

QUARTERLY REPORT No. 1 of 2019

by the

TRANSPORT COMPLAINTS UNIT

of the

TRANSPORT ADVISORY COMMITTEE

for the period

1 January 2019 – 31 March 2019

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Chapter 1

Major Areas of Complaints and Suggestions

This is the first quarterly report for 2019 covering the period from 1 January to 31 March 2019.

Yearly and Quarterly Trends

2. During the quarter, the Transport Complaints Unit (TCU) received 8 485 complaints and suggestions, including 61 pure suggestions. About 73% (6 204) of the cases were received through e-mail, fax or mail and the remaining 27% (2 281) through telephone. The number of cases represents an increase of 7.2% as compared with 7 918 cases in the previous quarter and an increase of 53.1% as compared with 5 543 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 2015 is at Annex B(ii).

4. During the current quarter, investigations into 6 647 cases (including some outstanding cases from previous quarters) were completed. Of these, 4 867 cases (73%) were found to be substantiated, 26 cases (1%) unsubstantiated, and the remaining 1 754 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 January to March 2019, the Police reported the latest developments on 620 cases¹ previously referred to them. Among these cases, 79 drivers¹ were summonsed.

5. During the same period, relevant government departments and public transport operators took on board 11 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 21.

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 7 502 cases, which represents an increase of 9.0% as compared with the previous quarter and an increase of 55.9% 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 2015 is at Annex E(ii).

Franchised Bus Services

7. A total of 3 383 complaints and suggestions on franchised bus services were received during the quarter, which represents an increase of 40.7% as compared with the previous quarter and an increase of 185.7% as compared with the same quarter last year.

8. There were 2 503 cases on the services of The Kowloon Motor Bus Company (1933) Limited (KMB), as compared with 1 459 cases in the previous quarter and 678 cases in the same quarter last year. Among the 2 503 cases, 65 (or 2.6%) were about the adequacy of service and 2 416 (or 96.5%) were about the standard of service.

9. There were 106 cases on the services of the Citybus Limited (Franchise for Hong Kong Island and Cross-Harbour Bus Network) (CTB (Franchise 1)), as compared with 162 cases in the previous quarter and 82 cases in the same quarter last year. Among the 106 cases, six (or 5.7%) were about the adequacy of service while 93 (or 87.7%) were about the standard of service.

10. There were 62 cases on the services of the Citybus Limited (Franchise for Airport and Tung Chung New Town Network) (CTB (Franchise 2)), as compared with 71 cases in the previous quarter and 34 cases in the same quarter last year. Among the 62 cases, six (or 9.7%) were about the adequacy of service while 53 (or 85.5%) were about the standard of service.

11. There were 124 cases on the services of the New World First Bus Services Limited (NWFB), as compared with 142 cases in the previous quarter and 81 cases in the same quarter last year. Of the 124 cases, six (or 4.8%) were about the adequacy of service and 117 (or 94.4%) were about the standard of service.

12. There were 105 cases on the services of the Long Win Bus Company Limited (LWB), as compared with 82 cases in the previous quarter and 53 cases in the same quarter last year. Of the 105 cases, 13 (or 12.4%) were about the adequacy of service and 87 (or 82.9%) were about the standard of service.

13. There were 34 cases on the services of the New Lantao Bus Company (1973) Limited (NLB), as compared with 33 cases in the previous quarter and 17 cases in the same quarter last year. Of the 34 cases, eight (or 23.5%) was about the adequacy of service and 24 (or 70.6%) were about the standard of service.

14. Comparisons of the complaints/suggestions related to KMB, CTB (Franchise 1), CTB (Franchise 2), NWFB, LWB and NLB in the past eight quarters are at Annex F.

Non-Franchised Bus Services

15. There were 47 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 52 and 27 respectively.

Public Light Bus Services

16. A total of 1 353 complaints and suggestions on public light bus (PLB) services were received in this quarter, which represents a decrease of 7.0% as compared with the previous quarter and an increase of 26.7% as compared with the same quarter last year. All these cases were referred to the Transport Department (TD) or the Police for action.

17. Of the PLB cases received, 93.9% or 1 271 cases were on green minibus (GMB) services. The number of cases received in the previous quarter and the same quarter last year were 1 370 and 989 respectively. Among the 1 271 cases, 87 (or 6.8%) were about the adequacy of service and 1 137 (or 89.5%) were about the standard of service.

18. The remaining 6.1% or 82 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 85 and 79 respectively.

Taxi Services

19. A total of 2 619 cases on taxi services were received in this quarter, which represents a decrease of 8.1% as compared with the previous quarter and an increase of 6.9% 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.

20. Of the 2 619 cases received, 2 548 (97.3%) were related to taxi driver malpractice, as compared with 2 777 such cases (97.4%) 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 522 such cases (20.5%) were referred to the Police.

21. During the quarter, the Police reported the latest developments on 449 cases previously referred to them. These cases are categorised as follows –

		<u>No. of Cases</u>	<u>Percentage</u>
(a)	Summonsed	30 (46)	7 (8)
(b)	Withdrawn by complainants	320 (416)	71 (72)
(c)	Evidence considered insufficient by the Police for further processing	99 (118)	22 (20)
		<u>449 (580)</u>	<u>100 (100)</u>

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

It is noted that 93% of these cases could not be further pursued because of withdrawal by complainants or insufficient evidence.

22. Among the 46 summonsed cases in the previous quarter, 26 drivers were convicted of traffic offences by the court². For four cases of taxi refusing hire, the taxi drivers were fined from \$500 to \$1,000. Seven taxi drivers were fined from \$900 to \$1,200 for careless driving.

Rail Services

23. A total of 95 complaints and suggestions on rail services were received. Corresponding figures for the previous quarter and the same quarter last year were 104 and 73 respectively. Of the 95 cases, 85 were on the services of MTRCL.

Ferry Services

24. There were five complaints and suggestions on ferry services in this quarter. Corresponding figures for the previous quarter and the same quarter last year were 13 and 10 respectively.

² Results of the remaining summonsed cases had not yet been available as at 8 May 2019.

Traffic Conditions

25. There were 77 complaints recorded in this quarter about traffic congestion, as compared with 51 cases in the previous quarter and 44 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 –

	<u>Number of Complaints</u>		<u>Number of Locations</u>	
Hong Kong Island	19	(12)	14	(11)
Kowloon	13	(13)	12	(13)
New Territories	44	(26)	23	(26)
Others (e.g. general issues and tunnel areas)	1	(-)	1	(-)
Total	77	(51)	50	(50)

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

26. Based on the number of complaints received, districts most affected by traffic congestion were North (25 cases), Central & Western (14 cases) and Yau Tsim Mong (six cases). The number of complaints and suggestions on traffic and road conditions broken down by district is at Annex I.

27. 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.

28. There were 60 complaints and suggestions on traffic management and 19 requests for additional traffic signs and aids in this quarter. As a comparison, there were 45 and 15 such cases in the previous quarter, and 39 and 18 in the same quarter last year.

29. 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

30. During the quarter, there were 31 complaints about road maintenance, as compared with 33 cases in the previous quarter and 29 cases in the same quarter last year. Among the 31 cases, 12 cases were related to road conditions and 16 cases were related to traffic signs and aids.

31. District which attracted relatively more complaints about road maintenance was Kwai Tsing (five cases) and Tuen Mun (four cases).

Enforcement

32. There were 750 complaints about traffic regulations enforcement in this quarter, which represents a decrease of 12.8% when compared with the previous quarter and an increase of 31.8% when compared with the same quarter last year. They were mainly requests for action against illegal parking, prolonged waiting causing obstruction and cutting lane abruptly/overtaking on solid line. All these cases were referred to the Police for action.

33. Districts which attracted relatively more complaints about illegal parking were Sham Shui Po (50 cases), Yuen Long (43 cases), Yau Tsim Mong (42 cases) and Kwun Tong (39 cases).

Chapter 2

Major Events and Noteworthy Cases

Transport Complaints Unit Sub-Committee Meeting

At the quarterly meeting of the TCU Sub-Committee on 26 February 2019, Members discussed –

- (a) complaints about real-time bus arrival information of franchised buses;
 - (b) complaints and suggestions about road safety matters;
 - (c) overview of complaints and suggestions received in 2018; and
 - (d) TCU Quarterly Report No. 4 of 2018.
2. Members agreed that –
- (a) complaints and suggestions about real-time bus arrival information of franchised buses and road safety matters should be closely monitored; and
 - (b) TCU Quarterly Report No. 4 of 2018 should be submitted to the Transport Advisory Committee.

Complaints about traffic congestion in the North District

3. Some members of the public complained about severe traffic congestion at Kai Leng Roundabout and Tai Tau Leng Roundabout in the North District and requested the Transport Department (TD) to work out measures to alleviate the congestion problem.

4. TD was invited to look into the cases. TD advised that in order to alleviate traffic congestion in North District, a series of traffic improvement measures had been and would be implemented. Yellow boxes had been added at various locations in the district, including the junction at Sha Tau Kok Road/Fanling Station Road, Pak Wo Road/Wo Hing Road and San Wan Road/Jockey Club Road to avoid traffic congestion caused by vehicles

obstruction. Improvement works at So Kwun Po Road southbound (i.e. Kai Leng Roundabout) and modification works at Po Shek Wu Road southbound (i.e. Tai Tau Leng Roundabout) to form an additional lane were also completed.

5. TD added that they had also paid particular attention to planning applications for developments in the area. If the Traffic Impact Assessment Study of the relevant application indicated that the concerned development might cause significant impact on local traffic, they would propose the Town Planning Board to consider amending or rejecting the application unless the applicant could come up with and implement the necessary traffic improvement measures.

6. Other improvement measures under construction included the addition of a southbound lane at Sha Tau Kok Road between Ma Sik Road and Sui Wan Road, as well as the improvement works at several junctions along Sha Tau Kok Road near Fanling Centre (the junctions at Jockey Club Road and Lok Yip Road).

7. Upon the completion of construction works of connecting road for Liantang/Heung Yuen Wai Boundary Control Point and the widening of Fanling Highway in 2019, the traffic congestion in the North District would be further alleviated.

8. In the long run, new roads would be developed to divert traffic flow to alleviate traffic congestion and meet the increasing traffic demand in the new development areas in the North District.

9. The members of the public noted the measures taken by TD and raised no other comment.

Complaint about a bus driver using the right lane of the Aberdeen Tunnel

10. A member of the public complained that a bus driver neglected the traffic sign at the entrance of the Aberdeen Tunnel (the Tunnel) and drove illegally along the right lane towards Wan Chai at slow speed instead of driving along the left lane. He enquired why the tunnel staff had not taken action to stop the bus driver's illegal action.

11. The case was referred to TD for investigation. TD advised that currently, buses, medium and heavy goods vehicles were allowed from time to time to use the fast lane of the Tunnel towards the Canal Road Flyover in case the slow lane was congested. As a result, some drivers might get used to the permission by the tunnel operator.

12. Having noted from the tunnel operator that no special arrangement was implemented at the time of the incident to diverge heavy good vehicles to the right lane of the tunnel tube, TD had requested the bus operator to alert the concerned bus captain to pay extra attention to the traffic signs and comply with tunnel regulations so as to maintain proper driving manner, i.e. to drive along the left lane of the Tunnel and maintain proper driving speed according to the traffic condition. TD had also reminded the bus operator to closely monitor the performance of its bus captains.

13. The tunnel operator reviewed the case and considered that it would not be safe for the tunnel staff to intercept the concerned bus at the time of incident since it might affect the vehicles behind and lead to possible collisions. Nevertheless, to deter the recurrence of such violation, the tunnel operator had reminded its staff to strengthen traffic surveillance and would initiate prosecution procedure against the drivers concerned if sufficient information was gathered.

14. TD's advice was conveyed to the member of the public.

Concern about inadequate motor cycle parking spaces in Kowloon Bay

15. A member of the public raised concerns about the inadequacy of motor cycle parking spaces in Kowloon Bay. While there were new developments in the area, no additional parking spaces for motor cycles were provided. Moreover, motor cycles were not allowed to park in private car parks. He asked about the Government's policy for motor cycle parking spaces.

16. The case was referred to TD for investigation. TD advised that parking space shortage had become increasingly acute since land in Hong Kong was a scarce and precious asset and it was subject to competing demands for

different land uses. The Government adopted a transport policy based on public transport with railway as the backbone. Priority was accorded to meeting the parking demand of commercial vehicles which played a key role in the economy and had a genuine operational need for parking. As regards private cars (including motor cycles), the Government provided an appropriate number of parking spaces for them if the overall development permitted, but at the same time not to attract passengers of the public transport to opt for private cars (including motor cycles) instead, thereby aggravating road traffic congestion.

17. To cope with the parking demand of various types of vehicles, including motor cycles, the Government would continue to actively pursue various measures to increase the supply of parking spaces. These measures included (a) where feasible, requiring developers to provide parking spaces at the higher end of the parking standards for motor cycles and other types of vehicles under the Hong Kong Planning Standards and Guidelines for new developments and re-developments; (b) following the principle of “single site, multiple uses” to provide public car parking spaces in suitable “Government, Institution or Community” facilities and “Public Open Space” projects; (c) continuing to identify suitable Short-term Tenancy (STT) for parking and imposing conditions allowing the parking of motor cycles, among other types of vehicles, in the STT parking sites as far as practicable; and (d) continuing to identify suitable sites, such as space under flyovers and footbridges, for motor cycles’ parking.

18. The member of the public was informed of TD’s advice and raised no further question.

Complaints and Suggestions about New Transport Infrastructure**Background**

TCU has been receiving complaints and suggestions about the new transport infrastructure in Hong Kong, including the Hong Kong Section of the Guangzhou-Shenzhen-Hong Kong Express Rail Link (XRL), the Hong Kong - Zhuhai - Macao Bridge (HZMB) and the Central - Wan Chai Bypass and Island Eastern Corridor Link (CWB).

2. The construction of the XRL started in January 2010 and its service commenced on 23 September 2018. It has a total length of 26 km and connects the West Kowloon Station (WKS) with 44 Mainland destinations, including six short-haul destinations and 38 long-haul destinations.

3. The HZMB is a dual 3-lane carriageway linking Hong Kong, Zhuhai and Macao. Its construction started in December 2009 and it commenced operation on 24 October 2018. The Main Bridge is 29.6 km long comprising a sea viaduct section of 22.9 km and a tunnel section of 6.7 km.

4. The CWB forms part of an east-west strategic route along the north shore of Hong Kong Island which serves to alleviate the traffic congestion along the existing Gloucester Road - Harcourt Road - Connaught Road Central. The project consists of a 4.5 km-long dual three-lane trunk road with a 3.7 km-long tunnel, connecting the Rumsey Street Flyover at Central with the Island Eastern Corridor (IEC) at North Point near City Garden. The CWB was commissioned in two stages. On 20 January 2019, the CWB Tunnel was commissioned with the alteration works for connecting the westbound carriageway and the Rumsey Street Flyover still in progress. Upon the completion of the alteration works, the CWB was fully commissioned on 24 February 2019.

The Complaints and Suggestions

5. The trend of complaints and suggestions on the three transport infrastructure projects received from 2016 to March 2019 is at Annex J.

6. With the commissioning of the XRL, the majority of the complaints and suggestions were about franchised bus (FB) and rail services. Regarding FB services, most of the cases were about adequacy of services (such as routeing and provision of stops) as well as passenger services and facilities (such as boarding and alighting arrangements, railing, bus stop cover, signage and queuing facilities). For rail services, most of the cases were about adequacy of train services, station facilities (such as notices and signs) and passenger rules (such as baggage regulations and refusal of late entry).

7. The majority of the complaints on HZMB was concerned about adequacy of FB services such as routeing and insufficient frequency/carrying capacity. Complainants reported that the provision of an en-route bus stop at the Hong Kong Port of HZMB to the existing airport “A” route buses had lengthened their journey time from/to the Airport (GTC) Bus Terminus. They requested to increase bus frequency and capacity without changing the routes of “A” buses to meet the passenger demand at the Hong Kong Port and other en-route bus stops. Some local residents requested priority boarding at Tung Chung.

8. Complaints received after the stage 1 commissioning of CWB were mainly about traffic congestion and unclear or insufficient traffic signs and road markings in Central and Sheung Wan. After the stage 2 commissioning, the complaints received were mainly about the coordination of vehicular traffic lights and inappropriate road markings along the CWB.

Measures to Improve the Situation

9. The area around WKS is well-connected with public transport network, including the MTR Austin and Kowloon Stations, three new express franchised bus routes and over 50 franchised bus and green minibus routes. Urban taxi pick-up and drop-off areas are provided in WKS. Regarding the FB services serving WKS, TD and the franchised bus operators had been closely monitoring the operations of these services and adjusted the services to better suit passenger needs. Having reviewed the passenger demand and operational need of the new bus services to WKS, TD had processed and approved the applications for addition of en-route stops of KMB Route W2 (WKS – Kwun Tong Station).

10. Regarding the XRL services, the MTRCL had taken various measures to keep the good service performance. For example, on the train services, additional trains were operated during the peak seasons (e.g. Christmas and the Chinese New Year) to cater for the high passenger demand. Some directional signs were fine-tuned and ticket machines were added at the WKS.

11. On improvement measures for public transport services of HZMB, nine Airport “A” routes, covering the major catchments on Hong Kong Island, in Kowloon and the New Territories had been extended to serve the Hong Kong Port since the commissioning of the HZMB. The airport bound trips of the nine A-routes would call at the airport before going to the HZMB Hong Kong Port. Hence, the journey time and journey distance of the nine A-routes heading for the Hong Kong Airport are not affected. To cope with the increasing passenger demand arising from the commissioning of the HZMB, the franchised bus companies concerned had strengthened the service levels of the “A” routes by deploying additional buses. TD would continue to monitor the passenger demand closely and request the franchised bus companies concerned to further improve the service level as and when necessary.

12. TD had been closely monitoring the local traffic situation since the staged commissioning of the CWB. Measures, for example, included the provision of signages and road markings to facilitate motorists to get used to the new traffic arrangement. Temporary signages bearing the name of the CWB tunnel were provided for guidance. During the time before the full commissioning of CWB, TD arranged professional drivers (via the trade) to test drive the CWB westbound, as well as showing them the directional signs and road markings to be updated. TD, the Highways Department and the Police also briefed the Traffic and Transport Committee of the Central and Western District Council about the traffic arrangements to tie in with the full commissioning of the CWB. Upon receipt of feedback from the professional drivers, the District Council and members of the public, the engineering team had further enhanced the arrangements of the directional signs and road markings, which were all available before the full commissioning of the CWB westbound on 24 February 2019. TD would continue to closely monitor the local traffic situation and implement necessary traffic improvement measures when considered necessary.

13. TCU would closely monitor and follow up with TD and transport operators concerned regarding complaints and suggestions related to major transport infrastructure.

Complaints and Suggestions Received by TCU

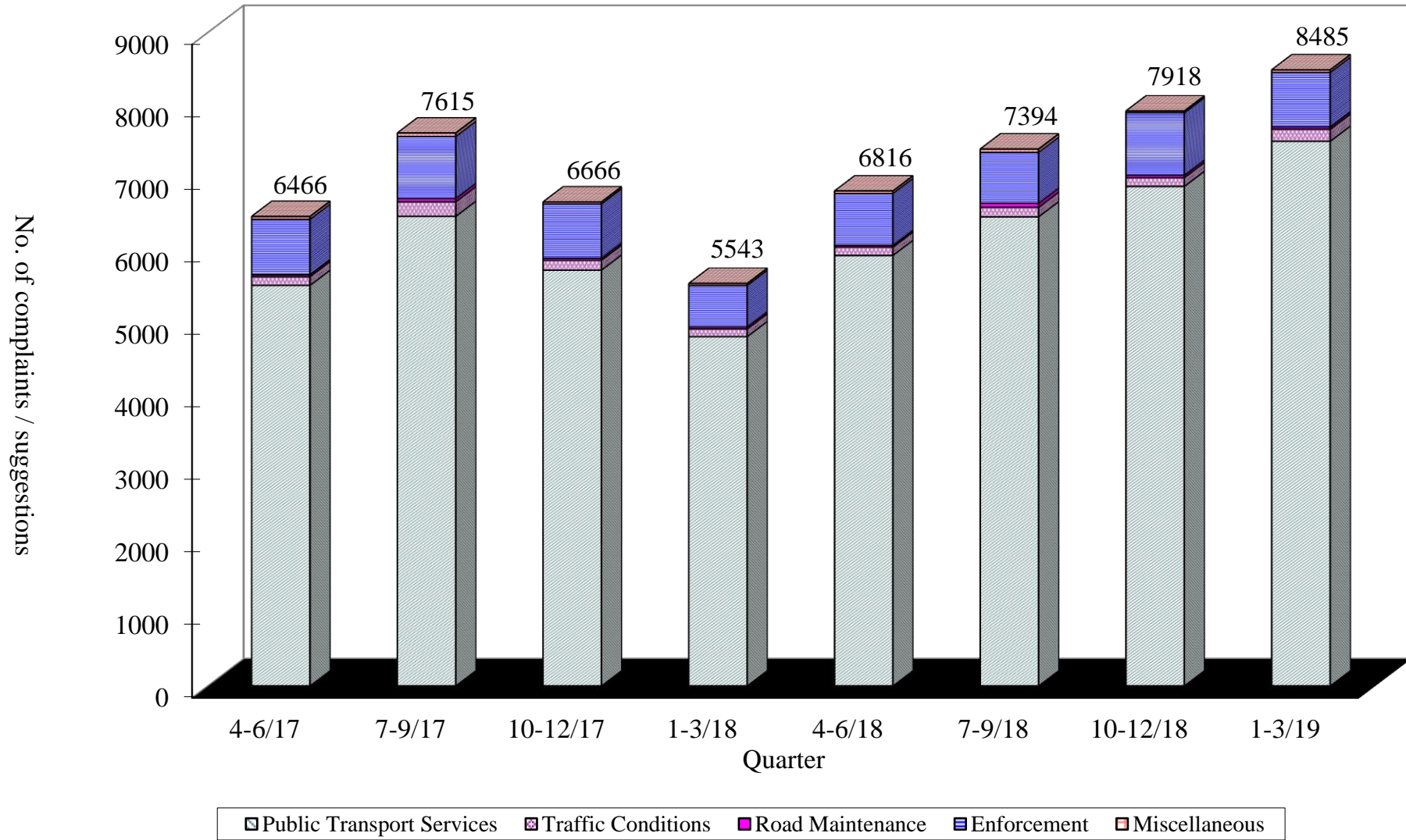
<u>Nature of Complaint/Suggestion</u>	<u>Same quarter last year (1.1.18-31.3.18)</u>			<u>Previous quarter (1.10.18-31.12.18)</u>			<u>Current quarter (1.1.19-31.3.19)</u>		
I. Public Transport Services									
(a) Adequacy of service	167	[7]		284	[14]		235	[22]	
(b) Standard of service	4 526	[4]		6 435	[10]		7 100	[5]	
(c) General	118			161	[4]		167	[3]	
	4 811	[11]	(86%)	6 880	[28]	(87%)	7 502	[30]	(88%)
II. Traffic Conditions									
(a) Traffic congestion	44	[4]		51	[2]		77	[2]	
(b) Traffic management	39	[7]		45	[8]		60	[17]	
(c) Additional traffic signs and aids	18	[6]		15	[2]		19	[5]	
(d) Parking facilities	5			10	[1]		9	[3]	
	106	[17]	(2%)	121	[13]	(1%)	165	[27]	(2%)
III. Road Maintenance									
(a) Road conditions	13			18			12		
(b) Traffic signs and aids	12			14			16		
(c) Carriageway markings	4			1			3		
	29		(1%)	33		(1%)	31		(1%)
IV. Enforcement									
(a) Illegal parking	344			524	[1]		474	[1]	
(b) Other enforcement matters	225			336	[3]		276	[3]	
	569		(10%)	860	[4]	(10%)	750	[4]	(8%)
V. Miscellaneous	28	[3]	(1%)	24	[2]	(1%)	37		(1%)
Total	5 543	[31]	(100%)	7 918	[47]	(100%)	8 485	[61]	(100%)

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

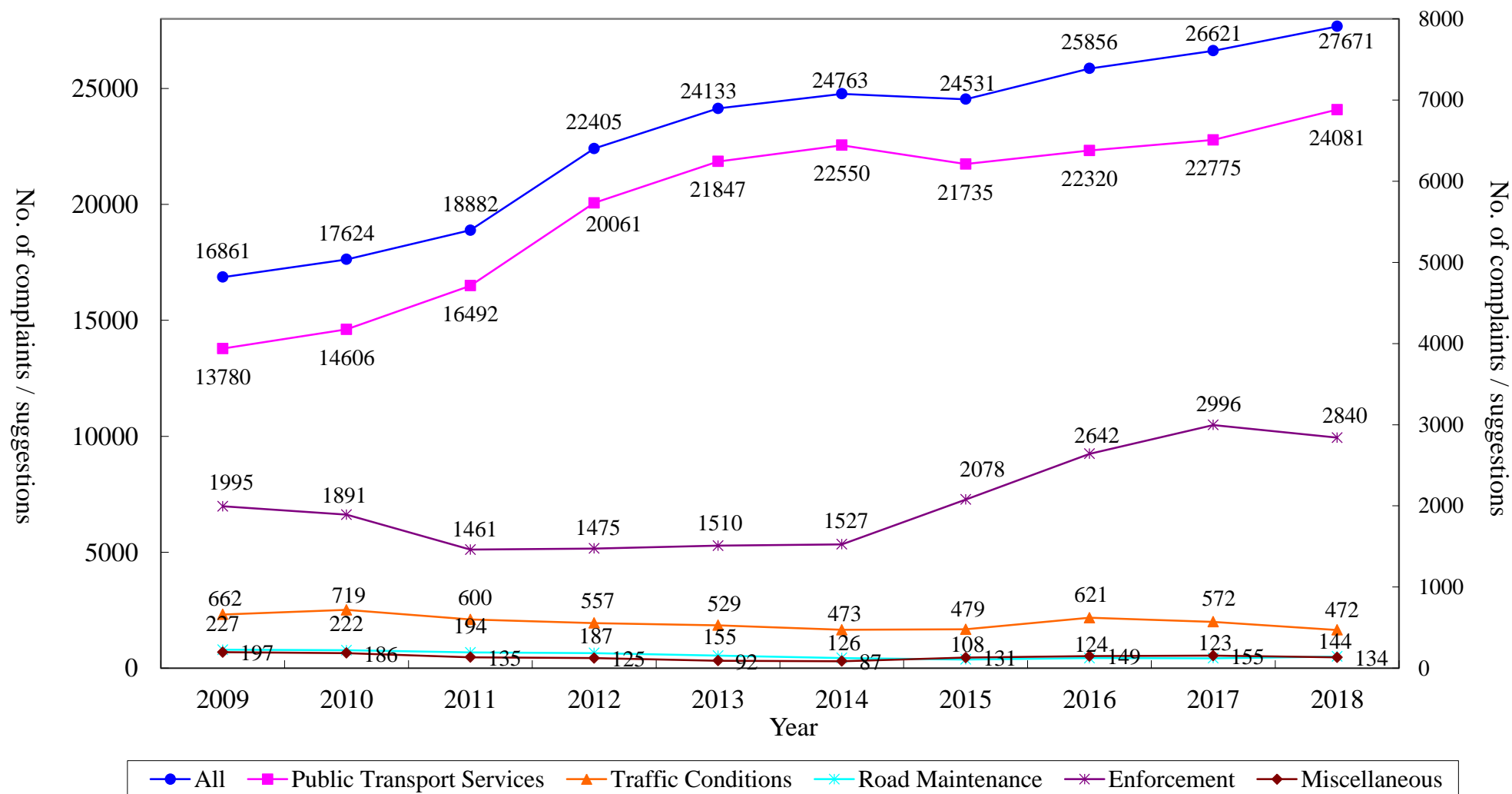
(2) Percentage figures in brackets represent the proportion of a category of complaints/ suggestions to the total number of cases received in the quarter.

Complaints and Suggestions Received by TCU

Annex A(ii)

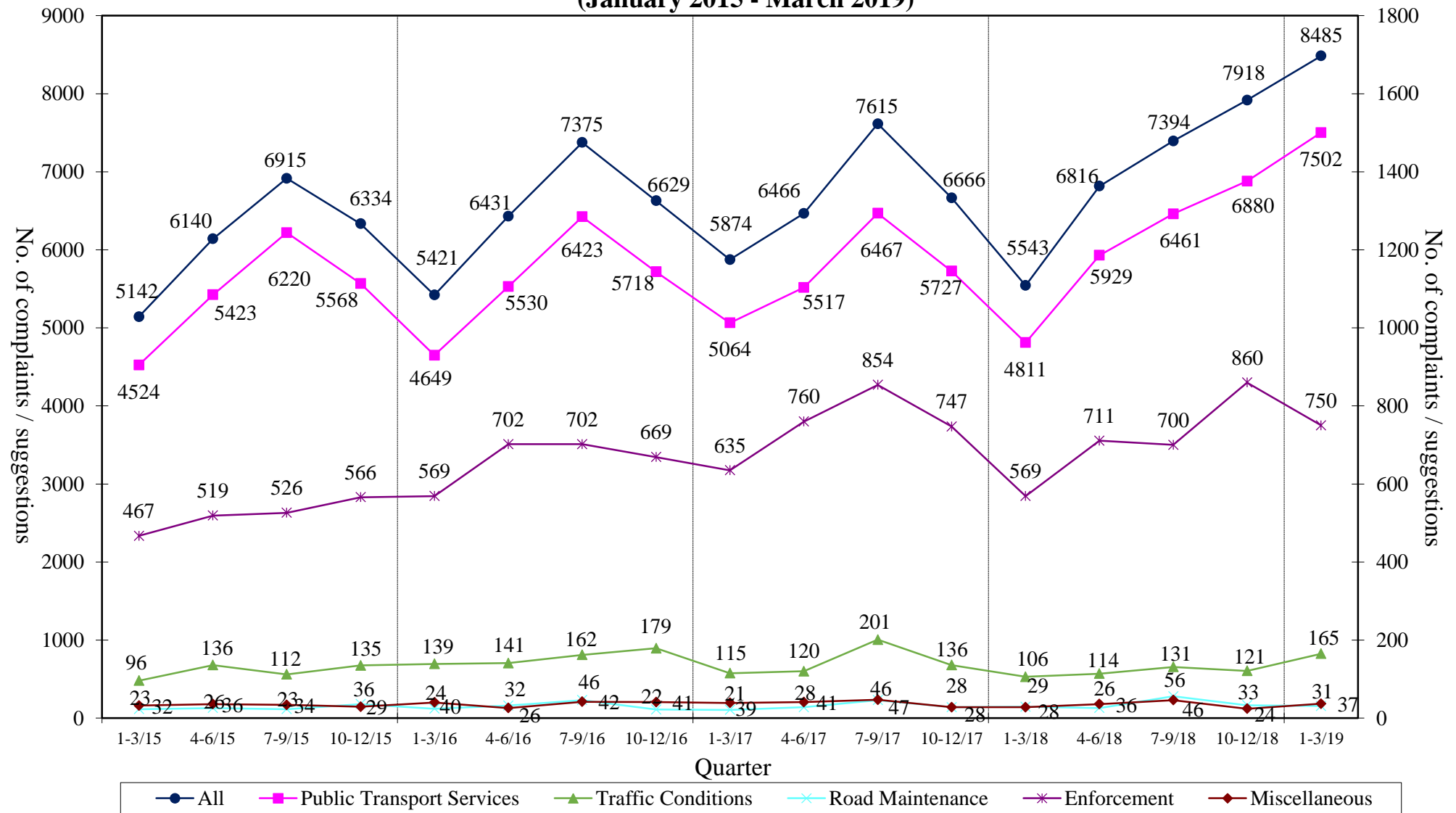


Trends of Complaints and Suggestions Received by TCU (2009 - 2018)



Trends of Complaints and Suggestions Received by TCU
(January 2015 - March 2019)

Annex B(ii)



Summary of Results of Investigations into Complaints and Suggestions
(January – March 2019)

Outcome of Investigation Nature of Complaint/ Suggestion	A1	A2	B	C	Total
I. Public Transport Services					
(a) Adequacy of service	14	244	1	-	259
(b) Standard of service	1 454	2 426	15	1 658	5 553
(c) General	43	45	5	9	102
	1 511	2 715	21	1 667	5 914
II. Traffic Conditions					
(a) Traffic congestion	22	22	-	-	44
(b) Traffic management	6	13	1	-	20
(c) Additional traffic signs/aids	3	3	3	-	9
(d) Parking facilities	2	6	-	-	8
	33	44	4	-	81
III. Road Maintenance					
(a) Road conditions	7	4	-	-	11
(b) Traffic signs and aids	4	1	-	-	5
(c) Carriageway markings	-	-	-	-	-
	11	5	-	-	16
IV. Enforcement					
(a) Illegal parking	343	28	-	-	371
(b) Other enforcement matters	85	70	1	87	243
	428	98	1	87	614
V. Miscellaneous	11	11	-	-	22
Total	1 994 (30%)	2 873 (43%)	26 (1%)	1 754 (26%)	6 647 (100%)
	4 867 (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
(January – March 2019)**

<div>Outcome of Investigation</div> <div>Mode of Transport</div>	A1	A2	B	C	Total
The Kowloon Motor Bus Company (1933) Limited	358	798	3	10	1 169
Citybus Limited (Franchise 1)	54	40	2	3	99
Citybus Limited (Franchise 2)	18	21	-	2	41
New World First Bus Services Limited	42	53	-	-	95
New Lantao Bus Company (1973) Limited	16	8	-	-	24
Long Win Bus Company Limited	34	34	-	-	68
Cross-harbour Bus Services	142	150	2	2	296
Non-franchised Bus Services	19	27	2	-	48
Green Minibus	766	527	6	14	1 313
Red Minibus	30	2	-	4	36
Taxi	16	994	3	1 632	2 645
MTR Corporation Limited (Excluding Light Rail)	7	51	3	-	61
MTR Corporation Limited (Light Rail)	2	4	-	-	6
The Hongkong Tramways Limited	5	1	-	-	6
New World First Ferry Services Limited	1	1	-	-	2
The “Star” Ferry Company Limited	-	1	-	-	1
Minor Ferries	1	3	-	-	4
Total	1 511 (25%)	2 715 (46%)	21 (1%)	1 667 (28%)	5 914 (100%)
	4 226 (71%)				

Legend

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

Public Suggestions Taken on Board by
Relevant Government Departments/Public Transport Operators
(January – March 2019)

I. Public Transport Services

Kowloon

- Add an additional daily departure of bus route no. E22C from Tiu Keng Leng Station in the morning and Aircraft Maintenance Area in the evening respectively to meet the demand of passengers.
- Add special daily departures of bus route no. 213D from On Tat Estate Bus Terminus to Choi Hung Station (single bound) during morning rush hours on weekdays to meet the demand of passengers.

II. Traffic Management

Hong Kong Island

- Increase the vehicular green time of a traffic light at Nam Fung Road southbound at its junction with Wong Chuk Hang Road during morning rush hours to alleviate traffic congestion.
- Adjust the coordination of traffic lights at the junctions of Queen's Road East/Kennedy Road eastbound and Queen's Road East/Stubbs Road on weekday afternoons to improve traffic flow.
- Increase the pedestrian green time of a traffic light at Tung Lo Wan Road southbound near Leighton Road during weekday afternoons to facilitate pedestrians crossing the road.
- Extend the effective hours of the “No Stopping” restriction at Tsing Fung Street near King's Road to improve the sight-line of pedestrians and motorists.

Kowloon

- Increase the vehicular green time of traffic lights at Choi Hung Road eastbound near Choi Yee Lane during morning rush hours from Mondays to Saturdays to improve traffic flow.
- Convert part of the carriageway at Bedford Road between Fir Street and Tong Mi Road into pavement to facilitate pedestrians.
- Increase the vehicular green time of a traffic light at the junction of Sau Ming Road southbound and Hiu Kwong Street during morning rush hours on weekdays to improve traffic flow.
- Shorten the waiting time for pedestrian green phase of a traffic light at the intersection of Chong Yip Street and How Ming Street to facilitate pedestrians crossing the road.

New Territories

- Add road markings at the Shap Pat Heung Interchange near Yuen Long Highway to remind motorists to give way to other traffic.

Annex E(i)

Complaints and Suggestions on Public Transport Services (January – March 2019)

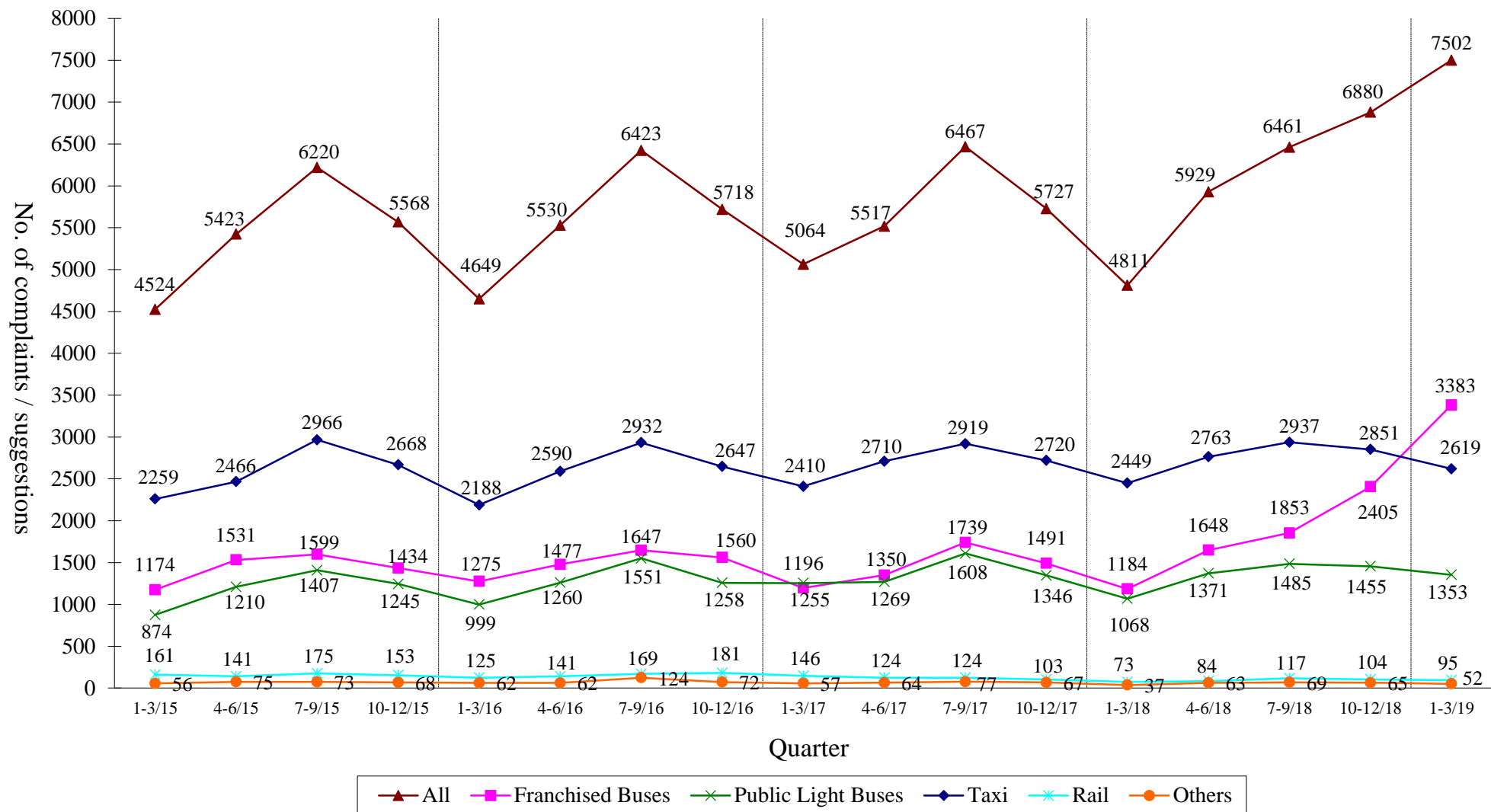
Legend

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

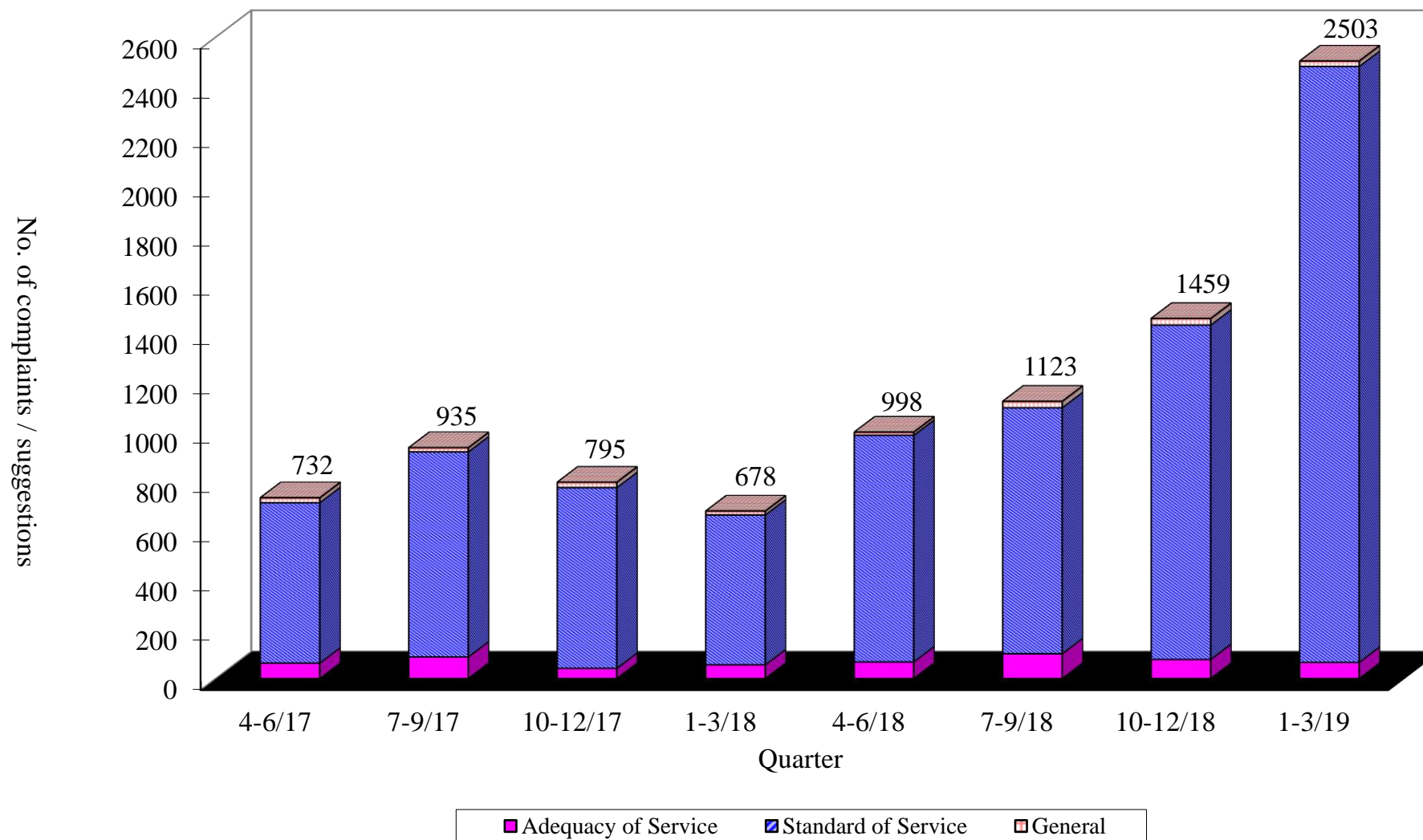
* Including taximeter irregularities

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	45	4	2	4	7	6	12	1	81	-	-	14	3	-	1	-	-	180
(2) Routeing	13	2	4	2	-	4	8	-	-	-	-	1	-	-	-	-	-	34
(3) Hours of operation	-	-	-	-	-	1	1	-	2	-	-	-	-	-	-	-	-	4
(4) Provision of stops	7	-	-	-	1	2	1	2	4	-	-	-	-	-	-	-	-	17
Sub-total	65	6	6	6	8	13	22	3	87	-	-	15	3	-	1	-	-	235
(B) Standard of Service																		
(1) Regularity of service	1854	31	22	50	4	50	188	8	317	-	-	2	1	1	-	-	1	2529
(2) Adherence to routeing	11	1	2	2	-	1	6	2	43	-	430	-	-	1	-	-	-	499
(3) Improper driving behaviour	151	20	5	24	6	11	63	8	295	43	510	1	1	6	-	-	-	1144
(4) Conduct & performance of staff (including drivers)	258	19	16	37	10	17	118	9	400	23	1159	14	1	2	-	-	1	2084
(5) Overcharging	4	-	2	2	-	-	3	-	32	3	449*	1	-	-	-	-	-	496
(6) Cleanliness	2	-	-	-	-	-	-	1	17	-	5	2	-	-	-	-	-	27
(7) Conditions of vehicles/vessels	8	2	-	-	1	-	4	2	20	-	6	1	-	-	-	-	-	44
(8) Passenger services & facilities	128	20	6	2	3	8	38	11	13	2	2	42	-	-	2	-	-	277
Sub-total	2416	93	53	117	24	87	420	41	1137	71	2561	63	3	10	2	-	2	7100
(C) General	22	7	3	1	2	5	7	3	47	11	58	1	-	-	-	-	-	167
Total this quarter	2503	106	62	124	34	105	449	47	1271	82	2619	79	6	10	3	-	2	7502
Grand-total	(3383)							(4019)				(95)			(5)			
Total previous quarter	1459	162	71	142	33	82	456	52	1370	85	2851	87	4	13	3	1	9	6880
Total same quarter last year	678	82	34	81	17	53	239	27	989	79	2449	63	4	6	6	1	3	4811

Trends of Complaints and Suggestions on Public Transport Services (January 2015 - March 2019)

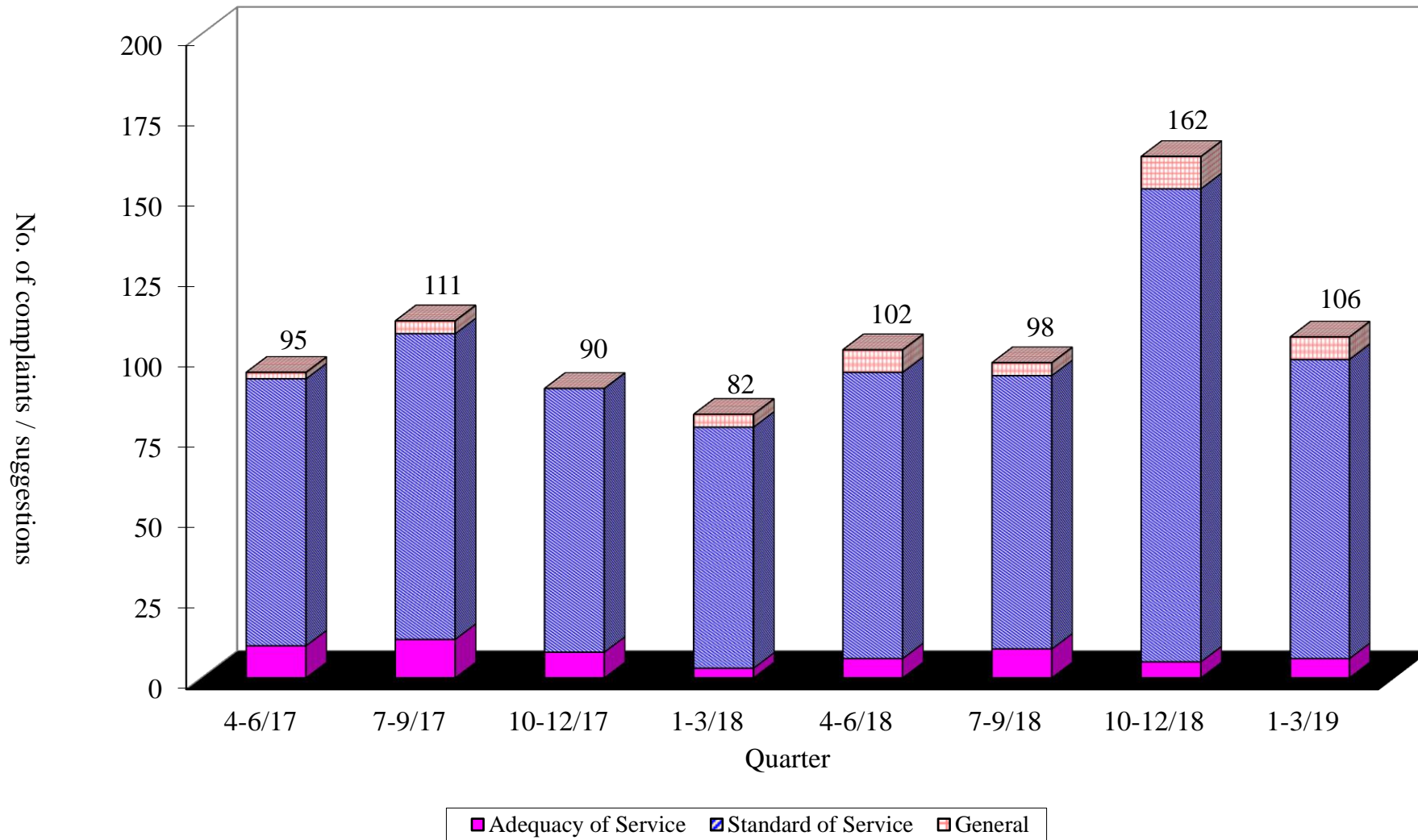


Complaints and Suggestions on the Services of Kowloon Motor Bus Company (1933) Limited **Annex F(i)**
in the Past Eight Quarters



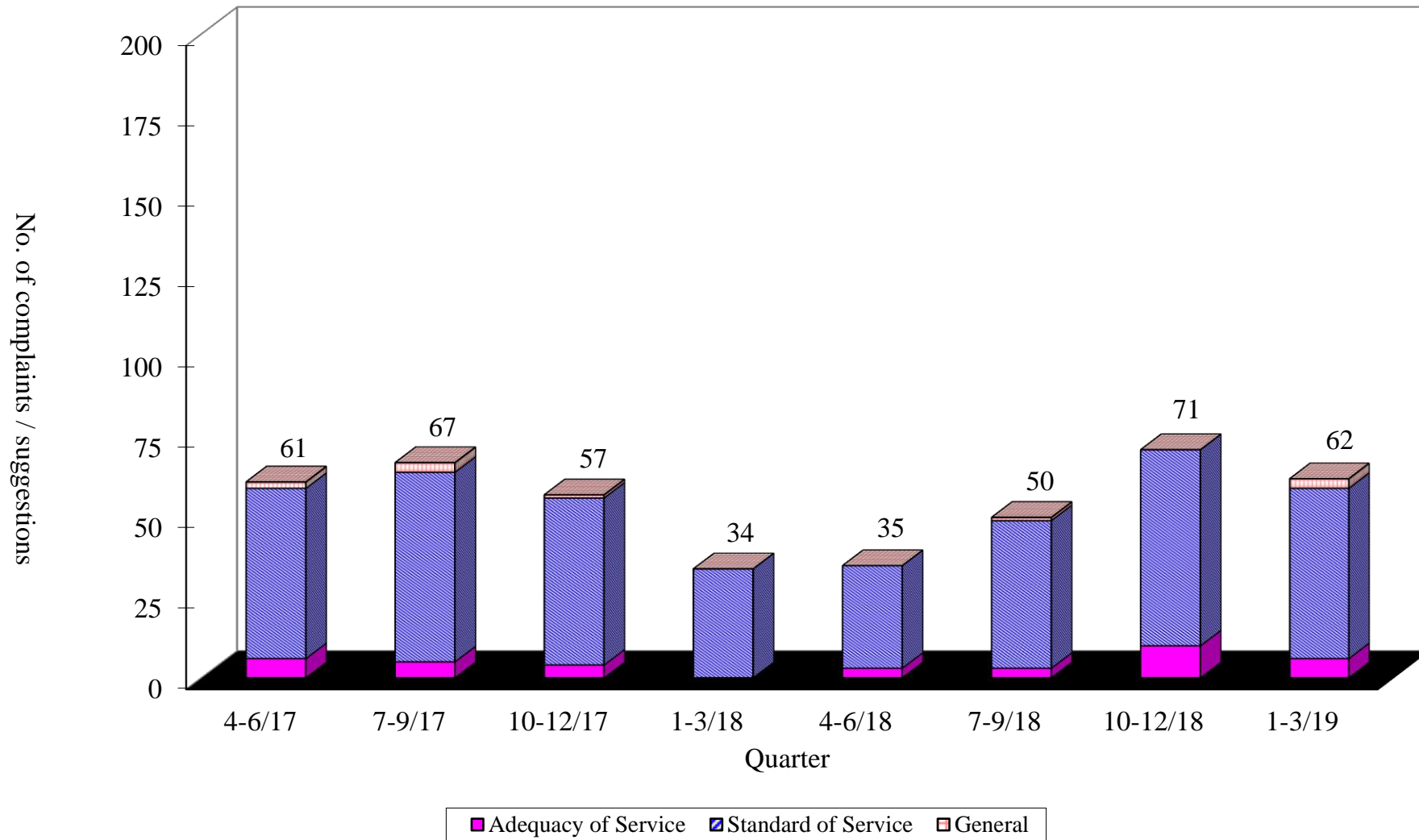
**Complaints and Suggestions on the Services of Citybus Limited (Franchise 1)
in the Past Eight Quarters**

Annex F(ii)



**Complaints and Suggestions on the Services of Citybus Limited (Franchise 2)
in the Past Eight Quarters**

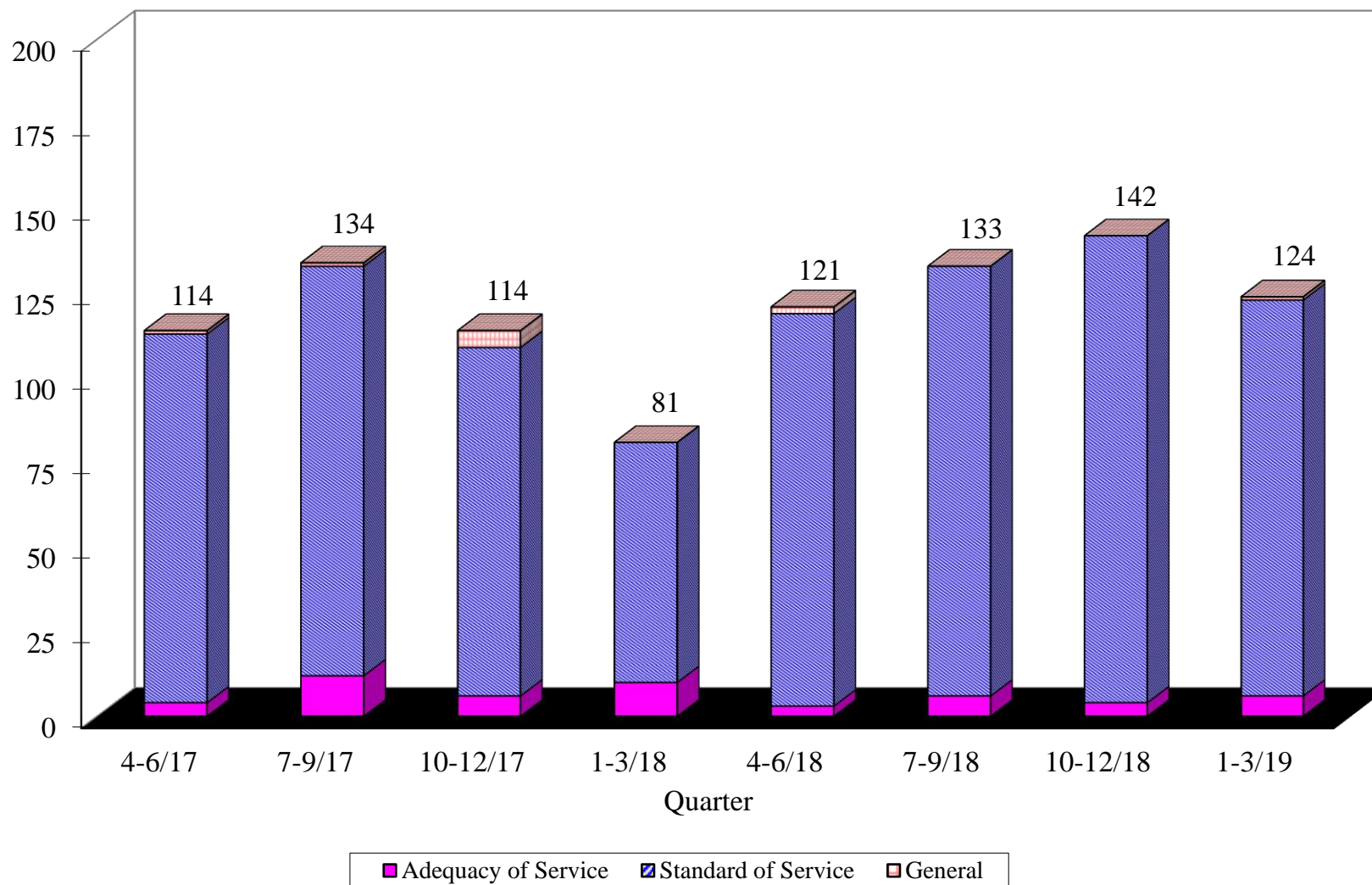
Annex F(iii)



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

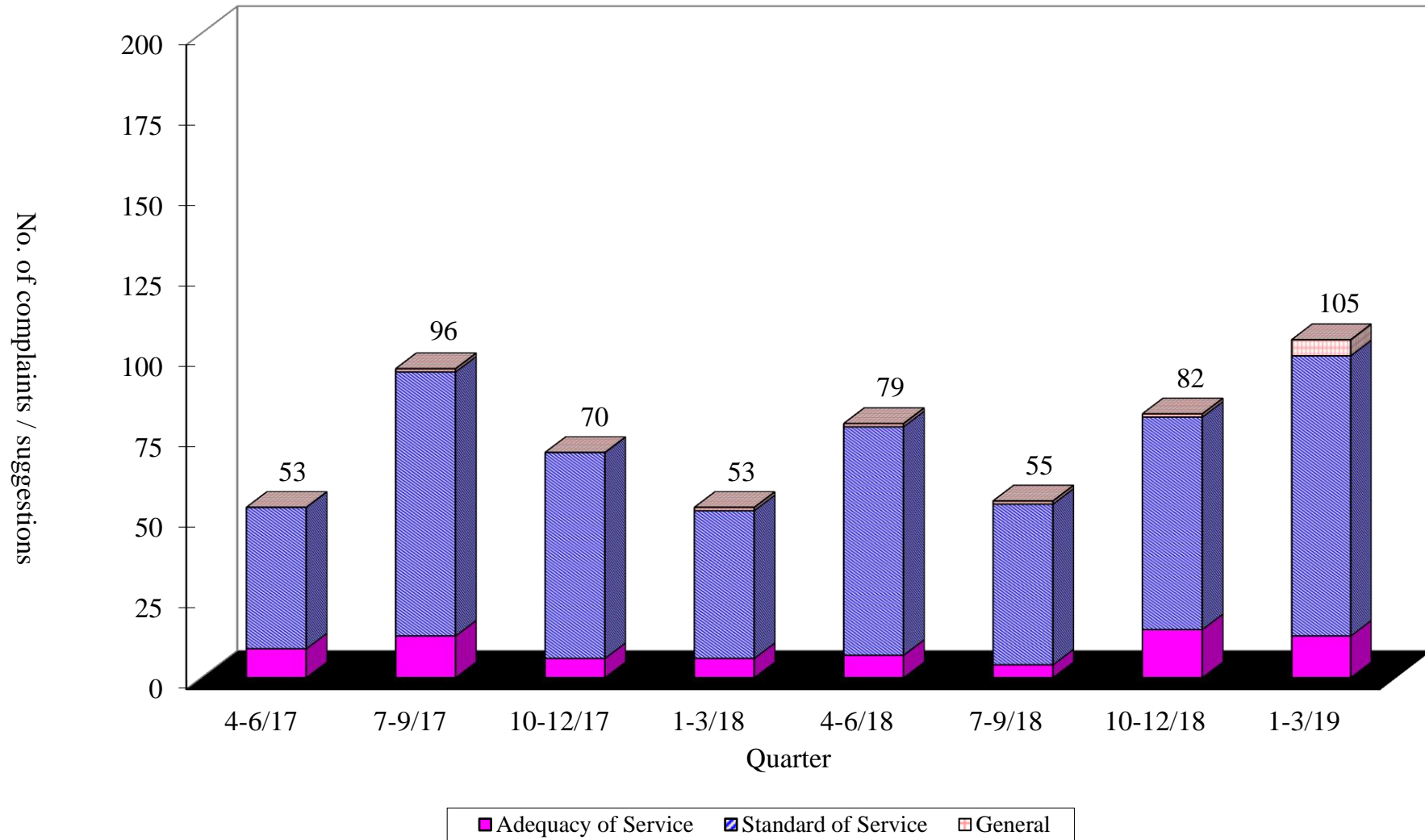
Annex F(iv)

- 30 -
No. of complaints / suggestions

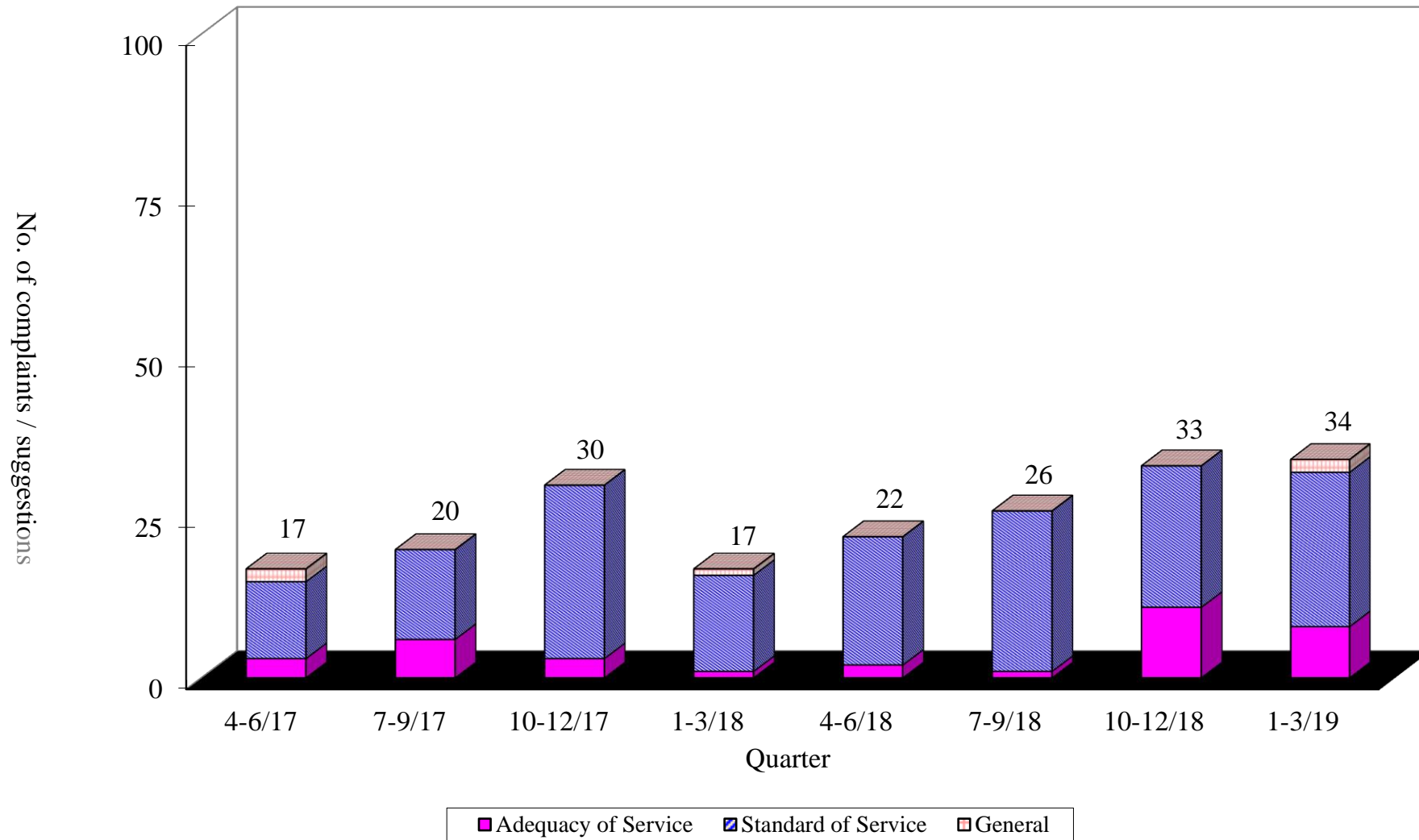


**Complaints and Suggestions on the Services of Long Win Bus Company Limited
in the Past Eight Quarters**

Annex F(v)



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



Breakdown of Complaints and Suggestions on Franchised Bus Services
(January – March 2019)

<u>Bus Company</u>	<u>Number of complaints/ suggestions³</u>	<u>Number of complaints/ suggestions per million passenger journey⁴</u>
The Kowloon Motor Bus Company (1933) Limited (KMB)	2 503	10.83
Citybus Limited (Franchise 1) (Citybus)	106	3.17
Citybus Limited (Franchise 2) (Citybus)	62	6.34
New World First Bus Services Limited (NWFB)	124	4.52
New Lantao Bus Company (1973) Limited	34	3.76
Long Win Bus Company Limited	105	9.50
Cross-harbour Bus Services	449	8.04
Total	3 383	8.96

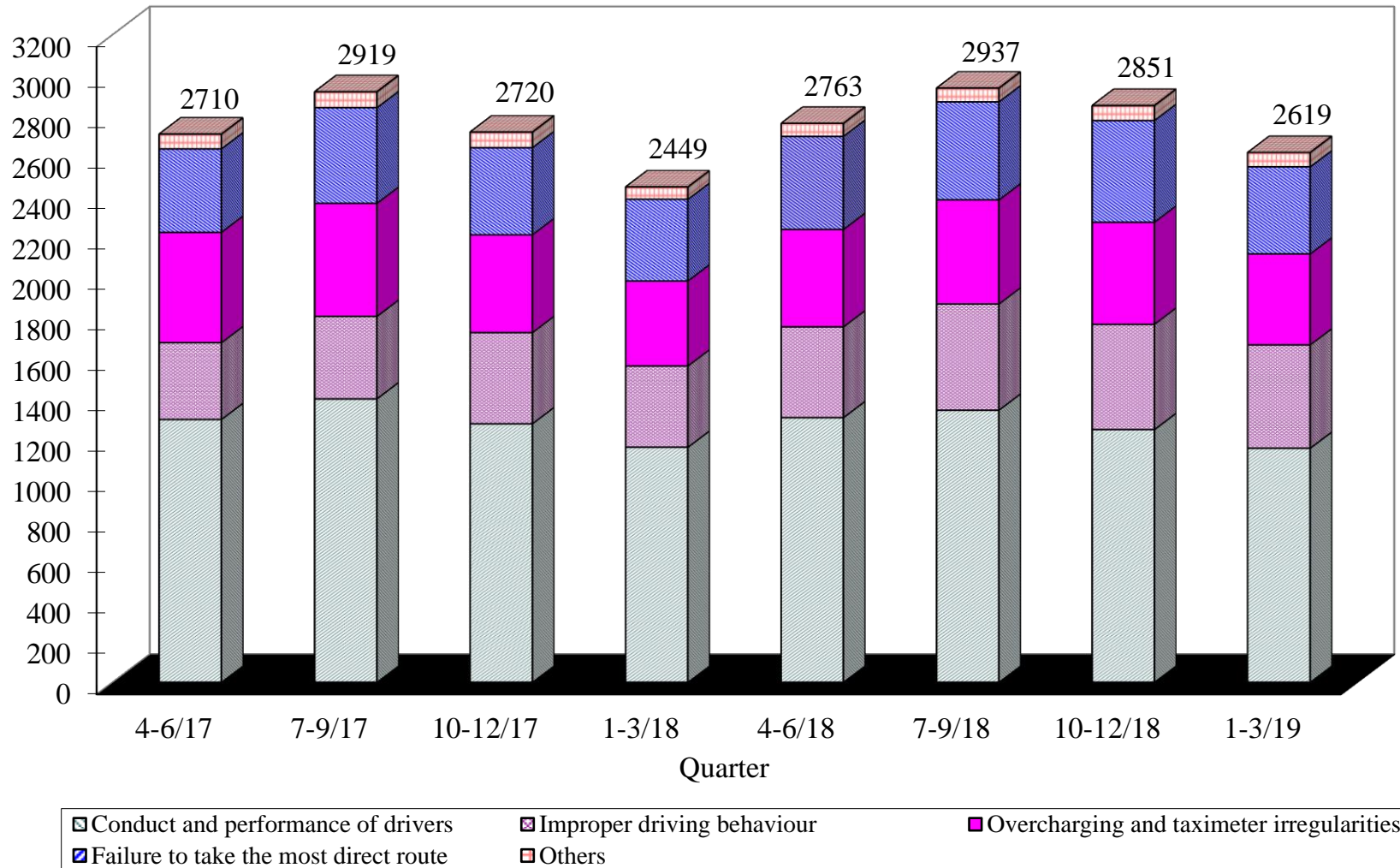
³ Complaints and suggestions on cross-harbour bus services cannot be further broken down by bus company as some of the services are jointly operated by KMB, Citybus and NWFB.

⁴ Figures for January and March 2019 are being compiled by TD. Meanwhile, figures for October and December 2018 are shown for reference.

Complaints and Suggestions on Taxi Services in the Past Eight Quarters

Annex G

No. of complaints / suggestions



Breakdown of Complaints and Suggestions on Taxi Services

<u>Nature of Complaint/Suggestion</u>		Same quarter last year (1.1.18-31.3.18)	Previous quarter (1.10.18-31.12.18)	Current quarter (1.1.19-31.3.19)
(a)	Conduct and performance of drivers			
(i)	Behaving other than in a civil & orderly manner	423	435	433
(ii)	Refusing hire	617	686	596
(iii)	Soliciting passengers	3	6	8
(iv)	Refusing to drive to destination	110	113	108
(v)	Failure to display driver identity plate	8	8	12
(vi)	Failure to display driver identity plate properly	3	3	2
	Sub-total	1 164	1 251	1 159
(b)	Improper driving behaviour	401	520	510
(c)	Overcharging	371	451	403
(d)	Taximeter irregularities	49	53	46
(e)	Failure to take the most direct route	403	502	430
(f)	Others*	61	74	71
	Total	2 449	2 851	2 619

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

Complaints and Suggestions on Traffic and Road Conditions
(January – March 2019)

District	Hong Kong Island				Kowloon					New Territories								Others (e.g. general issues and tunnel areas)	Total
	Eastern	Wan Chai	Central & Western	Southern	Kwun Tong	Wong Tai Sin	Kowloon City	Sham Shui Po	Yau Tsim Mong	North	Tai Po	Sha Tin	Yuen Long	Tuen Mun	Tsuen Wan	Kwai Tsing	Sai Kung	Islands	
Nature of Complaint/Suggestion																			
<u>Traffic Conditions</u>																			
(a) Traffic congestion (No. of locations)	1 (1)	3 (3)	14 (9)	1 (1)	4 (4)	1 (1)	2 (2)	- (-)	6 (5)	25 (5)	- (-)	4 (4)	5 (5)	3 (3)	- (-)	1 (1)	5 (4)	1 (1)	77 (50)
(b) Traffic management	2	3	7	1	5	1	1	3	4	3	-	10	7	-	9	-	1	-	60
(c) Additional traffic signs and aids	-	1	4	-	1	-	-	-	1	-	-	4	3	1	1	2	-	-	19
(d) Parking facilities	-	-	-	-	2	-	-	-	1	1	-	1	-	-	2	-	-	-	9
Sub-total	3	7	25	2	12	2	3	3	12	29	-	19	15	4	12	3	6	1	165
<u>Road Maintenance</u>																			
(a) Road conditions	-	1	-	2	-	1	-	-	1	-	1	2	-	-	1	2	1	-	12
(b) Traffic signs & aids	-	1	2	-	1	-	1	1	-	-	-	-	1	4	2	2	-	-	16
(c) Carriageway markings	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	3
Sub-total	-	3	3	2	1	1	1	1	1	-	1	2	1	4	3	5	1	-	31
<u>Enforcement</u>																			
(a) Illegal parking	28	19	25	8	39	19	34	50	42	17	24	35	43	20	24	25	14	8	474
(b) Other enforcement matters	11	16	24	9	15	8	27	19	30	7	4	19	26	15	6	13	13	8	276
Sub-total	39	35	49	17	54	27	61	69	72	24	28	54	69	35	30	38	27	16	750
Total	42	45	77	21	67	30	65	73	85	53	29	75	85	43	45	46	34	17	946

**Complaints and Suggestions⁵ about
New Transport Infrastructure Projects**

Project	Before Commissioning	After Commissioning	Total
XRL⁶	2016: - 2017: - 2018: 5 <hr/> 5	2018: 16 2019: 7 <hr/> 23	28
HZMB⁷	2016: 1 2017: 2 2018: 5 <hr/> 8	2018: 24 2019: 6 <hr/> 30	38
CWB⁸	2016: - 2017: - 2018: 1 2019: 2 <hr/> 3	2019 Stage 1: 13 Stage 2: 4 <hr/> 17	20

⁵ Complaints and suggestion directly related to the infrastructure projects. Other complaints and suggestions of general nature (e.g. failing to adhere to routing, cheating and refusing hire/choosing passengers of taxi cases) are not included.

⁶ Commissioned on 23 September 2018.

⁷ Commissioned on 24 October 2018.

⁸ Stage 1 commissioned on 20 January 2019.

Stage 2 commissioned on 24 February 2019.

**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 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.