.1.18-31.3.18)</u>		
I. Public Transport Services									
(a) Adequacy of service	203	[11]		222	[7]		167	[7]	
(b) Standard of service	4 723	[4]		5 367	[6]		4 526	[4]	
(c) General	138	[3]		138	[5]		118		
	5 064	[18]	(86%)	5 727	[18]	(85%)	4 811	[11]	(86%)
II. Traffic Conditions									
(a) Traffic congestion	39			77	[1]		44	[4]	
(b) Traffic management	33	[4]		36	[13]		39	[7]	
(c) Additional traffic signs and aids	25	[5]		19	[11]		18	[6]	
(d) Parking facilities	18	[2]		4			5		
	115	[11]	(2%)	136	[25]	(2%)	106	[17]	(2%)
III. Road Maintenance									
(a) Road conditions	14			12			13		
(b) Traffic signs and aids	7			13	[1]		12		
(c) Carriageway markings	-			3			4		
	21		(1%)	28	[1]	(1%)	29		(1%)
IV. Enforcement									
(a) Illegal parking	474			463	[1]		344		
(b) Other enforcement matters	161			284	[1]		225		
	635		(10%)	747	[2]	(11%)	569		(10%)
V. Miscellaneous	39	[1]	(1%)	28		(1%)	28	[3]	(1%)
Total	5 874	[30]	(100%)	6 666	[46]	(100%)	5 543	[31]	(100%)

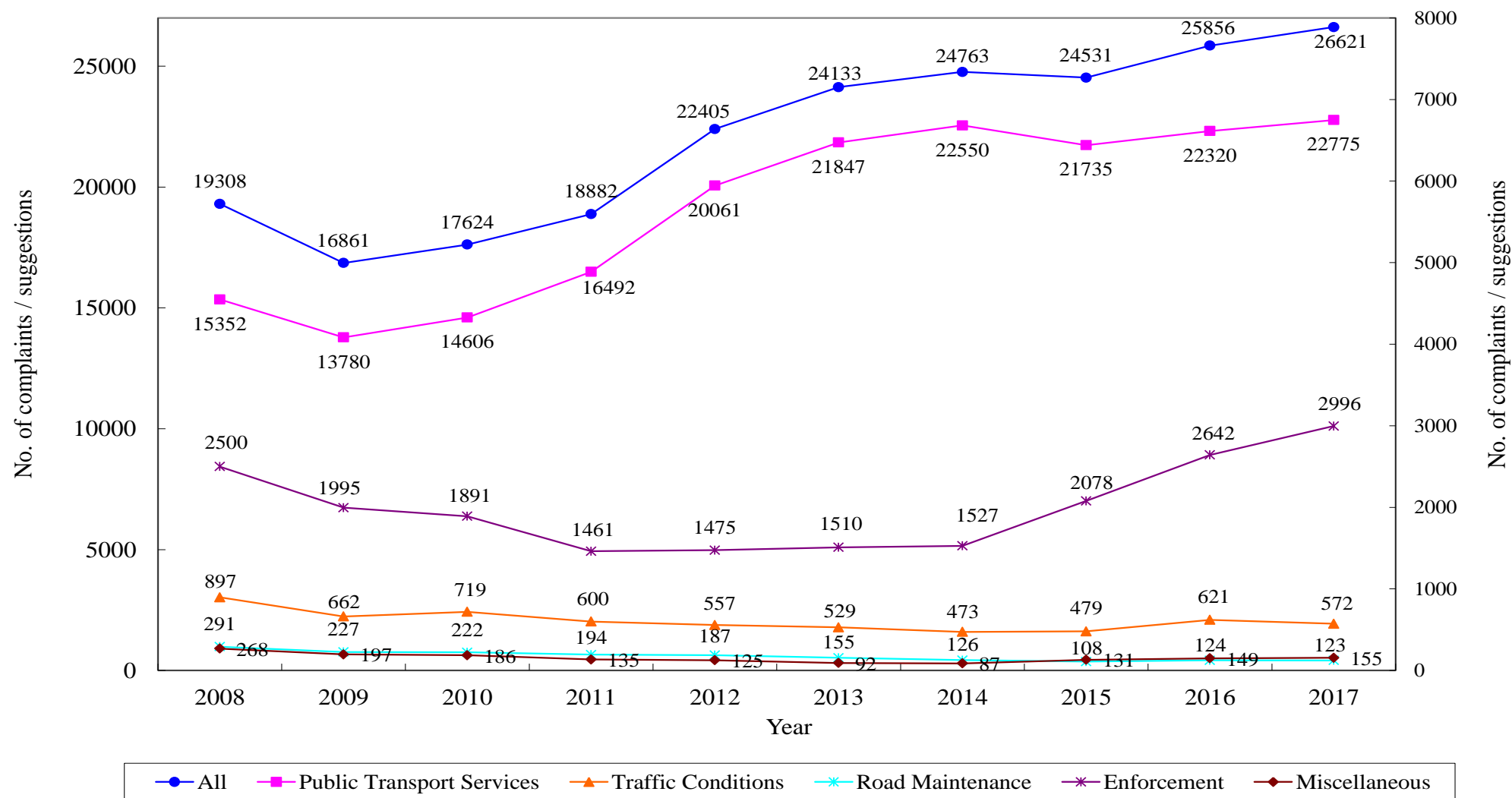
Notes : (1) Figures in square brackets are the number of pure suggestions received in the quarter. The figures have been included in the overall number of cases received.

(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

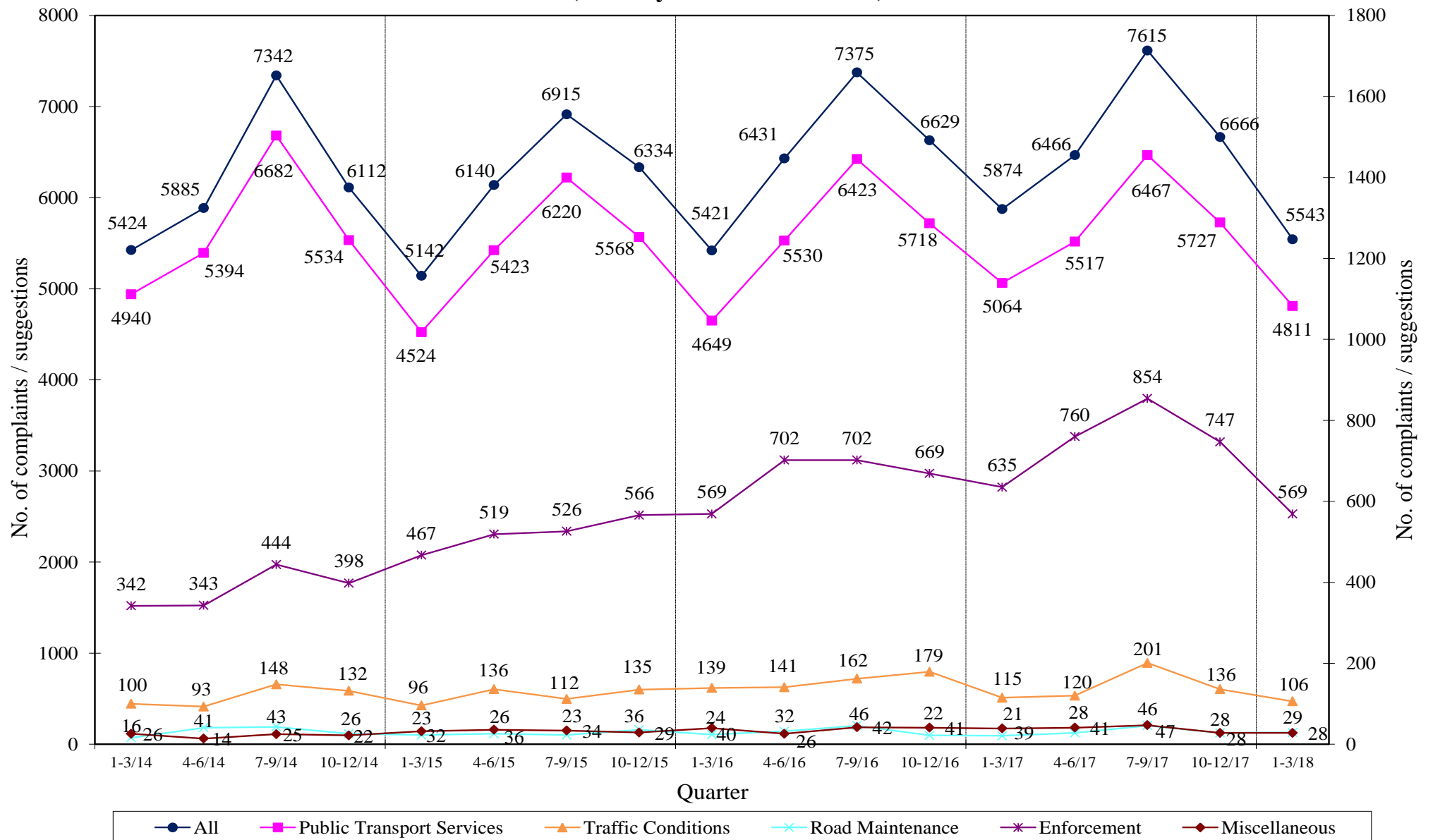


**Trends of Complaints and Suggestions Received by TCU
(2008 - 2017)**



**Trends of Complaints and Suggestions Received by TCU
(January 2014 - March 2018)**

Annex B(ii)



Summary of Results of Investigations into Complaints and Suggestions
(January – March 2018)

Outcome of Investigation Nature of Complaint/ Suggestion	A1	A2	B	C	Total
I. Public Transport Services					
(a) Adequacy of service	24	261	7	-	292
(b) Standard of service	1 485	2 119	38	1 714	5 356
(c) General	84	43	7	12	146
	1 593	2 423	52	1 726	5 794
II. Traffic Conditions					
(a) Traffic congestion	37	39	2	1	79
(b) Traffic management	29	20	10	-	59
(c) Additional traffic signs/aids	9	5	3	-	17
(d) Parking facilities	3	3	1	-	7
	78	67	16	1	162
III. Road Maintenance					
(a) Road conditions	9	-	-	1	10
(b) Traffic signs and aids	4	3	4	-	11
(c) Carriageway markings	1	-	-	-	1
	14	3	4	1	22
IV. Enforcement					
(a) Illegal parking	196	40	-	1	237
(b) Other enforcement matters	82	89	2	76	249
	278	129	2	77	486
V. Miscellaneous	25	10	2	-	37
Total	1 988 (31%)	2 632 (40%)	76 (1%)	1 805 (28%)	6 501 (100%)
	4 620 (71%)				

Legend

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

**Summary of Results of Investigations into
Complaints and Suggestions on Public Transport Services
(January – March 2018)**

<div>Outcome of Investigation</div> <div>Mode of Transport</div>	A1	A2	B	C	Total
The Kowloon Motor Bus Company (1933) Limited	355	436	6	8	805
Citybus Limited (Franchise 1)	27	38	1	2	68
Citybus Limited (Franchise 2)	22	29	3	-	54
New World First Bus Services Limited	36	67	2	1	106
New Lantao Bus Company (1973) Limited	19	12	-	-	31
Long Win Bus Company Limited	30	49	7	-	86
Cross-harbour Bus Services	147	181	3	7	338
Non-franchised Bus Services	14	44	3	1	62
Green Minibus	791	546	17	40	1 394
Red Minibus	72	5	1	9	87
Taxi	29	944	7	11656	2 636
MTR Corporation Limited (Excluding Light Rail)	38	53	2	1	94
MTR Corporation Limited (Light Rail)	2	5	-	-	7
The Hongkong Tramways Limited	2	1	-	1	4
New World First Ferry Services Limited	1	7	-	-	8
The “Star” Ferry Company Limited	-	-	-	-	-
Minor Ferries	8	6	-	-	14
Total	1 593 (27%)	2 423 (42%)	52 (1%)	1 726 (30%)	5 794 (100%)
	4 016 (69%)				

Legend

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

Public Suggestions Taken on Board by
Relevant Government Departments/Public Transport Operators
(January – March 2018)

I. Public Transport Services

- Increase the frequency of green minibus route no. 58 during morning rush hours on weekdays and provide five special daily departures from Sha Wan Drive to Kennedy Town MTR Station during afternoon rush hours on weekdays to meet the demand of passengers.
- Add a special daily departure of bus route no. X42C from Cheung Hong Estate to Yau Tong during morning rush hour on weekdays to meet the demand of passengers.
- Add queue markings at a bus stop at Valley Road to facilitate passengers boarding.

II. Traffic Management

Hong Kong Island

- Shorten the “No Stopping” restriction at Nam Ning Street near Fung Tin Street to facilitate passengers boarding and alighting.
- Add traffic signs at Arsenal Street near Gloucester Road to alert motorists of no right-turn for vehicles over 7 metres.
- Add road markings along Leighton Road near the junction with Percival Street to better guide motorists of the delineation of traffic lanes.
- Add a box junction road marking at Hennessy Road at its junction with Yee Wo Street and Jardine's Bazaar to prevent vehicle obstruction.

Kowloon

- Adjust the coordination of the traffic lights at the junctions of Argyle Street/Soares Avenue and Argyle Street/Kadoorie Avenue at noon time on weekends to improve the traffic flow of Soares Avenue.
- Increase the vehicular green time of a traffic light at Prince Edward Road West westbound near Embankment Road from morning to early evening to improve traffic flow.
- Add “Look Left” and “Look Right” road markings at the intersection of Bowring Street and Kwun Chung Street to improve pedestrian crossings.
- Extend the railings at Hong Ning Road near Ming Chi Street, narrow the carriageway and add a “Stop” road marking at Ming Chi Street at its junction with Hong Ning Road to improve road safety.
- Add a signalised pedestrian crossing at the junction of the eastern arm of Mody Road and Chatham Road South to improve road safety.

New Territories

- Increase the vehicular green time of a traffic light at the intersection of Nam Wan Road southbound and Tai Po Tai Wo Road and adjust its coordination with the traffic light at the intersections of Nam Wan Road southbound and On Po Road during morning rush hours to improve the traffic flow of Nam Wan Road southbound.
- Increase the vehicular green time of a traffic light at the junction of Po Fung Road southbound and Po Hong Road to improve traffic flow.
- Increase the vehicular green time of a traffic light at Fung Yuen Road during morning rush hour on weekdays to improve the traffic flow of Fung Yuen Road southbound.
- Add a signalised pedestrian crossing at Kam Sheung Road near Shui Tsan Tin Tsuen to facilitate pedestrians crossing the road.

Annex E(i)

Complaints and Suggestions on Public Transport Services (January – March 2018)

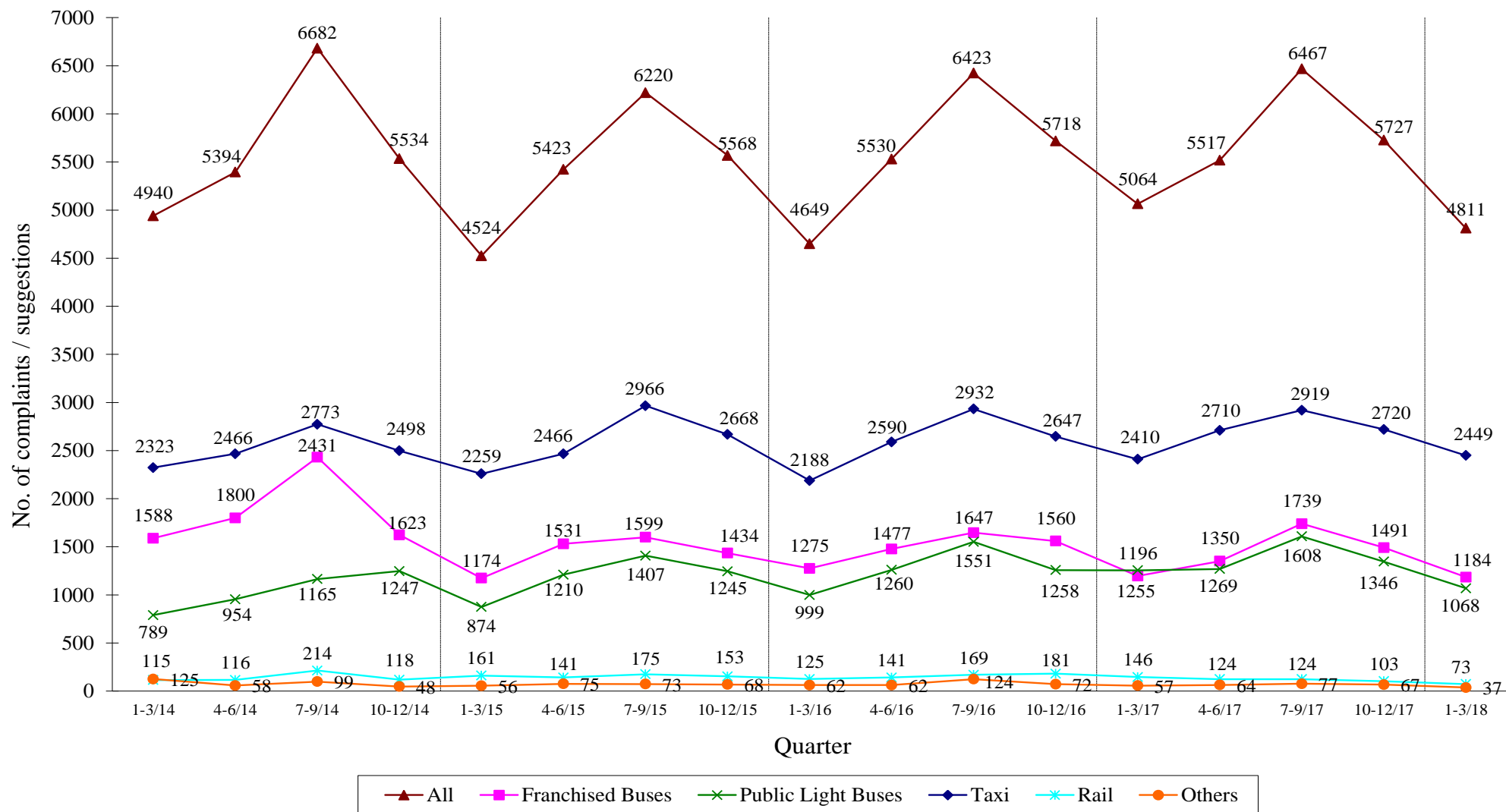
Legend

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

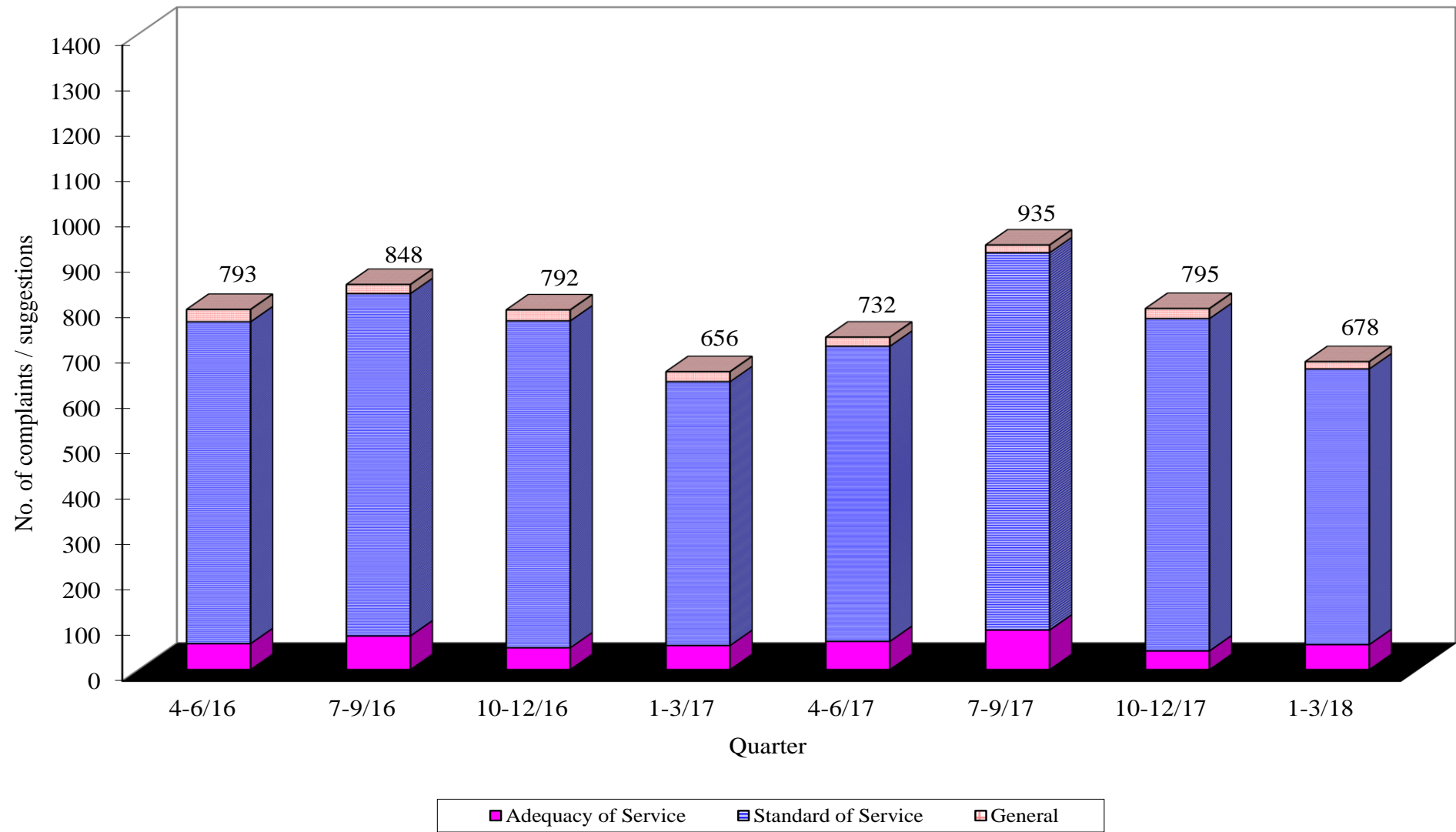
* Including taximeter irregularities

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	37	1	-	7	1	3	8	2	49	-	-	10	-	-	2	-	-	120
(2) Routeing	12	-	-	2	-	3	4	1	3	-	-	-	-	-	-	-	-	25
(3) Hours of operation	2	1	-	1	-	-	1	-	2	-	-	-	-	-	-	-	-	7
(4) Provision of stops	4	1	-	-	-	-	2	-	7	-	-	1	-	-	-	-	-	15
Sub-total	55	3	-	10	1	6	15	3	61	-	-	11	-	-	2	-	-	167
(B) Standard of Service																		
(1) Regularity of service	232	28	8	39	3	15	87	7	209	-	-	3	2	2	2	-	1	638
(2) Adherence to routeing	4	-	1	1	-	1	3	-	64	-	403	-	-	-	-	-	1	478
(3) Improper driving behaviour	119	14	8	12	5	13	43	4	210	46	401	1	1	3	-	-	-	880
(4) Conduct & performance of staff (including drivers)	167	17	10	11	7	12	58	8	343	18	1164	17	1	1	2	-	-	1836
(5) Overcharging	2	-	1	-	-	-	-	-	21	3	420*	-	-	-	-	-	-	447
(6) Cleanliness	-	2	-	-	-	-	4	-	14	2	5	3	-	-	-	-	-	30
(7) Conditions of vehicles/vessels	19	2	1	1	-	1	3	1	20	-	8	1	-	-	-	-	-	57
(8) Passenger services & facilities	64	12	5	7	-	4	15	2	21	-	2	26	-	-	-	1	1	160
Sub-total	607	75	34	71	15	46	213	22	902	69	2403	51	4	6	4	1	3	4526
(C) General	16	4	-	-	1	1	11	2	26	10	46	1	-	-	-	-	-	118
Total this quarter	678	82	34	81	17	53	239	27	989	79	2449	63	4	6	6	1	3	4811
Grand-total	(1184)							(3544)				(73)			(10)			
Total previous quarter	795	90	57	114	30	70	335	45	1258	88	2720	88	11	4	6	-	16	5727
Total same quarter last year	656	99	33	91	16	50	251	36	1161	94	2410	128	11	7	14	-	7	5064

**Trends of Complaints and Suggestions on Public Transport Services
(January 2014 - March 2018)**

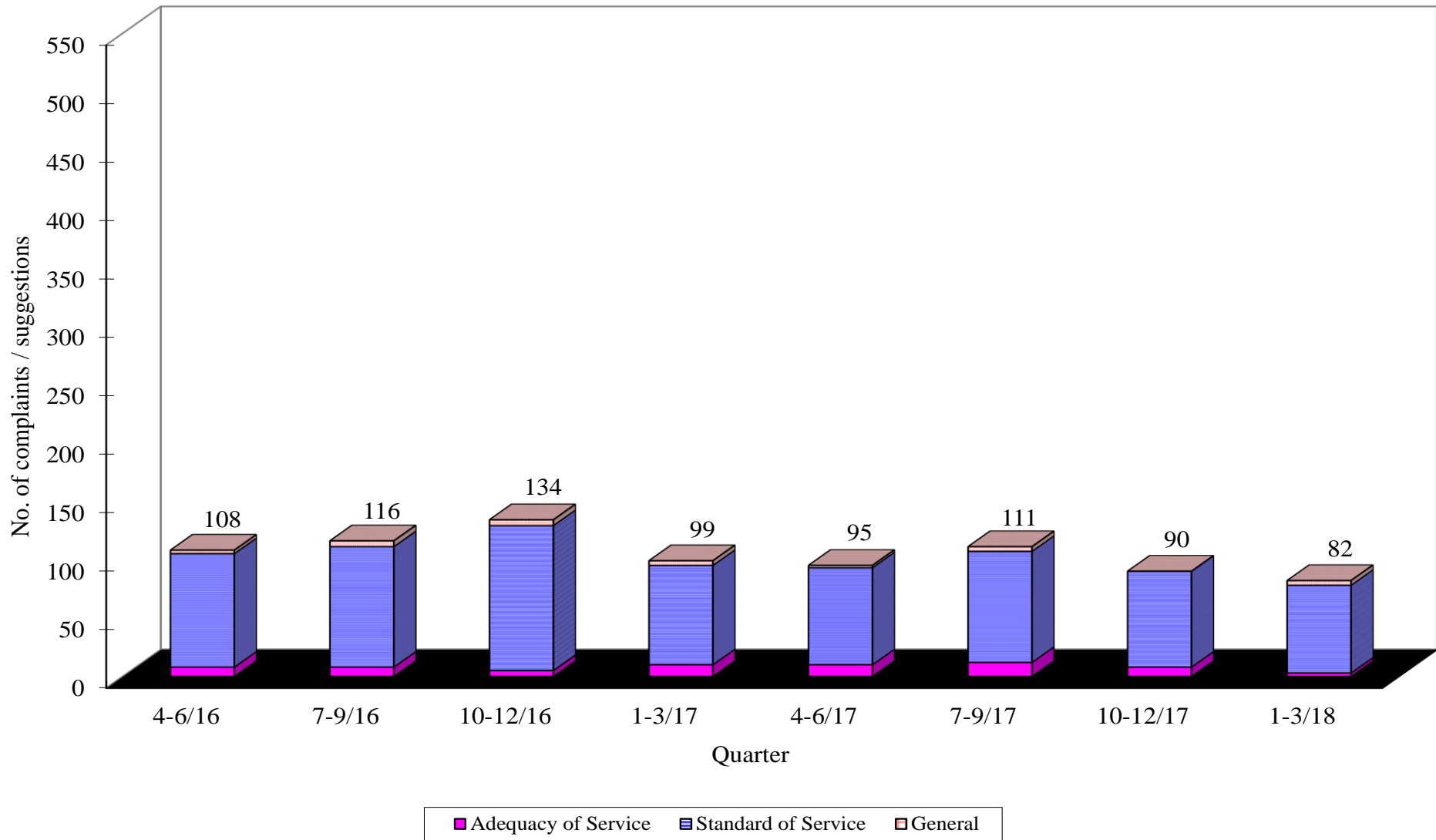


**Complaints and Suggestions on the Services of Kowloon Motor Bus Company (1933) Limited
in the Past Eight Quarters**



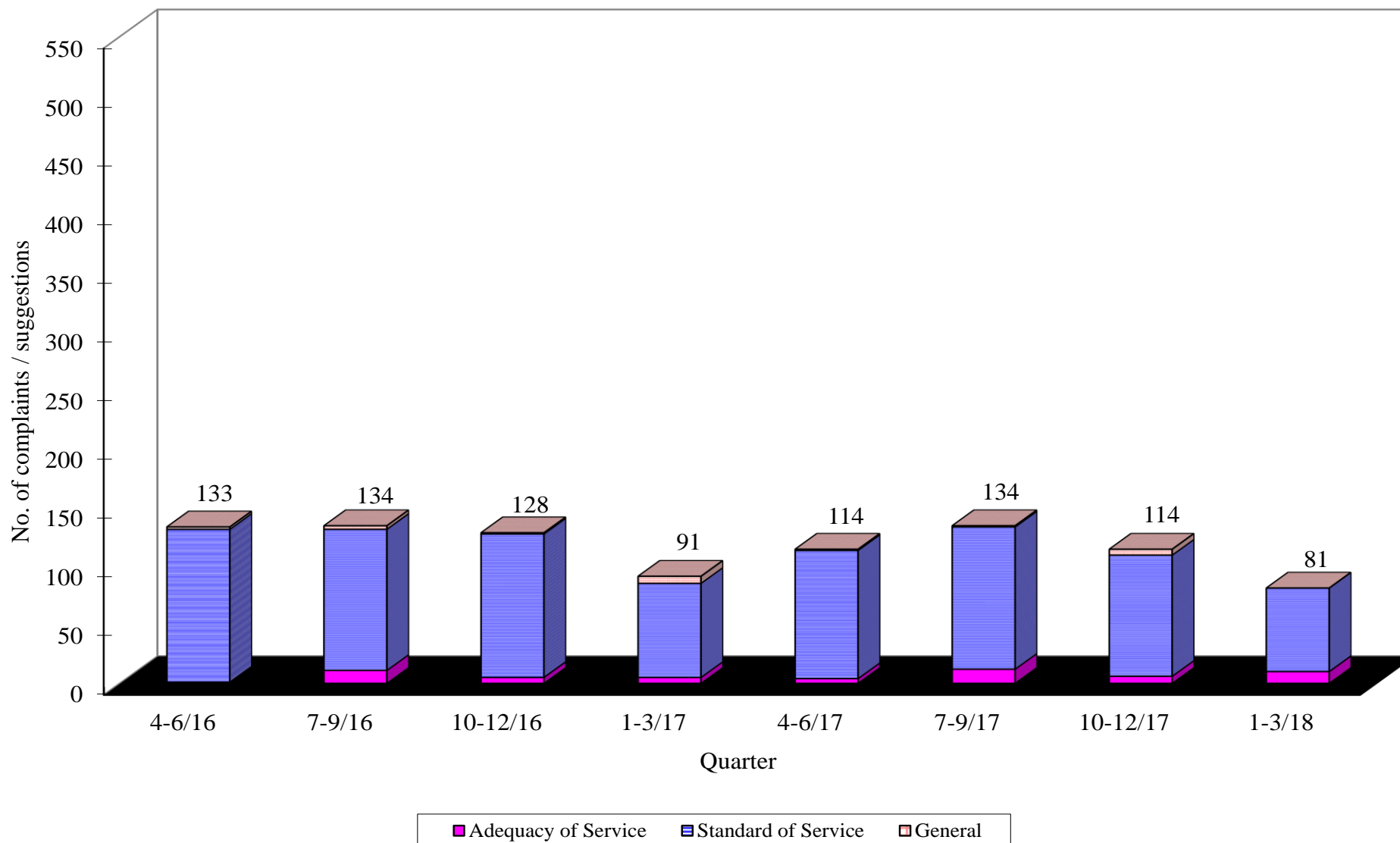
**Complaints and Suggestions on the Services of Citybus Limited (Franchise 1)
in the Past Eight Quarters**

Annex F(ii)



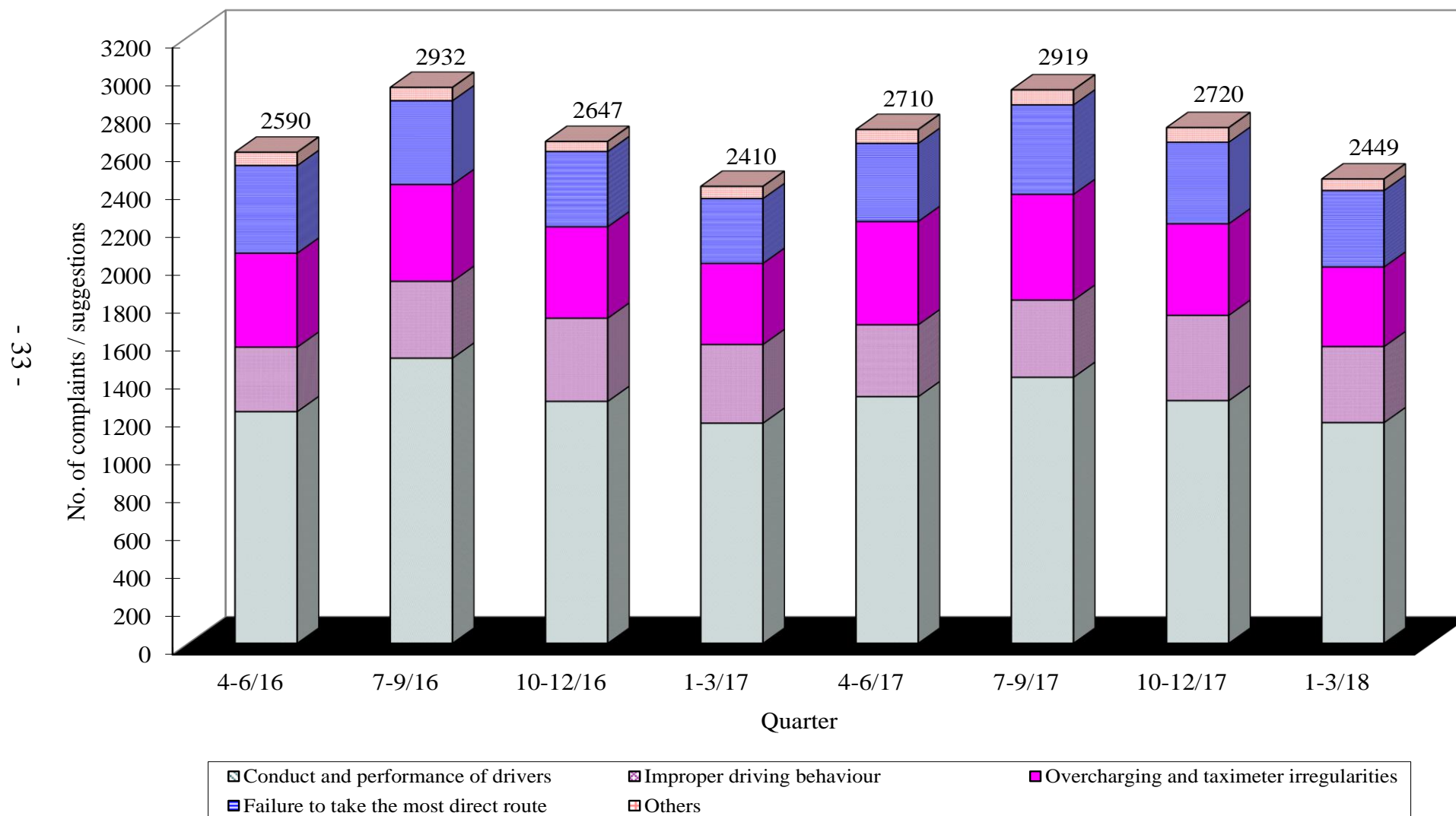
**Complaints and Suggestions on the Services of New World First Bus Services Limited
in the Past Eight Quarters**

Annex F(iii)



Complaints and Suggestions on Taxi Services in the Past Eight Quarters

Annex G



Breakdown of Complaints and Suggestions on Taxi Services

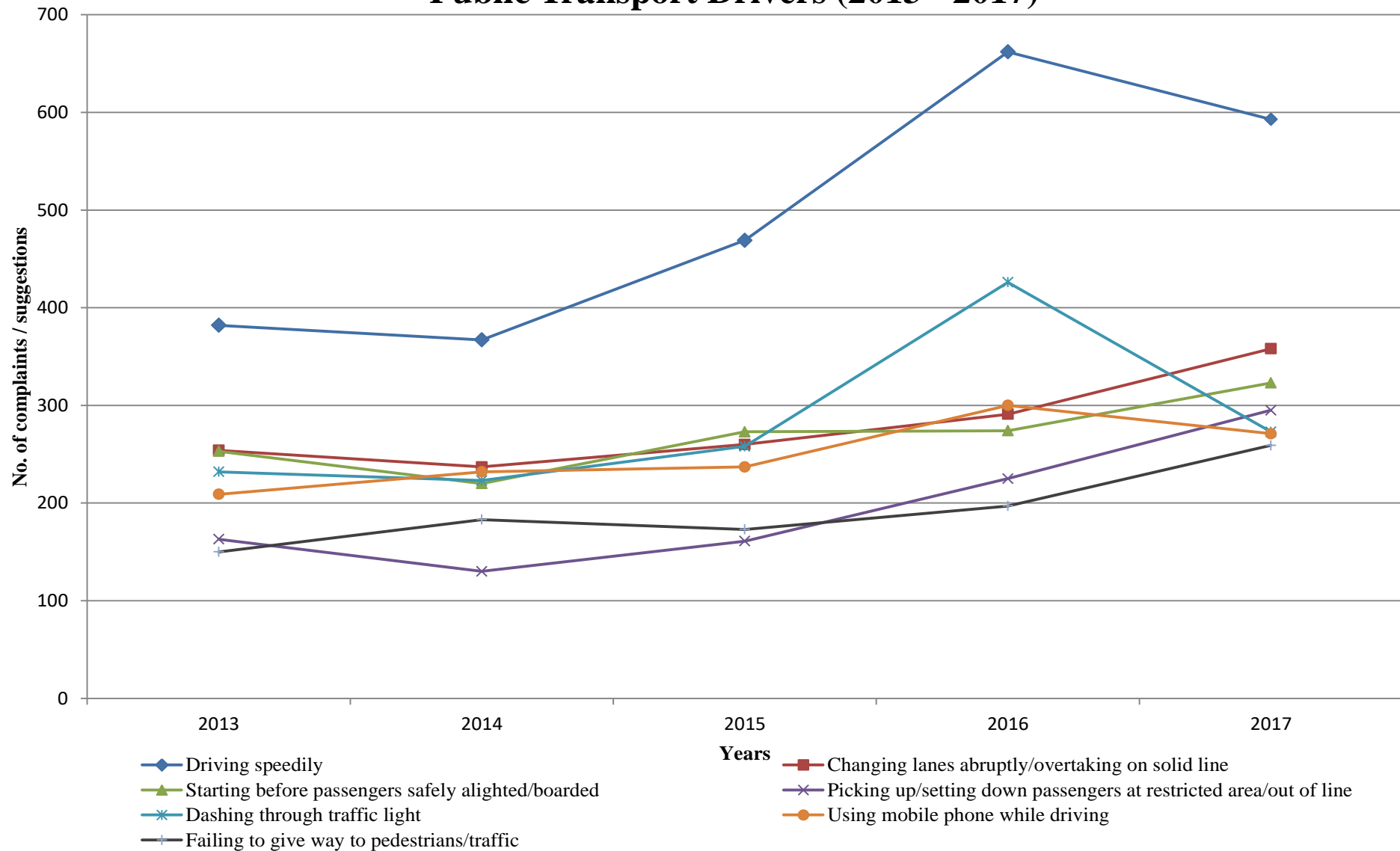
<u>Nature of Complaint/Suggestion</u>	<u>Same quarter last year (1.1.17-31.3.17)</u>	<u>Previous quarter (1.10.17-31.12.17)</u>	<u>Current quarter (1.1.18-31.3.18)</u>
(a) Conduct and performance of drivers			
(i) Behaving other than in a civil & orderly manner	449	445	423
(ii) Refusing hire	602	724	617
(iii) Soliciting passengers	1	3	3
(iv) Refusing to drive to destination	102	92	110
(v) Failure to display driver identity plate	7	15	8
(vi) Failure to display driver identity plate properly	-	1	3
Sub-total	1 161	1 280	1 164
(b) Improper driving behaviour	415	450	401
(c) Overcharging	367	423	371
(d) Taximeter irregularities	61	60	49
(e) Failure to take the most direct route	342	430	403
(f) Others*	64	77	61
Total	2 410	2 720	2 449

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

Complaints and Suggestions on Traffic and Road Conditions
(January – March 2018)

District	Hong Kong Island				Kowloon					New Territories								Others (e.g. general issues and tunnel areas)	Total
	Eastern	Wan Chai	Central & Western	Southern	Kwun Tong	Wong Tai Sin	Kowloon City	Sham Shui Po	Yau Tsim Mong	North	Tai Po	Sha Tin	Yuen Long	Tuen Mun	Tsuen Wan	Kwai Tsing	Sai Kung	Islands	
Nature of Complaint/Suggestion																			
<u>Traffic Conditions</u>																			
(a) Traffic congestion (No. of locations)	1 (1)	4 (4)	- (-)	2 (2)	2 (2)	1 (1)	2 (2)	1 (1)	14 (10)	3 (3)	1 (1)	3 (3)	2 (2)	1 (1)	1 (1)	4 (4)	- (-)	1 (1)	44 (40)
(b) Traffic management	5	2	3	3	4	-	1	1	2	1	3	5	2	1	2	-	3	-	39
(c) Additional traffic signs and aids	-	-	1	1	2	-	1	-	2	-	4	1	1	-	1	1	2	1	18
(d) Parking facilities	-	-	-	-	-	2	-	-	2	-	-	-	-	-	-	-	1	-	5
Sub-total	6	6	4	6	8	3	4	2	20	4	8	9	5	2	4	5	6	2	106
<u>Road Maintenance</u>																			
(a) Road conditions	1	1	-	-	-	1	1	1	-	-	1	2	-	2	-	-	-	-	13
(b) Traffic signs & aids	-	1	-	-	-	-	2	-	4	-	-	1	2	1	-	1	-	-	12
(c) Carriageway markings	-	1	-	-	1	-	-	-	-	-	-	-	1	-	1	-	-	-	4
Sub-total	1	3	-	-	1	1	3	1	4	-	1	3	3	3	1	1	-	-	29
<u>Enforcement</u>																			
(a) Illegal parking	27	12	15	7	37	12	23	25	30	11	11	28	27	17	27	15	17	1	344
(b) Other enforcement matters	12	19	16	8	17	9	12	9	17	4	8	19	14	17	12	6	14	10	225
Sub-total	39	31	31	15	54	21	35	34	47	15	19	47	41	34	39	21	31	11	569
Total	46	40	35	21	63	25	42	37	71	19	28	59	49	39	44	27	37	13	704

Complaints and Suggestions on Major Improper Driving Behaviours of Public Transport Drivers (2013 - 2017)



**Breakdown of Complaints and Suggestions about
Improper Driving Behaviour of Public Transport Drivers (2016 – 2017)**

<u>Nature of Complaint/Suggestion</u>		<u>2016</u>	<u>2017</u>	<u>Difference</u>	
1.	Driving speedily	662	593	-69	(-10.4%)
2.	Changing lanes abruptly/overtaking on solid line	291	358	+67	(+23.0%)
3.	Starting before passengers safely alighted/boarded	274	323	+49	(+17.9%)
4.	Picking up/setting down passengers at restricted area/out of line	225	295	+70	(+31.1%)
5.	Dashing through traffic light	426	273	-153	(-35.9%)
6.	Using mobile phone while driving	300	271	-29	(-9.7%)
7.	Failing to give way to pedestrians/traffic	197	259	+62	(+31.5%)
8.	Trapping passengers with door	136	192	+56	(+41.2%)
9.	Slow driving	137	158	+21	(+15.3%)
10.	Braking suddenly	128	155	+27	(+21.1%)
11.	Disobeying traffic signs/schemes	122	132	+10	(+8.2%)
12.	Picking up/setting down passengers at a distance from bus stop	107	126	+19	(+17.8%)
13.	Jerky driving	102	118	+16	(+15.7%)
14.	Drowsing while driving	69	69	-	-
15.	Overloading	56	56	-	-
16.	Driving too close to another vehicle	47	49	+2	(+4.4%)
17.	Talking while driving	28	39	+11	(+39.3%)
18.	Listening to audio programmes/ watching audio-visual programmes while driving	20	37	+17	(+85.0%)
19.	Straddling between two lanes	23	24	+1	(+4.3%)
20.	Opening door while vehicle in motion	49	24	-25	(-51.0%)
21.	Making U/right/left turn suddenly	7	18	+11	(+157.1%)
22.	Turning on radio too loud	12	13	+1	(+8.3%)
23.	Others	356	273	-83	(-23.3%)
Total		3 774	3 855	+81	(+2.1%)

Breakdown of Complaints and Suggestions about
Improper Driving Behaviour of Public Transport Drivers (Jan – Mar of 2017 and 2018)

<u>Nature of Complaint/Suggestion</u>	<u>2017 Jan – Mar</u>	<u>2018 Jan – Mar</u>	<u>Difference</u>	
1. Driving speedily	173	200	+27	(+15.6%)
2. Using mobile phone while driving	63	64	+1	(+1.6%)
3. Changing lanes abruptly/overtaking on solid line	92	63	-29	(-31.5%)
4. Dashing through traffic light	74	58	-16	(-21.6%)
5. Picking up/setting down passengers at restricted area/out of line	76	53	-23	(-30.3%)
6. Failing to give way to pedestrians/traffic	68	49	-19	(-27.9%)
7. Starting before passengers safely alighted/boarded	97	44	-53	(-54.6%)
8. Disobeying traffic signs/schemes	29	33	+4	(+13.8%)
9. Picking up/setting down passengers at a distance from bus stop	27	33	+6	(+22.2%)
10. Trapping passengers with door	46	33	-13	(-28.3%)
11. Braking suddenly	47	32	-15	(-31.9%)
12. Slow driving	34	31	-3	(-8.8%)
13. Jerky driving	27	23	-4	(-14.8%)
14. Drowsing while driving	16	18	+2	(+12.5%)
15. Driving too close to another vehicle	12	15	+3	(+25.0%)
16. Overloading	12	15	+3	(+25.0%)
17. Opening door while vehicle in motion	4	15	+11	(+275.0%)
18. Talking while driving	6	10	+4	(+66.7%)
19. Listening to audio programmes/ watching audio-visual programmes while driving	5	7	+2	(+40.0%)
20. Turning on radio too loud	5	6	+1	(+20.0%)
21. Straddling between two lanes	7	5	-2	(-28.6%)
22. Making U/right/left turn suddenly	3	4	+1	(+33.3%)
23. Others	78	69	-9	(-11.5%)
Total	1 001	880	-121	(-12.1%)

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

<u>Nature of Complaint/Suggestion</u>		<u>2016</u>	<u>2017</u>	<u>Difference</u>	
1.	Driving speedily	211	97	-114	(-54.0%)
2.	Slow driving	88	97	+9	(+10.2%)
3.	Picking up/setting down passengers at a distance from bus stop	65	79	+14	(+21.5%)
4.	Trapping passengers with door	64	79	+15	(+23.4%)
5.	Changing lanes abruptly/overtaking on solid line	62	74	+12	(+19.4%)
6.	Starting before passengers safely alighted/boarded	54	64	+10	(+18.5%)
7.	Picking up/setting down passengers at restricted area/out of line	70	59	-11	(-15.7%)
8.	Failing to give way to pedestrians/traffic	50	55	+5	(+10.0%)
9.	Dashing through traffic light	184	54	-130	(-70.7%)
10.	Braking suddenly	51	51	-	-
11.	Talking while driving	15	30	+15	(+100.0%)
12.	Disobeying traffic signs/schemes	31	23	-8	(-25.8%)
13.	Driving too close to another vehicle	14	17	+3	(+21.4%)
14.	Jerky driving	25	17	-8	(-32.0%)
15.	Using mobile phone while driving	23	15	-8	(-34.8%)
16.	Overloading	12	12	-	-
17.	Drowsing while driving	3	5	+2	(+66.7%)
18.	Straddling between two lanes	8	4	-4	(-50.0%)
19.	Others	83	60	-23	(-27.7%)
Total		1 113	892	-221	(-19.9%)

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

<u>Nature of Complaint/Suggestion</u>		<u>2016</u>	<u>2017</u>	<u>Difference</u>	
1.	Starting before passengers safely alighted/boarded	144	161	+17	(+11.8 %)
2.	Driving speedily	110	140	+30	(+27.3%)
3.	Picking up/setting down passengers at restricted area/out of line	66	115	+49	(+74.2%)
4.	Dashing through traffic light	94	85	-9	(-9.6%)
5.	Changing lanes abruptly/overtaking on solid line	54	84	+30	(+55.6%)
6.	Failing to give way to pedestrians/traffic	38	72	+34	(+89.5%)
7.	Trapping passengers with door	41	61	+20	(+48.8%)
8.	Using mobile phone while driving	58	49	-9	(-15.5%)
9.	Picking up/setting down passengers at a distance from bus stop	40	45	+5	(+12.5%)
10.	Braking suddenly	14	33	+19	(+135.7%)
11.	Disobeying traffic signs/schemes	24	30	+6	(+25.0%)
12.	Overloading	27	29	+2	(+7.4 %)
13.	Jerky driving	15	20	+5	(+33.3%)
14.	Listening to audio programmes/ watching audio-visual programmes while driving	6	12	+6	(+100.0%)
15.	Driving too close to another vehicle	9	11	+2	(+22.2%)
16.	Talking while driving	13	9	-4	(-30.8 %)
17.	Drowsing while driving	12	7	-5	(-41.7 %)
18.	Opening door while vehicle in motion	24	7	-17	(-70.8%)
19.	Slow driving	10	7	-3	(-30.0%)
20.	Turning on radio too loud	2	6	+4	(+200.0%)
21.	Improper/excessive use of telecom while driving	9	4	-5	(-55.6%)
22.	Making U/right/left turn suddenly	3	4	+1	(+33.3%)
23.	Refilling petrol/gas with passengers on board	1	4	+3	(+300.0%)
24.	Others	122	49	-73	(-59.8%)
Total		936	1 044	+108	(+11.5%)

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

<u>Nature of Complaint/Suggestion</u>	<u>2016</u>	<u>2017</u>	<u>Difference</u>	
1. Driving speedily	25	36	+11	(+44.0%)
2. Changing lanes abruptly/ overtaking on solid line	22	27	+5	(+22.7%)
3. Dashing through traffic light	21	21	-	-
4. Starting before passengers safely alighted/boarded	11	20	+9	(+81.8%)
5. Picking up/setting down passengers at restricted area/out of line	14	18	+4	(+28.6%)
6. Overloading	12	14	+2	(+16.7%)
7. Drowsing while driving	4	12	+8	(+200.0%)
8. Disobeying traffic signs/schemes	15	11	-4	(-26.7%)
9. Failing to give way to pedestrians/ traffic	3	10	+7	(+233.3%)
10. Using mobile phone while driving	4	7	+3	(+75.0%)
11. Braking suddenly	4	6	+2	(+50.0%)
12. Others	13	16	+3	(+23.1%)
Total	148	198	+50	(+33.8%)

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

<u>Nature of Complaint/Suggestion</u>		<u>2016</u>	<u>2017</u>	<u>Difference</u>	
1.	Driving speedily	299	314	+15	(+5.0%)
2.	Using mobile phone while driving	210	199	-11	(-5.2%)
3.	Changing lanes abruptly/overtaking on solid line	151	171	+20	(+13.2%)
4.	Failing to give way to pedestrians/traffic	102	117	+15	(+14.7%)
5.	Dashing through traffic light	120	109	-11	(-9.2%)
6.	Picking up/setting down passengers at restricted area/out of line	69	102	+33	(+47.8%)
7.	Jerky driving	60	81	+21	(+35.0%)
8.	Starting before passengers safely alighted/boarded	61	73	+12	(+19.7%)
9.	Disobeying traffic signs/schemes	50	63	+13	(+26.0%)
10.	Braking suddenly	56	61	+5	(+8.9%)
11.	Slow driving	36	50	+14	(+38.9%)
12.	Drowsing while driving	50	45	-5	(-10.0%)
13.	Trapping passengers with door	14	31	+17	(+121.4%)
14.	Listening to audio programmes/ watching audio-visual programmes while driving	12	24	+12	(+100.0%)
15.	Driving too close to another vehicle	22	18	-4	(-18.2%)
16.	Straddling between two lanes	12	18	+6	(+50.0%)
17.	Opening door while taxi in motion	9	13	+4	(+44.4%)
18.	Making U/right/left turn suddenly	4	12	+8	(+200.0%)
19.	Reading newspapers/magazines/books while driving	7	7	-	-
20.	Turning on radio too loud	10	7	-3	(-30.0%)
21.	Eating/drinking while driving	3	4	+1	(+33.3%)
22.	Refilling petrol/gas with passengers on board	-	4	+4	N/A
23.	Others	127	128	+1	(+0.8%)
Total		1 484	1 651	+167	(+11.3%)

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

Transport Mode	<u>2016</u>	<u>2017</u>	<u>Difference</u>	
Taxi	57 194	56 274	-920	(-1.6%)
Public Light Bus	5 727	5 372	-355	(-6.2%)
Bus (Including Franchised and Non-Franchised)	6 739	7 811	+1 072	(+15.9%)
Total	69 660	69 457	-203	(-0.3%)

**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.