

QUARTERLY REPORT No. 4 of 2018

by the

TRANSPORT COMPLAINTS UNIT

of the

TRANSPORT ADVISORY COMMITTEE

for the period

1 October 2018 – 31 December 2018

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Chapter 1

Major Areas of Complaints and Suggestions

This is the fourth quarterly report for 2018 covering the period from 1 October to 31 December 2018.

Yearly and Quarterly Trends

2. During the quarter, the Transport Complaints Unit (TCU) received 7 918 complaints and suggestions, including 47 pure suggestions. About 68% (5 402) of the cases were received through e-mail, fax or mail and the remaining 32% (2 516) through telephone. The number of cases represents an increase of 7.1% as compared with 7 394 cases in the previous quarter and an increase of 18.8% as compared with 6 666 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 (2009-2018) 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 7 472 cases (including some outstanding cases from previous quarters) were completed. Of these, 5 466 cases (73%) were found to be substantiated, 73 cases (1%) unsubstantiated, and the remaining 1 933 cases (26%) 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 October to December 2018, the Police reported the latest developments on 809 cases¹ previously referred to them. Among these cases, 104 drivers¹ were summonsed.

5. During the same period, relevant government departments and public transport operators took on board 14 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

¹ 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 6 880 cases, which represents an increase of 6.5% as compared with the previous quarter and an increase of 20.1% 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 2 405 complaints and suggestions on franchised bus services were received during the quarter, which represents an increase of 29.8% as compared with the previous quarter and an increase of 61.3% as compared with the same quarter last year.

8. There were 1 459 cases on the services of The Kowloon Motor Bus Company (1933) Limited (KMB), as compared with 1 123 cases in the previous quarter and 795 cases in the same quarter last year. Among the 1 459 cases, 77 (or 5.3%) were about the adequacy of service and 1 355 (or 92.9%) were about the standard of service.

9. There were 162 cases on the services of the Citybus Limited (Franchise for Hong Kong Island and Cross-Harbour Bus Network) (CTB (Franchise 1)), as compared with 98 cases in the previous quarter and 90 cases in the same quarter last year. Among the 162 cases, five (or 3.1%) were about the adequacy of service while 147 (or 90.7%) were about the standard of service.

10. There were 142 cases on the services of the New World First Bus Services Limited (NWFB), as compared with 133 cases in the previous quarter and 114 cases in the same quarter last year. Of the 142 cases, four (or 2.8%) were about the adequacy of service and 138 (or 97.2%) were about the standard

of service.

11. There were 82 cases on the services of the Long Win Bus Company Limited (LWB), as compared with 55 cases in the previous quarter and 70 cases in the same quarter last year. Of the 82 cases, 15 (or 18.3%) were about the adequacy of service and 66 (or 80.5%) were about the standard of service.

12. There were 33 cases on the services of the New Lantao Bus Company (1973) Limited (NLB), as compared with 26 cases in the previous quarter and 30 cases in the same quarter last year. Of the 33 cases, 11 (or 33.3%) was about the adequacy of service and 22 (or 66.7%) 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 52 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 63 and 45 respectively.

Public Light Bus Services

15. A total of 1 455 complaints and suggestions on public light bus (PLB) services were received in this quarter, which represents a decrease of 2.0% as compared with the previous quarter and an increase of 8.1% 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, 94.2% or 1 370 cases were on green minibus (GMB) services. The number of cases received in the previous quarter and the same quarter last year were 1 405 and 1 258 respectively. Among the 1 370 cases, 117 (or 8.5%) were about the adequacy of service and 1 228 (or 89.6%) were about the standard of service.

17. The remaining 5.8% or 85 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 80 and 88 respectively.

Taxi Services

18. A total of 2 851 cases on taxi services were received in this quarter, which represents a decrease of 2.9% as compared with the previous quarter and an increase of 4.8% as compared with the same quarter last year. A comparison of the complaints and suggestions on taxi services in the past eight quarters is at Annex G.

19. Of the 2 851 cases received, 2 777 (97.4%) were related to taxi driver malpractice, as compared with 2 869 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 586 such cases (21.1%) were referred to the Police.

20. During the quarter, the Police reported the latest developments on 580 cases previously referred to them. These cases are categorised as follows –

	<u>No. of Cases</u>		<u>Percentage</u>	
(a) Summonsed	46	(36)	8	(6)
(b) Withdrawn by complainants	416	(400)	72	(70)
(c) Evidence considered insufficient by the Police for further processing	118	(134)	20	(24)
	580	(570)	100	(100)

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

It is noted that 92% of these cases could not be further pursued because of withdrawal by complainants or insufficient evidence.

21. Among the 36 summonsed cases in the previous quarter, 21 drivers were convicted of traffic offences by the court². For six cases of taxi refusing hire, the taxi drivers were fined from \$400 to \$2,200.

Rail Services

22. A total of 104 complaints and suggestions on rail services were received. Corresponding figures for the previous quarter and the same quarter last year were 117 and 103 respectively. Of the 104 cases, 91 were on the services of MTRCL.

Ferry Services

23. There were 13 complaints and suggestions on ferry services in this quarter. Corresponding figures for the previous quarter and the same quarter last year were six and 22 respectively.

Traffic Conditions

24. There were 51 complaints recorded in this quarter about traffic congestion, as compared with 75 cases in the previous quarter and 77 cases in the same quarter last year. Congestion was reported to have occurred at a total of 50 locations throughout the territory, as illustrated below –

² Results of the remaining summonsed cases had not yet been available as at 25 February 2019.

	<u>Number of Complaints</u>		<u>Number of Locations</u>	
Hong Kong Island	12	(19)	11	(18)
Kowloon	13	(25)	13	(25)
New Territories	26	(31)	26	(30)
Others (e.g. general issues and tunnel areas)	-	(-)	-	(-)
Total	51	(75)	50	(73)

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

25. Based on the number of complaints received, districts most affected by traffic congestion were Kowloon City (nine cases), Sha Tin and Sai Kung (five 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 45 complaints and suggestions on traffic management and 15 requests for additional traffic signs and aids in this quarter. As a comparison, there were 28 and 19 such cases in the previous quarter, and 36 and 19 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 33 complaints about road maintenance, as compared with 56 cases in the previous quarter and 28 cases in the same quarter last year. Among the 33 cases, 18 cases were related to road conditions and 14 cases were related to traffic signs and aids.

30. District which attracted relatively more complaints about road maintenance was Yau Tsim Mong and Tai Po (four cases each).

Enforcement

31. There were 860 complaints about traffic regulations enforcement in this quarter, which represents an increase of 22.9% when compared with the previous quarter and an increase of 15.1% 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 Tai Po (49 cases), Kowloon City (46 cases), Kwun Tong (45 cases) and Yuen Long (41 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 8 November 2018, Members discussed –

- (a) complaints and suggestions about traffic congestion;
 - (b) complaints about the use of mobile phone or telecommunications equipment while driving;
 - (c) complaints and suggestions about public light bus services; and
 - (d) TCU Quarterly Report No. 3 of 2018.
2. Members agreed that –
- (a) complaints and suggestions about traffic congestion, the use of mobile phone or telecommunications equipment while driving and public light bus services should be closely monitored; and
 - (b) TCU Quarterly Report No. 3 of 2018 should be submitted to the Transport Advisory Committee.

Concern about exhaust gas emission by buses

3. Members of the public raised concerns about various issues relating to exhaust gas emission by buses and the use of electric buses (eBuses). Their major concerns included the replacement of all existing diesel buses by eBuses in order to reduce exhaust emissions and deployment of eBuses in the urban area for the benefit of a larger population.

4. The cases were referred to the Environmental Protection Department (EPD) and the Transport Department (TD) for follow up action. While diesel franchised buses are one of the major sources of roadside air pollution, eBuses do not have exhaust emissions and thus can improve roadside air quality. EPD and TD explained the details of the trial of eBuses and the rationale of testing

single-deck electric buses. Under the trial, the Government is now fully subsidising the franchised bus companies to purchase 36 single-deck eBuses (including 28 battery-electric buses and eight supercapacitor buses) and their charging facilities for conducting a two-year trial to test out their operational efficiency, performance, reliability as well as economic feasibility under local conditions. The trial bus routes covered different areas in Hong Kong. For example, eBuses were deployed to the KMB route nos. 5C and 6C and Citybus route nos. 11 and 12, which operated in Kowloon, Causeway Bay and Central.

5. If the trial results were satisfactory, the Government would encourage the franchised bus companies in a suitable way to use eBuses on a larger scale, taking into account affordability of the companies and the passengers.

6. Advice from EPD and TD was conveyed to the members of the public respectively.

Concern about old drivers of taxi and green minibus

7. Members of the public raised concern about old drivers of a taxi and a green minibus (GMB) respectively. A member of the public reported that the old taxi driver drove slowly and stopped unnecessarily. He considered that the old taxi driver was unfit to operate the vehicle and was a threat to passengers and other vehicles. Another member of the public raised that a GMB driver might age over 80. He considered the old GMB driver a traffic risk and enquired why TD would issue the driving licence to him.

8. The cases were referred to TD for investigation. TD advised that under the Road Traffic (Driving Licences) Regulations (Cap 374B) (the Regulations), an applicant for a new, reissued or renewed driving licence should make a declaration in the application form on whether he/she was suffering from any disease or physical disability specified in the First Schedule to the Regulations (such as epilepsy, mental disorder, and hypertension), or any disease or physical disability that would cause his/her driving be a source of danger to the public.

9. For applicants aged 60 or above but less than 70, their driving

licences should be valid for three years or up to the day before he/she attained the age of 70, whichever was the longer.

10. An applicant aged 70 or above should, on application for a new, reissued or renewed driving licence, submit a medical examination form (TD256) titled “Medical examination for an applicant of 70 years of age or above for a full or learner’s driving licence”³. The form should be completed and signed by a registered medical practitioner not earlier than four months before the application to certify that the applicant was medically fit to drive. The applicant must choose the driving licence with a validity period of one year or three years. If he/she found that he/she had the disease or physical disability specified in the First Schedule, the holder of a valid driving licence had to inform the Commissioner for Transport in writing. Anyone who contravened the said requirements committed an offence and was liable to a fine of \$2,000.

11. TD added that to enhance drivers’ awareness of safe driving and health, they put in place “the Guidelines on Working Hours of Green Minibus Drivers” with a view to ensuring ample rest time for drivers, and organised publicity campaign and education activities to remind operators to pay attention to drivers’ physical condition and encourage them to have regular check-ups. In case any duty driver was unwell or suffered from abnormal health conditions, the operator concerned would, for safety’s sake, take appropriate measures to suspend the driving duties of the driver concerned immediately. TD would continue to encourage the operators to observe their drivers’ health condition through regular trade meetings.

12. TD’s advice was conveyed to the members of the public respectively.

Concern about restriction for the prohibited zone on South Lantau

13. A member of the public raised concern about the restriction for “external vehicles” to enter the prohibited zone on South Lantau. At present, all external vehicles were not allowed to enter Mui Wo and therefore Mui Wo

³ The requirement of submitting medical examination certificate also applies to applicants of 70 years of age or above for issue or renewal of probationary or temporary driving licence.

residents could only hire expensive local transportation companies for transporting renovation materials. With more residents moving to Mui Wo, the restriction had caused inconvenience to the residents. He considered that TD should facilitate local residents to apply for entry permits for “external vehicles” to enter Mui Wo.

14. The case was referred to TD. TD advised that to cater for public access to the closed roads on Lantau, i.e. Tung Chung Road between Shek Mun Kap Road and South Lantau Road (near Shan Shek Wan) and all roads on South Lantau, members of the public who were living or working on South Lantau could apply for the Lantau Closed Road Permit (the Permit) to access the closed roads. In addition, TD would also issue Permits to those who had to enter South Lantau to carry out construction works, renovation or removal.

15. To prevent abusive use of the Permit, TD would ensure that the applicants had genuine need to access to the closed roads of Lantau Island and that local residents would not be affected.

16. TD’s advice was conveyed to the member of the public, and he raised no further comment.

Overview of Complaints and Suggestions Received in 2018**Overall Trend**

TCU received 27 671 complaints and suggestions in 2018. Among these, 173 were pure suggestions. The number of cases recorded an increase of 3.9% when compared with 26 621 cases received in 2017. A breakdown of the complaints and suggestions received by TCU in the past five years is at Annex J. A breakdown of the cases received in 2018 by category is as follows –

<u>Nature of Complaint/Suggestion</u>	<u>2017</u>	<u>2018</u>	<u>Difference</u>
Public Transport Services	22 775	24 081	+5.7%
Traffic Conditions	572	472	-17.5%
Road Maintenance	123	144	+17.1%
Enforcement	2 996	2 840	-5.2%
Miscellaneous	155	134	-13.5%
Total	26 621	27 671	+3.9%

Public Transport Services

2. Public transport services remained the major area of concern. In 2018, 24 081 complaints and suggestions were received, accounting for 87% of the total number of cases. Among these, 94 were pure suggestions. The number of cases in this category recorded an increase of 5.7% as compared with 22 775 cases in 2017. A breakdown of the complaints and suggestions by mode of transport is as follows –

<u>Mode of Transport</u>	<u>2017</u>	<u>2018</u>	<u>Difference</u>
Franchised Buses	5 776	7 090	+22.7%
Non-franchised Buses	176	185	+5.1%
Green Minibuses	5 081	5 034	-0.9%
Red Minibuses	397	345	-13.1%
Taxis	10 759	11 000	+2.2%
Rail Transport	497	378	-23.9%
Ferries	89	49	-44.9%
Total	22 775	24 081	+5.7%

Franchised Bus Services

3. There were 7 090 cases on franchised bus services in 2018, representing an increase of 22.7% as compared with 5 776 cases in 2017. Most complaints are about regularity of service, conduct and performance of staff and improper driving behaviour. A breakdown of the 7 090 cases by individual franchised bus companies is at Annex K.

4. There was increase in the number of complaints about regularity of service (from 2 204 cases in 2017 to 2 721 cases in 2018, representing an increase of 23.5%). It was mainly caused by traffic congestion and bus driver shortage. Regarding service irregularity caused by traffic congestion, the Transport Department (TD) has been liaising with the franchised bus operators to examine the congested locations at which the regularity of bus services was severely affected and to devise improvement plans to improve service stability. TD has also requested the franchised bus operators to use the black box's data to conduct review of the actual bus journey time against the scheduled bus journey time to identify the shortfall. The franchised bus operators have suitably adjusted the service timetable according to the actual traffic requirement.

5. For service irregularities caused by bus driver shortage, TD has urged the franchised bus operators to strengthen their bus driver recruitment, enhance communication with the staff, and improve the remuneration and working environment of the bus drivers to attract new blood and retain in-service staff.

TD is also assisting the franchised bus operators to recruit bus drivers where possible. TD has liaised with the Labour Department (LD) to organise franchised bus drivers joint recruitment day in different districts. TD will continue to closely monitor the manpower situation of franchised bus companies.

6. There were also increases in the number of complaints about improper driving behaviour (from 892 cases in 2017 to 1 104 cases in 2018, representing an increase of 23.8%) and conduct and performance of staff (from 1 418 cases in 2017 to 1 719 cases in 2018, representing an increase of 21.2%).

7. The Government attaches great importance to ensuring the safety of franchised bus services. To follow up the recommendations of the Independent Review Committee on Hong Kong's Franchised Bus Service and to take forward the measures proposed by TD's Working Group on the Enhancement of Safety of Franchised Bus, TD has been discussing with the franchised bus operators, amongst others, to better use the black box data to monitor the driving behaviour of bus captains and enhance safety. The franchised bus operators have also stepped up remedial trainings for the bus captains identified of improper driving behaviour. The franchised bus operators have also embarked on the trials of driver monitoring device, collision alert and lane keeping device in 2018. TD and franchised bus operators will review the effectiveness of these add-on devices through collecting feedback from their bus captains and reviewing their performance with a view to coming up with some recommendations and action plans by the franchised bus operators in the latter half of 2019.

8. In addition, the franchised bus operators were requested to strengthen their training for frontline staff on areas such as customer service. They will also arrange mysterious ride checks to monitor bus captains' performance and behaviour. TD will continue to monitor the situation closely and take further action to follow up with bus companies as necessary.

9. Lastly, regarding the significant increase in complaints on KMB, TD has reminded KMB through various channels to ensure the provision of appropriate and adequate training to bus captains and staff. In addition, TD has all along been closely monitoring the regularity of service and has instructed KMB to improve the lost trip situation from time to time.

Non-franchised Bus Services

10. There were 185 cases on non-franchised bus (NFB) services in 2018, representing an increase of 5.1% as compared with 176 cases in 2017. A detailed breakdown of the 185 cases received in 2018 is at Annex L. TD noted that there were increases in the number of complaints on service adequacy and standards. Regarding the former, complaint about service frequency, routeing and hours of operation increased between 17% and 54% in 2018, which might be caused by the suspension and service adjustment of several residents' services routes due to low patronages in 2018. TD will closely monitor the service changes of the residents' services and liaise with franchised bus and green minibus operators to strengthen their services to ensure that residents would not be deprived of regular public transport services. As for the service standards, it is noted that complaints concerning operational safety such as improper driving behaviour and vehicle condition had also increased. To further enhance the operational safety of NFB services, TD has formed a task force with the trade to explore various measures, such as installing and providing safety devices, using technologies to enhance safety as well as drawing up guidelines on working hours and rest time for NFB drivers. In addition, TD will continue to liaise with the trade for arranging NFB drivers to attend driving safety forum / seminar conducted by the Police.

Public Light Bus Services

11. A total of 5 379 complaints and suggestions on public light bus (PLB) services were received in 2018, representing a decrease of 1.8% as compared with 5 478 cases in 2017.

12. There were 5 034 cases on green minibus (GMB) services, representing a decrease of 0.9% when compared with 5 081 cases in 2017. The decrease was mainly attributable to the decrease in complaints on conduct and performance of staff, improper driving behaviour and adherence to routeing despite the increases in the number of complaints about overcharging and conditions of vehicles. A detailed breakdown of the 5 034 cases is at Annex M.

13. There were 345 cases on red minibus (RMB) services, representing a decrease of 13.1% when compared with 397 cases in 2017. A detailed breakdown of the 345 cases is at Annex N.

14. All the complaints and suggestions on PLB services were referred to TD or the Police for follow-up actions as appropriate. Despite the decreasing number of complaints against improper driving behaviour and conduct and performance of GMB drivers, TD will continue to work with the GMB trade on measures such as the pre-service training course for new drivers and improving the operating environment of GMB services so as to retain experienced drivers. For complaints on GMB service adequacy and regularity, TD will look into the case and, if necessary, conduct ad hoc surveys to ascertain the service level of the concerned route(s) and to follow up with the operators to rectify the problems. TD will also issue warning letters to the operators having identified and proven failures, including non-compliance of timetable and routings, etc. The warning letters issued will be taken into account in the mid-term appraisal of the concerned GMB operators and their roll-over period for the passenger service licences may be shortened if poor performance is observed during the appraisal period.

15. Besides, TD continued to implement various measures in 2018 to promote the provision of safe, quality and customer-oriented PLB services. The maximum seating capacity of PLBs was increased to 19 seats in July 2017. As at end 2018, about 20% of the PLB fleet was replaced with new 19-seater PLBs. This will help alleviate the complaints on PLB service level, particularly during peak hours. To enhance accessibility and service quality of PLBs, TD also implemented the mandatory requirement for all newly registered PLBs to install extra handrails and passenger call bells with indication lights. There were also other on-going measures to enhance safe driving and customer-oriented services, including appeals to the PLB associations and operators to promote safe driving and provision of quality service, the Safe Driving and Health Campaign for professional drivers and the publication of PLB Newsletter.

Taxi Services

16. There were 11 000 cases on taxi services in 2018, representing an increase of 2.2% when compared with 10 759 cases in 2017. The increase was mainly attributable to more complaints about improper driving behaviour, failure to take the most direct route and refusing hire. A detailed breakdown of the 11 000 cases is at Annex O.

17. The Police have taken enforcement actions against taxi malpractices particularly at the districts frequented by tourists on a regular basis. Key tasks are to enhance patrols at black spots (such as Lan Kwai Fong and Canton Road) and conduct intelligence-led operations. In encountering any taxi malpractice, such as overcharging, refusing hire and soliciting passengers, members of the public are strongly encouraged to have the incidents reported to the Police with details, such as date, time, location and taxi registration numbers, for investigation. The Police will take prosecution action if there is sufficient evidence.

18. The Government will continue to strive to enhance the quality of the existing taxi services and the operating environment so as to better meet the needs of the public and facilitate long-term, healthy development of the trade. To this end, to strengthen the interaction and cooperation with the taxi trade and other stakeholders, TD established the Committee on Taxi Service Quality (CTSQ) in January 2018, which serves as a multi-party⁴ platform to discuss various strategies and measures to enhance the taxi service quality under the existing taxi licensing system. These measures include promulgating the updated Hong Kong Taxi Service Standard and Guidelines in July 2018; providing online training courses for in-service drivers since November 2018, covering the topics of effective communication skills between taxi drivers and passengers, methods of handling conflicts, good customer service skills, etc.; launching publicity and education campaigns such as the enhanced Taxi Driver Commendation Scheme; improving the existing mechanism of handling complaints about taxi service; reviewing the existing sanctions for various taxi drivers' malpractices and introducing the relevant legislative proposals into the Legislative Council in 2019 with a view to strengthening the overall deterrent

⁴ Non-official members of CTSQ come from the taxi trade, Legislative Council, District Councils, academia, the Consumer Council, the Hong Kong Tourism Board and persons with disabilities groups.

effect especially on taxi drivers who have repeatedly committed various malpractices.

19. Meanwhile, the Government will introduce franchised taxis to meet the new demand in the community for personalised and point-to-point public transport services of higher quality and fare as well as with online hailing features. The franchised taxis will be operated through a franchise model. Areas such as the number, service, fares as well as drivers' quality of franchised taxis will be regulated by the Government. The Government is preparing the legislative work for introducing franchised taxis with a target to introduce the Bill into the Legislative Council in the 2018-19 legislative year.

Rail Services

20. There were 378 cases on rail services in 2018, which represents a decrease of 23.9% when compared with 497 cases in 2017. There was reduction on the number of complaints about the services of MTR Corporation Limited. A breakdown of the 378 cases by individual railway companies is at Annex P.

21. The complaints against the services of MTR Corporation Limited (MTRCL) in 2018 decreased as compared with that in 2017, especially in the aspects of conduct & performance of staff, frequency and regularity of service. This may be due to the continuous improvements made by MTRCL to provide adequate training for the staff to uplift their service competency and the enhancement of train services in 2018.

22. For tram services, the number of complaints received was 31 in 2018, which represents an increase of 6.9% when compared with 29 cases in 2017. The majority of the complaints were about the improper driving behaviour and conduct & performance of staff. HKT has reminded their tram motormen to drive in appropriate speed and pay attention to passenger safety as well as provided appropriate training to enhance safe driving and quality service. Furthermore, HKT would conduct random inspections to monitor the performance of tram motormen whenever necessary and take disciplinary actions against the tram motormen concerned depending on the situation.

Ferry Services

23. There were 49 cases on ferry services in 2018, representing a decrease of 44.9% when compared with 89 cases in 2017. A breakdown of the 49 cases by individual ferry companies is at Annex Q. The decrease in the number of complaints in 2018 was mainly attributable to the decrease in complaints about inadequate service level of the “Central – Cheung Chau” route including inadequate carrying capacity of the fast ferry sailing at 5:10 a.m. from Cheung Chau operated by the New World First Ferry Services Limited (NWFF).

24. To better meet the passenger demand for the “Central – Cheung Chau” ferry service especially during peak hour periods on weekdays and on public holidays, NWFF implemented a programme to increase the carrying capacity of its ferry fleet progressively starting from the second half of 2017 by utilising the existing spaces on board to install 20 additional seats in five 400-seat fast ferry vessels as well as seven additional seats and one additional space for wheelchair users in one of its fast ferry vessels. The installation works was completed in 2018. Apart from that, it was observed that the patronage of the “Central – Cheung Chau” ferry service decreased by about 4% in 2018 when compared with 2017. Overall speaking, the service improvement of the “Central – Cheung Chau” ferry service implemented in 2018 together with the slight decrease in patronage accounted for the decrease in complaints against inadequate ferry service in 2018.

25. There was a decrease of complaints concerning minor ferries from 48 cases in 2017 to 25 cases in 2018 (-47.9%). The decrease was mainly attributable to the decrease in complaints on service regularity and staff conduct and performance. Regarding service regularity, TD has been closely monitoring the performance of ferry operators through field surveys and inspections with a view to ensuring that all ferry operators adhere to the schedules of services and will improve services to meet passenger demand when needed. Regarding the staff performance, TD will continue to urge the ferry operators to step up staff management and take appropriate measures, such as enhancement of staff training, to improve the performance of staff.

Traffic Conditions

26. In 2018, 472 complaints and suggestions about traffic conditions were received, accounting for about 1.7% of the total number of cases. The number of cases in this category recorded a decrease of 17.5% as compared with 572 cases in 2017.

Traffic Congestion

27. Of the 472 cases received, 220 (47%) were related to traffic congestion. This represents a decrease of 6.0% as compared with 234 cases in 2017. A breakdown of the complaints about traffic congestion by district is at Annex R. In 2018, districts which attracted relatively more complaints are –

<u>District</u>	<u>No. of Complaints</u>		
	<u>2017</u>	<u>2018</u>	<u>Difference</u>
Yau Tsim Mong	21	38	+81.0%
Kowloon City	20	19	-5.0%
Wan Chai	12	17	+41.7%

28. Factors contributing to the complaints about traffic congestion in 2018 are broken down as follows –

<u>Factor</u>	<u>No. of Complaints</u>		
	<u>2017</u>	<u>2018</u>	<u>Difference</u>
Traffic management	115	93	-19.1%
Road works	24	30	+25.0%
Vehicle obstruction	45	66	+46.7%
Others	50	31	-38.0%
Total	234	220	-6.0%

29. All the complaints and suggestions concerning traffic congestion were referred to TD, the Police, the Highways Department and other relevant departments for consideration and follow-up actions. In 2018, TD continued to implement the following measures to alleviate traffic congestion –

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

Traffic Management

30. In 2018, there were 149 complaints and suggestions on traffic management matters (excluding those causing congestion). These cases were related to traffic light phasing, traffic lane arrangements and restricted zones. The number of cases represents a decrease of 28.7% as compared with 209 cases in 2017.

Additional Traffic Signs and Aids

31. TCU received 69 requests for additional traffic signs and aids in 2018, 15.9% less than that of 2017.

Parking Facilities

32. There were 34 complaints and suggestions on parking facilities in 2018. This represents a decrease of 27.7% as compared with 47 cases in 2017.

Road Maintenance

33. In 2018, 144 complaints and suggestions about road maintenance were received, accounting for less than 1% of the total number of cases. The number of cases in this category recorded an increase of 17.1% as compared with 123 cases in 2017.

Enforcement

34. In 2018, 2 840 complaints about enforcement matters were received, accounting for about 10% of the total number of cases. A comparison between the complaints received in 2017 and 2018 is as follows –

<u>Category</u>	<u>No. of Complaints</u>		<u>Difference</u>
	<u>2017</u>	<u>2018</u>	
Illegal parking	2 043	1 719	-15.9%
Other enforcement matters	953	1 121	+17.6%
Total	2 996	2 840	-5.2%

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

Illegal Parking

35. In 2018, districts which attracted relatively more complaints about illegal parking are –

<u>District</u>	<u>No. of Complaints</u>		
	<u>2017</u>	<u>2018</u>	<u>Difference</u>
Yau Tsim Mong	180	147	-18.3%
Kwun Tong	177	141	-20.3%
Kowloon City	161	133	-17.4%
Sha Tin	316	131	-58.5%

36. The Police endeavor to ensure road safety and smooth traffic flow. Upon receipt of TCU's referrals, the Police would assess the traffic situation and take appropriate enforcement action. Should there be serious obstruction and imminent danger to road safety, those illegally parked vehicles may be towed away.

37. To tackle the problem of shortage of parking facilities, developers are requested to provide parking spaces at the higher end of parking standards under the Hong Kong Planning Standards and Guidelines to meet the long-term demand. The Government would also consider requesting developers to provide parking spaces for public use if planning/site conditions allow and relevant departments agree. In addition, the Government will continue to search for suitable sites to provide overnight on-street parking as well as short-term tenancy sites to provide more parking spaces, particularly for goods vehicles and coaches. Furthermore, the Government will follow the principle of "single site, multiple uses" to provide public car parking spaces in suitable Government, Institution and Community facilities and public open space projects so as to make full use of the sites.

Other Enforcement Matters

38. In 2018, districts which attracted relatively more complaints about motorists/pedestrians failing to comply with traffic regulations are –

<u>District</u>	<u>No. of Complaints</u>		<u>Difference</u>
	<u>2017</u>	<u>2018</u>	
Yau Tsim Mong	98	107	+9.2%
Kwun Tong	76	94	+23.7%
Central & Western	67	90	+34.3%
Kowloon City	64	89	+39.1%

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

39. All cases complaining motorists/pedestrians failing to comply with traffic regulations were referred to Police for investigation. Some cases were also referred to TD for consideration on whether suitable traffic management measures could be introduced to improve the situation.

Complaints and Suggestions Received by TCU

<u>Nature of Complaint/Suggestion</u>	<u>Same quarter last year (1.10.17-31.12.17)</u>			<u>Previous quarter (1.7.18-30.9.18)</u>			<u>Current quarter (1.10.18-31.12.18)</u>		
I. Public Transport Services									
(a) Adequacy of service	222	[7]		311	[23]		284	[14]	
(b) Standard of service	5 367	[6]		5 993	[4]		6 435	[10]	
(c) General	138	[5]		157	[1]		161	[4]	
	5 727	[18]	(85%)	6 461	[28]	(87%)	6 880	[28]	(87%)
II. Traffic Conditions									
(a) Traffic congestion	77	[1]		75	[3]		51	[2]	
(b) Traffic management	36	[13]		28	[5]		45	[8]	
(c) Additional traffic signs and aids	19	[11]		19	[5]		15	[2]	
(d) Parking facilities	4			9	[2]		10	[1]	
	136	[25]	(2%)	131	[15]	(2%)	121	[13]	(1%)
III. Road Maintenance									
(a) Road conditions	12			36			18		
(b) Traffic signs and aids	13	[1]		18			14		
(c) Carriageway markings	3			2			1		
	28	[1]	(1%)	56		(1%)	33		(1%)
IV. Enforcement									
(a) Illegal parking	463	[1]		441	[1]		524	[1]	
(b) Other enforcement matters	284	[1]		259	[1]		336	[3]	
	747	[2]	(11%)	700	[2]	(9%)	860	[4]	(10%)
V. Miscellaneous	28		(1%)	46	[4]	(1%)	24	[2]	(1%)
Total	6 666	[46]	(100%)	7 394	[49]	(100%)	7 918	[47]	(100%)

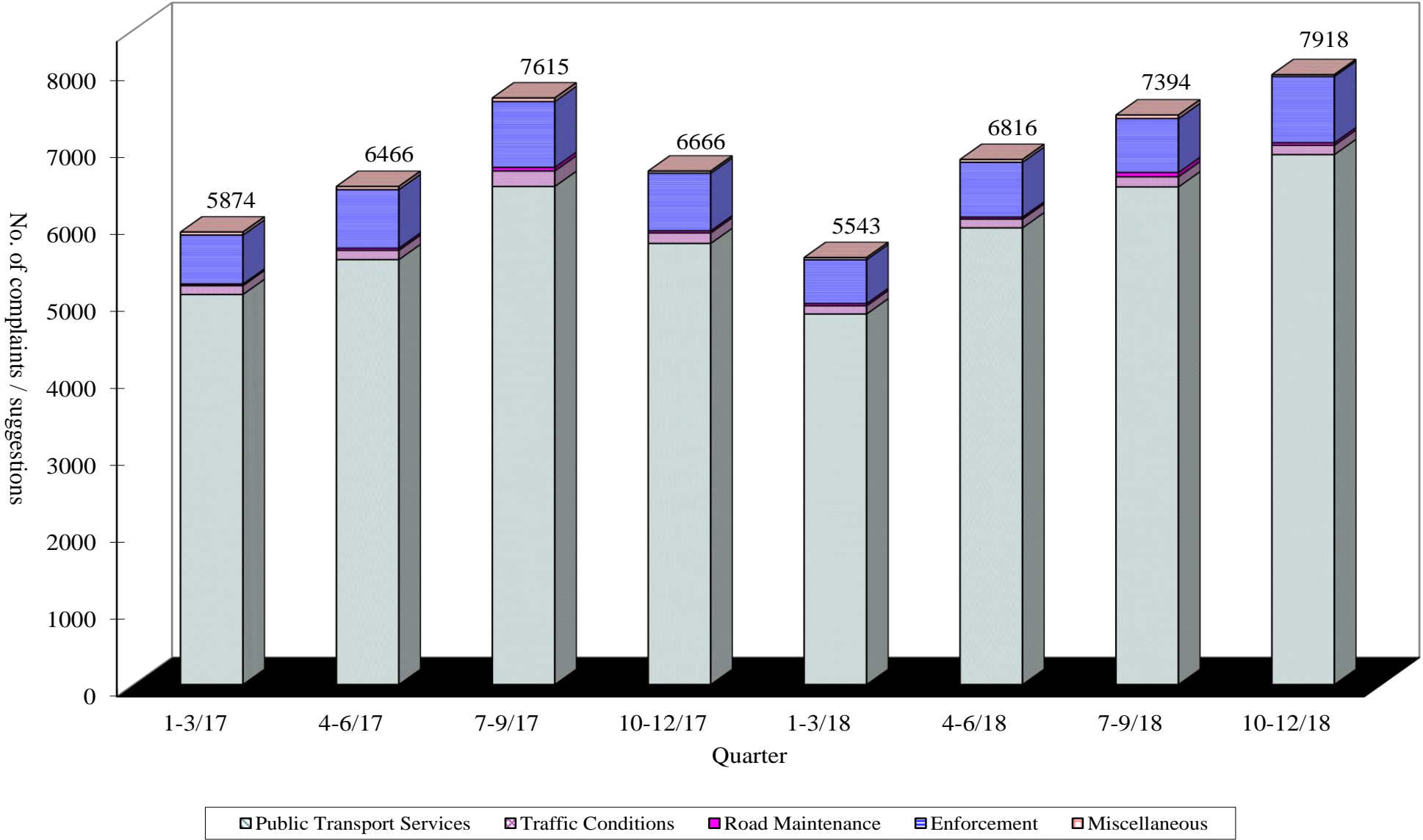
Notes : (1) Figures in square brackets are the number of pure suggestions received in the quarter. The figures have been included in the overall number of cases received.

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

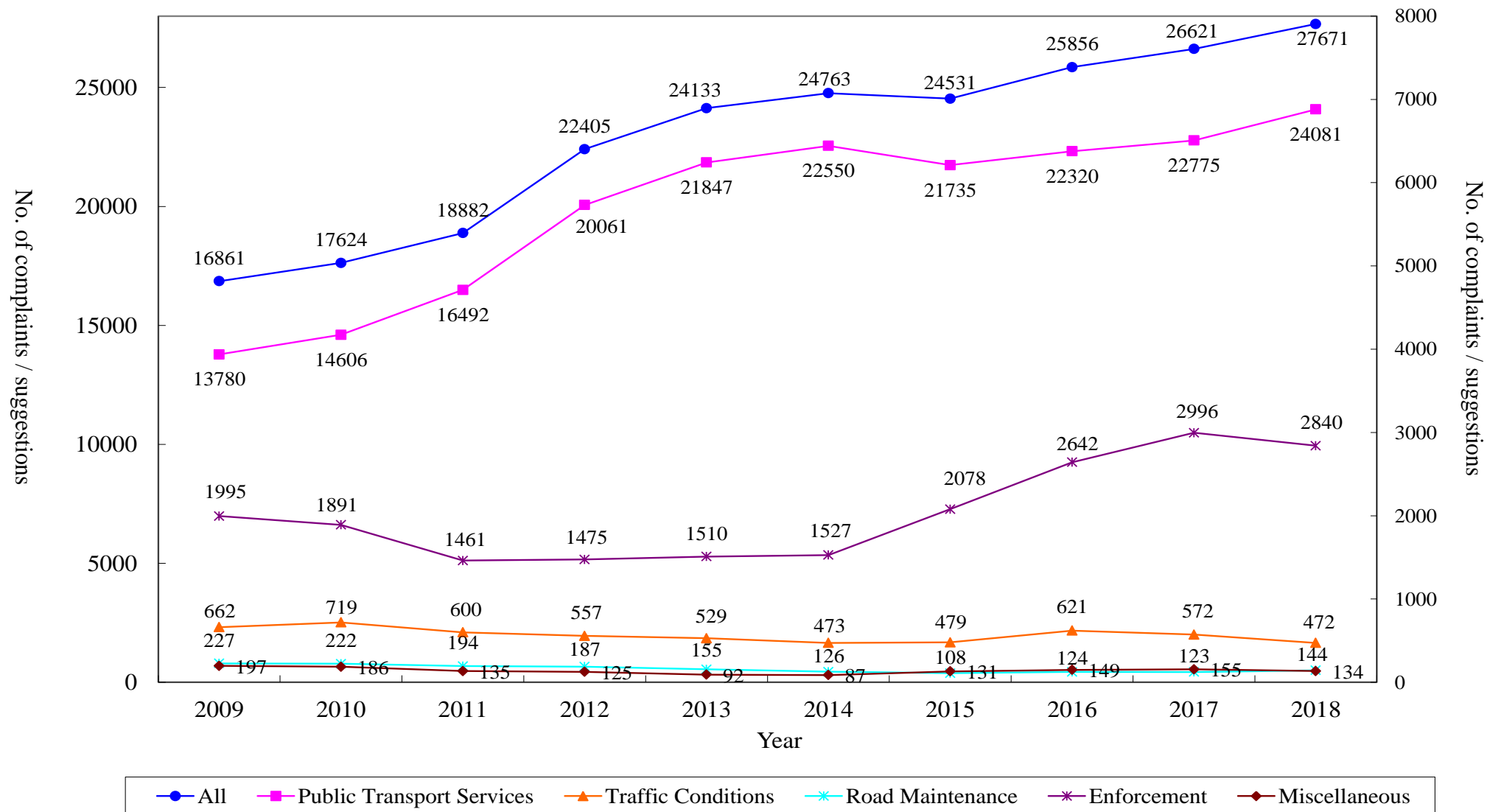
Complaints and Suggestions Received by TCU

Annex A(ii)

- 29 -

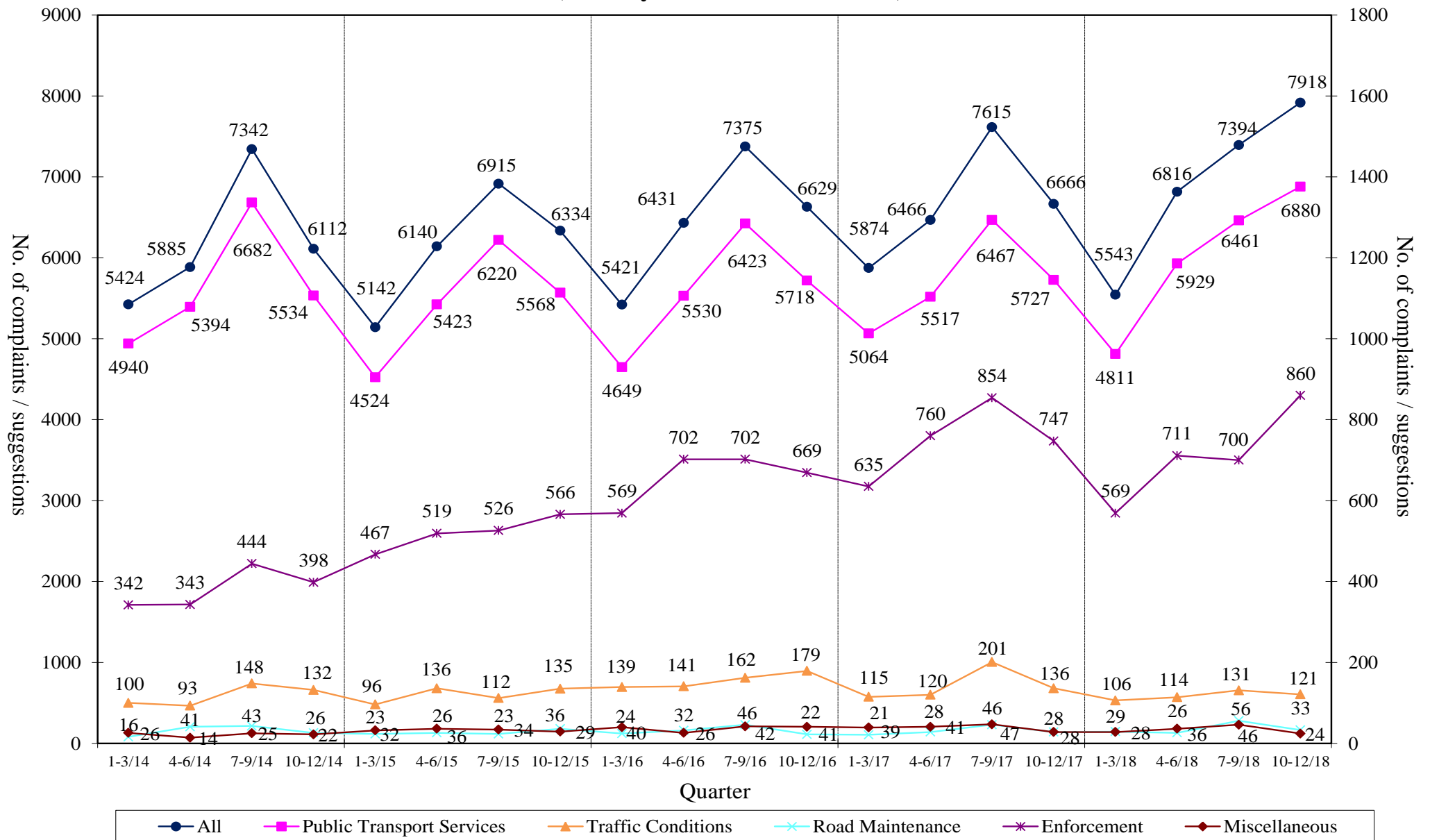


**Trends of Complaints and Suggestions Received by TCU
(2009 - 2018)**



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

Annex B(ii)



Summary of Results of Investigations into Complaints and Suggestions
(October – December 2018)

Outcome of Investigation Nature of Complaint/ Suggestion	A1	A2	B	C	Total
I. Public Transport Services					
(a) Adequacy of service	11	257	10	-	278
(b) Standard of service	1 645	2 436	36	1 818	5 935
(c) General	82	60	9	14	165
	1 738	2 753	55	1 832	6 378
II. Traffic Conditions					
(a) Traffic congestion	40	37	1	2	80
(b) Traffic management	13	24	7	-	44
(c) Additional traffic signs/aids	5	9	5	-	19
(d) Parking facilities	4	9	1	-	14
	62	79	14	2	157
III. Road Maintenance					
(a) Road conditions	23	5	1	-	29
(b) Traffic signs and aids	10	4	1	-	15
(c) Carriageway markings	3	-	-	-	3
	36	9	2	-	47
IV. Enforcement					
(a) Illegal parking	487	57	-	-	544
(b) Other enforcement matters	113	85	1	99	298
	600	142	1	99	842
V. Miscellaneous	27	20	1	-	48
Total	2 463 (33%)	3 003 (40%)	73 (1%)	1 933 (26%)	7 472 (100%)
	5 466 (73%)				

Legend

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

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

<div>Outcome of Investigation</div> <div>Mode of Transport</div>	A1	A2	B	C	Total
The Kowloon Motor Bus Company (1933) Limited	463	608	11	20	1 102
Citybus Limited (Franchise 1)	58	69	3	-	130
Citybus Limited (Franchise 2)	32	32	1	-	65
New World First Bus Services Limited	79	82	5	1	167
New Lantao Bus Company (1973) Limited	11	4	-	3	18
Long Win Bus Company Limited	15	26	2	1	44
Cross-harbour Bus Services	185	214	-	9	408
Non-franchised Bus Services	16	42	6	1	65
Green Minibus	731	491	11	21	1 254
Red Minibus	80	7	-	13	100
Taxi	40	1 046	9	1 762	2 857
MTR Corporation Limited (Excluding Light Rail)	21	112	7	-	140
MTR Corporation Limited (Light Rail)	2	7	-	-	9
The Hongkong Tramways Limited	3	1	-	1	5
New World First Ferry Services Limited	1	4	-	-	5
The “Star” Ferry Company Limited	-	-	-	-	-
Minor Ferries	1	8	-	-	9
Total	1 738 (27%)	2 753 (43%)	55 (1%)	1 832 (29%)	6 378 (100%)
	4 491 (70%)				

Legend

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

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

I. Public Transport Services

Hong Kong Island

- Extend the service of green minibus route no. 5M between Wong Chuk Hang MTR station and Grantham Hospital to afternoons of Saturdays, Sundays and Public Holidays to meet the demand of passengers.
- Extend the queue marking at a bus stop at Des Voeux Road West to facilitate passengers boarding.

New Territories

- Add signages at Tuen Mun Station Bus Terminus to facilitate passengers queuing.

II. Traffic Management

Hong Kong Island

- Add a “Reduce Speed Now” traffic sign at Tai Tam Road westbound to enhance road safety.
- Extend the effective hours of “No Stopping” restriction at Shell Street and Merlin Street near King's Road to prevent vehicle obstruction and improve the sight-line of pedestrians at crossing.

Kowloon

- Adjust the coordination of traffic lights at Prince Edward Road West westbound at its junction with Kadoorie Avenue and Embankment Road to improve traffic flow of Knight Street.

- Narrow the carriageway of On Wah Street at its junction with On Tak Road with hatched road markings and add “Slow” road markings at On Tak Road to improve road safety.
- Increase the vehicular green time of a traffic light at Po Kong Village Road westbound outside International Christian Quality Music Secondary and Primary School during morning rush hours to improve traffic flow.
- Flexibly increase the pedestrian green time of traffic lights at the junctions of Tonkin Street northbound and Cheung Sha Wan Road eastbound, Nam Cheong Street and Woh Chai Street, and Wai Chi Street and Woh Chai Street to facilitate pedestrians crossing the roads.

New Territories

- Impose 24-hour “No Stopping” restriction at the roundabout of Shek Kok Road to deter illegal parking.
- Add a solid-cum-broken white line at Tai Chung Road northbound near Hoi Shing Road to regulate lane-cutting activities and improve traffic flow.
- Add a solid-cum-broken white line at Man Kam To Road (Shenzhen bound) to better regulate lane-changing activities and improve traffic flow.
- Adjust the coordination of the traffic lights at Wo Tik Street and Sha Tsui Road westbound to improve the traffic flow of Wo Tik Street.
- Increase the vehicular green time of a traffic light at the intersection of Po Lam Road eastbound and On Sau Road to improve traffic flow.

Annex E(i)

Complaints and Suggestions on Public Transport Services

(October – December 2018)

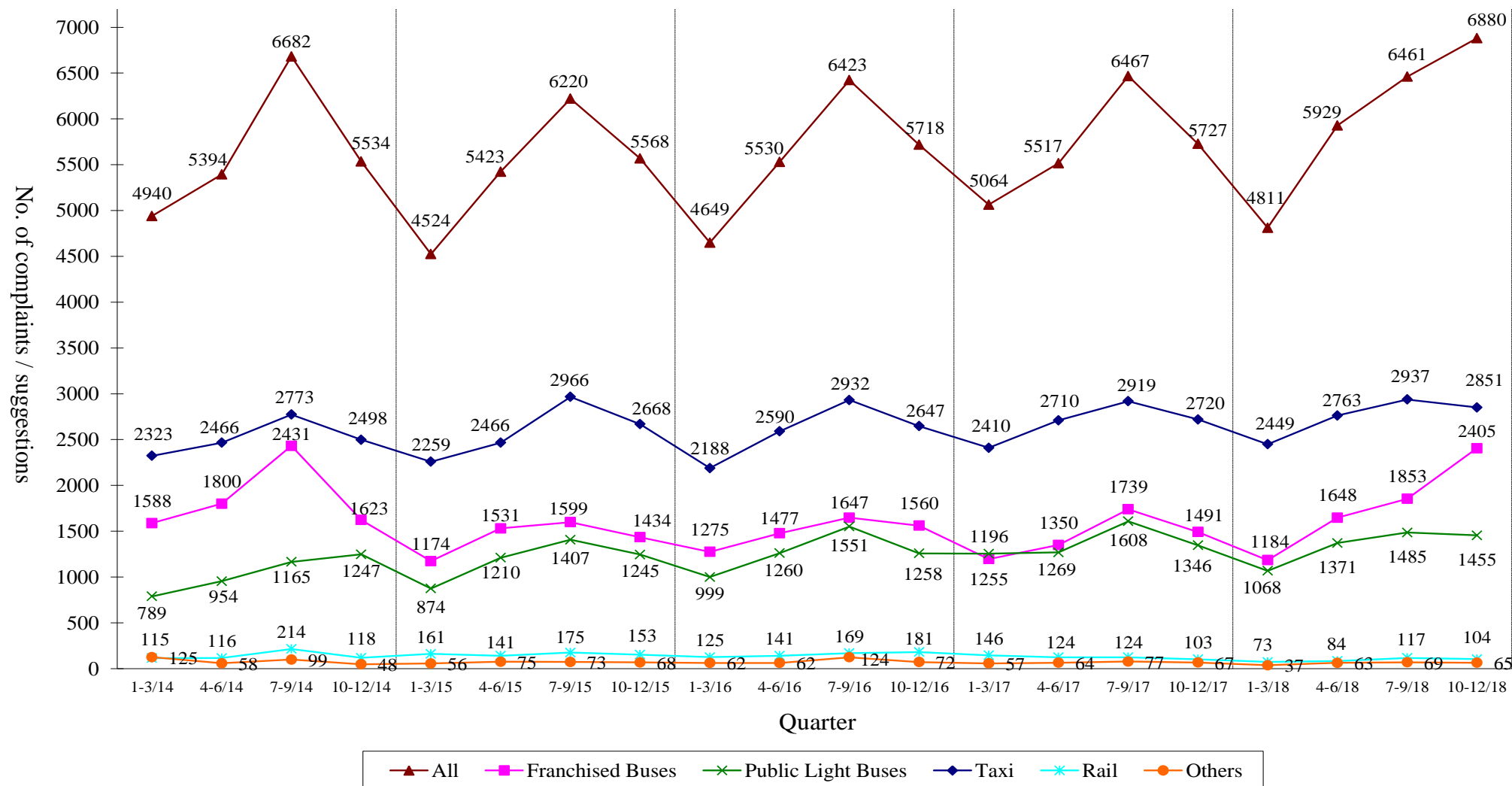
Legend

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

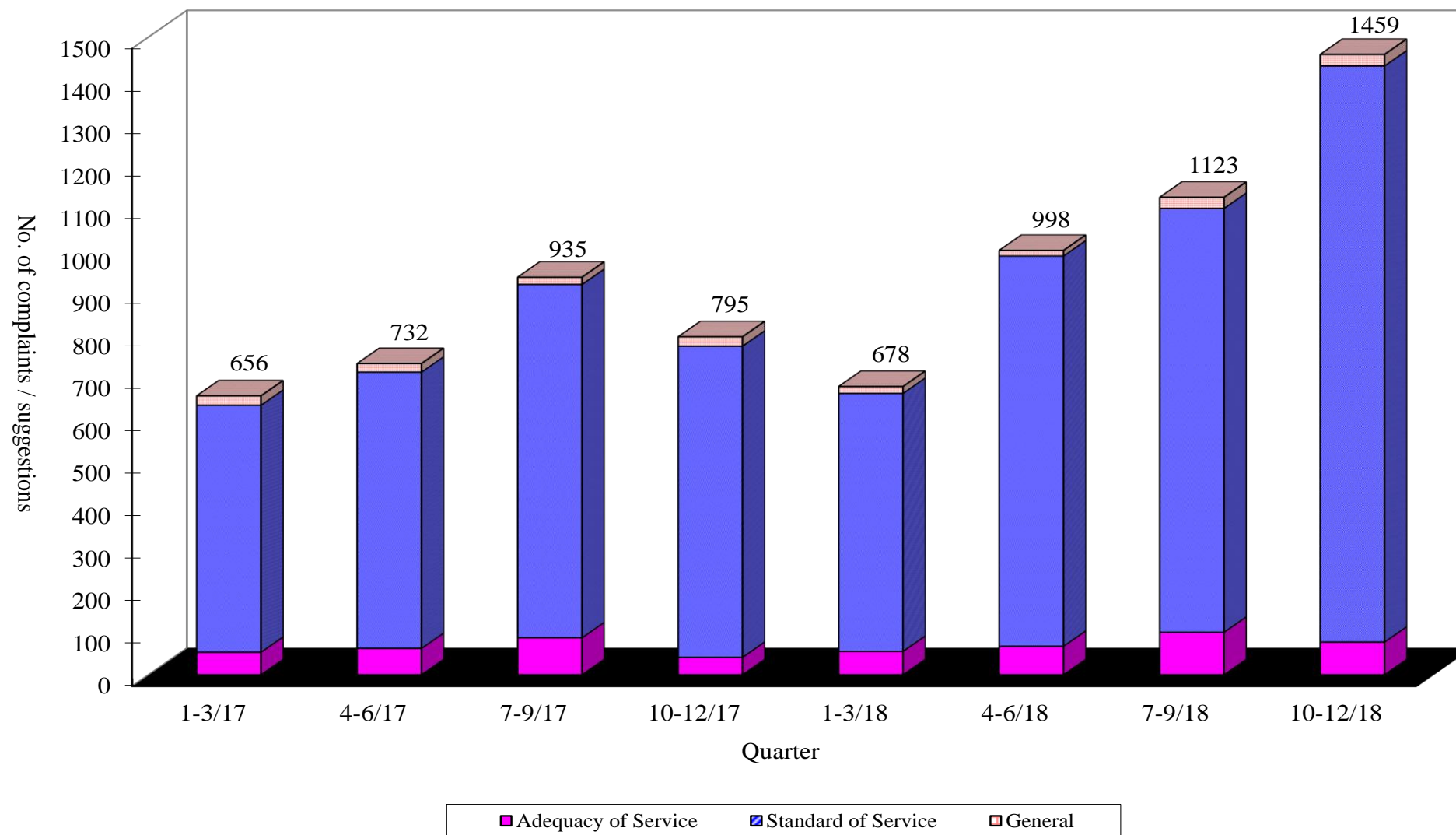
* Including taximeter irregularities

Mode Nature of Complaint/Suggestion	Vehicular Transport											Rail Transport			Waterborne Transport			Total/ Sub- total
	Franchised Buses							NFBS	GMB	RMB	Taxi	MTR (Non- LR)	MTR (LR)	HT	FF	SF	MF	
	KMB	CTB1	CTB2	FB	NLB	LWB	XHT											
(A) Adequacy of Service																		
(1) Frequency/carrying capacity	47	3	3	2	8	9	11	5	109	-	-	10	-	1	-	-	-	208
(2) Routeing	17	2	3	1	-	6	9	-	4	-	-	-	-	-	-	-	-	42
(3) Hours of operation	2	-	1	-	-	-	1	1	-	-	-	-	-	-	-	-	1	6
(4) Provision of stops	11	-	3	1	3	-	4	1	4	-	-	1	-	-	-	-	-	28
Sub-total	77	5	10	4	11	15	25	7	117	-	-	11	-	1	-	-	1	284
(B) Standard of Service																		
(1) Regularity of service	679	41	23	56	4	19	164	11	359	-	-	2	1	1	-	-	4	1364
(2) Adherence to routeing	8	1	2	1	-	2	9	2	77	-	502	-	-	-	-	-	-	604
(3) Improper driving behaviour	191	26	13	27	4	15	65	17	304	38	520	4	2	7	-	-	-	1233
(4) Conduct & performance of staff (including drivers)	308	45	18	42	11	18	125	3	393	22	1251	15	-	3	3	-	1	2258
(5) Overcharging	6	-	-	-	-	-	-	-	40	3	504*	-	-	-	-	-	-	553
(6) Cleanliness	4	-	-	1	-	-	-	-	10	2	9	1	-	-	-	-	-	27
(7) Conditions of vehicles/vessels	14	1	-	-	-	1	1	3	15	1	8	5	-	-	-	-	-	49
(8) Passenger services & facilities	145	33	5	11	3	11	51	7	30	1	2	43	1	-	-	1	3	347
Sub-total	1355	147	61	138	22	66	415	43	1228	67	2796	70	4	11	3	1	8	6435
(C) General	27	10	-	-	-	1	16	2	25	18	55	6	-	1	-	-	-	161
Total this quarter	1459	162	71	142	33	82	456	52	1370	85	2851	87	4	13	3	1	9	6880
Grand-total	(2405)							(4358)				(104)			(13)			
Total previous quarter	1123	98	50	133	26	55	368	63	1405	80	2937	107	6	4	3	-	3	6461
Total same quarter last year	795	90	57	114	30	70	335	45	1258	88	2720	88	11	4	6	-	16	5727

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

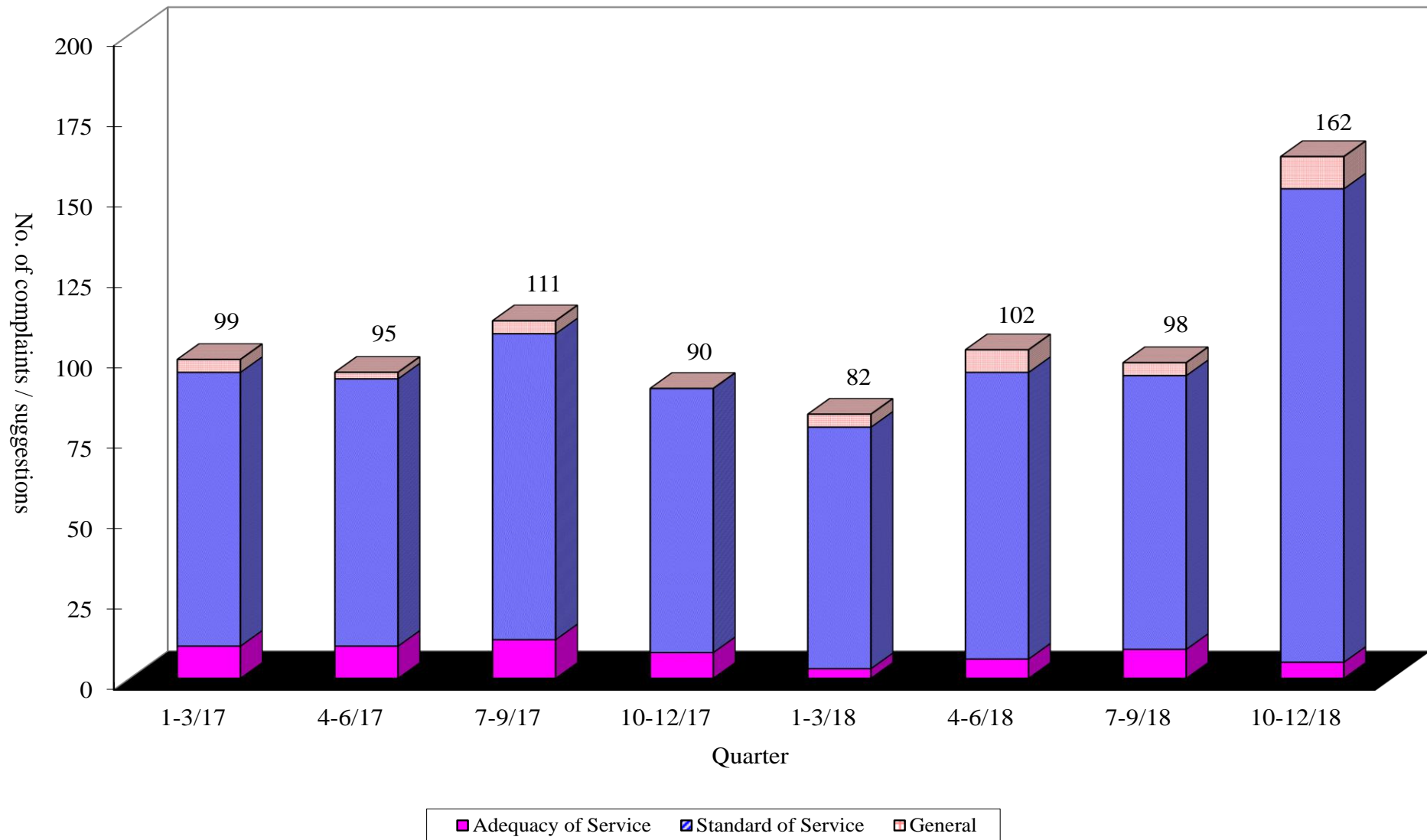


**Complaints and Suggestions on the Services of Kowloon Motor Bus Company (1933) Limited
in the Past Eight Quarters**



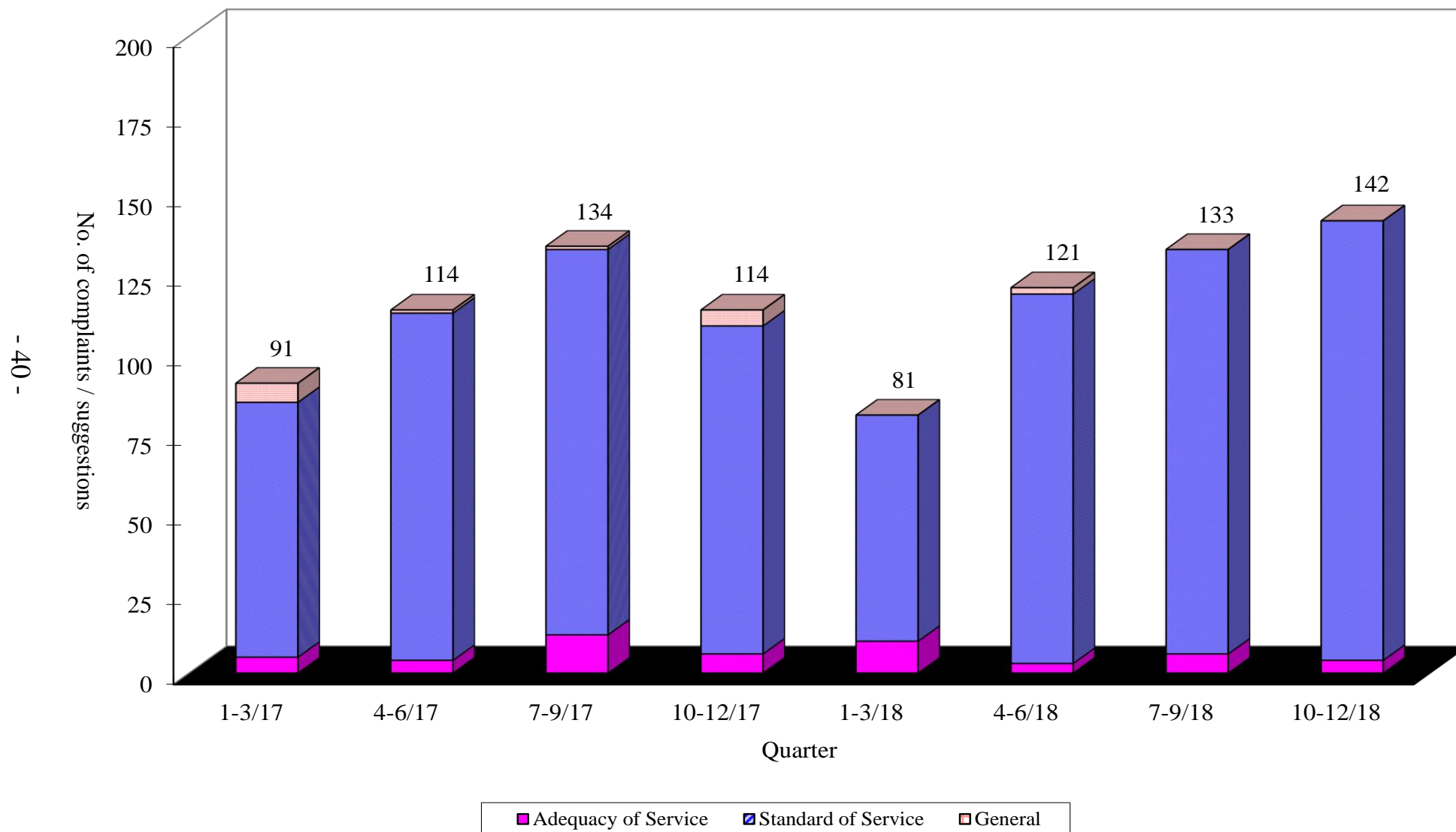
**Complaints and Suggestions on the Services of Citybus Limited (Franchise 1)
in the Past Eight Quarters**

Annex F(ii)

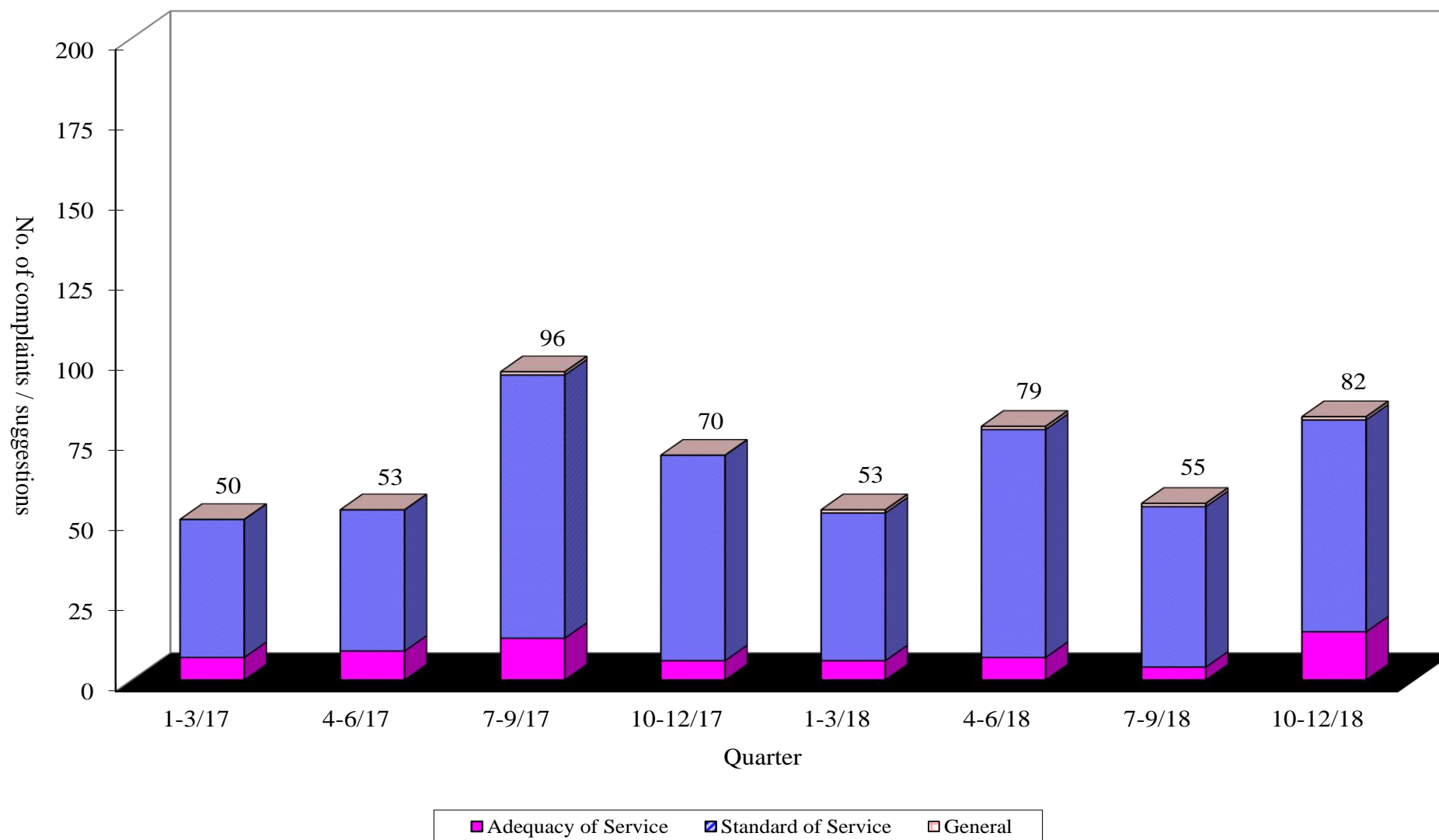


Complaints and Suggestions on the Services of New World First Bus Services Limited in the Past Eight Quarters

Annex F(iii)

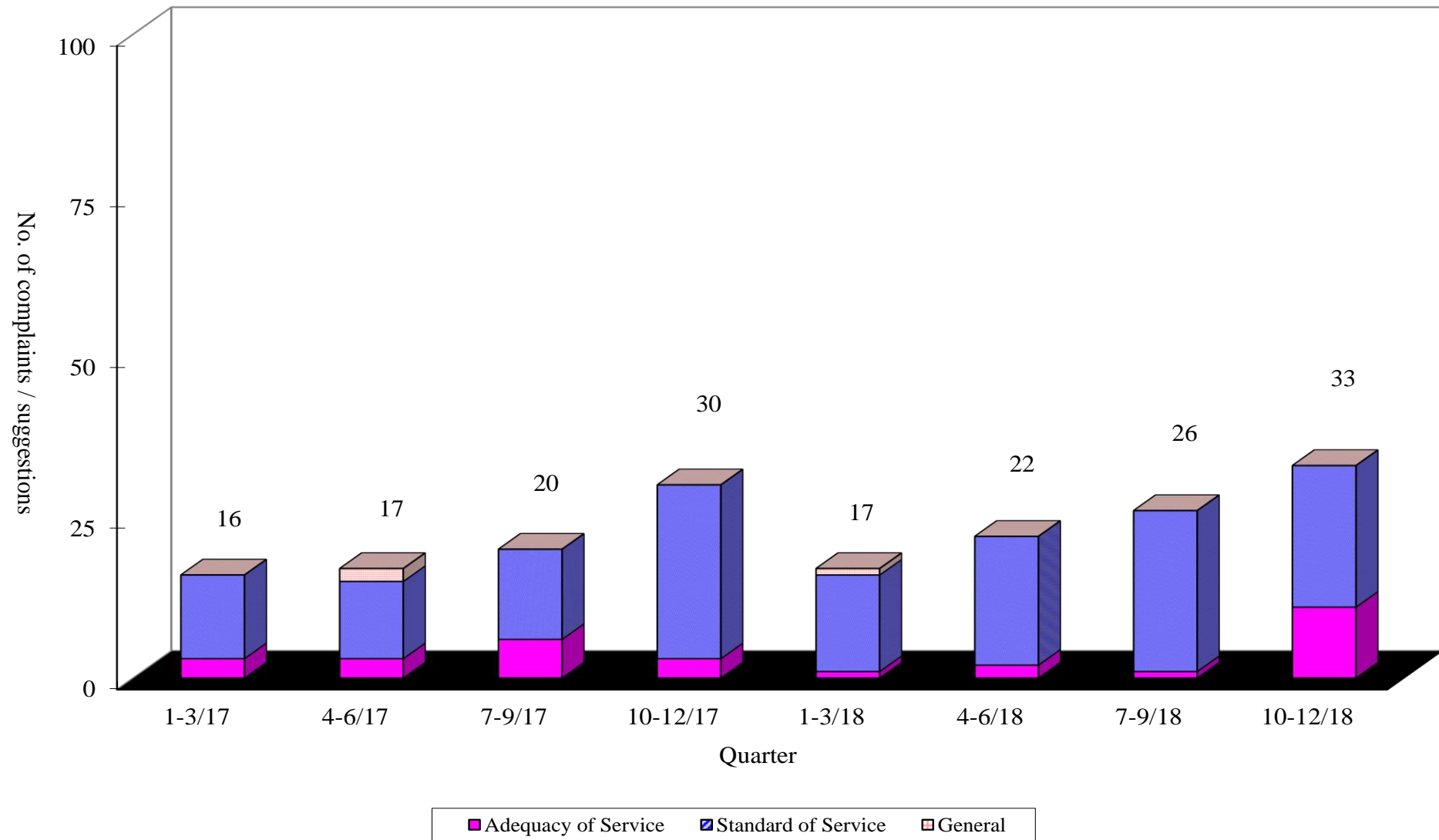


**Complaints and Suggestions on the Services of Long Win Bus Company Limited
in the Past Eight Quarters**



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

Annex F(v)



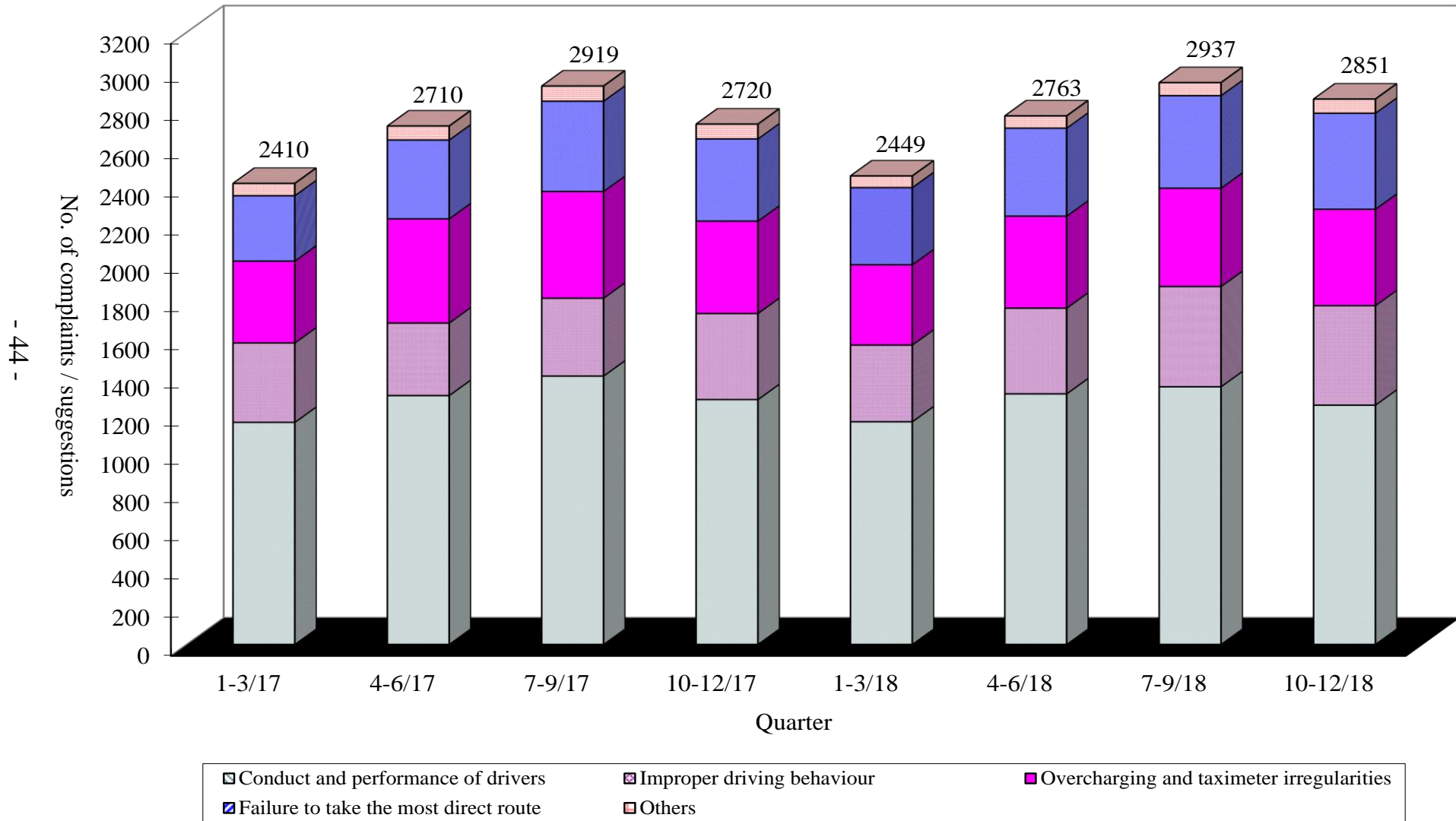
Breakdown of Complaints and Suggestions on Franchised Bus Services
(October – December 2018)

<u>Bus Company</u>	<u>Number of Complaints/ Suggestions</u>	<u>Complaints/Suggestions per million Passenger Journey</u>
The Kowloon Motor Bus Company (1933) Limited (KMB)	1 459	6.11
Citybus Limited (Franchise 1) (Citybus)	162	4.63
Citybus Limited (Franchise 2) (Citybus)	71	7.24
New World First Bus Services Limited (NWFB)	142	5.03
New Lantao Bus Company (1973) Limited	33	3.71
Long Win Bus Company Limited	82	7.34
Cross-harbour Bus Services	456	8.01
Total	2 405	6.19

Note : Complaints and suggestions on cross-harbour bus services cannot be further broken down by bus company as the services are jointly operated by KMB, Citybus and NWFB.

Complaints and Suggestions on Taxi Services in the Past Eight Quarters

Annex G



Breakdown of Complaints and Suggestions on Taxi Services

<u>Nature of Complaint/Suggestion</u>		Same quarter last year <u>(1.10.17-31.12.17)</u>	Previous quarter <u>(1.7.18-30.9.18)</u>	Current quarter <u>(1.10.18-31.12.18)</u>
(a)	Conduct and performance of drivers			
(i)	Behaving other than in a civil & orderly manner	445	459	435
(ii)	Refusing hire	724	732	686
(iii)	Soliciting passengers	3	-	6
(iv)	Refusing to drive to destination	92	147	113
(v)	Failure to display driver identity plate	15	7	8
(vi)	Failure to display driver identity plate properly	1	2	3
	Sub-total	1 280	1 347	1 251
(b)	Improper driving behaviour	450	524	520
(c)	Overcharging	423	436	451
(d)	Taximeter irregularities	60	78	53
(e)	Failure to take the most direct route	430	484	502
(f)	Others*	77	68	74
	Total	2 720	2 937	2 851

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

Complaints and Suggestions on Traffic and Road Conditions
(October – December 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 (2)	4 (4)	1 (1)	4 (4)	2 (2)	- (-)	9 (9)	- (-)	2 (2)	2 (2)	2 (2)	5 (5)	3 (3)	4 (4)	1 (1)	2 (2)	5 (5)	2 (2)	- (-)	51 (50)
(b) Traffic management	5	3	3	3	5	-	-	1	5	1	1	3	3	-	7	1	2	1	1	45
(c) Additional traffic signs and aids	-	-	1	2	1	-	1	1	-	-	1	2	-	1	-	1	3	1	-	15
(d) Parking facilities	-	-	2	-	-	-	-	-	1	-	1	1	-	-	1	-	2	1	1	10
Sub-total	8	7	7	9	8	-	10	2	8	3	5	11	6	5	9	4	12	5	2	121
<u>Road Maintenance</u>																				
(a) Road conditions	1	2	1	1	1	1	1	-	2	-	2	-	1	1	1	1	1	1	-	18
(b) Traffic signs & aids	1	1	1	-	-	2	-	-	2	1	2	1	-	2	-	1	-	-	-	14
(c) Carriageway markings	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-	1
Sub-total	2	3	2	1	1	3	1	-	4	1	4	1	2	3	1	2	1	1	-	33
<u>Enforcement</u>																				
(a) Illegal parking	27	27	32	15	45	28	46	39	39	13	49	34	41	25	22	15	23	3	1	524
(b) Other enforcement matters	19	20	30	9	24	11	32	17	25	6	15	24	23	15	15	16	10	19	6	336
Sub-total	46	47	62	24	69	39	78	56	64	19	64	58	64	40	37	31	33	22	7	860
Total	56	57	71	34	78	42	89	58	76	23	73	70	72	48	47	37	46	28	9	1014

Complaints and Suggestions Received by TCU during 2014-2018

<u>Nature of Complaint/Suggestion</u>		<u>2014</u>			<u>2015</u>			<u>2016</u>			<u>2017</u>			<u>2018</u>			
I. Public Transport Services																	
(a)	Adequacy of service	1	250	[69]	1	040	[80]		915	[74]		975	[51]		967	[59]	
(b)	Standard of service	20	400	[25]	20	127	[30]		20	818	[17]	21	237	[23]	22	558	[25]
(c)	General		900	[25]		568	[25]		587	[22]		563	[13]		556	[10]	
		22	550	[119]	21	735	[135]		22	320	[113]	22	775	[87]	24	081	[94]
II. Traffic Conditions																	
(a)	Traffic congestion		242	[3]		201	[7]		283	[5]		234	[5]		220	[9]	
(b)	Traffic management		134	[29]		159	[36]		191	[24]		209	[47]		149	[30]	
(c)	Additional traffic signs and aids		49	[12]		84	[21]		96	[28]		82	[29]		69	[17]	
(d)	Parking facilities		48	[7]		35	[7]		51	[6]		47	[5]		34	[4]	
			473	[51]		479	[71]		621	[63]		572	[86]		472	[60]	
III. Road maintenance																	
(a)	Road conditions		75			63	[2]		79	[3]		69			77		
(b)	Traffic signs and aids		46	[1]		39	[2]		35			45	[1]		57		
(c)	Carriageway markings		5			6			10	[1]		9			10		
			126	[1]		108	[4]		124	[4]		123	[1]		144		
IV. Enforcement																	
(a)	Illegal parking	1	057		1	512	[1]		1	919	[1]	2	043	[3]	1	719	[3]
(b)	Other enforcement matters		470			566	[3]		723	[5]		953	[3]		1	121	[6]
			1	527		2	078	[4]	2	642	[6]	2	996	[6]	2	840	[9]
V. Miscellaneous																	
			87	[8]		131	[8]		149	[6]		155	[5]		134	[10]	
Total		24	763	[179]	24	531	[222]		25	856	[192]	26	621	[185]	27	671	[173]

Note : Figures in square brackets are the number of pure suggestions received in the year. The figures have been included in the overall number of cases received.

Complaints and Suggestions on Franchised Bus Services

<u>Bus Company</u>	<u>2017</u>	<u>2018</u>	<u>Difference</u>
The Kowloon Motor Bus Company (1933) Limited (KMB)	3 118	4 258	+36.6%
Citybus Limited (Franchise 1) (Citybus)	395	444	+12.4%
Citybus Limited (Franchise 2) (Citybus)	218	190	-12.8%
New World First Bus Services Limited (NWFB)	453	477	+5.3%
New Lantao Bus Company (1973) Limited	83	98	+18.1%
Long Win Bus Company Limited	269	269	-
Cross-harbour Bus Services	1 240	1 354	+9.2%
Total	5 776	7 090	+22.7%

Note : Complaints and suggestions on cross-harbour bus services cannot be further broken down by bus company as the services are jointly operated by KMB, Citybus and NWFB.

Complaints and Suggestions on Non-franchised Bus Services

<u>Nature of Complaint/Suggestion</u>	<u>2017</u>	<u>2018</u>	<u>Difference</u>
(A) Adequacy of Service			
(1) Frequency	13	20	+53.8%
(2) Routeing	6	7	+16.7%
(3) Hours of operation	2	3	+50.0%
(4) Provision of stops	9	4	-55.6%
Sub-total	30	34	+13.3%
(B) Standard of Service			
(1) Regularity of service	56	40	-28.6%
(2) Adherence to routeing	5	4	-20.0%
(3) Improper driving behaviour	25	34	+36.0%
(4) Conduct and performance of staff (including drivers)	38	30	-21.1%
(5) Overcharging	1	1	-
(6) Cleanliness	-	-	-
(7) Conditions of vehicles	1	6	+500.0%
(8) Passenger services and facilities	11	20	+81.8%
Sub-total	137	135	-1.5%
(C) General*	9	16	+77.8%
Total	176	185	+5.1%

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

Complaints and Suggestions on Green Minibus Services

<u>Nature of Complaint/Suggestion</u>	<u>2017</u>	<u>2018</u>	<u>Difference</u>
(A) Adequacy of Service			
(1) Frequency	353	343	-2.8%
(2) Routeing	21	12	-42.9%
(3) Hours of operation	2	3	+50.0%
(4) Provision of stops	24	22	-8.3%
Sub-total	400	380	-5.0%
(B) Standard of Service			
(1) Regularity of service	1 295	1 325	+2.3%
(2) Adherence to routeing	307	279	-9.1%
(3) Improper driving behaviour	1 044	1 028	-1.5%
(4) Conduct and performance of staff (including drivers)	1 620	1 588	-2.0%
(5) Overcharging	82	109	+32.9%
(6) Cleanliness	60	59	-1.7%
(7) Conditions of vehicles	56	70	+25.0%
(8) Passenger services and facilities	95	90	-5.3%
Sub-total	4 559	4 548	-0.2%
(C) General*	122	106	-13.1%
Total	5 081	5 034	-0.9%

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

Complaints and Suggestions on Red Minibus Services

<u>Nature of Complaint/Suggestion</u>	<u>2017</u>	<u>2018</u>	<u>Difference</u>
(A) Adequacy of Service	-	-	-
(B) Standard of Service			
(1) Regularity of service	-	-	-
(2) Adherence to routeing	-	-	-
(3) Improper driving behaviour	198	173	-12.6%
(4) Conduct and performance of staff (including drivers)	110	97	-11.8%
(5) Overcharging	7	9	+28.6%
(6) Cleanliness	2	7	+250.0%
(7) Conditions of vehicles	4	4	-
(8) Passenger services and facilities	4	3	-25.0%
Sub-total	325	293	-9.8%
(C) General*	72	52	-27.8%
Total	397	345	-13.1%

* These complaints are mainly related to the frequency of red minibus services.

Complaints and Suggestions on Taxi Services

<u>Nature of Complaint/Suggestion</u>	<u>2017</u>	<u>2018</u>	<u>Difference</u>
Taxi driver malpractice			
(a) Conduct and performance of drivers			
(i) Behaving other than in a civil & orderly manner	1 982	1 798	-9.3%
(ii) Refusing hire	2 650	2 730	+3.0%
(iii) Soliciting passengers	7	14	+100.0%
(iv) Refusing to drive to destination	445	491	+10.3%
(v) Failure to display driver identity plate	58	31	-46.6%
(vi) Failure to display driver identity plate properly	3	8	+166.7%
	5 145	5 072	-1.4%
(b) Improper driving behaviour	1 651	1 893	+14.7%
(c) Overcharging	1 754	1 690	-3.6%
(d) Taximeter irregularities	260	229	-11.9%
(e) Failure to take the most direct route	1 656	1 849	+11.7%
Sub-total	10 466	10 733	+2.6%
Others			
(a) Taxi obstruction	151	175	+15.9%
(b) Miscellaneous*	142	92	-35.2%
Sub-total	293	267	-8.9%
Total	10 759	11 000	+2.2%

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

Complaints and Suggestions on Rail Services

<u>Railway Company</u>	<u>2017</u>	<u>2018</u>	<u>Difference</u>
Mass Transit Railway Corporation Limited (Excluding Light Rail)	426	327	-23.2%
Mass Transit Railway Corporation Limited (Light Rail)	42	20	-52.4%
The Hongkong Tramways Limited	29	31	+6.9%
Total	497	378	-23.9%

Complaints and Suggestions on Ferry Services

<u>Ferry Company</u>	<u>2017</u>	<u>2018</u>	<u>Difference</u>
New World First Ferry Services Limited	41	21	-48.8%
The 'Star' Ferry Company Limited	-	3	-
Minor Ferries	48	25	-47.9%
Total	89	49	-44.9%

Complaints about Traffic Congestion during 2014 - 2018

<u>District</u>		<u>No. of Complaints</u>				
		<u>2014</u>	<u>2015</u>	<u>2016</u>	<u>2017</u>	<u>2018</u>
Hong Kong	- Eastern	15	18	11	10	11
	- Wan Chai	29	13	12	12	17
	- Central & Western	32	8	14	16	8
	- Southern	17	23	7	8	13
Kowloon	- Kwun Tong	19	11	22	16	10
	- Wong Tai Sin	2	7	9	14	8
	- Kowloon City	20	26	25	20	19
	- Sham Shui Po	8	2	13	15	3
	- Yau Tsim Mong	21	15	32	21	38
New Territories	- North	11	6	35	17	11
	- Tai Po	5	5	7	6	4
	- Sha Tin	5	9	17	22	15
	- Yuen Long	19	14	18	8	15
	- Tuen Mun	7	14	19	13	12
	- Tsuen Wan	9	4	9	9	9
	- Kwai Tsing	9	9	8	6	13
	- Sai Kung	6	11	15	10	8
	- Islands	1	6	8	7	5
Others		7	-	2	4	1
Total		242	201	283	234	220

Complaints about Illegal Parking during 2014 - 2018

<u>District</u>		<u>2014</u>	<u>2015</u>	<u>2016</u>	<u>2017</u>	<u>2018</u>
Hong Kong	- Eastern	78	126	177	150	115
	- Wan Chai	62	94	87	79	90
	- Central & Western	67	114	91	99	84
	- Southern	26	41	40	46	52
Kowloon	- Kwun Tong	109	166	208	177	141
	- Wong Tai Sin	44	48	62	60	66
	- Kowloon City	86	107	129	161	133
	- Sham Shui Po	54	80	144	176	128
	- Yau Tsim Mong	146	162	150	180	147
New Territories	- North	30	40	47	56	53
	- Tai Po	28	40	60	80	105
	- Sha Tin	79	97	135	316	131
	- Yuen Long	63	111	129	102	115
	- Tuen Mun	38	66	117	95	118
	- Tsuen Wan	50	63	97	86	95
	- Kwai Tsing	47	58	83	81	59
	- Sai Kung	39	89	142	81	73
	- Islands	11	7	18	15	8
Others		-	3	3	3	6
Total		1 057	1 512	1 919	2 043	1 719

Complaints about Enforcement Matters (other than Illegal Parking)
during 2014 - 2018

<u>District</u>		<u>2014</u>	<u>2015</u>	<u>2016</u>	<u>2017</u>	<u>2018</u>
Hong Kong	- Eastern	23	29	51	41	66
	- Wan Chai	43	35	75	94	72
	- Central & Western	29	27	31	67	90
	- Southern	10	23	27	29	28
Kowloon	- Kwun Tong	23	30	44	76	94
	- Wong Tai Sin	20	28	26	40	43
	- Kowloon City	44	64	56	64	89
	- Sham Shui Po	29	33	34	54	56
	- Yau Tsim Mong	40	72	75	98	107
New Territories	- North	16	16	24	16	20
	- Tai Po	10	13	22	33	53
	- Sha Tin	35	31	47	57	79
	- Yuen Long	36	48	51	53	76
	- Tuen Mun	28	23	46	55	61
	- Tsuen Wan	24	34	32	75	50
	- Kwai Tsing	16	27	25	33	39
	- Sai Kung	20	13	24	38	46
	- Islands	12	10	14	13	38
Others		12	10	19	17	14
Total		470	566	723	953	1 121

Complaints about Enforcement Matters (other than Illegal Parking)
Districts which Attracted Relatively More Complaints
(January – December 2018)

Nature \ District	Yau Tsim Mong	Kwun Tong	Central & Western	Kowloon City	Total
1. Cutting lane abruptly/ Overtaking on solid line	24 [Gascoigne Road – 3] [Chatham Road – 3]	35 [Kwun Tong Bypass – 10] [Kwun Tong Road – 7] [Tseung Kwan O Road – 6] [Eastern Harbour Crossing Toll Plaza – 3]	14 [Connaught Road West Flyover – 3]	22 [Princess Margaret Road – 8]	95
2. Disobeying traffic signs/ schemes	39 [Nathan Road and Austin Road junction – 5]	19	21 [Caine Road and Aberdeen Street Junction – 6] [Eastern Street – 3]	10	89
3. Prolonged waiting causing obstruction	13	14	32 [Wing On Centre Bus Stop – 3]	30	89
4. Jumping red light/Failing to give way to pedestrians or traffic	20	16	17	19	72
5. Speedy driving	2	6	1	2	11
6. Using mobile phone while driving	-	1	1	-	2
7. Jaywalking	2	-	1	1	4
8. Others	7	3	3	5	18
Total	107	94	90	89	380

Note: [] indicates location which had attracted three or more complaints during the period January to December 2018.

**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.