

**QUARTERLY REPORT No. 3 of 2018**

**by the**

**TRANSPORT COMPLAINTS UNIT**

**of the**

**TRANSPORT ADVISORY COMMITTEE**

**for the period**

**1 July 2018 – 30 September 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](http://www.info.gov.hk/tcu)**

**E-mail : [info@tcu.gov.hk](mailto:info@tcu.gov.hk)**

## **CONTENTS**

<b>Chapter</b>	<b>Page</b>
1 Major Areas of Complaints and Suggestions	3-9
2 Major Events and Noteworthy Cases	10-12
3 Feature Article	13-16

## **LIST OF ANNEXES**

<b>Annex</b>		
A	Complaints and Suggestions Received by TCU	17-18
B	Trends of Complaints and Suggestions Received by TCU	19-20
C	Summary of Results of Investigations into Complaints and Suggestions	21-22
D	Public Suggestions Taken on Board by Relevant Government Departments/Public Transport Operators	23-24
E	Complaints and Suggestions on Public Transport Services	25-26
F	Complaints and Suggestions on the Services of Kowloon Motor Bus, Citybus (Franchise 1), New World First Bus, Long Win Bus and New Lantao Bus in the Past Eight Quarters	27-31
G	Complaints and Suggestions on Taxi Services in the Past Eight Quarters	32
H	Breakdown of Complaints and Suggestions on Taxi Services	33
I	Complaints and Suggestions on Traffic and Road Conditions	34
J	Complaints and Suggestions on Green Minibus Services	35-37
K	Complaints and Suggestions on Red Minibus Services	38-40
L	How to Make Suggestions and Complaints to the Transport Complaints Unit	41

## Chapter 1

## Major Areas of Complaints and Suggestions

This is the third quarterly report for 2018 covering the period from 1 July to 30 September 2018.

### **Yearly and Quarterly Trends**

2. During the quarter, the Transport Complaints Unit (TCU) received 7 394 complaints and suggestions, including 49 pure suggestions. About 63% (4 673) of the cases were received through e-mail, fax or mail and the remaining 37% (2 721) through telephone. The number of cases represents an increase of 8.5% as compared with 6 816 cases in the previous quarter and a decrease of 2.9% as compared with 7 615 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 7 159 cases (including some outstanding cases from previous quarters) were completed. Of these, 5 097 cases (71%) were found to be substantiated, 77 cases (1%) unsubstantiated, and the remaining 1 985 cases (28%) not pursuable due to lack of evidence. A summary of the results of investigations is at Annex C. If the complainants agree to be court witnesses, the cases will be referred to the Police for further investigation. During the period from July to September 2018, the Police reported the latest developments on 835 cases<sup>1</sup> previously referred to them. Among these cases, 107 drivers<sup>1</sup> were summonsed.

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

---

<sup>1</sup> The figures included the taxi cases in paragraph 20.

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 6 461 cases, which represents an increase of 9.0% as compared with the previous quarter and a decrease of 0.1% 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 1 853 complaints and suggestions on franchised bus services were received during the quarter, which represents an increase of 12.4% as compared with the previous quarter and an increase of 6.6% as compared with the same quarter last year.

8. There were 1 123 cases on the services of The Kowloon Motor Bus Company (1933) Limited (KMB), as compared with 998 cases in the previous quarter and 935 cases in the same quarter last year. Among the 1 123 cases, 100 (or 8.9%) were about the adequacy of service and 997 (or 88.8%) were about the standard of service.

9. There were 98 cases on the services of the Citybus Limited (Franchise for Hong Kong Island and Cross-Harbour Bus Network) (CTB (Franchise 1)), as compared with 102 cases in the previous quarter and 111 cases in the same quarter last year. Among the 98 cases, nine (or 9.2%) were about the adequacy of service while 85 (or 86.7%) were about the standard of service.

10. There were 133 cases on the services of the New World First Bus Services Limited (NWFB), as compared with 121 cases in the previous quarter and 134 cases in the same quarter last year. Of the 133 cases, six (or 4.5%) were about the adequacy of service and 127 (or 95.5%) were about the standard of service.

11. There were 55 cases on the services of the Long Win Bus Company Limited (LWB), as compared with 79 cases in the previous quarter and 96 cases in the same quarter last year. Of the 55 cases, four (or 7.3%) were about the adequacy of service and 50 (or 90.9%) were about the standard of service.

12. There were 26 cases on the services of the New Lantao Bus Company (1973) Limited (NLB), as compared with 22 cases in the previous quarter and 20 cases in the same quarter last year. Of the 26 cases, one (or 3.8%) was about the adequacy of service and 25 (or 96.2%) were about the standard of service.

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

### **Non-Franchised Bus Services**

14. There were 63 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 43 and 55 respectively.

### **Public Light Bus Services**

15. A total of 1 485 complaints and suggestions on public light bus (PLB) services were received in this quarter, which represents an increase of 8.3% as compared with the previous quarter and a decrease of 7.6% as compared with the same quarter last year. All these cases were referred to the Transport Department (TD) or the Police for action.

16. Of the PLB cases received, 94.6% or 1 405 cases were on green minibus (GMB) services. The number of cases received in the previous quarter and the same quarter last year were 1 270 and 1 503 respectively. Among the 1 405 cases, 130 (or 9.3%) were about the adequacy of service and 1 237 (or 88.0%) were about the standard of service.

17. The remaining 5.4% or 80 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 101 and 105 respectively.

### **Taxi Services**

18. A total of 2 937 cases on taxi services were received in this quarter, which represents an increase of 6.3% as compared with the previous quarter and an increase of 0.6% 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.

19. Of the 2 937 cases received, 2 869 (97.7%) were related to taxi driver malpractice, as compared with 2 699 such cases (97.7%) 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 609 such cases (21.2%) were referred to the Police.

20. During the quarter, the Police reported the latest developments on 570 cases previously referred to them. These cases are categorised as follows

—

	<b><u>No. of Cases</u></b>		<b><u>Percentage</u></b>	
(a) Summonsed	36	(29)	6	(6)
(b) Withdrawn by complainants	400	(295)	70	(62)
(c) Evidence considered insufficient by the Police for further processing	134	(150)	24	(32)
	<b>570</b>	<b>(474)</b>	<b>100</b>	<b>(100)</b>

(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.

21. Among the 29 summonsed cases in the previous quarter, 23 drivers were convicted of traffic offences by the court. The penalties ranged from \$320 to \$3,500. For one case of careless driving (i.e. braking suddenly), the taxi driver was fined \$2,000 and his driving licence was disqualified for three months.

### **Rail Services**

22. A total of 117 complaints and suggestions on rail services were received. Corresponding figures for the previous quarter and the same quarter last year were 84 and 124 respectively. Of the 117 cases, 113 were on the services of MTRCL.

### **Ferry Services**

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

### **Traffic Conditions**

24. There were 75 complaints recorded in this quarter about traffic congestion, as compared with 50 cases in the previous quarter and 70 cases in the same quarter last year. Congestion was reported to have occurred at a total of 73 locations throughout the territory, as illustrated below –

	<b><u>Number of Complaints</u></b>		<b><u>Number of Locations</u></b>	
Hong Kong Island	19	(11)	18	(11)
Kowloon	25	(20)	25	(16)
New Territories	31	(19)	30	(18)
Others (e.g. general issues and tunnel areas)	-	(-)	-	(-)
<b>Total</b>	<b>75</b>	<b>(50)</b>	<b>73</b>	<b>(45)</b>

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

25. Based on the number of complaints received, districts most affected by traffic congestion were Yau Tsim Mong (12 cases), Central & Western, North and Yuen Long (six cases each). The number of complaints and suggestions on traffic and road conditions broken down by district is at Annex I.

26. 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.

27. There were 28 complaints and suggestions on traffic management and 19 requests for additional traffic signs and aids in this quarter. As a comparison, there were 37 and 17 such cases in the previous quarter, and 94 and 23 in the same quarter last year.

28. 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**

29. During the quarter, there were 56 complaints about road maintenance, as compared with 26 cases in the previous quarter and 46 cases in the same quarter last year. Among the 56 cases, 36 cases were related to road conditions and 18 cases were related to traffic signs and aids.

30. District which attracted relatively more complaints about road maintenance was Tuen Mun (ten cases).

### **Enforcement**

31. There were 700 complaints about traffic regulations enforcement in this quarter, which represents a decrease of 1.5% when compared with the previous quarter and a decrease of 18.0% 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.



32. Districts which attracted relatively more complaints about illegal parking were Yau Tsim Mong (44 cases), Tuen Mun (38 cases), Sham Shui Po (36 cases) and Kowloon City (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 24 August 2018, Members discussed –

- (a) complaints and suggestions about regularity of public transport;
  - (b) complaints and suggestions about cycling matters;
  - (c) complaints and suggestions about illegal parking; and
  - (d) TCU Quarterly Report No. 2 of 2018.
2. Members agreed that –
- (a) complaints and suggestions about regularity of public transport, cycling matters and illegal parking should be closely monitored; and
  - (b) TCU Quarterly Report No. 2 of 2018 should be submitted to the Transport Advisory Committee.

### **Concern about the speed limit at Tolo Highway**

3. A member of the public expressed her concern about the adequacy of traffic signs and accuracy of speed enforcement cameras at a section of Tolo Highway. The member of the public stated that she travelled at the speed of 75 km/hr at the 19.8A section of Tolo Highway, where the traffic sign indicated that the speed limit was 100 km/hr. However, she received a penalty ticket for exceeding the speed limit of 50 km/hr at the concerned section of Tolo Highway. She raised that the speed enforcement camera was not functioning properly or the traffic signs at the section concerned were insufficient which might have misled road users.

4. The case was referred to the Transport Department (TD) for investigation. TD advised that under different traffic conditions, TD would use traffic control and surveillance system at Tolo Highway to adjust the speed limit of the road sections to ensure the safety of road users, and the corresponding

speed enforcement camera would be adjusted accordingly.

5. As announced in Traffic Notice No. 91 (under section 40(2) (b) of the Road Traffic Ordinance, Cap 374) on 8 January 2016, the subject road section of Tolo Highway was subject at different times to the speed limits of 100 km/hr, 80 km/hr or 50 km/hr with effect from 11 January 2016. According to TD's record, at the incident time reported by the member of the public, the concerned section of Tolo Highway was affected by road works and the speed limit was reduced from 100 km/hr to 80 km/hr, and then to 50 km/hr. The speed limit was later resumed to 100 km/hr upon completion of road works. Suitable messages on the change of speed limit were displayed at variable speed limit signs. Amber signals on the variable speed limit signs were also activated with yellow lights flashing to attract motorists' attention. Motorists must always pay attention to and comply with the speed limit specified on the signs which were available at the road section of Tolo Highway to avoid over-speeding.

6. TD supplemented that according to their guidelines, since the speed limit messages were disseminated through the variable speed limit signs at the road section concerned, it was unnecessary to install other speed reduction signs to match the actual operation of the variable speed limit signs.

7. TD's reply was conveyed to the member of the public, and she raised no further comment.

#### **Complaint about the setting of pedestrian traffic lights at the junction of Chi Shin Street and Tong Chun Street**

8. A member of the public complained about the long waiting time for pedestrians to cross the roads at pedestrian crossings at the junction of Chi Shin Street and Tong Chun Street in Tseung Kwan O.

9. The complainant raised that the traffic lights would not turn green until a pedestrian pressed the pushbutton of the traffic light. The complainant saw many pedestrians crossing the roads even when the pedestrian red light was on because they were unfamiliar with the function of the pushbutton. Since the area was already highly populated, the complainant requested the removal of the pushbuttons such that the traffic lights would tender green signal to pedestrians

automatically. He suggested that the Government should make road crossing more convenient and safe for pedestrians, instead of only benefiting the motorists.

10. TD was invited to investigate the case. TD advised that the original setting of the traffic lights at the concerned junction was that both vehicular green time and pedestrian green time in a cycle were activated by actual demand, by using loop detectors for vehicles and pushbutton for pedestrians. This would enhance the efficiency of the traffic signal control. TD had reviewed the traffic condition thereat. Noting the high demand for the pedestrian stages from 07:00 to 23:00, TD had revised the pedestrian setting for the period between 07:00 and 23:00, such that the pedestrian green time would be available in every signal cycle without the pedestrians having to press the pushbutton.

11. TD's reply was conveyed to the member of the public, and he raised no further comment.

#### **Complaints about the deployment of aged buses by franchised bus companies**

12. Complaints were lodged about the deployment of aged buses by franchised bus companies for bus services. Complainants considered that some old buses were due for replacement.

13. TD was invited to consider the issue. TD advised that franchised bus companies were committed to using buses aged below 18 years. TD supplemented that buses aged 18 years and above would not be allowed to operate on the road unless under very special circumstances, such as to meet unforeseeable operational need arising from the late delivery of replacement vehicles. TD further advised that the concerned buses reported by the complainant had not reached 18 years old.

14. In addition, the bus companies advised that they would conduct monthly and yearly check-ups for the buses. Apart from that, annual inspection conducted by TD was also a prerequisite for renewing the vehicle licences.

15. The above information was conveyed to the members of the public.

**Complaints and Suggestions about Public Light Bus Services****Background**

Public light buses (PLBs) play a role of complementing mass carriers in the public transport system, to provide supplementary feeder service and to serve areas with relatively lower passenger demand or where the use of high-capacity transport modes is not suitable. PLBs carry approximately 1.81 million passengers every day<sup>2</sup>. PLBs are regulated under the Road Traffic Ordinance (Cap. 374) and its subsidiary legislation.

2. There are two types of PLBs, namely green minibuses (GMBs) and red minibuses (RMBs). GMBs operate in accordance with a schedule of service which regulates the fare, routes, vehicle allocation and frequency of services. The Transport Department (TD) is responsible for monitoring the performance of GMB operators.

3. RMBs are not required to operate on fixed routes or timetable and can set their own fares, and are subject to certain restrictions on their service area under existing policy.

4. As at 30 September 2018, there were 4 350 PLBs, including 3 304 GMBs and 1 046 RMBs. There were 352 GMB main routes and 182 supplementary routes in operation.

**Complaint Statistics**

5. A total of 3 924 complaints and suggestions on PLB services were received during the period from January to September 2018. This represents a decrease of 5.0% when compared with 4 132 cases received in the same period last year. An analysis of the complaints and suggestions received is given in the following paragraphs.

---

<sup>2</sup> Passengers figure as at July 2018.

## **GMB Services**

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

<u><b>Year</b></u>	<u><b>No. of Complaints/Suggestions</b></u>	<u><b>Difference</b></u>
2013	3 458	-
2014	3 515	+1.6%
2015	4 416	+25.6%
2016	4 734	+7.2%
2017	5 081	+7.3%
2018 (up to 30 Sep 2018)	3 664	-

7. A total of 3 664 complaints/suggestions on GMB services were received during the period from January to September 2018. This represents a decrease of 4.2% when compared with 3 823 cases received in the same period last year. A breakdown of the complaints and suggestions received is at Annex J. Among the different categories of complaints, conduct and performance of staff (1 195 cases), regularity of service (966 cases) and improper driving behavior (724 cases) attracted relatively more complaints. Among the cases of improper driving behavior, there were 106 cases about driving speedily.

## **RMB Services**

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

<u>Year</u>	<u>No. of Complaints/Suggestions</u>	<u>Difference</u>
2013	290	-
2014	640	+120.7%
2015	320	-50.0%
2016	334	+4.4%
2017	397	+18.9%
2018 (up to 30 Sep 2018)	260	-

9. A total of 260 complaints/suggestions on RMB services were received during the period from January to September 2018, as compared with 309 cases received in the same period last year. This represents a decrease of 15.9%. Among the different categories of complaints, improper driving behavior (135 cases) and conduct and performance of staff (75 cases) attracted relatively more complaints. Among the cases of improper driving behaviour, there were 31 cases about driving speedily. A breakdown of the complaints and suggestions received is at Annex K.

### **Measures to Enhance PLB Service**

10. All the complaints and suggestions on PLB services were referred to TD or the Police for follow-up actions. For the complaints on GMB service adequacy and regularity, TD conducted ad hoc surveys from time to time to verify the service level of individual routes. If any service irregularity was observed, TD would follow up with the operators to rectify the problems to ensure the services would be operated in accordance with the approved service details (including timetable and routeing, etc.). If situation warrants, service enhancements and adjustments would also be considered to meet passenger demand. Furthermore, the maximum seating capacity of PLBs has been increased from 16 seats to 19 seats since 7 July 2017, in order to enhance the overall carrying capacity of PLBs for meeting the passenger demands, in particular during peak hours. Up to end-September 2018, there are about 625 19-seater GMBs, representing 19% of the total number of GMBs (about 3 304) in the territory. The GMB operators are actively replacing more of their 16-seaters with new 19-seaters, aiming to improve the overall service level. The replacement of new PLB vehicles will also improve the vehicle quality of GMB services in Hong Kong.

11. As for the number of complaints on GMB drivers' driving behaviour as well as conduct and performance of staff, TD noticed that it was probably attributed to the industry-wide manpower shortage problem, which resulted in the increase of part-time drivers who might be comparatively less skillful in customer service. On this front, TD continued to implement measures to improve the financial position of GMB services through service rationalisation to improve the operating environment as well as streamline the application process of fare increase. With a healthier financial position, the GMB operators would be able to offer better remuneration package to attract new entrants while retaining experienced drivers. Besides, TD also required GMB operators to strengthen service supervision and conduct surveys to review the performance of GMB drivers. If drivers' malpractices such as speeding are found, TD would refer the case to the Police for follow up and enforcement actions as appropriate. TD also reminded the GMB operators to urge their drivers to drive safely and to strengthen staff training to improve service quality. For individual GMB routes which repeatedly failed to meet the service requirements, TD would conduct interview with the GMB operators and issue warning letters to them as appropriate.

12. TD continued to implement various measures in 2017/2018 to promote safe, quality and customer-oriented PLB services. Those measures included publication of PLB Newsletter and provision of seminars for PLB drivers to enhance safe driving and customer service skills. In 2018, TD would arrange safety seminars for PLB drivers, which would also cover topics of customer-oriented services. Leaflets of Public Light Bus Service Standard, which aims at advocating the provision of quality PLB service, will also be published by TD and distributed to the PLB trade including frontline drivers.

13. To further enhance the safe operation and quality of PLB services, two statutory requirements, namely the installation of approved electronic data recording devices on newly registered PLBs, and mandatory completion of a pre-service course by applicants of PLB driving licence, have been implemented since December 2014 and June 2015 respectively. TD is keeping in view the progress of these two measures.

14. TCU would continue to closely monitor and follow up with the departments concerned regarding complaints about PLB services.



**Complaints and Suggestions Received by TCU**

<b><u>Nature of Complaint/Suggestion</u></b>	<b><u>Same quarter last year (1.7.17-30.9.17)</u></b>			<b><u>Previous quarter (1.4.18-30.6.18)</u></b>			<b><u>Current quarter (1.7.18-30.9.18)</u></b>		
<b>I. Public Transport Services</b>									
(a) Adequacy of service	331	[18]		205	[15]		311	[23]	
(b) Standard of service	5 976	[9]		5 604	[7]		5 993	[4]	
(c) General	160	[5]		120	[5]		157	[1]	
	<b>6 467</b>	<b>[32]</b>	(85%)	<b>5 929</b>	<b>[27]</b>	(87%)	<b>6 461</b>	<b>[28]</b>	(87%)
<b>II. Traffic Conditions</b>									
(a) Traffic congestion	70	[2]		50			75	[3]	
(b) Traffic management	94	[20]		37	[10]		28	[5]	
(c) Additional traffic signs and aids	23	[7]		17	[4]		19	[5]	
(d) Parking facilities	14	[1]		10	[1]		9	[2]	
	<b>201</b>	<b>[30]</b>	(2%)	<b>114</b>	<b>[15]</b>	(1%)	<b>131</b>	<b>[15]</b>	(2%)
<b>III. Road Maintenance</b>									
(a) Road conditions	28			10			36		
(b) Traffic signs and aids	14			13			18		
(c) Carriageway markings	4			3			2		
	<b>46</b>		(1%)	<b>26</b>		(1%)	<b>56</b>		(1%)
<b>IV. Enforcement</b>									
(a) Illegal parking	584			410	[1]		441	[1]	
(b) Other enforcement matters	270	[2]		301	[2]		259	[1]	
	<b>854</b>	<b>[2]</b>	(11%)	<b>711</b>	<b>[3]</b>	(10%)	<b>700</b>	<b>[2]</b>	(9%)
<b>V. Miscellaneous</b>									
	<b>47</b>	<b>[4]</b>	(1%)	<b>36</b>	<b>[1]</b>	(1%)	<b>46</b>	<b>[4]</b>	(1%)
<b>Total</b>	<b>7 615</b>	<b>[68]</b>	(100%)	<b>6 816</b>	<b>[46]</b>	(100%)	<b>7 394</b>	<b>[49]</b>	(100%)

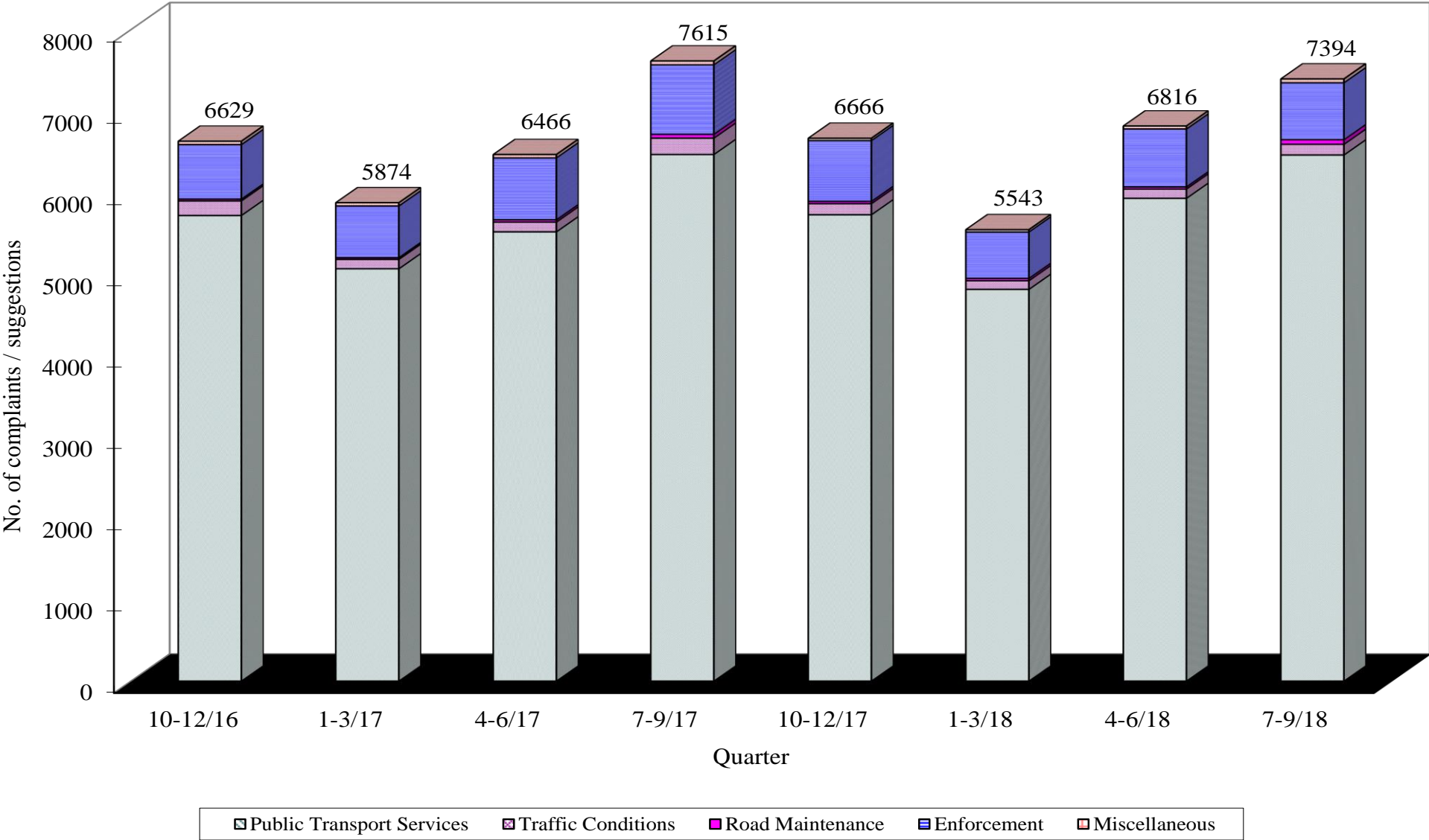
**Notes :** (1) Figures in square brackets are the number of pure suggestions received in the quarter. The figures have been included in the overall number of cases received.

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

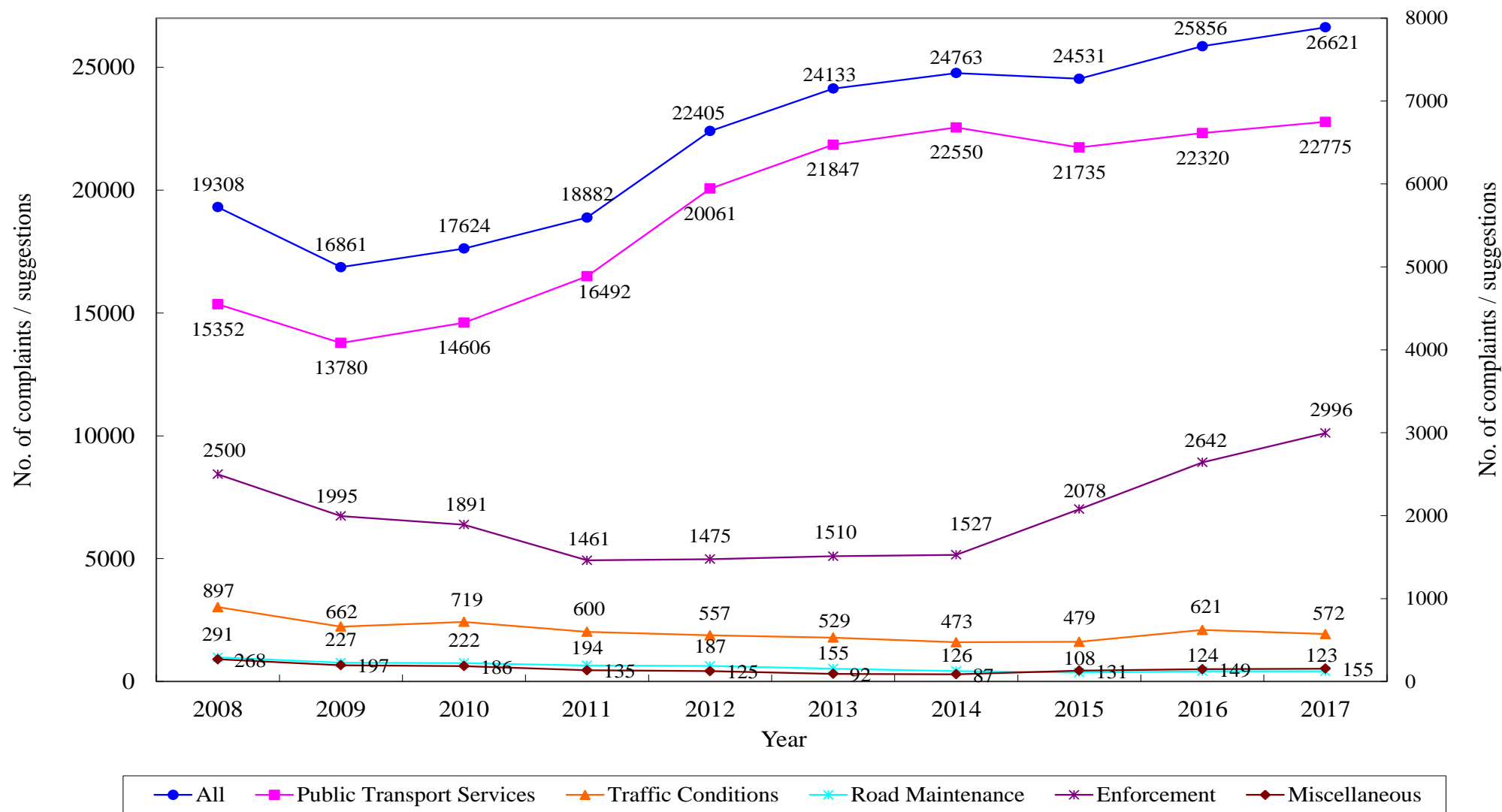
Complaints and Suggestions Received by TCU

Annex A(ii)

- 18 -

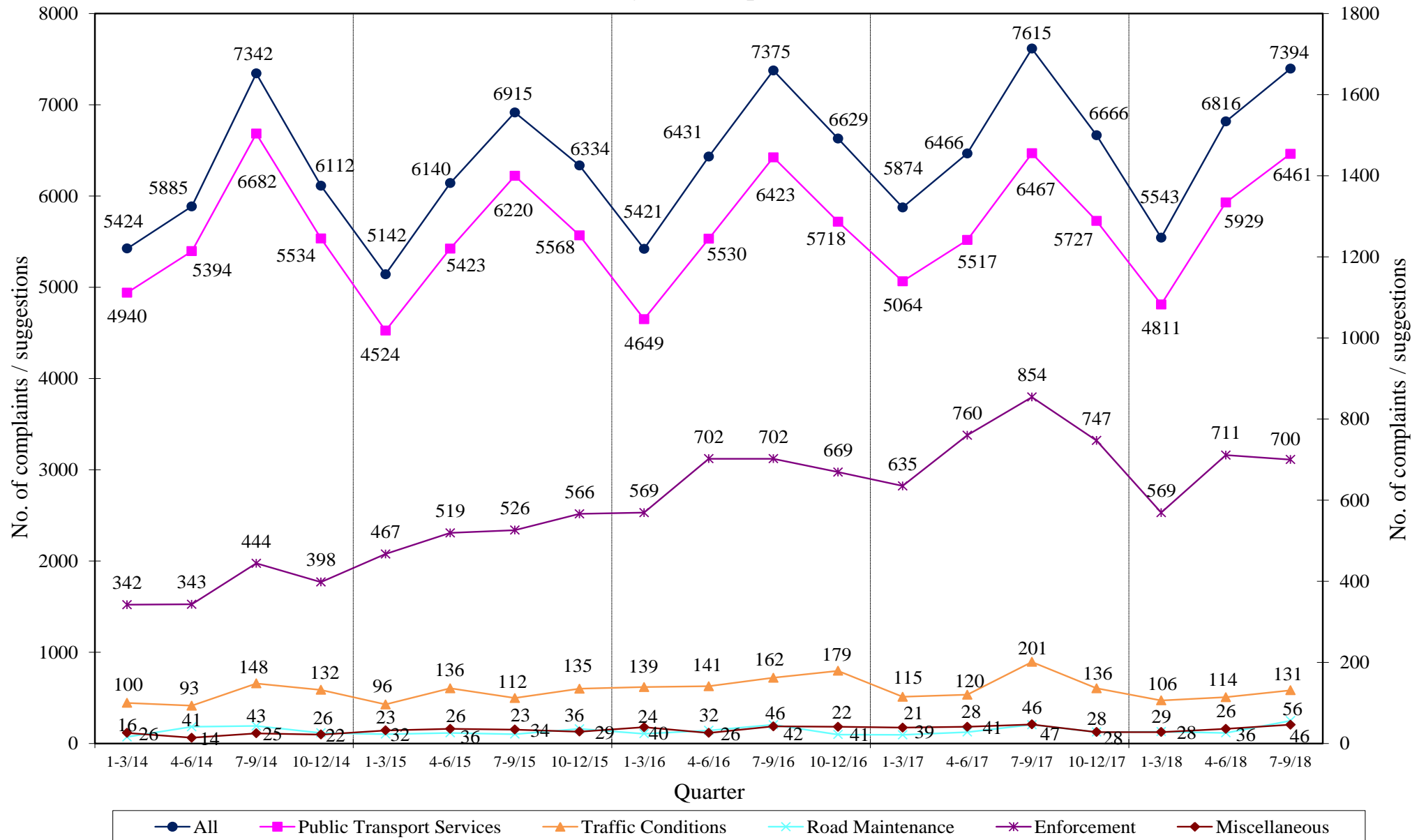


**Trends of Complaints and Suggestions Received by TCU  
(2008 - 2017)**



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

**Annex B(ii)**



**Summary of Results of Investigations into Complaints and Suggestions**  
**(July – September 2018)**

Outcome of Investigation  Nature of Complaint/ Suggestion	A1	A2	B	C	Total
<b>I. Public Transport Services</b>					
(a) Adequacy of service	12	190	12	-	214
(b) Standard of service	1 514	2 305	40	1 854	5 713
(c) General	69	45	5	12	131
	<b>1 595</b>	<b>2 540</b>	<b>57</b>	<b>1 866</b>	<b>6 058</b>
<b>II. Traffic Conditions</b>					
(a) Traffic congestion	22	27	1	-	50
(b) Traffic management	10	19	7	-	36
(c) Additional traffic signs/aids	13	7	6	-	26
(d) Parking facilities	3	1	-	-	4
	<b>48</b>	<b>54</b>	<b>14</b>	<b>-</b>	<b>116</b>
<b>III. Road Maintenance</b>					
(a) Road conditions	12	1	-	-	13
(b) Traffic signs and aids	7	5	3	-	15
(c) Carriageway markings	3	-	1	-	4
	<b>22</b>	<b>6</b>	<b>4</b>	<b>-</b>	<b>32</b>
<b>IV. Enforcement</b>					
(a) Illegal parking	520	93	1	-	614
(b) Other enforcement matters	88	101	1	119	309
	<b>608</b>	<b>194</b>	<b>2</b>	<b>119</b>	<b>923</b>
<b>V. Miscellaneous</b>	<b>18</b>	<b>12</b>	<b>-</b>	<b>-</b>	<b>30</b>
<b>Total</b>	<b>2 291</b> <b>(32%)</b>	<b>2 806</b> <b>(39%)</b>	<b>77</b> <b>(1%)</b>	<b>1 985</b> <b>(28%)</b>	<b>7 159</b> <b>(100%)</b>
	<b>5 097</b> <b>(71%)</b>				

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  
(July – September 2018)**

<div>Outcome of Investigation</div> <div>Mode of Transport</div>	A1	A2	B	C	Total
The Kowloon Motor Bus Company (1933) Limited	496	661	13	18	1 188
Citybus Limited (Franchise 1)	46	40	5	3	94
Citybus Limited (Franchise 2)	18	18	5	1	42
New World First Bus Services Limited	36	63	3	5	107
New Lantao Bus Company (1973) Limited	15	7	-	-	22
Long Win Bus Company Limited	26	33	7	2	68
Cross-harbour Bus Services	128	177	-	4	309
Non-franchised Bus Services	15	16	-	1	32
Green Minibus	697	403	13	31	1 144
Red Minibus	55	4	-	9	68
Taxi	30	1 044	7	1 792	2 873
MTR Corporation Limited (Excluding Light Rail)	18	56	4	-	78
MTR Corporation Limited (Light Rail)	3	3	-	-	6
The Hongkong Tramways Limited	8	3	-	-	11
New World First Ferry Services Limited	2	8	-	-	10
The “Star” Ferry Company Limited	-	-	-	-	-
Minor Ferries	2	4	-	-	6
Total	1 595 (26%)	2 540 (42%)	57 (1%)	1 866 (31%)	6 058 (100%)
	4 135 (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**  
**(July – September 2018)**

**I. Public Transport Services**

- Flexibly provide additional departures of green minibus route no. 3 and 3A during morning and evening rush hours to meet the demand of passengers.

**II. Traffic Management**

***Hong Kong Island***

- Impose “No Stopping” restriction at Fortress Hill Road outside Kwong Chiu Terrace to prevent vehicle obstruction.
- Extend the crash barrier at the bus lay-by at Aberdeen Praya Road westbound near Tin Wan Praya Road to enhance safety of pedestrians.
- Convert the one-lane carriageway of Sharp Street East near its junction with Canal Road East to a two-lane carriageway to alleviate traffic congestion.
- Add a box junction road marking at Chater Road eastbound near AIA Central to prevent vehicle obstruction.

***Kowloon***

- Relocate a bus stop from Sai Yee Street to Mong Kok Road to alleviate traffic congestion.
- Extend the amenity railings at Lai Cho Road near Lai King Sports Centre to deter illegal parking on pavement.
- Adjust the traffic lights at Argyle Street westbound at its junctions with Sai Yeung Choi Street South and Nathan Road to allow more vehicles to exit from Sai Yeung Choi Street South where traffic congestion is detected.

- Add “Look Left” and “Look Right” road markings and replace the traffic bollard by “No Entry” and “Give Way” traffic signs at Lam Lok Street near Sheung Yuet Road to enhance road safety.
- Extend the “No Stopping” restriction and its effective hours at Kam Lam Street near Shantung Street to facilitate pedestrians crossing the street.

### ***New Territories***

- Add “No Right Turn” traffic signs and replace an “Ahead only” road marking by a “Turn left” road marking at Hung Chi Road slip road at its intersection with Hung Tin Road to better remind motorists.
- Add road markings at Tin Tan Street eastbound near Tin Shui Road to further remind motorists of the lane directions.
- Add a “No Right Turn” traffic sign at Castle Peak Road - Sham Tseng near Sham Tseng Fire Station cum Ambulance Depot to better remind motorists.



## Annex E(i)

### Complaints and Suggestions on Public Transport Services (July – September 2018)

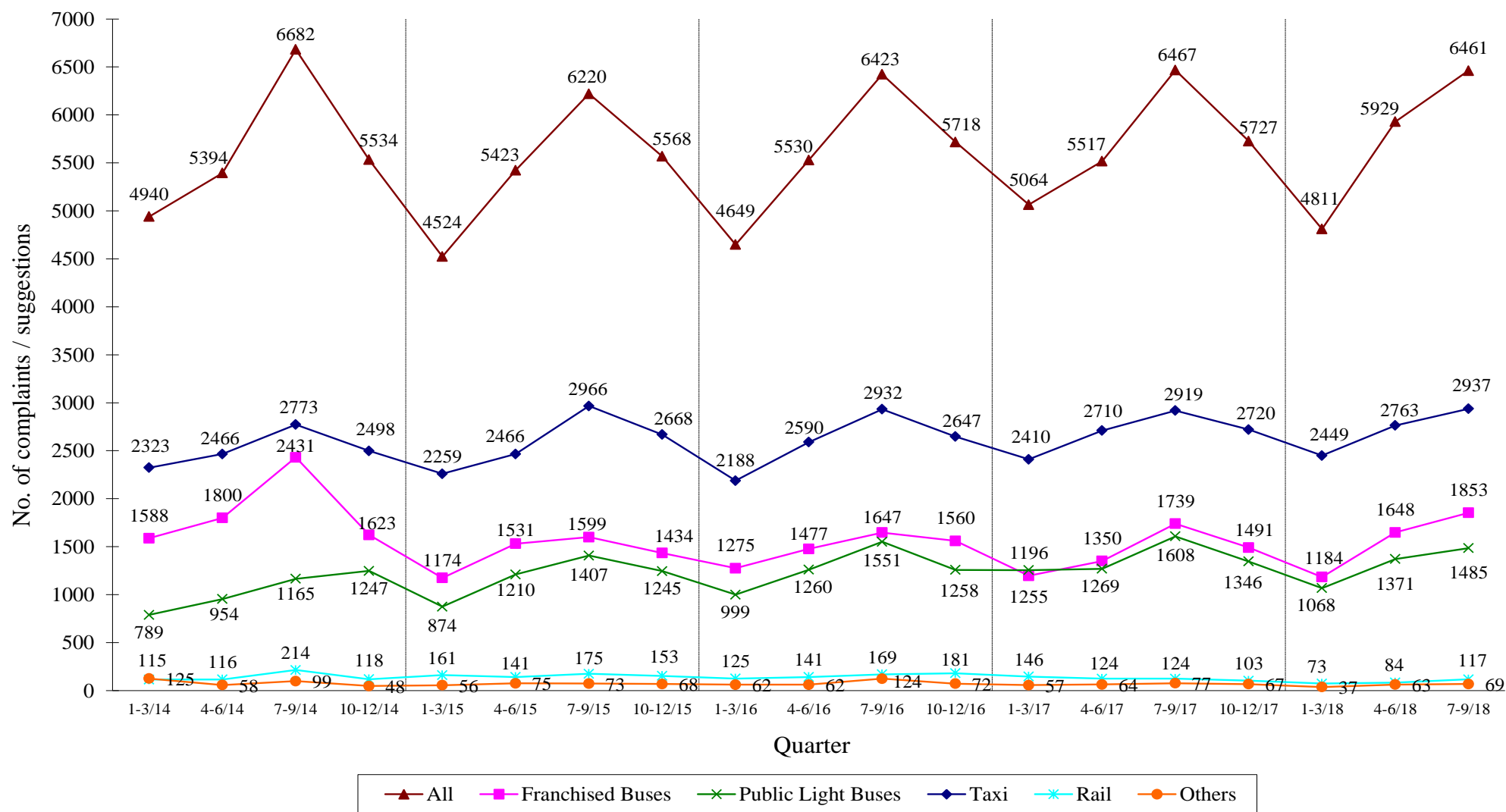
#### Legend

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

\* Including taximeter irregularities

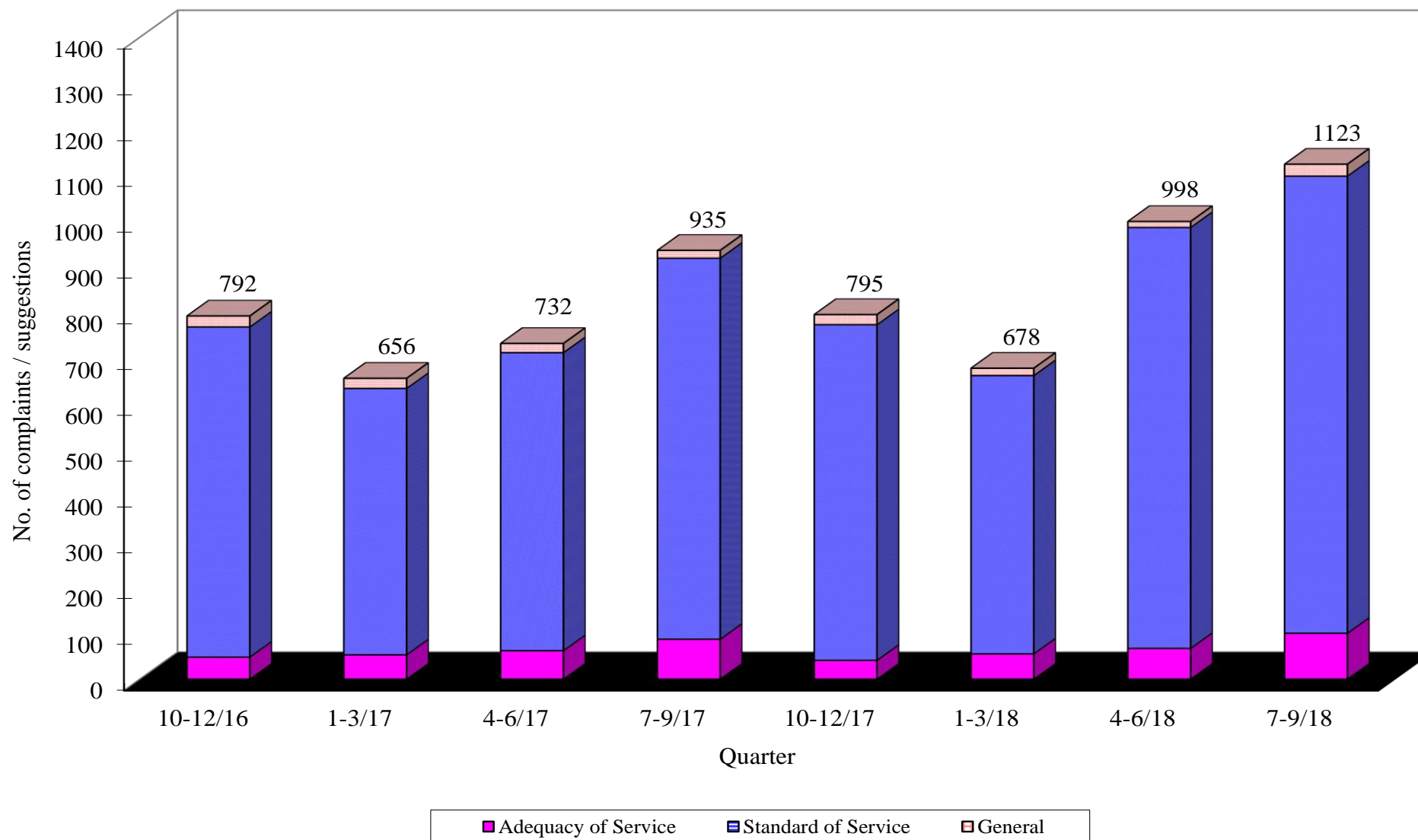
Mode Nature of Complaint/Suggestion	Vehicular Transport											Rail Transport			Waterborne Transport			Total/ Sub- total
	Franchised Buses							NFBS	GMB	RMB	Taxi	MTR (Non- LR)	MTR (LR)	HT	FF	SF	MF	
	KMB	CTB1	CTB2	FB	NLB	LWB	XHT											
(A) Adequacy of Service																		
(1) Frequency/carrying capacity	67	3	-	4	1	3	13	9	121	-	-	14	2	-	2	-	1	240
(2) Routeing	24	-	3	1	-	1	10	3	4	-	-	2	-	-	-	-	1	49
(3) Hours of operation	1	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-	-	2
(4) Provision of stops	8	6	-	1	-	-	1	-	4	-	-	-	-	-	-	-	-	20
Sub-total	100	9	3	6	1	4	24	12	130	-	-	16	2	-	2	-	2	311
(B) Standard of Service																		
(1) Regularity of service	399	30	27	53	-	13	132	15	408	-	-	4	1	1	-	-	-	1083
(2) Adherence to routeing	8	1	-	1	-	1	4	1	69	-	484	-	-	-	-	-	-	569
(3) Improper driving behaviour	159	15	4	20	9	17	61	10	250	33	524	6	2	2	-	-	-	1112
(4) Conduct & performance of staff (including drivers)	297	29	15	39	12	12	89	10	436	26	1347	20	-	1	1	-	-	2334
(5) Overcharging	3	1	-	-	1	2	1	-	24	2	514*	-	-	-	-	-	-	548
(6) Cleanliness	3	-	-	-	-	-	1	-	15	2	5	1	-	-	-	-	-	27
(7) Conditions of vehicles/vessels	19	-	-	5	1	-	4	1	18	1	3	-	-	-	-	-	-	52
(8) Passenger services & facilities	109	9	-	9	2	5	47	8	17	2	-	58	1	-	-	-	1	268
Sub-total	997	85	46	127	25	50	339	45	1237	66	2877	89	4	4	1	-	1	5993
(C) General	26	4	1	-	-	1	5	6	38	14	60	2	-	-	-	-	-	157
Total this quarter	1123	98	50	133	26	55	368	63	1405	80	2937	107	6	4	3	-	3	6461
Grand-total	(1853)							(4485)				(117)			(6)			
Total previous quarter	998	102	35	121	22	79	291	43	1270	101	2763	70	6	8	9	1	10	5929
Total same quarter last year	935	111	67	134	20	96	376	55	1503	105	2919	107	10	7	14	-	8	6467

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



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

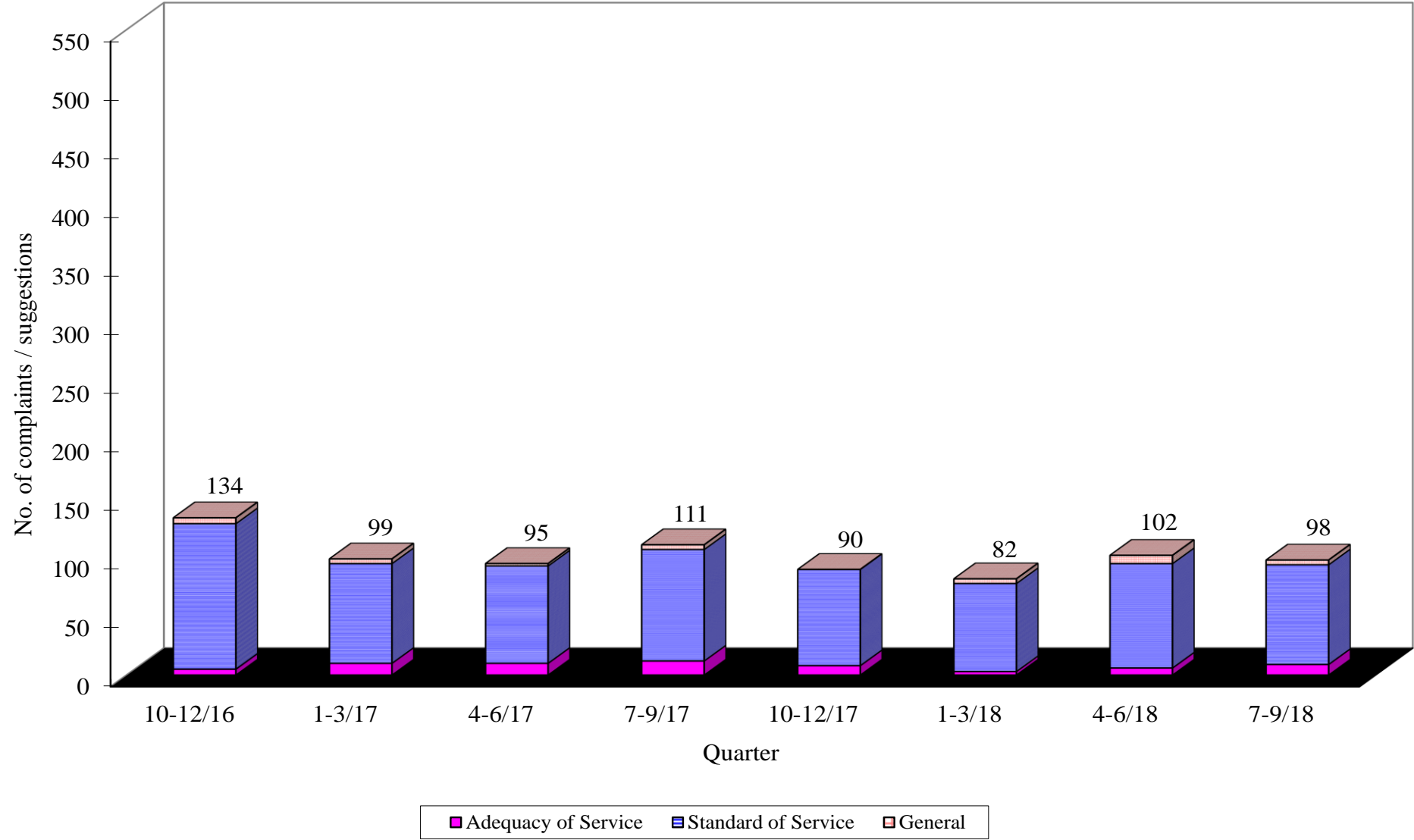
Annex F(i)



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

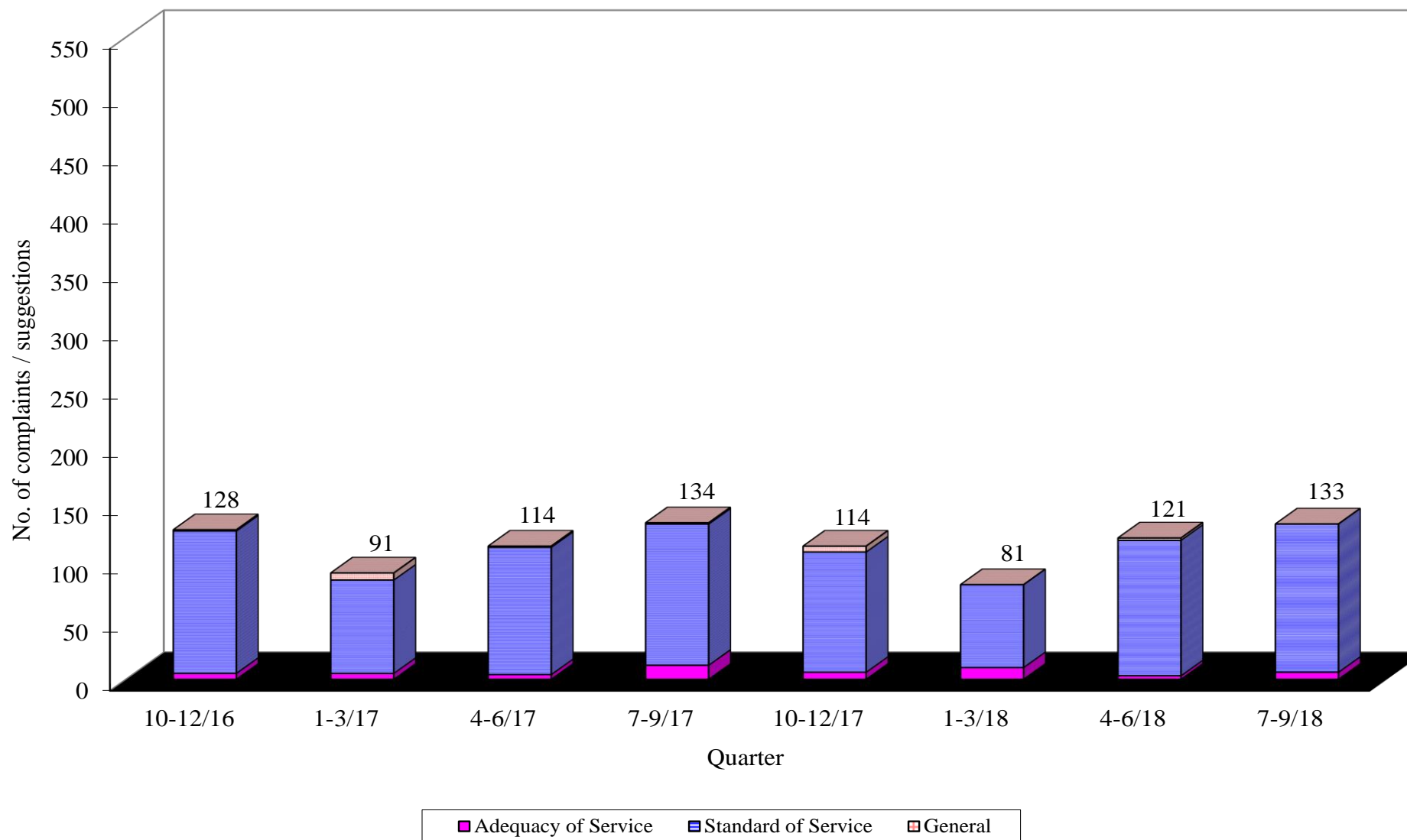
**Annex F(ii)**

- 28 -



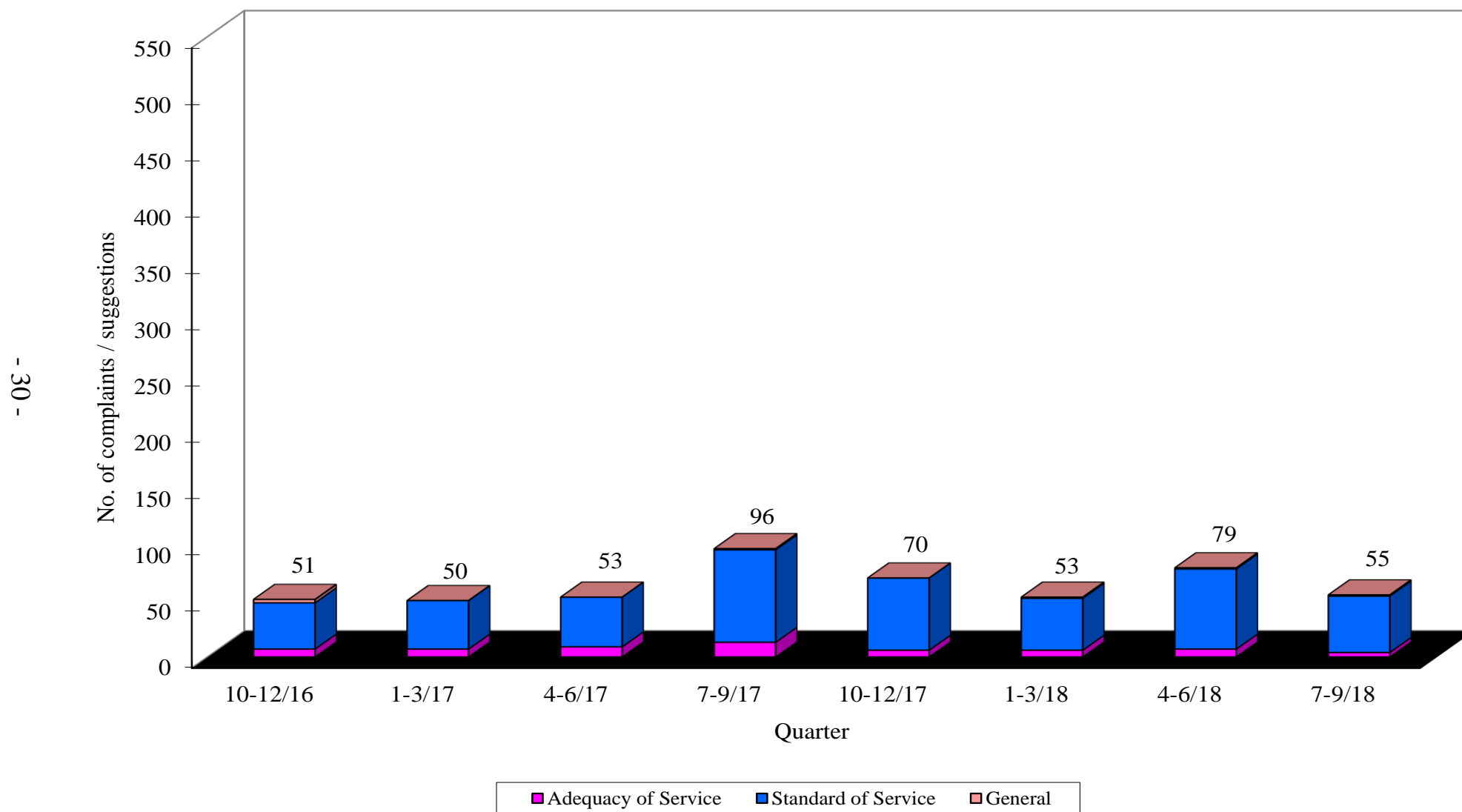
**Complaints and Suggestions on the Services of New World First Bus Services Limited  
in the Past Eight Quarters**

**Annex F(iii)**



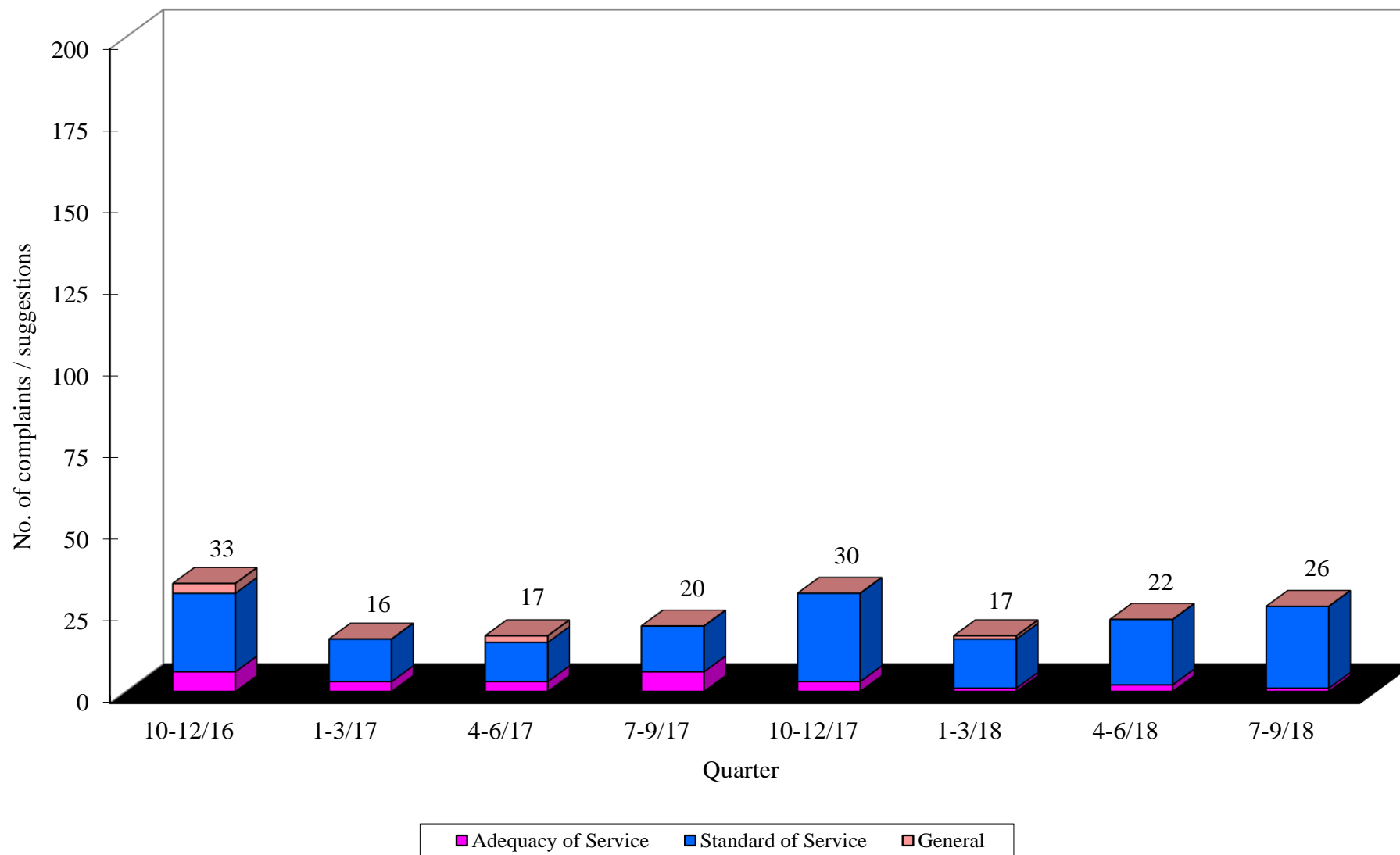
**Complaints and Suggestions on the Services of Long Win Bus Company Limited  
in the Past Eight Quarters**

**Annex F(iv)**



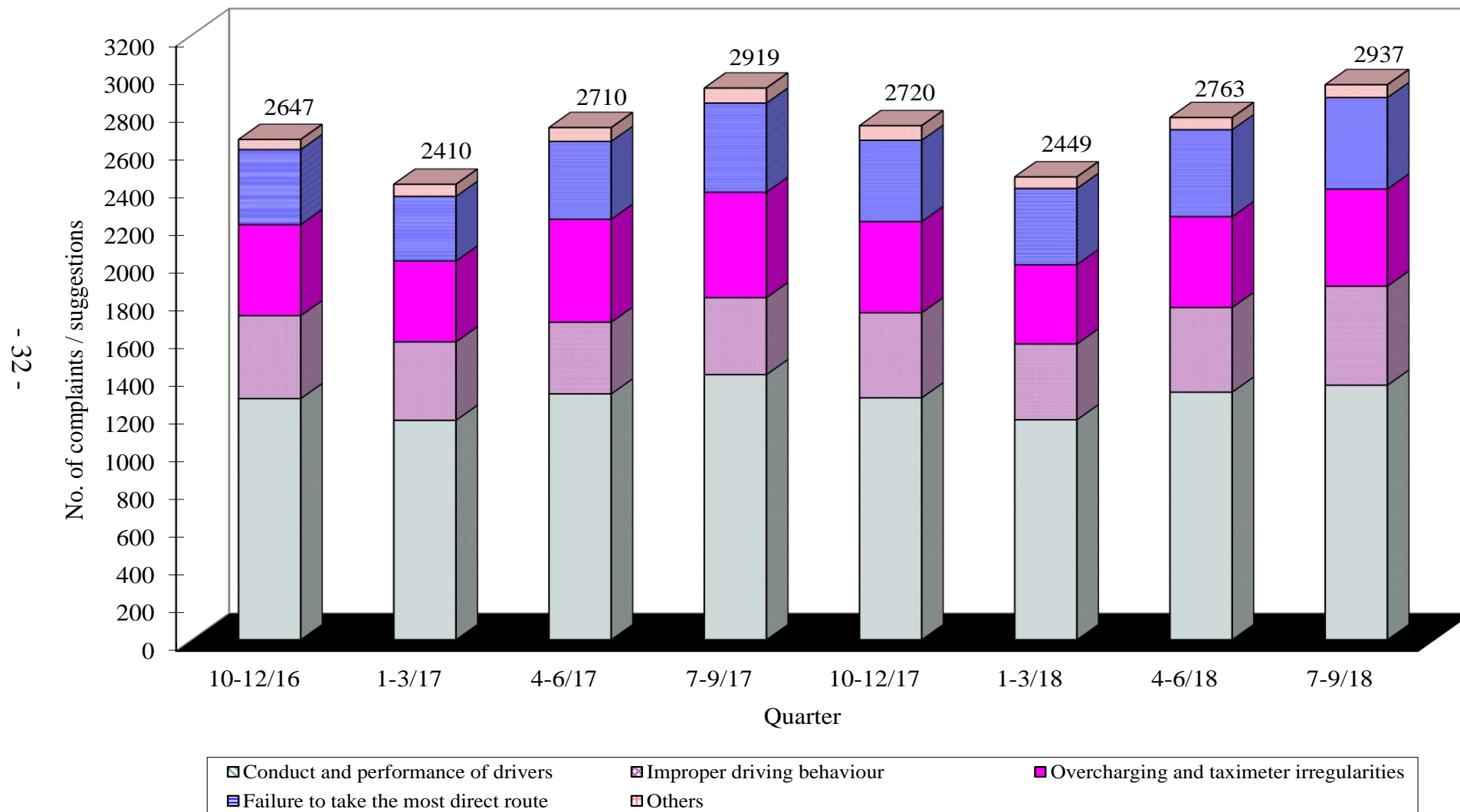
# **Complaints and Suggestions on the Services of New Lantao Bus Company (1973) Limited in the Past Eight Quarters**

**Annex F(v)**



# Complaints and Suggestions on Taxi Services in the Past Eight Quarters

**Annex G**





**Breakdown of Complaints and Suggestions on Taxi Services**

<b><u>Nature of Complaint/Suggestion</u></b>	<b><u>Same quarter last year (1.7.17-30.9.17)</u></b>	<b><u>Previous quarter (1.4.18-30.6.18)</u></b>	<b><u>Current quarter (1.7.18-30.9.18)</u></b>
(a) Conduct and performance of drivers			
(i) Behaving other than in a civil & orderly manner	551	481	459
(ii) Refusing hire	709	695	732
(iii) Soliciting passengers	1	5	-
(iv) Refusing to drive to destination	122	121	147
(v) Failure to display driver identity plate	19	8	7
(vi) Failure to display driver identity plate properly	1	-	2
Sub-total	1 403	1 310	1 347
(b) Improper driving behaviour	407	448	524
(c) Overcharging	486	432	436
(d) Taximeter irregularities	72	49	78
(e) Failure to take the most direct route	472	460	484
(f) Others*	79	64	68
<b>Total</b>	<b>2 919</b>	<b>2 763</b>	<b>2 937</b>

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

**Complaints and Suggestions on Traffic and Road Conditions**  
**(July – September 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																			
<b><u>Traffic Conditions</u></b>																			
(a) Traffic congestion (No. of locations)	4 (4)	4 (4)	6 (6)	5 (4)	4 (4)	4 (4)	4 (4)	1 (1)	12 (12)	6 (6)	- (-)	5 (4)	6 (6)	3 (3)	4 (4)	4 (4)	3 (3)	- (-)	- (-)
(b) Traffic management	4	1	3	-	-	-	3	-	4	1	2	3	3	1	-	1	1	1	-
(c) Additional traffic signs and aids	1	-	1	-	2	-	1	-	2	-	-	-	2	1	4	-	5	-	-
(d) Parking facilities	-	-	-	-	-	2	-	-	-	-	1	3	-	2	-	-	1	-	-
Sub-total	9	5	10	5	6	6	8	1	18	7	3	11	11	7	8	5	10	1	-
<b><u>Road Maintenance</u></b>																			
(a) Road conditions	-	4	2	1	2	-	3	1	-	1	2	2	2	8	1	4	-	-	3
(b) Traffic signs & aids	-	2	-	-	3	-	2	-	4	-	1	2	-	2	-	-	1	-	1
(c) Carriageway markings	-	-	1	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-
Sub-total	-	6	3	1	5	-	5	1	4	1	3	4	3	10	1	4	1	-	4
<b><u>Enforcement</u></b>																			
(a) Illegal parking	28	31	24	18	29	7	33	36	44	13	30	27	29	38	19	17	15	1	2
(b) Other enforcement matters	19	12	26	8	27	8	21	14	24	6	19	15	19	11	8	6	9	4	3
Sub-total	47	43	50	26	56	15	54	50	68	19	49	42	48	49	27	23	24	5	5
Total	56	54	63	32	67	21	67	52	90	27	55	57	62	66	36	32	35	6	9

**Complaints and Suggestions on Green Minibus Services**

<b><u>Nature of Complaint/Suggestion</u></b>	<b><u>2017 Jan – Sep</u></b>	<b><u>2018 Jan – Sep</u></b>	<b><u>Difference</u></b>
<b>(A) Adequacy of Service</b>			
(1) Frequency	259	234	-9.7%
(2) Routeing	17	8	-52.9%
(3) Hours of operation	2	3	+50.0%
(4) Provision of stops	17	18	+5.9%
<b>Sub-total</b>	<b>295</b>	<b>263</b>	<b>-10.8%</b>
<b>(B) Standard of Service</b>			
(1) Regularity of service	985	966	-1.9%
(2) Adherence to routeing	224	202	-9.8%
(3) Improper driving behaviour	777	724	-6.8%
(4) Conduct and performance of staff (including drivers)	1 234	1 195	-3.2%
(5) Overcharging	57	69	+21.1%
(6) Cleanliness	50	49	-2.0%
(7) Conditions of vehicles	43	55	+27.9%
(8) Passenger services and facilities	64	60	-6.3%
<b>Sub-total</b>	<b>3 434</b>	<b>3 320</b>	<b>-3.3%</b>
<b>(C) General*</b>	<b>94</b>	<b>81</b>	<b>-13.8%</b>
<b>Total</b>	<b>3 823</b>	<b>3 664</b>	<b>-4.2%</b>

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

**Complaints and Suggestions on Green Minibus Services**  
**Breakdown on Cases about Improper Driving Behaviour**

<b><u>Nature of Complaint/Suggestion</u></b>		<b><u>2017</u></b> <b><u>Jan – Sep</u></b>	<b><u>2018</u></b> <b><u>Jan – Sep</u></b>	<b><u>Difference</u></b>
(1)	Driving speedily	104	106	+1.9%
(2)	Starting before passengers safely alighted/boarded	124	98	-21.0%
(3)	Picking up/setting down passengers at restricted area/out of line	89	76	-14.6%
(4)	Dashing through traffic light	74	57	-23.0%
(5)	Changing lanes abruptly/overtaking on solid line	54	56	+3.7%
(6)	Failing to give way to pedestrians/traffic	53	40	-24.5%
(7)	Trapping passengers with door	43	36	-16.3%
(8)	Using mobile phone while driving	39	33	-15.4%
(9)	Picking up/setting down passengers at a distance from bus stop	31	29	-6.5%
(10)	Overloading	19	27	+42.1%
(11)	Disobeying traffic signs/schemes	26	22	-15.4%
(12)	Braking suddenly	25	20	-20.0%
(13)	Opening door while vehicle in motion	4	16	+300.0%
(14)	Turning on radio too loud	5	12	+140.0%
(15)	Talking while driving	7	11	+57.1%
(16)	Drowsing while driving	4	10	+150.0%
(17)	Jerky driving	16	9	-43.8%
(18)	Slow driving	4	8	+100.0%
(19)	Driving too close to another vehicle	8	4	-50.0%
(20)	Straddling between 2 lanes	-	3	N/A
(21)	Listening to audio programmes/watching audio-visual programmes while driving	9	3	-66.7%
(22)	Failing to use dipped headlights/driving at night without headlights on	2	2	-
(23)	Refilling petrol/gas with passengers on board	3	2	-33.3%
(24)	Improper/excessive use of telecom while driving	3	2	-33.3%
(25)	Others	31	42	+35.5%
<b>Total</b>		<b>777</b>	<b>724</b>	<b>-6.8%</b>

**Complaints and Suggestions on Green Minibus Services**  
**Breakdown on Cases about Conduct and Performance of Staff**

<b><u>Nature of Complaint/Suggestion</u></b>		<b><u>2017 Jan – Sep</u></b>	<b><u>2018 Jan – Sep</u></b>	<b><u>Difference</u></b>
(1)	Failing to pick up passengers	737	711	-3.5%
(2)	Scolding/insulting/poor attitude towards passengers	253	248	-2.0%
(3)	Failing to set down passengers at their designated locations/stops	96	80	-16.7%
(4)	Smoking	28	30	+7.1%
(5)	Prolonged waiting for passengers	20	15	-25.0%
(6)	Failing to display identity plate	13	12	-7.7%
(7)	Regular scolding/insulting/showing poor attitude towards passengers	16	10	-37.5%
(8)	Regular failing to control passengers/vehicles	8	7	-12.5%
(9)	Failing to display identity plate properly	2	7	+250.0%
(10)	Providing wrong information on route/destination/fare/schedule to passengers	3	6	+100.0%
(11)	Leaving engine running at terminus	9	4	-55.6%
(12)	Failing to provide information on route/destination/fare/schedule to passengers	4	2	-50.0%
(13)	Failing to display route/destination/fare	-	2	N/A
(14)	Others	45	61	+35.6%
<b>Total</b>		<b>1 234</b>	<b>1 195</b>	<b>-3.2%</b>

Complaints and Suggestions on Red Minibus Services

<u>Nature of Complaint/Suggestion</u>	<u>2017 Jan – Sep</u>	<u>2018 Jan – Sep</u>	<u>Difference</u>
<b>(A) Adequacy of Service</b>	-	-	-
<b>(B) Standard of Service</b>			
(1) Regularity of service	-	-	-
(2) Adherence to routeing	-	-	-
(3) Improper driving behaviour	160	135	-15.6%
(4) Conduct and performance of staff (including drivers)	77	75	-2.6%
(5) Overcharging	7	6	-14.3%
(6) Cleanliness	1	5	+400.0%
(7) Conditions of vehicles	3	3	-
(8) Passenger services and facilities	3	2	-33.3%
<b>Sub-total</b>	<b>251</b>	<b>226</b>	<b>-10.0%</b>
<b>(C) General*</b>	<b>58</b>	<b>34</b>	<b>-41.4%</b>
<b>Total</b>	<b>309</b>	<b>260</b>	<b>-15.9%</b>

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

**Complaints and Suggestions on Red Minibus Services**  
**Breakdown on Cases about Improper Driving Behaviour**

<b><u>Nature of Complaint/Suggestion</u></b>		<b><u>2017</u></b> <b><u>Jan – Sep</u></b>	<b><u>2018</u></b> <b><u>Jan – Sep</u></b>	<b><u>Difference</u></b>
(1)	Driving speedily	22	31	+40.9%
(2)	Overloading	13	14	+7.7%
(3)	Starting before passengers safely alighted/boarded	18	14	-22.2%
(4)	Changing lanes abruptly/overtaking on solid line	24	13	-45.8%
(5)	Dashing through traffic light	19	12	-36.8%
(6)	Using mobile phone while driving	5	11	+120.0%
(7)	Picking up/setting down passengers at restricted area/out of line	16	9	-43.8%
(8)	Disobeying traffic signs/schemes	10	7	-30.0%
(9)	Trapping passengers with door	1	5	+400.0%
(10)	Drowsing while driving	11	3	-72.7%
(11)	Failing to give way to pedestrians/traffic	6	3	-50.0%
(12)	Jerky driving	-	2	N/A
(13)	Others	15	11	-26.7%
<b>Total</b>		<b>160</b>	<b>135</b>	<b>-15.6%</b>

**Complaints and Suggestions on Red Minibus Services**  
**Breakdown on Cases about Conduct and Performance of Staff**

<b><u>Nature of Complaint/Suggestion</u></b>		<b><u>2017</u></b> <b><u>Jan – Sep</u></b>	<b><u>2018</u></b> <b><u>Jan – Sep</u></b>	<b><u>Difference</u></b>
(1)	Scolding/insulting/poor attitude towards passengers	24	21	-12.5%
(2)	Failing to pick up passengers	19	21	+10.5%
(3)	Failing to set down passengers at their designated locations/stops	10	12	+20.0%
(4)	Prolonged waiting for passengers	5	4	-20.0%
(5)	Others	19	17	-10.5%
<b>Total</b>		<b>77</b>	<b>75</b>	<b>-2.6%</b>



**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.