

QUARTERLY REPORT No. 2 of 2018

by the

TRANSPORT COMPLAINTS UNIT

of the

TRANSPORT ADVISORY COMMITTEE

for the period

1 April 2018 – 30 June 2018

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Chapter 1

Major Areas of Complaints and Suggestions

This is the second quarterly report for 2018 covering the period from 1 April to 30 June 2018.

Yearly and Quarterly Trends

2. During the quarter, the Transport Complaints Unit (TCU) received 6 816 complaints and suggestions, including 46 pure suggestions. About 62% (4 199) of the cases were received through e-mail, fax or mail and the remaining 38% (2 617) through telephone. The number of cases represents an increase of 23.0% as compared with 5 543 cases in the previous quarter and an increase of 5.4% as compared with 6 466 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 6 023 cases (including some outstanding cases from previous quarters) were completed. Of these, 4 242 cases (70%) were found to be substantiated, 60 cases (1%) unsubstantiated, and the remaining 1 721 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 13 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 5 929 cases, which represents an increase of 23.2% as compared with the previous quarter and an increase of 7.5% 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 1 648 complaints and suggestions on franchised bus services were received during the quarter, which represents an increase of 39.2% as compared with the previous quarter and an increase of 22.1% as compared with the same quarter last year.

8. There were 998 cases on the services of The Kowloon Motor Bus Company (1933) Limited (KMB), as compared with 678 cases in the previous quarter and 732 cases in the same quarter last year. Among the 998 cases, 67 (or 6.7%) were about the adequacy of service and 918 (or 92.0%) were about the standard of service.

9. There were 102 cases on the services of the Citybus Limited (Franchise for Hong Kong Island and Cross-Harbour Bus Network) (CTB (Franchise 1)), as compared with 82 cases in the previous quarter and 95 cases in the same quarter last year. Among the 102 cases, six (or 5.9%) were about the adequacy of service while 89 (or 87.3%) were about the standard of service.

10. There were 121 cases on the services of the New World First Bus Services Limited (NWFB), as compared with 81 cases in the previous quarter and 114 cases in the same quarter last year. Of the 121 cases, three (or 2.5%) were about the adequacy of service and 116 (or 95.9%) were about the standard of service.

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

Non-Franchised Bus Services

12. There were 43 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 27 and 40 respectively.

Public Light Bus Services

13. A total of 1 371 complaints and suggestions on public light bus (PLB) services were received in this quarter, which represents an increase of 28.4% as compared with the previous quarter and an increase of 8.0% 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 1 270 cases were on green minibus (GMB) services. The number of cases received in the previous quarter and the same quarter last year were 989 and 1 159 respectively. Among the 1 270 cases, 72 (or 5.7%) were about the adequacy of service and 1 181 (or 93.0%) were about the standard of service.

15. The remaining 7.4% or 101 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 79 and 110 respectively.

Taxi Services

16. A total of 2 763 cases on taxi services were received in this quarter, which represents an increase of 12.8% as compared with the previous quarter and an increase of 2.0% 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 2 763 cases received, 2 699 (97.7%) were related to taxi driver malpractice, as compared with 2 388 such cases (97.5%) 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 565 such cases (20.9%) were referred to the Police.

18. During the quarter, the Police reported the latest developments on 474 cases previously referred to them. These cases are categorised as follows –

	<u>No. of Cases</u>		<u>Percentage</u>	
(a) Summonsed	29	(12)	6	(2)
(b) Withdrawn by complainants	295	(357)	62	(67)
(c) Evidence considered insufficient by the Police for further processing	150	(168)	32	(31)
	474 (537)		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 84 complaints and suggestions on rail services were received. Corresponding figures for the previous quarter and the same quarter last year were 73 and 124 respectively. Of the 84 cases, 76 were on the services of MTRCL.

Ferry Services

20. There were 20 complaints and suggestions on ferry services in this quarter. Corresponding figures for the previous quarter and the same quarter last year were 10 and 24 respectively.

Traffic Conditions

21. There were 50 complaints recorded in this quarter about traffic congestion, as compared with 44 cases in the previous quarter and 48 cases in the same quarter last year. Congestion was reported to have occurred at a total of 45 locations throughout the territory, as illustrated below –

	<u>Number of Complaints</u>		<u>Number of Locations</u>	
Hong Kong Island	11	(7)	11	(7)
Kowloon	20	(20)	16	(16)
New Territories	19	(16)	18	(16)
Others (e.g. general issues and tunnel areas)	-	(1)	-	(1)
Total	50	(44)	45	(40)

(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 (ten cases), Wan Chai (five cases), Kowloon City, Yuen Long and Tuen Mun (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 37 complaints and suggestions on traffic management and 17 requests for additional traffic signs and aids in this quarter. As a comparison, there were 39 and 18 such cases in the previous quarter, and 46 and 15 in the same quarter last year.

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

Road Maintenance

26. During the quarter, there were 26 complaints about road maintenance, as compared with 29 cases in the previous quarter and 28 cases in the same quarter last year. Among the 26 cases, 10 cases were related to road conditions and 13 cases were related to traffic signs and aids.

27. District which attracted relatively more complaints about road maintenance was Central & Western (five cases).

Enforcement

28. There were 711 complaints about traffic regulations enforcement in this quarter, which represents an increase of 25.0% when compared with the previous quarter and a decrease of 6.4% 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 Sha Tin (42 cases), Tuen Mun (38 cases), Yau Tsim Mong (34 cases) and Eastern (33 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 10 May 2018, Members discussed –

- (a) complaints and suggestions about traffic management and requests for additional traffic signs and aids;
 - (b) complaints and suggestions about parking facilities;
 - (c) complaints and suggestions about improper driving behaviour of public transport drivers; and
 - (d) TCU Quarterly Report No. 1 of 2018.
2. Members agreed that –
- (a) complaints and suggestions about traffic management and requests for additional traffic signs and aids, parking facilities and improper driving behaviour of public transport drivers should be closely monitored; and
 - (b) TCU Quarterly Report No. 1 of 2018 should be submitted to the Transport Advisory Committee.

Concern about the continued use of public light buses not equipped with seat belts

3. A member of the public observed that although some routes of public light buses (PLBs) had been operated by new 19-seaters equipped with seat belts, many old PLB vehicles without seat belts were still in use. He was concerned about the safety issues posed to passengers and suggested the Transport Department (TD) work with PLB operators to expedite the vehicle replacement process.

4. TD was invited to consider the case. TD advised that according to the Road Traffic (Safety Equipment) Regulations (Cap.374F), all PLBs registered on or after 1 August 2004 shall be provided with a retractable belt for

each of its rear seats. Passengers must wear a seat belt, if fitted when travelling on a PLB. To encourage and facilitate more PLBs registered before 1 August 2004 to retrofit seat belts, TD made available in September 2006 retrofit design plans meeting the safety requirements to the trade. Through the on-going replacement of old PLBs by new ones, more PLBs would be equipped with seat belts. The Government had all along provided subsidies to the PLB trade to encourage the replacement of old fleets with new and more environmentally friendly models. To take the matter further, the Government adopted an incentive-cum-regulatory approach to phase out pre-Euro IV diesel commercial vehicles including PLBs by designated dates according to the vehicle model types. Since 1 March 2014, an ex-gratia payment scheme with prescribed deadlines was provided to facilitate the replacement of pre-Euro IV commercial vehicles. Besides, PLB owners are positively replacing more of their 16-seater PLBs with the new 19-seater fitted with passenger seat belts for obvious financial benefits since the implementation of the new maximum seating capacity of light buses of 19 seats on 7 July 2017. The number of PLBs fitted with safety belts has increased from 3 036 as at July 2017 to 3 411 (78% of the total PLB fleet) as at July 2018.

5. The complainant was informed of Government's various measures to facilitate the replacement of old PLBs and made no other comment.

Complaint about the e-Payment facilities of Aberdeen Tunnel and Cross Harbour Tunnel

6. A complaint was lodged about the unsuccessful e-Payment incidents at Aberdeen and Cross Harbour Tunnel. The complainant used a credit card with contactless payment function to pay the tunnel toll at Aberdeen Tunnel as usual. Minutes later when he tried to use the same credit card to pay the toll at Cross Harbour Tunnel, the e-Payment system rejected the credit card. Even after several attempts, the payment was still unsuccessful. Subsequent to the incident, the same card was again rejected by the system at both tunnels on other occasions. However, the complainant had encountered no problem when using that credit card to settle payment with other merchants that accepted contactless credit card payment and at automatic teller machines. The issuing bank of the credit card had confirmed with the complainant that the card was in normal condition. Separately, the complainant reported that he had another credit card equipped with contactless payment function which had been previously accepted by the e-Payment system at the tunnel booths. However, after obtaining a renewed card, the new card was rejected at the tunnel booths.

7. The case was referred to TD for investigation. TD advised that “offline payment mode” of credit card transactions was adopted at the e-Payment facilities at government tunnels and control areas to avoid prolonged waiting time of authorisation by the card-issuing banks, thus minimising the transaction time of toll payment. Due to security concern, the card-issuing banks would usually set a limit on the number or the amount of accumulated offline transactions for credit cards. Once the limit was reached, the banks would disable the function of offline transaction of the concerned credit cards. The card holders had to perform an online transaction and connect the card with the server of the bank to reactivate offline transaction function of the card.

8. For this particular case, TD had checked with the tunnel operators, who found that the e-Payment facilities at both Tunnels were functioning normally on the incident date. The Electrical and Mechanical Services Department (EMSD) also reviewed the performance of the e-Payment system and confirmed that it was in order. EMSD advised that since the e-Payment system processed transaction in offline mode, the payment could not succeed when the accumulated offline transaction amount of the credit card concerned exceeded its limit for contactless payment. TD had followed up the case with the e-Payment service provider (i.e. the acquirer bank), who suggested that cardholders could reset the offline transaction limit by making an online transaction through inserting their cards in the card terminals in retail stores. Similarly, a new or renewed card should be used for an online transaction before any contactless payment. TD would keep closely monitoring the e-Payment system to ensure its high reliability.

9. The investigation result was conveyed to the complainant, who raised no other questions.

Concern about the use of motor-driven scooters, skateboards and bicycles on roads and pavements

10. A member of the public expressed concern about the legality and safety of using motor-driven scooters, skateboards and bicycles on roads and pavements. She queried whether the mechanically propelled devices would fall within the definition of “motor vehicle” under the Road Traffic Ordinance and if the riders were required to have a valid licence.

11. TD advised that according to the Road Traffic Ordinance (Cap.374),

“motor vehicle” referred to any mechanically propelled vehicle. Electric mobility devices, such as electric scooters and electric unicycles, were likely to be “motor vehicles”. Such mobility devices were not suitable to share road spaces with ordinary vehicles, from the perspectives of road safety and maintaining smooth traffic. They were not suitable for use on pavements as well. Therefore, it was a general policy of TD that such mobility devices would not be registered or licensed under the Road Traffic Ordinance. Electric bicycles were “motor vehicles” belonging to the vehicle class “motor cycle”. Accordingly, they were required to be registered and licensed by TD. However, those in the market were normally not designed and constructed up to the safety and performance standards of motor vehicles and hence they might not be registered and licensed.

12. TD supplemented that offences under the Road Traffic Ordinance and/or its subsidiary legislation might be committed by using an unregistered and unlicensed mobility device on any road, including private road.

13. The member of the public noted TD’s advice and raised no question.

Complaints and Suggestions about Illegal Parking

Complaint Statistics

The trend of complaints about illegal parking in the past five years is as follows –

<u>Year</u>	<u>No. of Complaints</u>	<u>Difference</u>
2013	989	-
2014	1 057	+68 (+6.9%)
2015	1 512	+455 (+43.0%)
2016	1 919	+407 (+26.9%)
2017	2 043	+124 (+6.5%)
2018 (up to 30 Jun 2018)	754	-

2. A total of 754 complaints about illegal parking were received during the period from January to June 2018. This represents a decrease of 24.3% as compared with 996 cases received in the same period last year. A breakdown by district is at Annex J. Districts which attracted relatively more complaints during the period from January to June 2018 are –

<u>District</u>	<u>No. of Complaints</u>		<u>Difference</u>
	<u>2017 Jan – Jun</u>	<u>2018 Jan – Jun</u>	
Sha Tin	163	70	-57.1%
Kwun Tong	102	67	-34.3%
Yau Tsim Mong	86	64	-25.6%
Eastern	71	60	-15.5%

Streets in the above districts which attracted three or more complaints during this period are –

<u>District</u>	<u>Streets</u>	<u>No. of Complaints</u>
Sha Tin	Kong Pui Street/Yuen Chau Kok Road	6
	Shui Chuen Au Street	4
	Shan Mei Street	3
	Chui Tin Street	3
Kwun Tong	Sin Fat Road	6
	Cha Kwo Ling Road	4
	Hung To Road	3
	Hoi Bun Road	3
	Wai Yip Street	3
	Hiu Kwong Street	3
	Ngau Tau Kok Road	3
Yau Tsim Mong	Canton Road	11
	Oak Street	7
	Hoi Ting Road	4
Eastern	Greig Road	4
	Oi Shun Road/Aldrich Bay Road	4
	Quarry Bay Street	3

Sha Tin District

3. TCU received 70 complaints about illegal parking in Sha Tin District from January to June 2018. Majority of them (47 cases) concerned Sha Tin Town areas, where Fo Tan, Shek Mun, Sha Tin Wai and Shui Chuen O attracted relatively more complaints. Most cases in Fo Tan and Shek Mun concerned locations in industrial areas, such as Shan Mei Street, On Lai Street and On Sum Street. Illegal parking of private cars and lorries often resulted in obstruction to traffic. Kong Pui Street and Yuen Chau Kok Road in Sha Tin Wai are two adjoining streets in a residential neighbourhood with some schools. Complainants reported that illegal parking of various types of vehicles (e.g. private cars, lorries, school buses, tourist coaches and construction vehicles) was rampant along the streets. Some of the vehicles were parked there overnight. Apart from obstructing the traffic flow especially in the morning, those vehicles also posed road safety issues, as the sightline of pedestrians and motorists was affected. Illegal parking at Shui Chuen Au Street often blocked minibuses picking up/setting down passengers at the minibus stop there.

4. The remaining cases in Sha Tin District concerned Tai Wai (16 cases) and Ma On Shan (seven cases), where illegal parking was found mostly in various residential areas. Some complainants observed that vehicles were forced to straddle the traffic lane for the opposite traffic due to obstruction caused by illegal parking. Sometimes vehicles were even parked near the exit of car parks, hence blocking the sightline of motorists leaving the car park.

5. Upon receipt of the complaints, Sha Tin Police District had taken appropriate enforcement action, such as issuing fixed penalty tickets and verbal advices to the contravened vehicles and drivers. Police would continue to closely monitor the situation of Sha Tin District.

Kwun Tong District

6. There were 67 complaints about illegal parking in Kwun Tong District from January to June 2018. About half of the cases (33 cases) concerned Kwun Tong Town Centre, where Kwun Tong Business Area attracted most cases. Streets with more complaints in the area included Hoi Bun Road, Wai Yip Street and Hung To Road. Both private cars and lorries were found parking illegally in this business area. In some cases, complainants observed that illegal parking reduced the number of traffic lanes that could be used, thus

leading to congestion. Some complainants complained about vehicles illegally parked on roadside causing obstruction to pedestrians as well. Other cases in Kwun Tong Town Centre mainly concerned residential areas, such as Hiu Kwong Street, Wan Hon Street and Ngan Yuet Lane, where various types of vehicles were involved.

7. The remaining cases in Kwun Tong District mainly concerned Lam Tin (15 cases) and Yau Tong (10 cases). Most of the complaints were about illegal parking at locations in residential neighbourhoods. Sin Fat Road and Cha Kwo Ling Road attracted relatively more complaints. Some complainants reported that coaches parked overnight along Sin Fat Road and some of the drivers washed their coaches on the spot. Illegal parking of private cars, lorries and construction vehicles was found along Cha Kwo Ling Road.

8. Upon receipt of the complaints, Kwun Tong and Sau Mau Ping Police Districts had taken appropriate enforcement action. They would also closely monitor the situation and take suitable action. For some cases, TD was also invited to consider possible traffic management measures to alleviate the problem. Having reviewed the traffic condition at Cha Kwo Ling Road, 24-hours “No Stopping” Restriction would be imposed at the junction of Cha Kwo Ling Road and Sin Fat Road.

Yau Tsim Mong District

9. From January to June 2018, there were 64 complaints against illegal parking in Yau Tsim Mong District. About one third of them (20 cases) concerned Mongkok. Most of the cases involved locations in busy streets with plenty of retailing activities, e.g. Fa Yuen Street, Thistle Street and Portland Street. Some complainants found double parking on roadside resulting in one lane traffic, lorries occupying parking spaces for private cars and private cars obstructing taxi stand.

10. Tai Kok Tsui attracted 18 complaints in the first half of 2018. Seven of them concerned metered parking spaces being occupied for car repairing at Oak Street. Triple parking was also found at the location. Sometimes vehicles were parked very close to each other leaving no gap in between for pedestrians to walk through. Four cases in Tai Kok Tsui involved Hoi Ting Road. Complainants observed that illegal parking reduced the number of traffic lanes for the passage of vehicles. Sometimes motorists used

horns when maneuvering along Hoi Ting Road due to obstruction caused by the illegally parked vehicles, hence causing nuisance to the residents.

11. There were 13 complaints about illegal parking in Tsim Sha Tsui. Most of the cases concerned commercial areas, such as Canton Road, where illegal parking of private cars was often found. Apart from obstructing traffic, sometimes illegal parking also blocked pedestrian crossings.

12. The above complaints of illegal parking were referred to Yau Tsim and Mong Kok Police Districts, which had taken appropriate enforcement actions, such as giving verbal warnings and issuing fixed penalty tickets to the drivers and vehicles involved. The Police would keep in view the situation and continue to tackle illegal parking with stringent enforcement actions.

Eastern District

13. There were 60 complaints about illegal parking in Eastern District from January to June 2018. The locations of 16 cases were in Chai Wan, where half of them concerned industrial areas, e.g. Lee Chung Street and Wing Tai Road. Lorries were often involved, resulting in obstruction to traffic especially when they were parked at road bends and bus stops. Other cases of illegal parking took place mainly in residential neighbourhoods in Siu Sai Wan, some of them involved illegal parking at bus terminus.

14. The locations of 14 cases were in Shau Kei Wan. The adjoining Aldrich Bay Road and Oi Shun Road attracted relatively more complaints mostly involving illegal parking of tourist coaches. Complainants observed that some coaches were parked there for repairing and washing.

15. There were 12 cases concerning Quarry Bay. Streets with more complaints included Greig Road and Quarry Bay Street. Various types of vehicles, such as private cars, lorries and heavy construction vehicles, were found illegally parked along Greig Road. Some of them blocked the exit of car parks and the drop kerbs for wheelchairs. The complaints of illegal parking at Quarry Bay Street usually involved private cars and motorcycles. It was noted that frequent reversing of vehicles due to illegal parking posed road safety issues to pedestrians. To improve road safety and maintain smooth traffic at the vehicular accesses, TD proposes to implement no-stopping restriction zone at Quarry Bay Street outside Kornville and at the cul-de-sac of Greig Road outside Buddhist Chung Wah Kornhill Primary School by end 2018.

16. Most of the remaining cases in Eastern District concerned locations in North Point. Illegal parking was found along streets on the two sides of King's Road. Obstruction to traffic due to the narrowing down of traffic lanes by the illegally parked vehicles was reported.

17. Upon receipt of the cases, Eastern Police District had deployed officers to the relevant locations and had taken appropriate enforcement actions, such as issuing fixed penalty tickets to the contravened vehicles and drivers. The Police would continue to monitor the situation of Eastern District.

18. Besides, TD has referred the complaints received by TD to the Police to take enforcement actions at the above locations and would continue to liaise with the Police to step up enforcement against illegal parking.

Measures to Improve the Situation

19. The government aims to achieve a reasonable and manageable balance between the demand and supply of parking spaces for all vehicle types. In general, parking spaces should be provided within buildings and off-street as far as possible to optimise the use of road space for traffic circulation and kerbside activities, and to enhance road environment. If the traffic conditions allow and there is a shortfall in the existing facilities, TD may provide on-street parking spaces at suitable locations. In addition, a series of short and medium to long-term measures are being pursued to increase parking spaces in various districts having regard to the local situation in order to combat illegal parking. These measures include –

- (a) requiring developers to provide parking spaces at the higher end of the range under the Hong Kong Planning Standards and Guidelines for new developments;
- (b) providing public car parks in suitable new government institution and community facilities, including the suitability to adopt an automated parking system;
- (c) providing additional parking spaces and picking up/setting down facilities for coaches; and
- (d) taking forward a consultancy study on parking for commercial vehicles, which commenced in December 2017 for completion in 2019, to assess the parking demand of commercial vehicles by district and to formulate measures to address the demand.

In Shek Mun industrial area, TD's proposal to designate some roadside spaces for night-time parking of goods vehicles was implemented in December 2017.

TD is also working out a proposal to provide some motorcycle parking spaces under a flyover in Shek Mun.

20. The Police will take enforcement action against illegal parking in accordance with its Selected Traffic Enforcement Priorities (STEP) 2018 which aims to change the irresponsible behaviours of road users that cause traffic accidents and obstruct traffic flow; and to make it everyone's responsibility to ensure every road user is safe.

21. The Police will continue to take stringent enforcement actions to issue tickets at prioritized locations including traffic accident black sites, illegal parking blackspots and bus stops. Anti-illegal parking operations will be carried out at territory or local level from time to time in the coming year. Fixed penalty tickets will be issued without prior warning and vehicles causing serious obstruction or danger to other road users will be towed away. Owners of towed vehicles are required to claim their vehicles at the Police Vehicle Pound and pay a towing fee and storage charge.

22. Police Districts will deploy resources based on the unique traffic policing characteristics of their own locale including rush hour periods, traffic black sites and other factors including student activities, business practices involving loading/unloading activities and other special events affecting traffic flow. From January to March 2018, the Police had issued a total of 489 963 fixed penalty tickets for illegal parking in the territory, an increase of 14% when compared with 428 959 tickets issued in the same period of 2017.

23. The Police will also enhance publicity and education to raise public awareness of road safety. This is part of a multi-agency approach to ensure every road user is safe.

24. Some cases about enforcement matters were also referred to TD for consideration on whether suitable traffic management measures should be introduced to improve the situation, e.g. imposing no-stopping restriction at locations where loading and unloading activities are causing road safety or traffic circulation problems, liaising with LandsD to use short-term tenancy sites as parking lots, flexibly providing motorcycle parking spaces, and designating roadside spaces for night time parking of Goods Vehicles and/or coaches mostly within the industrial area, etc. TD will continue to co-ordinate, monitor and review the implementation of all parking-related improvement measures.

25. It is one of the Government's transport policy objectives to actively pursue the use of the latest technology for managing road traffic more efficiently. If motorists can obtain real-time information on vacant parking spaces in car parks, the instances where they circulate on roads looking for parking spaces, thus causing traffic congestion and illegal parking, can be reduced. TD has all along been encouraging commercial public car parks to

disseminate car park vacancy information through TD's mobile application "HKeMobility" (which integrates TD's three previous mobile applications, namely "HKeTransport", "HKeRouting" and "eTraffic News" and was launched in July 2018), and the Government's public sector information portal "data.gov.hk". As at July 2018, real-time parking vacancy information of about 220 car parks (including government car parks) has been disseminated through "HKeMobility" to help motorists search for parking spaces.

26. TCU would continue to closely monitor and follow up with the departments concerned regarding complaints about illegal parking.

Complaints and Suggestions Received by TCU

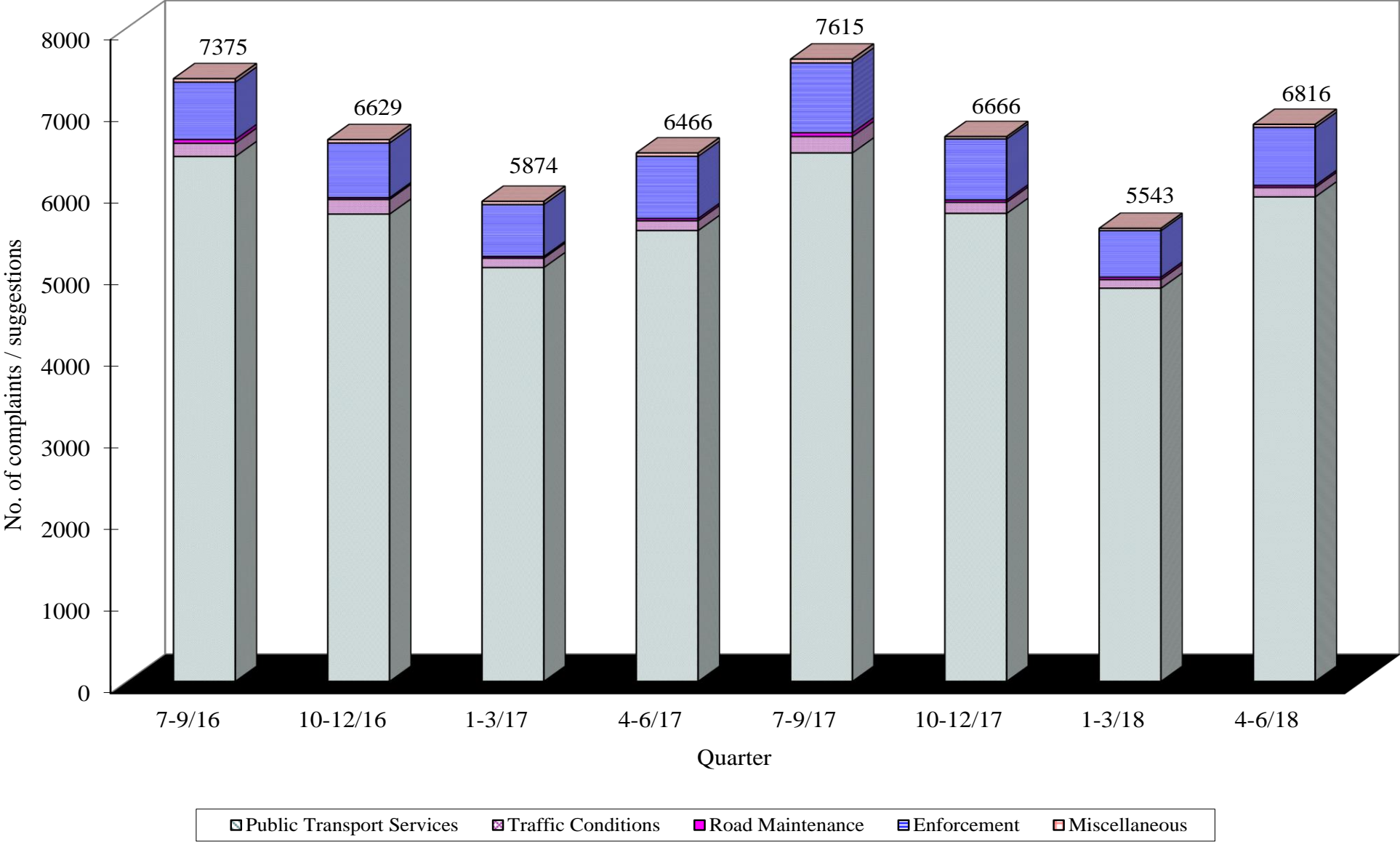
<u>Nature of Complaint/Suggestion</u>		<u>Same quarter last year (1.4.17-30.6.17)</u>		<u>Previous quarter (1.1.18-31.3.18)</u>		<u>Current quarter (1.4.18-30.6.18)</u>	
I. Public Transport Services							
(a) Adequacy of service		219	[15]	167	[7]	205	[15]
(b) Standard of service		5 171	[4]	4 526	[4]	5 604	[7]
(c) General		127		118		120	[5]
		5 517	[19] (85%)	4 811	[11] (86%)	5 929	[27] (87%)
II. Traffic Conditions							
(a) Traffic congestion		48	[2]	44	[4]	50	
(b) Traffic management		46	[10]	39	[7]	37	[10]
(c) Additional traffic signs and aids		15	[6]	18	[6]	17	[4]
(d) Parking facilities		11	[2]	5		10	[1]
		120	[20] (2%)	106	[17] (2%)	114	[15] (1%)
III. Road Maintenance							
(a) Road conditions		15		13		10	
(b) Traffic signs and aids		11		12		13	
(c) Carriageway markings		2		4		3	
		28	(1%)	29	(1%)	26	(1%)
IV. Enforcement							
(a) Illegal parking		522	[2]	344		410	[1]
(b) Other enforcement matters		238		225		301	[2]
		760	[2] (11%)	569	(10%)	711	[3] (10%)
V. Miscellaneous							
		41	(1%)	28	[3] (1%)	36	[1] (1%)
Total		6 466	[41] (100%)	5 543	[31] (100%)	6 816	[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.

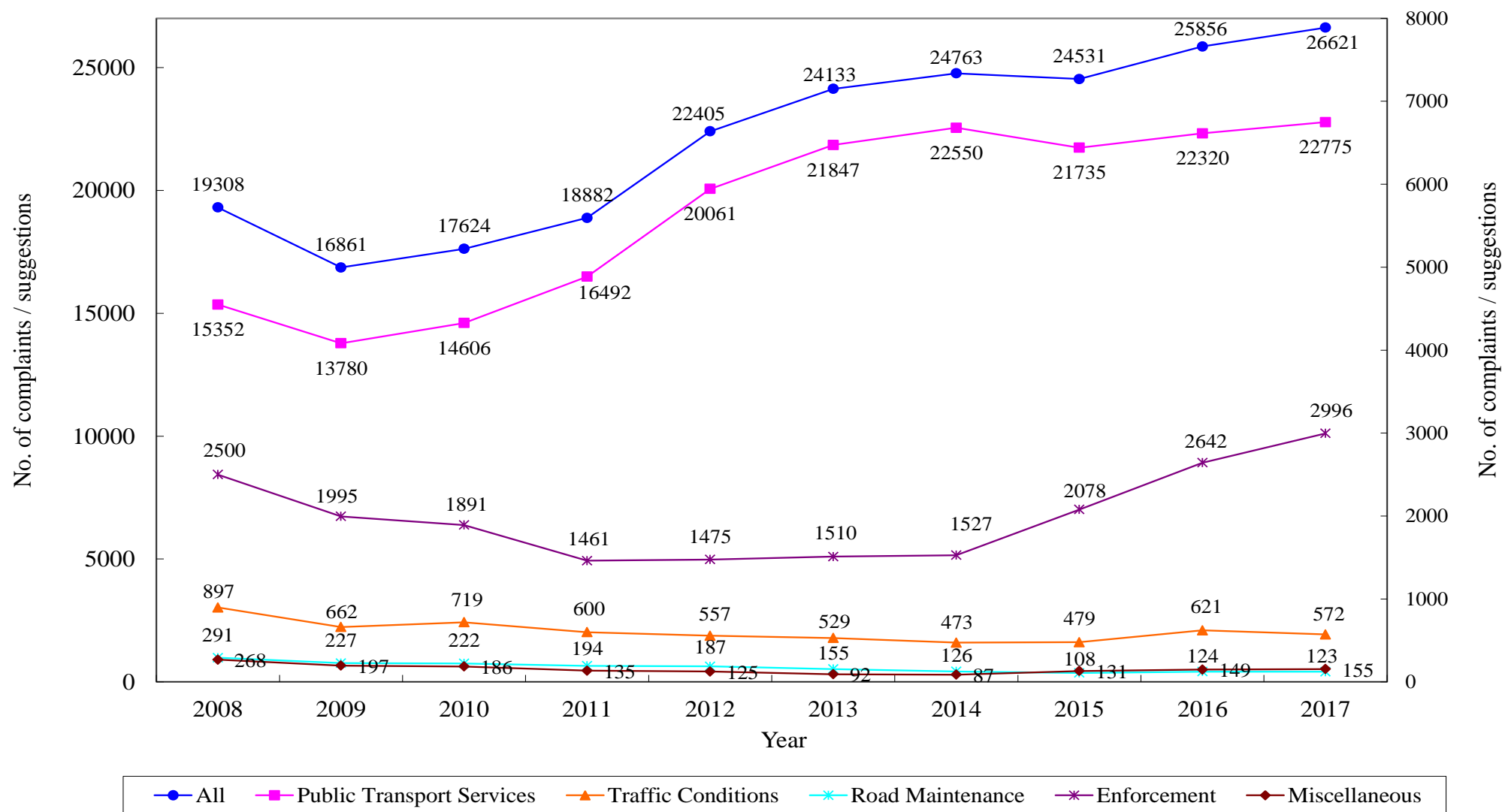
(2) Percentage figures in brackets represent the proportion of a category of complaints/ suggestions to the total number of cases received in the quarter.

Complaints and Suggestions Received by TCU

Annex A(ii)

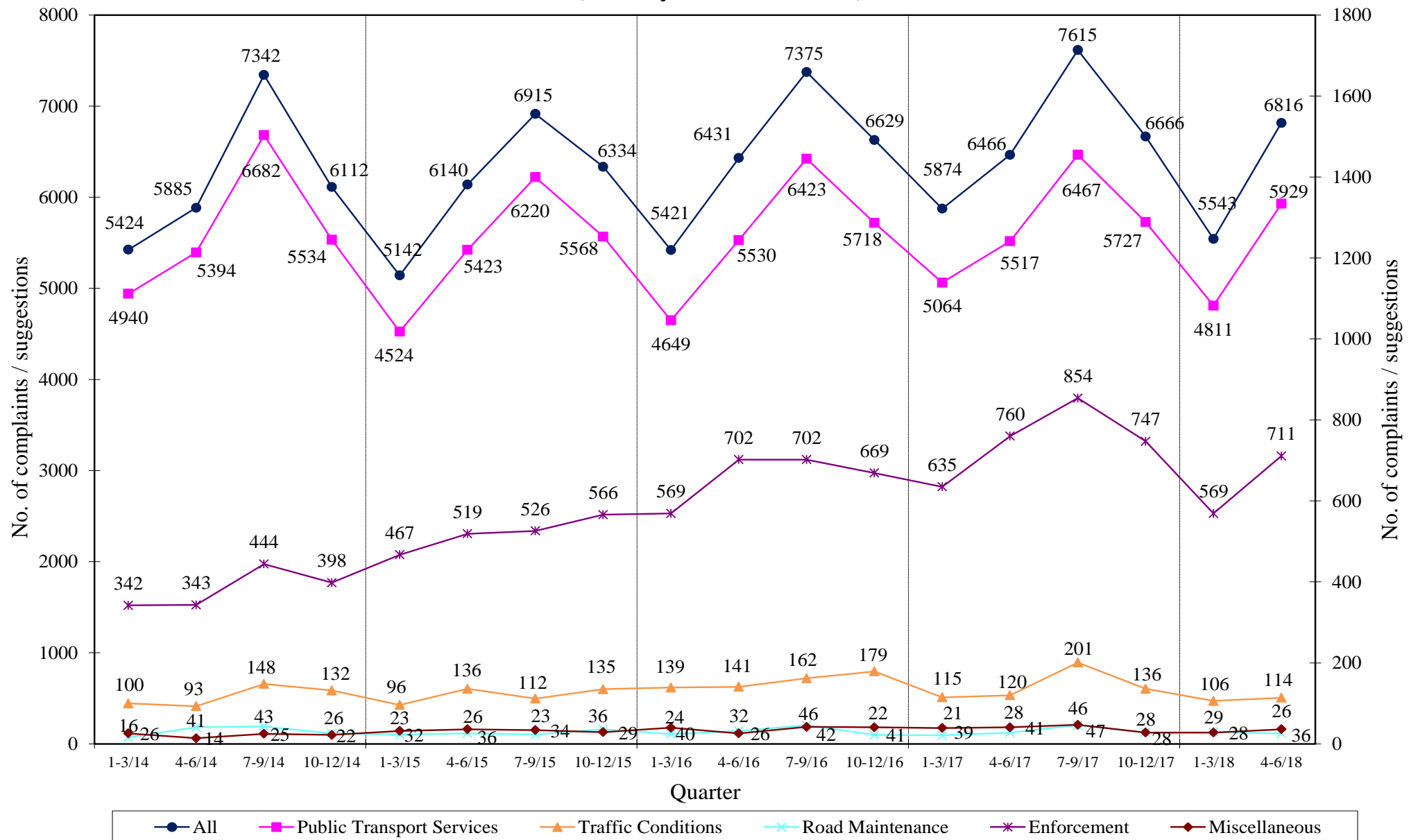


**Trends of Complaints and Suggestions Received by TCU
(2008 - 2017)**



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

Annex B(ii)



Summary of Results of Investigations into Complaints and Suggestions
(April – June 2018)

Outcome of Investigation Nature of Complaint/ Suggestion	A1	A2	B	C	Total
I. Public Transport Services					
(a) Adequacy of service	19	156	5	-	180
(b) Standard of service	1 363	1 926	37	1 605	4 931
(c) General	77	39	2	13	131
	1 459	2 121	44	1 618	5 242
II. Traffic Conditions					
(a) Traffic congestion	21	33	1	1	56
(b) Traffic management	18	17	8	-	43
(c) Additional traffic signs/aids	4	13	3	-	20
(d) Parking facilities	1	4	-	-	5
	44	67	12	1	124
III. Road Maintenance					
(a) Road conditions	16	2	-	1	19
(b) Traffic signs and aids	7	2	1	-	10
(c) Carriageway markings	4	-	-	-	4
	27	4	1	1	33
IV. Enforcement					
(a) Illegal parking	256	73	1	-	330
(b) Other enforcement matters	82	76	1	100	259
	338	149	2	100	589
V. Miscellaneous	18	15	1	1	35
Total	1 886 (31%)	2 356 (39%)	60 (1%)	1 721 (29%)	6 023 (100%)
	4 242 (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
(April – June 2018)**

<div>Outcome of Investigation</div> <div>Mode of Transport</div>	A1	A2	B	C	Total
The Kowloon Motor Bus Company (1933) Limited	336	411	8	8	763
Citybus Limited (Franchise 1)	51	49	3	2	105
Citybus Limited (Franchise 2)	15	22	2	1	40
New World First Bus Services Limited	30	68	3	2	103
New Lantao Bus Company (1973) Limited	9	7	-	-	16
Long Win Bus Company Limited	27	27	2	1	57
Cross-harbour Bus Services	129	142	3	3	277
Non-franchised Bus Services	19	28	2	-	49
Green Minibus	711	359	15	20	1 105
Red Minibus	75	4	-	2	81
Taxi	25	906	1	1 579	2 511
MTR Corporation Limited (Excluding Light Rail)	26	74	5	-	105
MTR Corporation Limited (Light Rail)	-	12	-	-	12
The Hongkong Tramways Limited	4	1	-	-	5
New World First Ferry Services Limited	2	4	-	-	6
The “Star” Ferry Company Limited	-	2	-	-	2
Minor Ferries	-	5	-	-	5
Total	1 459 (28%)	2 121 (40%)	44 (1%)	1 618 (31%)	5 242 (100%)
	3 580 (68%)				

Legend

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

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

I. Public Transport Services

- Extend the bus stop layby at Prince Edward Road East westbound outside Rhythm Garden to facilitate passengers boarding and alighting and improve traffic flow.
- Add queue markings at a bus stop at Tate's Cairn Tunnel (Kowloon bound) to facilitate passengers boarding.
- Add a bus stop at Ma Miu Road near Hong Shui House to meet the demand of passengers.

II. Traffic Management

Hong Kong Island

- Impose "No Stopping" restriction at the junction of Yee Fung Street and Kam Yuen Lane to prevent vehicle obstruction.
- Modify direction signs at Island Eastern Corridor, Chai Wan Road and Wan Tsui Road near the roundabout to better alert motorists before entering the spiral roundabout.
- Add a "Traffic Signal Ahead" traffic sign at Man Yiu Street southbound near Man Cheung Street to better alert motorists.
- Add lane lines at the up-ramp to Canal Road Flyover northbound to regulate traffic and better guide motorists of the division of traffic lanes.
- Add hatched road markings at Wah Chui Street northbound at its junction with Victoria Road to enhance road safety.

Kowloon

- Increase the vehicular green time of a traffic light at the junction of Nam Cheong Street northbound and Wai Lun Street during school peak hours in the mornings to improve traffic flow.
- Adjust the coordination of the traffic lights at Argyle Street westbound at the junctions with Fu Ning Street and Lomond Road to improve traffic flow.
- Add a “Pedestrian crossing ahead” traffic sign at Ngau Tau Kok Road eastbound outside Lotus Tower to enhance road safety.

New Territories

- Extend the effective hours of “No Stopping” restriction at Wu Chui Road westbound near the exit of Tuen Mun Ferry Pier Bus Terminus to prevent vehicle obstruction.
- Add lane lines at Che Kung Miu Road northbound at its junction with Lion Rock Tunnel Road to facilitate motorists maneuvering towards the traffic lanes smoothly.

Annex E(i)

Complaints and Suggestions on Public Transport Services

(April – June 2018)

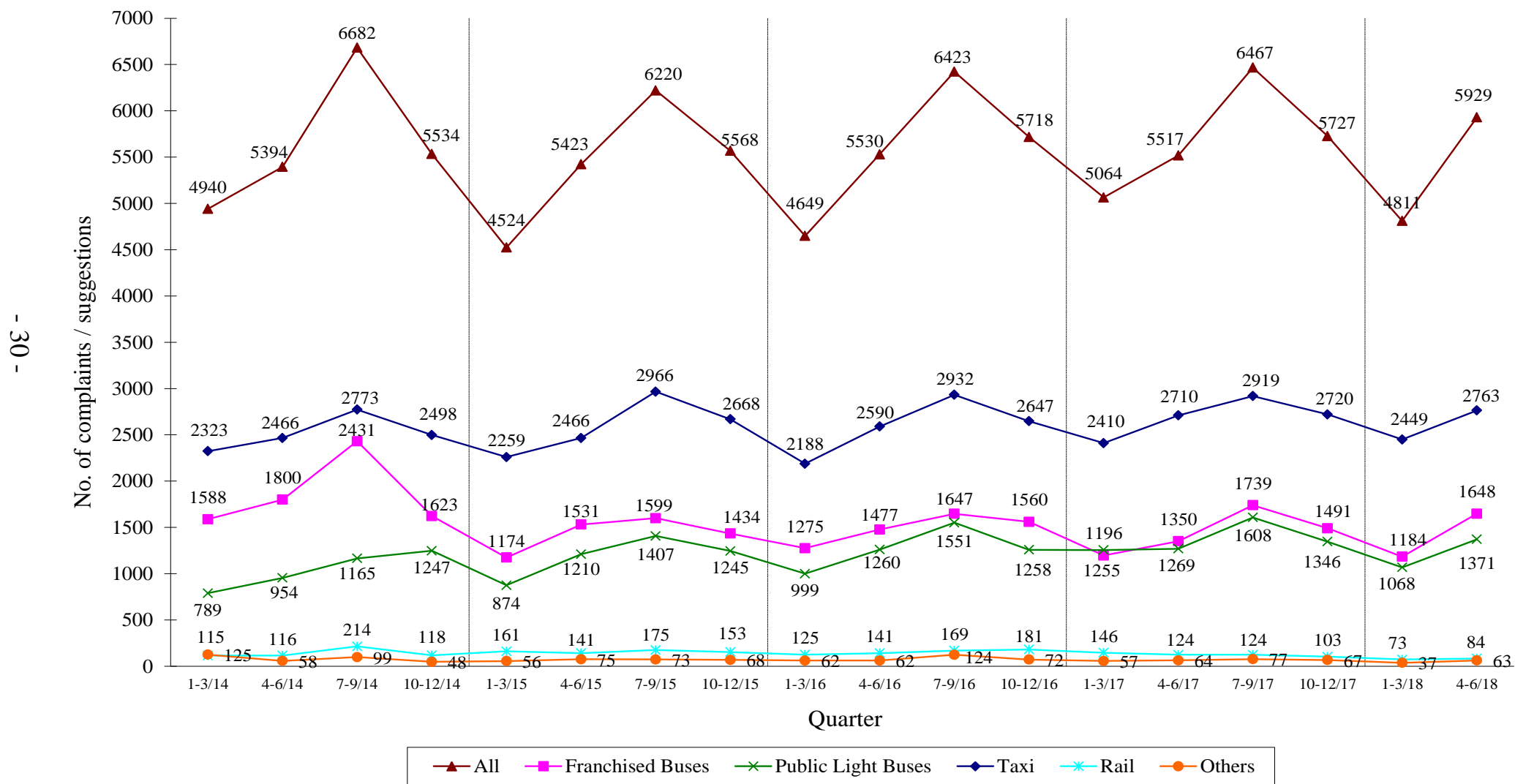
Legend

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

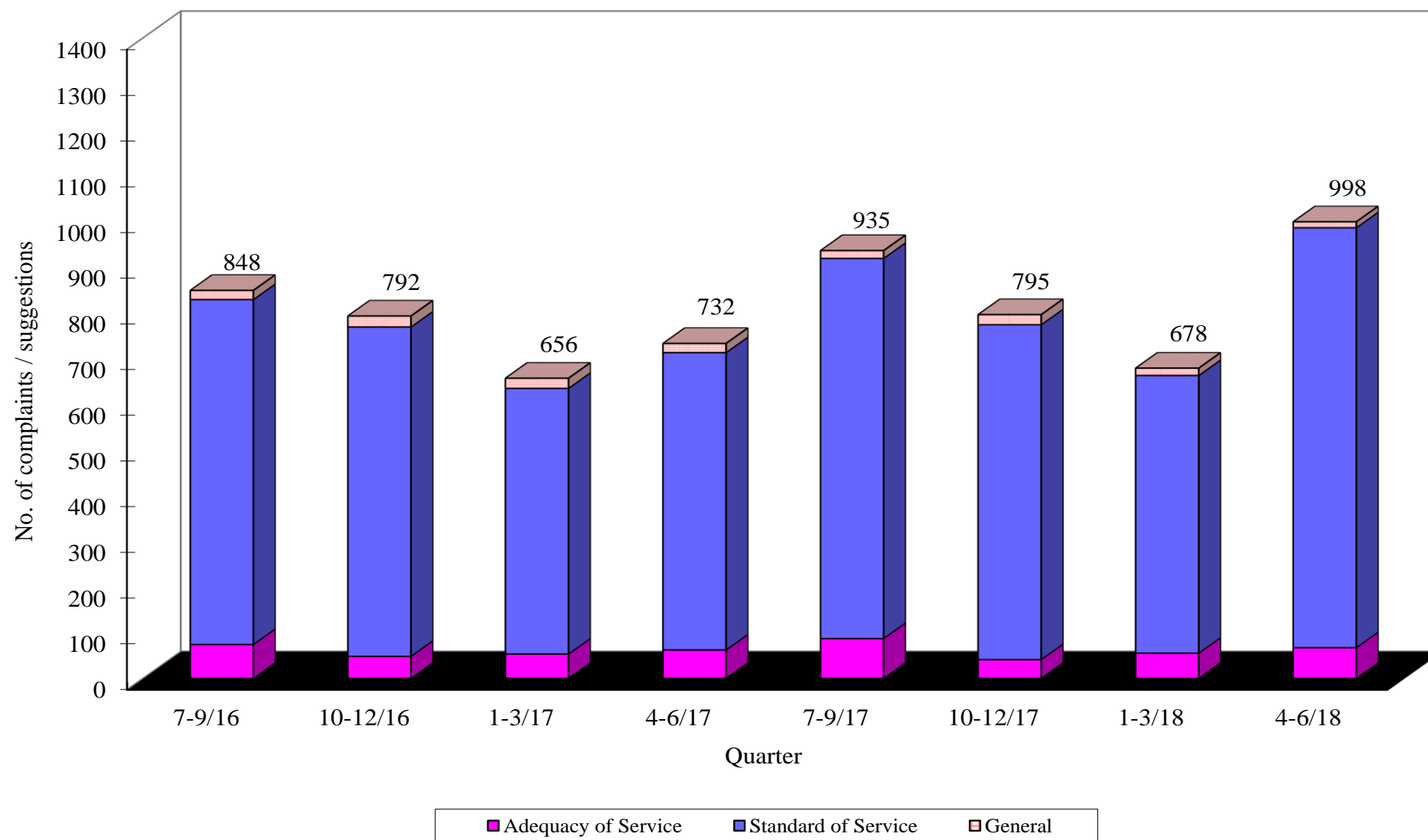
* Including taximeter irregularities

Mode Nature of Complaint/Suggestion	Vehicular Transport											Rail Transport			Waterborne Transport			Total/ Sub- total
	Franchised Buses											MTR (Non- LR)	MTR (LR)	HT				
	KMB	CTB1	CTB2	FB	NLB	LWB	XHT											
(A) Adequacy of Service																		
(1) Frequency/carrying capacity	32	2	1	3	2	1	10	4	64	-	-	5	2	-	4	-	2	132
(2) Routeing	18	2	2	-	-	5	6	3	1	-	-	-	-	-	-	-	-	37
(3) Hours of operation	4	-	-	-	-	1	1	2	-	-	-	-	-	-	-	-	1	9
(4) Provision of stops	13	2	-	-	-	-	2	3	7	-	-	-	-	-	-	-	-	27
Sub-total	67	6	3	3	2	7	19	12	72	-	-	5	2	-	4	-	3	205
(B) Standard of Service																		
(1) Regularity of service	423	26	15	54	3	28	120	7	349	-	-	6	1	-	3	1	3	1039
(2) Adherence to routeing	9	1	1	-	-	1	3	1	69	-	460	-	-	-	-	-	-	545
(3) Improper driving behaviour	135	31	5	30	7	14	42	3	264	56	448	4	1	4	-	-	1	1045
(4) Conduct & performance of staff (including drivers)	229	19	8	19	7	19	76	9	416	31	1310	21	1	3	-	-	1	2169
(5) Overcharging	1	-	-	1	-	-	2	1	24	1	481*	-	-	-	-	-	1	512
(6) Cleanliness	8	-	-	1	1	-	-	-	20	1	5	-	-	-	-	-	-	36
(7) Conditions of vehicles/vessels	18	1	-	2	-	-	2	1	17	2	5	4	-	-	-	-	-	52
(8) Passenger services & facilities	95	11	3	9	2	9	19	3	22	-	1	29	-	1	2	-	-	206
Sub-total	918	89	32	116	20	71	264	25	1181	91	2710	64	3	8	5	1	6	5604
(C) General	13	7	-	2	-	1	8	6	17	10	53	1	1	-	-	-	1	120
Total this quarter	998	102	35	121	22	79	291	43	1270	101	2763	70	6	8	9	1	10	5929
Grand-total	(1648)							(4177)				(84)			(20)			
Total previous quarter	678	82	34	81	17	53	239	27	989	79	2449	63	4	6	6	1	3	4811
Total same quarter last year	732	95	61	114	17	53	278	40	1159	110	2710	103	10	11	7	-	17	5517

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

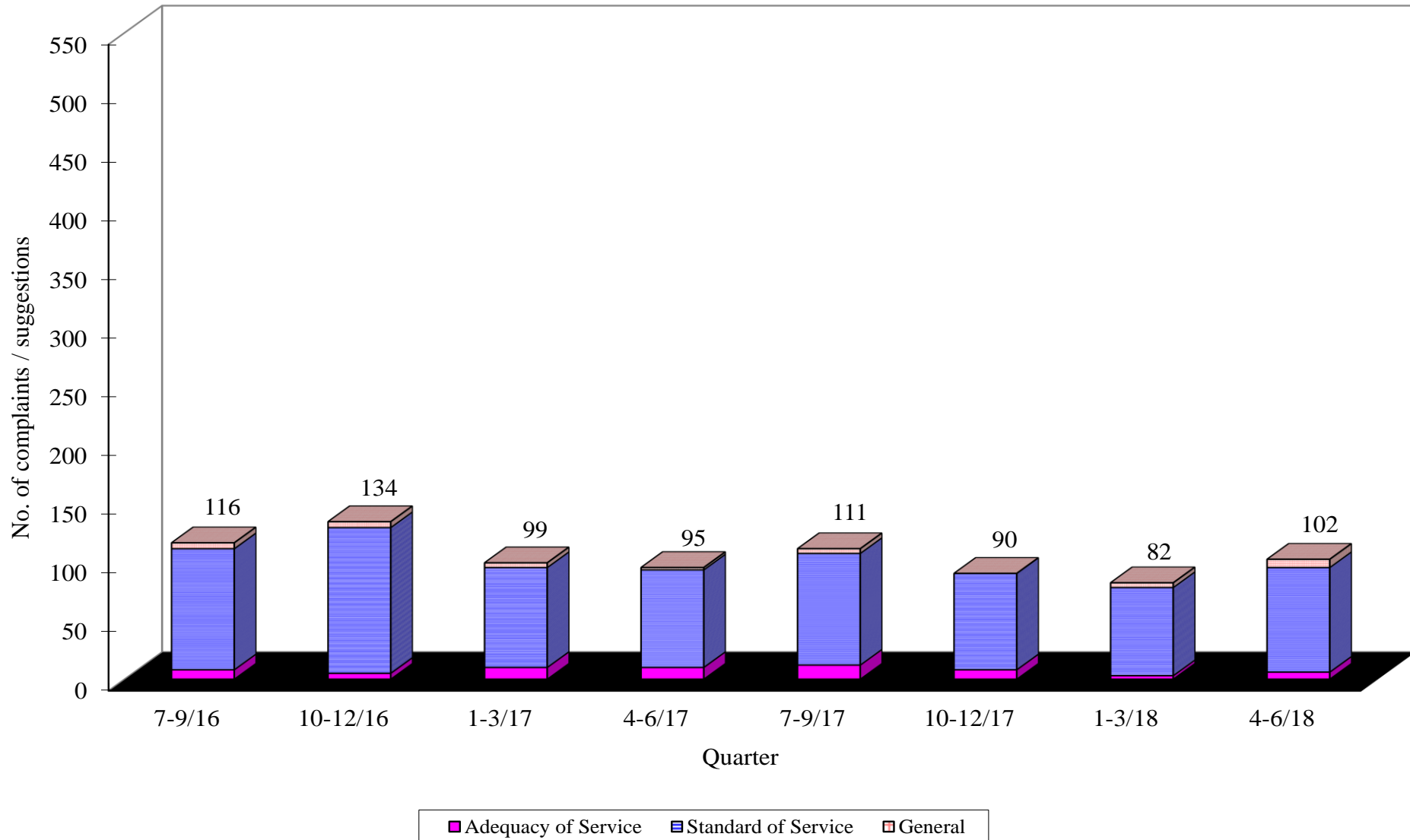


**Complaints and Suggestions on the Services of Kowloon Motor Bus Company (1933) Limited
in the Past Eight Quarters**



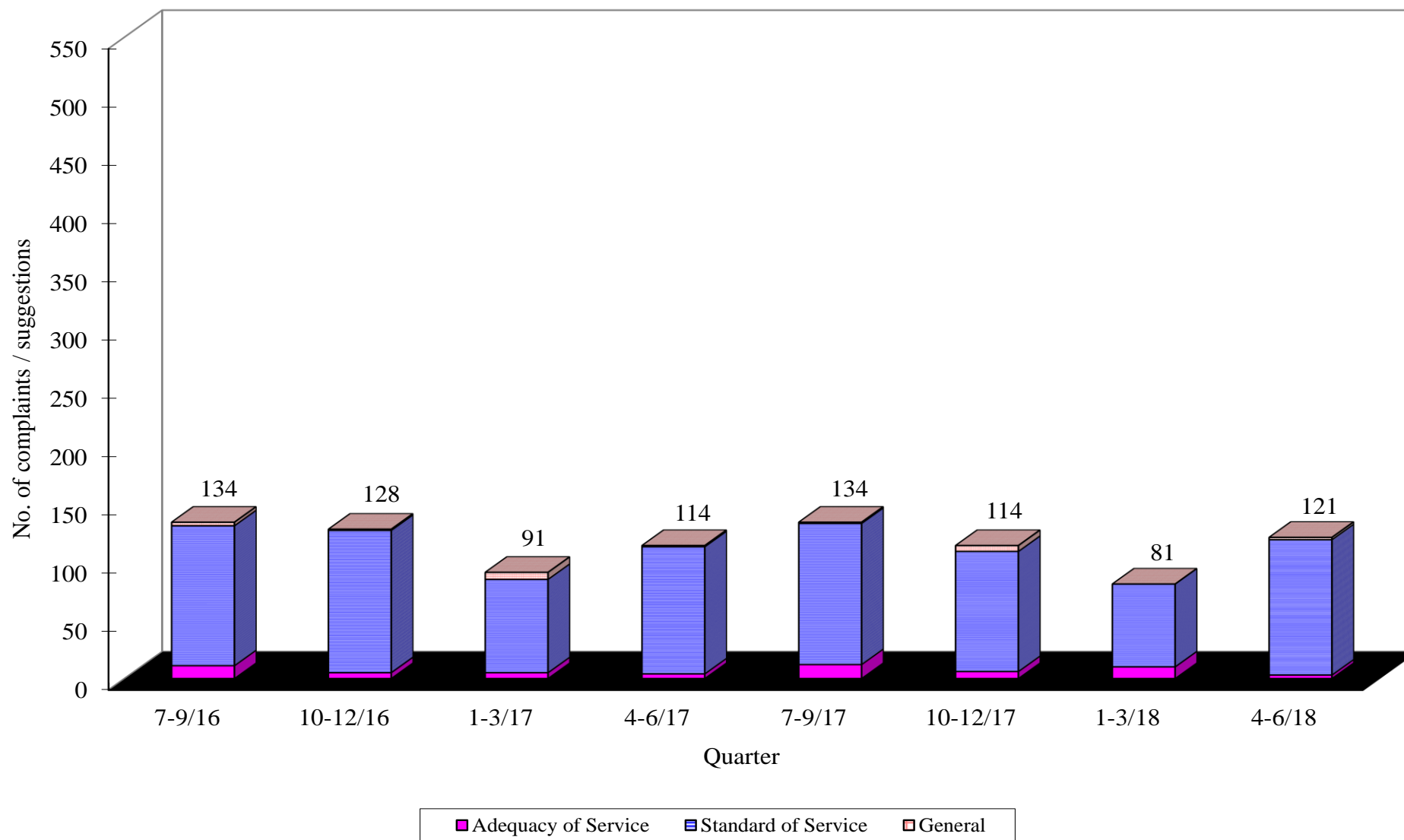
**Complaints and Suggestions on the Services of Citybus Limited (Franchise 1)
in the Past Eight Quarters**

Annex F(ii)



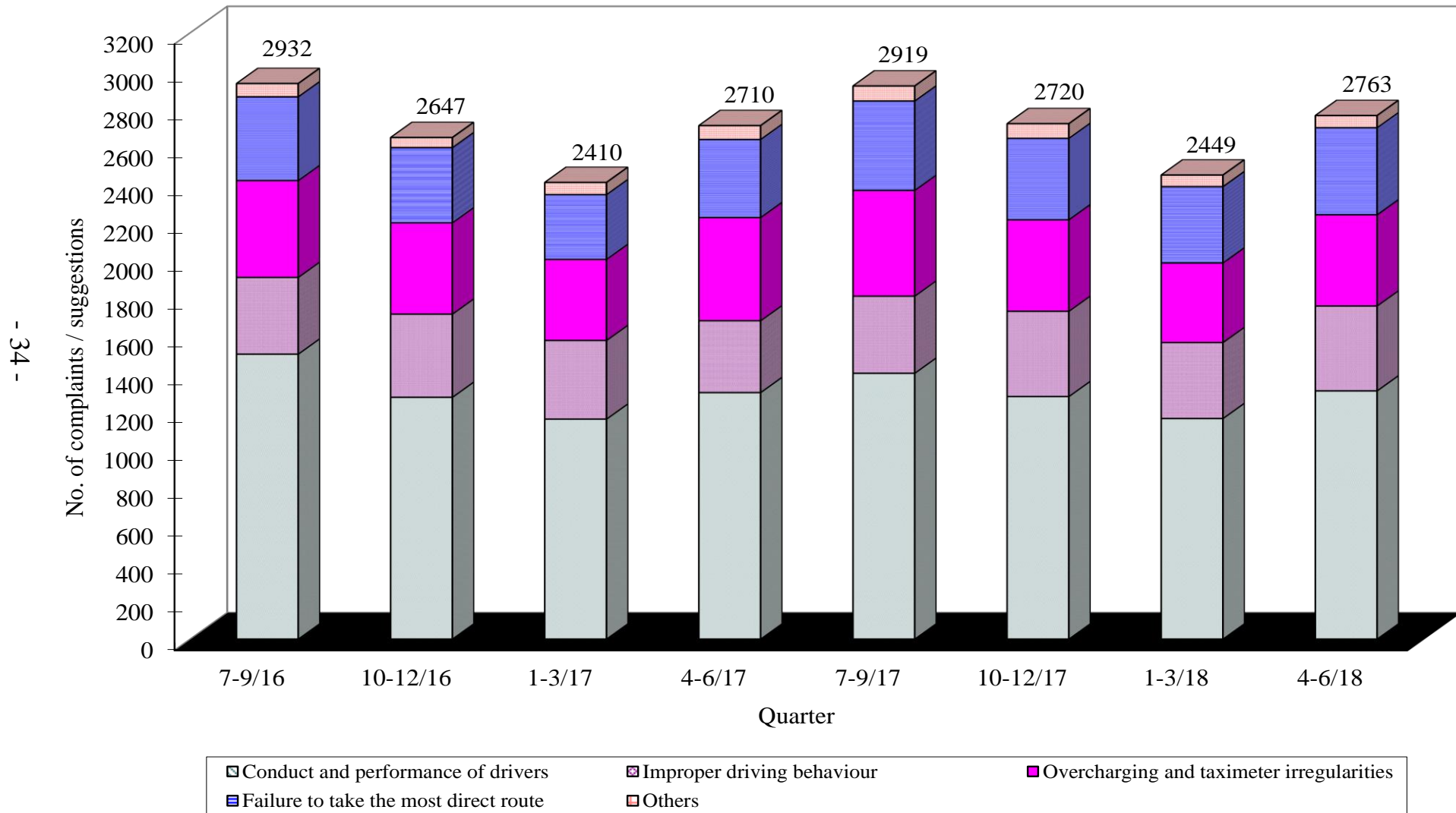
**Complaints and Suggestions on the Services of New World First Bus Services Limited
in the Past Eight Quarters**

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 (1.4.17-30.6.17)</u>	<u>Previous quarter (1.1.18-31.3.18)</u>	<u>Current quarter (1.4.18-30.6.18)</u>
(a) Conduct and performance of drivers			
(i) Behaving other than in a civil & orderly manner	537	423	481
(ii) Refusing hire	615	617	695
(iii) Soliciting passengers	2	3	5
(iv) Refusing to drive to destination	129	110	121
(v) Failure to display driver identity plate	17	8	8
(vi) Failure to display driver identity plate properly	1	3	-
Sub-total	1 301	1 164	1 310
(b) Improper driving behaviour	379	401	448
(c) Overcharging	478	371	432
(d) Taximeter irregularities	67	49	49
(e) Failure to take the most direct route	412	403	460
(f) Others*	73	61	64
Total	2 710	2 449	2 763

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

Complaints and Suggestions on Traffic and Road Conditions
(April – June 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)	3 (3)	5 (5)	1 (1)	2 (2)	2 (2)	3 (3)	4 (4)	1 (1)	10 (6)	- (-)	1 (1)	2 (2)	4 (4)	4 (4)	3 (3)	3 (3)	- (-)	2 (1)	- (-)
(b) Traffic management	1	3	4	3	1	2	3	2	5	-	1	2	1	1	5	-	-	1	2
(c) Additional traffic signs and aids	-	1	1	2	1	-	2	-	2	1	1	-	1	-	1	1	1	1	1
(d) Parking facilities	-	1	-	-	-	1	-	-	1	-	-	1	-	-	2	1	1	2	-
Sub-total	4	10	6	7	4	6	9	3	18	1	3	5	6	5	11	5	2	6	3
<u>Road Maintenance</u>																			
(a) Road conditions	1	1	2	-	-	-	1	-	1	-	-	-	-	2	-	1	-	-	1
(b) Traffic signs & aids	-	1	3	-	-	1	1	1	1	-	2	2	1	-	-	-	-	-	-
(c) Carriageway markings	-	-	-	-	1	-	-	-	-	-	-	1	-	-	1	-	-	-	-
Sub-total	1	2	5	-	1	1	2	1	2	-	2	3	1	2	1	1	-	-	1
<u>Enforcement</u>																			
(a) Illegal parking	33	20	13	12	30	19	31	28	34	16	15	42	18	38	27	12	18	3	1
(b) Other enforcement matters	16	21	18	3	26	15	24	16	41	4	11	21	20	18	15	11	13	5	3
Sub-total	49	41	31	15	56	34	55	44	75	20	26	63	38	56	42	23	31	8	4
Total	54	53	42	22	61	41	66	48	95	21	31	71	45	63	54	29	33	14	8

Breakdown of Complaints about Illegal Parking

<u>District</u>	<u>No. of Complaints</u>			
		<u>2017</u>	<u>2018</u>	<u>Difference</u>
		<u>Jan – Jun</u>	<u>Jan – Jun</u>	
Hong Kong	- Eastern	71	60	-11 (-15.5%)
	- Wan Chai	35	32	-3 (-8.6%)
	- Central & Western	41	28	-13 (-31.7%)
	- Southern	22	19	-3 (-13.6%)
Kowloon	- Kwun Tong	102	67	-35 (-34.3%)
	- Wong Tai Sin	22	31	+9 (+40.9%)
	- Kowloon City	73	54	-19 (-26.0%)
	- Sham Shui Po	80	53	-27 (-33.8%)
	- Yau Tsim Mong	86	64	-22 (-25.6%)
New Territories	- North	29	27	-2 (-6.9%)
	- Tai Po	41	26	-15 (-36.6%)
	- Sha Tin	163	70	-93 (-57.1%)
	- Yuen Long	44	45	+1 (+2.3%)
	- Tuen Mun	56	55	-1 (-1.8%)
	- Tsuen Wan	39	54	+15 (+38.5%)
	- Kwai Tsing	47	27	-20 (-42.6%)
	- Sai Kung	38	35	-3 (-7.9%)
	- Islands	4	4	- -
General		3	3	- -
Total		996	754	-242 (-24.3%)

**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.