

QUARTERLY REPORT No. 2 of 2019

by the

TRANSPORT COMPLAINTS UNIT

of the

TRANSPORT ADVISORY COMMITTEE

for the period

1 April 2019 – 30 June 2019

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Chapter 1 Major Areas of Complaints and Suggestions

This is the second quarterly report for 2019 covering the period from 1 April to 30 June 2019.

Yearly and Quarterly Trends

2. During the quarter, the Transport Complaints Unit (TCU) received 8 916¹ complaints and suggestions, including 41 pure suggestions. Of these, 74% (6 654) of the cases were received through TCU Complaint/Suggestion Webform and email, 25% (2 237) were received in the form of telephone, and the remaining cases were received in the form of fax or letter. The number of cases represents an increase of 5.1% as compared with 8 485² cases in the previous quarter and an increase of 30.8% as compared with 6 816 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 6 936 cases (including some outstanding cases from previous quarters) were completed. Of these, 5 160 cases (74%) were found to be substantiated, 40 cases (1%) unsubstantiated, and the remaining 1 736 cases (25%) 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 April to June 2019, the Police reported the latest developments on 655 cases³ previously referred to them. Among these cases, 76 drivers³ were summonsed.

¹ Among 8 916 complaints and suggestions, a total of 1 666 complaints were received from two complainants, each of whom had made more than 100 complaints during the quarter.

² Among 8 485 complaints and suggestions, 1 557 complaints were received from one complainant in the previous quarter. There are no relevant statistics available for 2018 and earlier.

³ The figures included the taxi cases in paragraph 21.

5. During the same period, relevant government departments and public transport operator took on board 13 suggestions made by members of the public who gave proposals to enhance public transport services and improve traffic conditions. A summary of the cases is at Annex D. The Chairman of the TCU Sub-committee has issued appreciation letters to the proponents of these suggestions who provided their contact details.

Public Transport Services

6. Complaints and suggestions on public transport services accounted for 8 086⁴ cases, which represents an increase of 7.8% as compared with 7 502⁵ cases in the previous quarter and an increase of 36.4% as compared with 5 929 cases in 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 865⁶ complaints and suggestions on franchised bus services were received during the quarter, which represents an increase of 14.2% as compared with 3 383⁷ cases in the previous quarter and an increase of 134.5% as compared with 1 648 cases in the same quarter last year.

⁴ Among 8 086 complaints and suggestions, a total of 1 666 complaints were received from two complainants, each of whom had made more than 100 complaints during the quarter.

⁵ Among 7 502 complaints and suggestions, 1 557 complaints were received from one complainant in the previous quarter. There are no relevant statistics available for 2018 and earlier.

⁶ Among 3 865 complaints and suggestions, a total of 1 666 complaints were received from two complainants, each of whom had made more than 100 complaints during the quarter.

⁷ Among 3 383 complaints and suggestions, 1 557 complaints were received from one complainant in the previous quarter. There are no relevant statistics available for 2018 and earlier.

8. There were 2 868⁸ cases on the services of The Kowloon Motor Bus Company (1933) Limited (KMB), as compared with 2 503⁹ cases in the previous quarter and 998 cases in the same quarter last year. Among the 2 868 cases, 86 (or 3.0%) were about the adequacy of service and 2 766 (or 96.4%) were about the standard of service.

9. There were 161 cases on the services of the Citybus Limited (Franchise for Hong Kong Island and Cross-Harbour Bus Network) (CTB (Franchise 1)), as compared with 106 cases in the previous quarter and 102 cases in the same quarter last year. Among the 161 cases, five (or 3.1%) were about the adequacy of service while 143 (or 88.8%) were about the standard of service.

10. There were 69 cases on the services of the Citybus Limited (Franchise for Airport and Tung Chung New Town Network) (CTB (Franchise 2)), as compared with 62 cases in the previous quarter and 35 cases in the same quarter last year. Among the 69 cases, four (or 5.8%) were about the adequacy of service while 65 (or 94.2%) were about the standard of service.

11. There were 152 cases on the services of the New World First Bus Services Limited (NWFB), as compared with 124 cases in the previous quarter and 121 cases in the same quarter last year. Of the 152 cases, 12 (or 7.9%) were about the adequacy of service and 137 (or 90.1%) were about the standard of service.

12. There were 105¹⁰ cases on the services of the Long Win Bus Company Limited (LWB), as compared with 105¹¹ cases in the previous quarter and 79 cases in the same quarter last year. Of the 105 cases, 12 (or 11.4%) were about the adequacy of service and 92 (or 87.6%) were about the standard of service.

⁸ Among 2 868 complaints and suggestions, a total of 1 635 complaints were received from two complainants, each of whom had made more than 100 complaints during the quarter.

⁹ Among 2 503 complaints and suggestions, 1 545 complaints were received from one complainant in the previous quarter. There are no relevant statistics available for 2018 and earlier.

¹⁰ Among 105 complaints and suggestions, 5 complaints were received from one complainant who had made more than 100 complaints during the quarter.

¹¹ Among 105 complaints and suggestions, 12 complaints were received from one complainant who had made more than 100 complaints in the previous quarter. There are no relevant statistics available for 2018 and earlier.

13. There were 23 cases on the services of the New Lantao Bus Company (1973) Limited (NLB), as compared with 34 cases in the previous quarter and 22 cases in the same quarter last year. Of the 23 cases, one (or 4.3%) was about the adequacy of service and 19 (or 82.6%) 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 63 complaints and suggestions on non-franchised bus services (e.g. residents' services, feeder bus services operated by the MTR Corporation Limited (MTRCL)). Corresponding figures for the previous quarter and the same quarter last year were 47 and 43 respectively.

Public Light Bus Services

16. A total of 1 368 complaints and suggestions on public light bus (PLB) services were received in this quarter, which represents an increase of 1.1% as compared with the previous quarter and a decrease of 0.2% 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, 94.7% or 1 296 cases were on green minibus (GMB) services. The number of cases received in the previous quarter and the same quarter last year were 1 271 and 1270 respectively. Among the 1 296 cases, 76 (or 5.9%) were about the adequacy of service and 1 199 (or 92.5%) were about the standard of service.

18. The remaining 5.3% or 72 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 82 and 101 respectively.

Taxi Services

19. A total of 2 704 cases on taxi services were received in this quarter, which represents an increase of 3.2% as compared with the previous quarter and a decrease of 2.1% 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 2 704 cases received, 2 640 (97.6%) were related to taxi driver malpractice, as compared with 2 548 such cases (97.3%) 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 541 such cases (20.5%) were referred to the Police.

21. During the quarter, the Police reported the latest developments on 466 cases previously referred to them. These cases are categorised as follows –

	<u>No. of Cases</u>		<u>Percentage</u>	
(a) Summonsed	40	(30)	9	(7)
(b) Withdrawn by complainants	298	(320)	64	(71)
(c) Evidence considered insufficient by the Police for further processing	128	(99)	27	(22)
	<u>466 (449)</u>		<u>100 (100)</u>	

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

It is noted that 91% of these cases could not be further pursued because of withdrawal by complainants or insufficient evidence.

22. Among the 30 summonsed cases in the previous quarter, 21 drivers were convicted of traffic offences by the court¹². For eight cases of taxi refusing hire, the taxi drivers were fined from \$320 to \$1,000. Two taxi drivers were fined \$800 and \$2,500 respectively for cheating.

Rail Services

23. A total of 78 complaints and suggestions on rail services were received. Corresponding figures for the previous quarter and the same quarter last year were 95 and 84 respectively. Of the 78 cases, 69 were on the services of MTRCL.

Ferry Services

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

Traffic Conditions

25. There were 84 complaints recorded in this quarter about traffic congestion, as compared with 77 cases in the previous quarter and 50 cases in the same quarter last year. Congestion was reported to have occurred at a total of 77 locations throughout the territory, as illustrated below –

¹² Results of the remaining summonsed cases had not yet been available as at 7 August 2019.

	<u>Number of Complaints</u>		<u>Number of Locations</u>	
Hong Kong Island	28	(19)	26	(14)
Kowloon	23	(13)	23	(12)
New Territories	33	(44)	28	(23)
Others (e.g. general issues and tunnel areas)	-	(1)	-	(1)
Total	84	(77)	77	(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 Eastern & Sha Tin (13 cases each) and Kowloon City (eight 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 57 complaints and suggestions on traffic management and 19 requests for additional traffic signs and aids in this quarter. As a comparison, there were 60 and 19 such cases in the previous quarter, and 37 and 17 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 21 complaints about road maintenance, as compared with 31 cases in the previous quarter and 26 cases in the same quarter last year. Among the 21 cases, 10 cases were related to road conditions and 10 cases were related to traffic signs and aids.

31. District which attracted relatively more complaints about road maintenance was Tuen Mun (four cases) and Sha Tin (three cases).

Enforcement

32. There were 614 complaints about traffic regulations enforcement in this quarter, which represents a decrease of 18.1% when compared with the previous quarter and a decrease of 13.6% when compared with the same quarter last year. They were mainly requests for action against illegal parking, cutting lane abruptly/overtaking on solid line and disobeying traffic signs/schemes. All these cases were referred to the Police for action.

33. Districts which attracted relatively more complaints about illegal parking were Yau Tsim Mong (40 cases), Kowloon City (37 cases), Yuen Long (34 cases) and Sham Shui Po (33 cases).

Chapter 2 Major Events and Noteworthy Cases

Transport Complaints Unit Sub-committee Meeting

At the quarterly meeting of the TCU Sub-committee on 9 May 2019, Members discussed –

- (a) complaints and suggestions about road works and road maintenance;
 - (b) complaints and suggestions about cross-harbour bus services;
 - (c) complaints and suggestions about new transport infrastructure; and
 - (d) TCU Quarterly Report No. 1 of 2019.
2. Members agreed that –
- (a) complaints and suggestions about new transport infrastructure should be closely monitored; and
 - (b) TCU Quarterly Report No. 1 of 2019 should be submitted to the Transport Advisory Committee.

Complaints against franchised bus services to and from the Peak during the suspension of Peak Tram service

3. Members of the public complained against the service quality and routeing adjustment of New World First Bus (NWFB) bus route no. 15, which plied between Central and the Peak. A complainant expressed that the demand for the bus service surged due to the suspension of Peak Tram service. He was dissatisfied with the prolonged waiting time for the bus from Wan Chai to the Peak. He opined that irregularity of bus service was caused by the deployment of buses from route no. 15 to route no. X15 and NWFB should provide special arrangement(s) to cater for passenger demand. Another complainant raised concern that the routeing adjustment of the bus route no. 15 had caused inconvenience to students. Since bus stops at Guilford Road and Mansfield Road were temporarily omitted from Monday to Saturday after 1314 hours

(departure from Central) and 1349 hours (departure from the Peak), students who finished school in the vicinity in the afternoon could not take route no. 15. To take route no. 15 at another bus stop, they had to walk downhill on the carriageway as there was no pavement thereat. This raised road safety concern.

4. The cases were referred to TD for consideration. TD replied that during the suspension of Peak Tram service for the Peak Tram Upgrade Project from 23 April 2019, apart from route no. 15, NWFB introduced a special bus route no. X15 for travelling directly between Admiralty and the Peak without en-route stops. TD had requested NWFB to closely monitor the bus service of the concerned routes and implement improvement measures when necessary.

5. Regarding the omission of bus stops at Guilford Road and Mansfield Road from Monday to Saturday afternoons of route no. 15, TD advised that such measure was adopted in response to the temporary traffic arrangement of the Police. Noting the needs of the students, TD reviewed the arrangement with NWFB to minimise the inconvenience caused to the public during the suspension of Peak Tram service.

6. Members of the public were informed of TD's advice and raised no further comment.

Concerns about driving behavior of franchised bus captains

7. A member of the public raised concern about the improper driving behavior of franchised bus (FB) captains. The complainant pointed out that bus captains' act of changing lanes abruptly caused road safety issues and the bus captains were irresponsible to the passengers and other road users. He urged for installation of speed alarms/limiters on all buses for reminding bus captains to drive properly. The complainant also raised that bus captains should be retrained to learn about their roles in the society.

8. The case was referred to TD for consideration. TD advised that they attached great importance to ensuring the safety of FB operation and other road users. To enhance FB safety, all new double-deck buses procured from July 2018 onwards by the FB operators would be equipped with electronic

stability control (ESC) and speed limiting retarder (SLT). TD was exploring the cost effectiveness of retrofitting ESC and SLT on existing FBs. Apart from the said devices, the FB operators were conducting trials on or had already been using real-time alerts to bus captains on overspeeding, and were conducting trials on driving monitoring device, collision alert and lane keeping devices. The operators would take necessary follow-up actions against the bus captains if improper driving behavior was found.

9. TD had referred the complainant's comments to the FB operators concerned and reminded them to closely monitor the driving behavior of their bus captains.

10. The member of the public was informed of TD's reply and raised no further comment.

Complaints about violation of road traffic regulations at Tuen Mun Road

11. Members of the public expressed concern about the violation of road traffic regulations at Tuen Mun Road. A member of the public enquired whether heavy goods vehicles could use the third lane at certain section of Tuen Mun Road where four lanes were open for use. He also raised concern about the overspeeding of heavy goods vehicles at Tuen Mun Road. Another member of the public complained about the illegal use of bus lanes at Tuen Mun Road by private vehicles and requested the Police to step up enforcement action and increase penalty for violation of the traffic regulations.

12. The cases were referred to TD. TD advised that under the Road Traffic (Expressway) Regulations (Cap. 374Q), a person must not drive a motor vehicle in the right most lane of the carriageway of a left-driving expressway where three or more traffic lanes are open for use by traffic proceeding in the same direction unless there is a traffic sign indicating that the right most lane joins a diverging lane; and it is necessary for the vehicle to be driven in the right most lane in order to proceed to that diverging lane. As such, there was no violation of the Regulations in the complaint case.

13. Regarding the maximum speed limit, TD advised that the maximum speed limit for medium and heavy goods vehicles is 70 km/hr. Motorists must not drive faster than the speed limit for the road or their vehicle, whichever is the lower. Regarding overspeeding of heavy goods vehicles at Tuen Mun Road, TD had referred the matters to the Police for enforcement action.

14. On the use of bus lanes, TD advised that bus lanes are for FB use only. Under the Road Traffic (Traffic Control) Regulations (Cap. 374G), during the prescribed time the driver of a motor vehicle, other than a permitted user, shall ensure that no part of his vehicle enters the bus lane bounded by a continuous white line. Any person who without reasonable excuse contravenes the regulation commits an offence and is liable to a fine of \$2,000. TD further advised that Chapter 5 of “Road Users’ Code” issued by TD reminds motorists of a typical bus lane with road signs and markings which indicate that the lane is used exclusively for all buses, including franchised and non-franchised ones.

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

Chapter 3 Feature Article

Complaints and Suggestions about Old Public Transport Drivers

Background

Road safety is the prime concern of members of the public. Along with the ageing population¹³ in Hong Kong, it is noted that the number of old public transport drivers has been increasing over the years. The franchised bus (FB) operators and Hong Kong Tramways have devised clear requirements on the age and physical health of bus captains and tram motormen. On the age requirement, the retirement age for bus captains and tram motormen is 60 and 65 respectively. Depending on the manpower needs, FB operators will flexibly extend the employment period of their bus captains on a contract basis up to 65, 67 or 69. For other public transport trades, they do not have standardised arrangement.

The Complaints

2. In the past four years, complaints about old FB captains and drivers of PLB and taxis were received¹⁴. The trend is as follows –

<u>Year</u>	<u>No. of Complaints</u>	<u>Difference</u>
2015	12	-
2016	13	+8.3%
2017	40	+207.7%
2018	54	+35.0%
2019 (up to 30.6.2019)	16	-

The number of complaints and suggestions has been increasing over the recent years.

¹³ According to the Census and Statistics Department, the number of elderly persons aged 65 and over is projected to more than double in the coming 20 years. The number of elderly persons will increase from 1.16 million (16.6% of the total population) in 2016 by over one million to 2.37 million (31.1% of the total population) in 2036. The median age of the population will rise from 44.3 in 2016 to 50.9 in 2036.

¹⁴ No complaints about non-franchised bus captains and tram motormen were received from 2015 to 2019 (up to 30.6.2019).

3. The breakdown of complaints and suggestions about old FB captains as well as public light bus (PLB) and taxi drivers is as follows –

<u>Transport Mode</u>	<u>2015</u>	<u>2016</u>	<u>2017</u>	<u>2018</u>	<u>2019</u> (up to 30.6.2019)
Franchised Bus	1	-	1	-	-
Public Light Bus					
Green Minibus	7	6	11	19	10
Red Minibus	-	-	4	1	-
Sub-total	7	6	15	20	10
Taxi	4	7	24	34	6
Total	12	13	40	54	16

PLB and taxi services attracted more complaints about old drivers.

4. The complainants raised safety concerns about old FB captains as well as PLB and taxi drivers. They opined that the old drivers had health issues which adversely affected their driving performance, hence caused safety issues. For PLB drivers, the majority of the complainants were concerned about improper driving behaviour (e.g. straddling between two lanes and starting before passengers safely alighted/boarded) as well as conduct and performance (e.g. failing to set down passengers at their designated locations/stops). For taxi drivers, the majority of the complainants complained about improper driving behaviour (e.g. jerky driving) as well as conduct and performance (e.g. difficulties in hearing the destination given by the passengers and controlling the steering wheel properly).

Measures to improve the situation

5. According to the statistics from the Transport Department (TD), the numbers of road accidents involving FB captains as well as PLB and taxi drivers aged 65 and above by driver contributory factor from 2016 to 2018 are at Annex J. The maximum number of accidents involving drivers aged 65 or above with “sudden illness or mental defect” as the driver contributory factor

from 2016 to 2018 was one.

6. While the retirement age of FB captains is either 60 or 65, there is no standardised retirement age of PLB and taxi drivers. For FB, the breakdown of the number of in-service bus captains over 50 years old by age groups as at 30 June 2019 is tabulated below –

	Age Groups			
	50-54	55-59	60 or above	All age groups
No. of FB captains	2 657	3 168	2 451	14 225

7. As at June 2019, the average ages of in-service FB captains and PLB drivers as well as valid taxi driving licence holders¹⁵ were 50, 63.5 and 59 years old respectively.

8. The age profile of holders of valid driving licence for FB, PLB and taxi¹⁶ from 2014 to 2019 (up to 30 June 2019) is at Annex K.

9. At present, for an applicant aged 60 or above but less than 70, his/her driving licence should be valid for three years or up to the day before he/she attained the age of 70, whichever was the longer. 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”¹⁷. 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. TD has commenced a review of the current age requirement for mandatory submission of medical proof for

¹⁵ As at 30 June 2019, there were 208 754 valid taxi driving licence holders. According to the projection based on the results of questionnaires issued by the TD in August 2018, it was estimated that there were about 59 000 in-service taxi drivers. TD does not have the information of the average age of in-service taxi drivers.

¹⁶ TD does not have the age profile for in-service FB captains as well as PLB and taxi drivers.

¹⁷ 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.

physical fitness of drivers or other relevant health requirements as appropriate. When conducting the review, TD will make reference to the practices of other countries/places and other relevant factors. TD will consult the stakeholders when the review results are available.

10. Currently, FB operators implement various measures to ensure the bus captains are physically fit to carry out their duties. They require serving bus captains aged 50 years or above to undergo annual health check. For bus captains at the age of 50, 54, 57 and 60 or above, they are also required to undergo an electrocardiogram in the annual health check. Moreover, for bus captains who have suffered a stroke or cardiovascular diseases, or are on medication due to diabetes mellitus or hypertension, they are also required to declare such illness(es) to their employers and undergo an electrocardiogram in their annual health checks.

11. For conduct and performance of captains of all ages, FB operators have measures in place to make improvement in this area. For instance, they provide enhancement, refresher and remedial training, and issue notices to remind their staff to upkeep the service quality. They will also arrange regular on-board checks by uniformed staff and plain-clothes staff in order to monitor bus captain's performance and conduct. Follow-up actions including disciplinary actions will be taken whenever required.

12. At present, PLB operators and taxi trade implement various measures to ensure the old drivers are physically fit to carry out their duties. Although there are no tailor-made programmes for old public transport drivers, TD has all along conducted safety seminars and provided health checks to commercial vehicle drivers at all ages including PLB and taxi drivers. Also, TD has raised PLB and taxi drivers' awareness on importance of their health through newsletters and regular meetings with the trades. TD will study the outcome of the review in paragraph 9 above to examine if any tailor-made programmes for old public transport drivers are required.

13. TCU would continue to closely monitor and follow up with TD and the transport operators concerned regarding complaints and suggestions about old public transport drivers.

Complaints and Suggestions Received by TCU

<u>Nature of Complaint/Suggestion</u> ⁽¹⁾⁽²⁾	<u>Same quarter last year (1.4.18-30.6.18)</u>		<u>Previous quarter (1.1.19-31.3.19)</u>		<u>Current quarter (1.4.19-30.6.19)</u>	
I. Public Transport Services						
(a) Adequacy of service	205	[15]	235	[22]	250	[21]
(b) Standard of service	5 604	[7]	7 100	[5]	7 700	[2]
(c) General	120	[5]	167	[3]	136	
	5 929	[27] (87%)	7 502⁽³⁾	[30] (88%)	8 086⁽³⁾	[23] (90%)
II. Traffic Conditions						
(a) Traffic congestion	50		77	[2]	84	
(b) Traffic management	37	[10]	60	[17]	57	[9]
(c) Additional traffic signs and aids	17	[4]	19	[5]	19	[5]
(d) Parking facilities	10	[1]	9	[3]	4	
	114	[15] (1%)	165	[27] (2%)	164	[14] (1%)
III. Road Maintenance						
(a) Road conditions	10		12		10	
(b) Traffic signs and aids	13		16		10	[1]
(c) Carriageway markings	3		3		1	
	26	(1%)	31	(1%)	21	[1] (1%)
IV. Enforcement						
(a) Illegal parking	410	[1]	474	[1]	381	[1]
(b) Other enforcement matters	301	[2]	276	[3]	233	[1]
	711	[3] (10%)	750	[4] (8%)	614	[2] (7%)
V. Miscellaneous	36	[1] (1%)	37	(1%)	31	[1] (1%)
Total	6 816	[46] (100%)	8 485⁽³⁾	[61] (100%)	8 916⁽³⁾	[41] (100%)

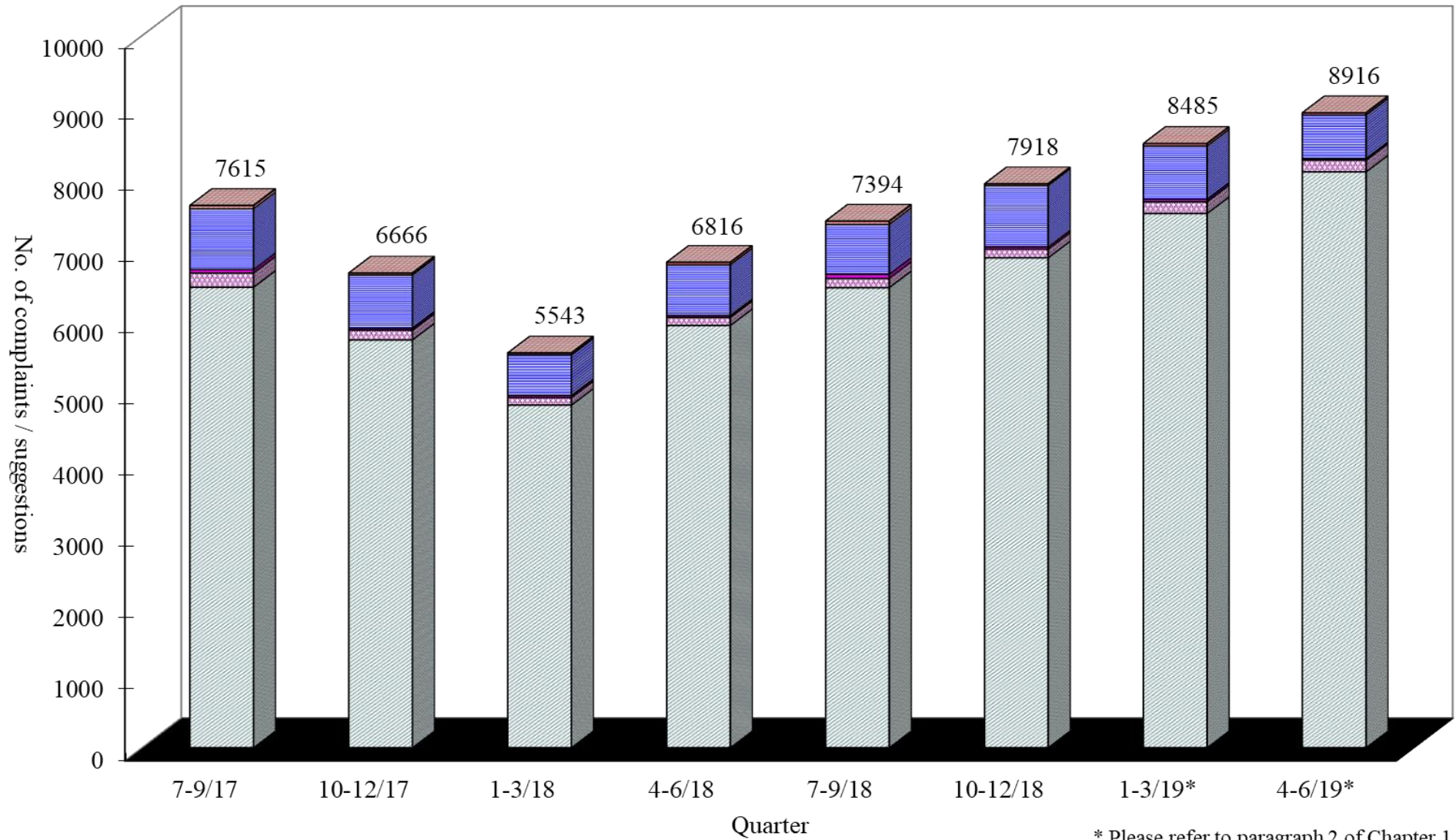
Notes : (1) Figures in square brackets are the number of pure suggestions received in the quarter. The figures have been included in the overall number of cases received.

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

(3) Please refer to paragraphs 2 and 6 of Chapter 1.

Complaints and Suggestions Received by TCU

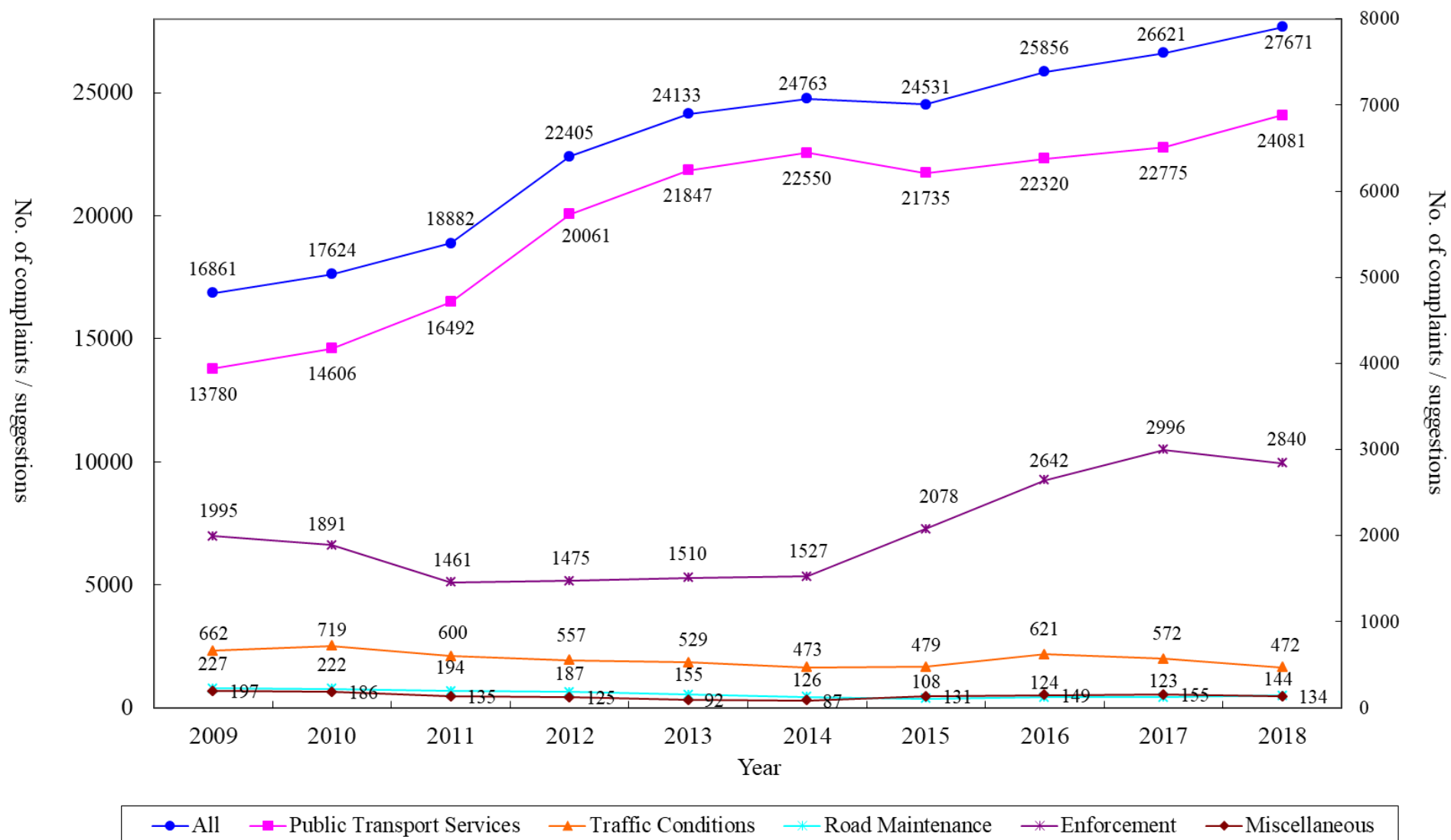
Annex A(ii)



* Please refer to paragraph 2 of Chapter 1.

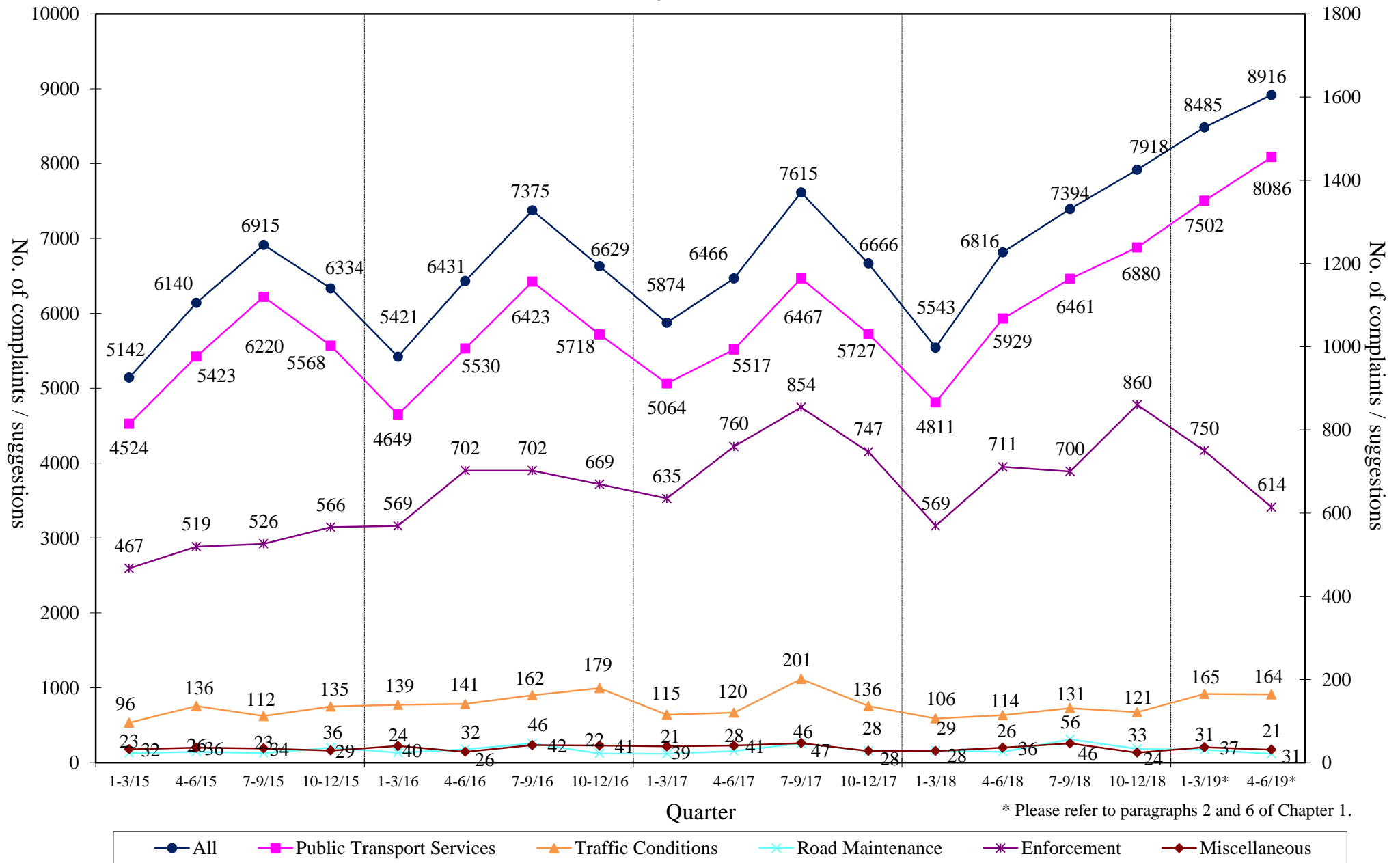
Public Transport Services Traffic Conditions Road Maintenance Enforcement Miscellaneous

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



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

Annex B(ii)



Summary of Results of Investigations into Complaints and Suggestions
(April – June 2019)

Outcome of Investigation Nature of Complaint/ Suggestion	A1	A2	B	C	Total
I. Public Transport Services					
(a) Adequacy of service	14	153	6	1	174
(b) Standard of service	1 160	3 272	22	1 628	6 082
(c) General	48	51	-	13	112
	1 222	3 476	28	1 642	6 368
II. Traffic Conditions					
(a) Traffic congestion	37	18	1	-	56
(b) Traffic management	10	12	7	-	29
(c) Additional traffic signs/aids	3	5	1	1	10
(d) Parking facilities	1	1	-	-	2
	51	36	9	1	97
III. Road Maintenance					
(a) Road conditions	8	3	-	-	11
(b) Traffic signs and aids	7	7	-	-	14
(c) Carriageway markings	2	-	-	-	2
	17	10	-	-	27
IV. Enforcement					
(a) Illegal parking	174	14	-	1	189
(b) Other enforcement matters	74	59	3	92	228
	248	73	3	93	417
V. Miscellaneous	18	9	-	-	27
Total	1 556 (22%)	3 604 (52%)	40 (1%)	1 736 (25%)	6 936 (100%)
	5 160 (74%)				

Legend

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

**Summary of Results of Investigations into
Complaints and Suggestions on Public Transport Services
(April – June 2019)**

<div>Outcome of Investigation</div> <div>Mode of Transport</div>	A1	A2	B	C	Total
The Kowloon Motor Bus Company (1933) Limited	328	1 774	10	26	2 138
Citybus Limited (Franchise 1)	30	38	3	-	71
Citybus Limited (Franchise 2)	11	18	-	1	30
New World First Bus Services Limited	43	30	2	-	75
New Lantao Bus Company (1973) Limited	18	10	-	1	29
Long Win Bus Company Limited	24	39	-	-	63
Cross-harbour Bus Services	123	125	-	4	252
Non-franchised Bus Services	22	36	1	1	60
Green Minibus	535	334	4	28	901
Red Minibus	44	5	-	4	53
Taxi	22	975	7	1 577	2 581
MTR Corporation Limited (Excluding Light Rail)	9	82	1	-	92
MTR Corporation Limited (Light Rail)	2	5	-	-	7
The Hongkong Tramways Limited	9	2	-	-	11
New World First Ferry Services Limited	2	-	-	-	2
The “Star” Ferry Company Limited	-	-	-	-	-
Minor Ferries	-	3	-	-	3
Total	1 222 (19%)	3 476 (54%)	28 (1%)	1 642 (26%)	6 368 (100%)
	4 698 (73%)				

Legend

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

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

I. Public Transport Services

- Increase the frequency of bus route no. 85X (Ma On Shan bound) during afternoon rush hours to meet the demand of passengers.

II. Traffic Management

Hong Kong Island

- Impose “No Stopping” restriction and add “No U-turn” traffic signs at the junction of Sun Yip Street and On Yip Street to prevent vehicle obstruction and improve road safety.
- Impose “No Stopping” restriction at the junction of Victoria Road and Wah Chui Street to prevent illegal parking causing obstruction of sight-line.
- Extend the “No Stopping” restriction at Yip Kan Street to prevent vehicle obstruction.
- Add a “Bus Stop” road marking at the Taikoo Shing Road bus stop outside Kao Shan Terrace to prevent vehicle obstruction.

Kowloon

- Extend “No Stopping” restriction at Pak Wan Street near Shek Kip Mei Fresh Water Service Reservoir to prevent illegal parking causing obstruction of sight-line.
- Add “Merging Ahead” traffic signs near the junction of Lung Cheung Road and Kwun Tong Road to remind motorists.

- Add a directional sign at Kwun Tong Road near Fuk To Street to better guide motorists.
- Modify the mode of operation of a traffic light at the junction of Tung Tau Tsuen Road and Ching Tak Street to facilitate pedestrians crossing the road.

New Territories

- Add a “Turn Left at Junction Ahead” traffic sign at the access road to So Kwun Wat Road eastbound near Yi Wong Tun to better guide motorists.
- Add “Footbridge” traffic signs at Man Tung Road near Wai Tung Road to better guide pedestrians.
- Increase the vehicular green time of traffic lights at the junction of Kong Pui Street and Sha Kok Street to improve traffic flow.
- Increase the pedestrian green time of a traffic light at the junction of Wan Po Road and Pak Shing Kok Road to facilitate pedestrians crossing the road.

Annex E(i)

Complaints and Suggestions on Public Transport Services

(April – June 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

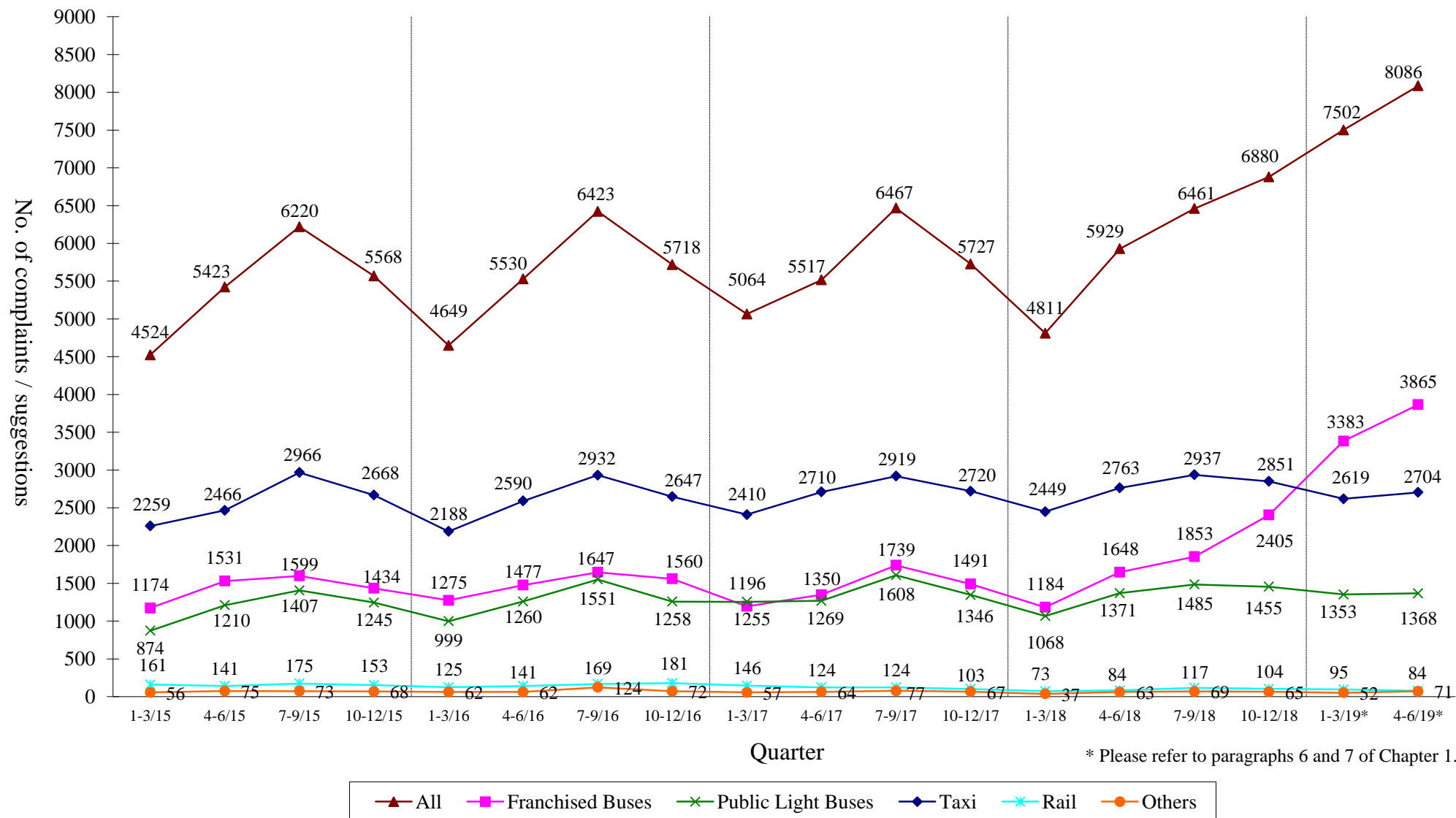
* Including taximeter irregularities

Note:

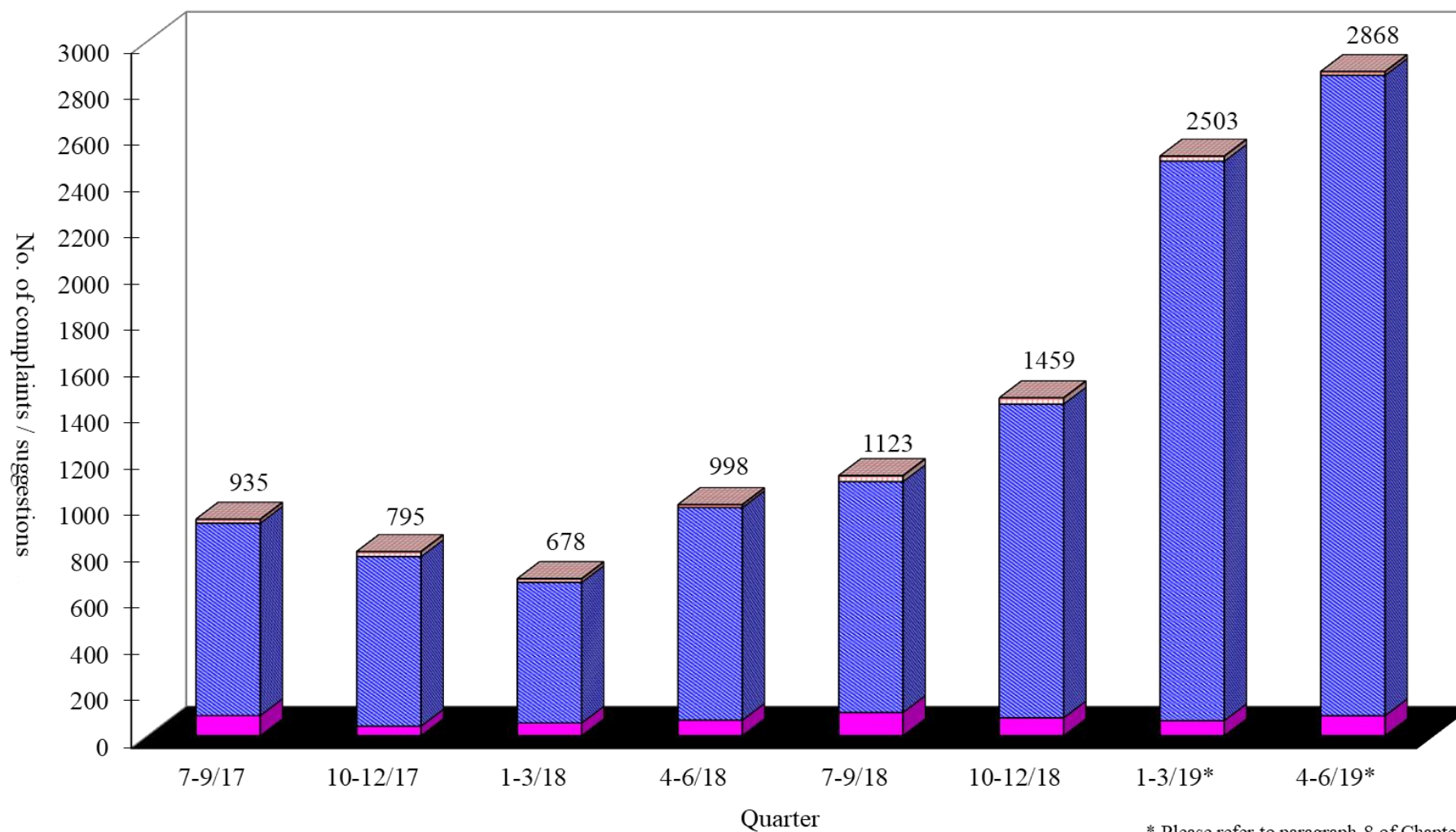
Please refer to paragraphs 6, 7, 8 and 12 of Chapter 1.

Mode Nature of Complaint/Suggestion	Vehicular Transport											Rail Transport			Waterborne Transport			Total/ Sub- total
	Franchised Buses											MTR (Non- LR)	MTR (LR)	HT	FF SF MF			
	KMB	CTB1	CTB2	FB	NLB	LWB	XHT											
(A) <u>Adequacy of Service</u>																		
(1) Frequency/carrying capacity	65	1	4	4	1	7	15	25	57	-	-	5	1	-	-	-	-	185
(2) Routeing	9	2	-	1	-	4	4	-	3	-	-	-	-	-	-	-	-	23
(3) Hours of operation	1	1	-	-	-	-	1	-	1	-	-	-	-	-	-	-	-	4
(4) Provision of stops	11	1	-	7	-	1	3	-	15	-	-	-	-	-	-	-	-	38
Sub-total	86	5	4	12	1	12	23	25	76	-	-	5	1	-	-	-	-	250
(B) <u>Standard of Service</u>																		
(1) Regularity of service	2015	40	26	57	2	33	205	17	370	-	-	1	1	1	-	1	1	2770
(2) Adherence to routeing	9	-	-	4	-	1	2	2	55	-	481	-	-	-	-	-	-	554
(3) Improper driving behaviour	214	25	16	25	4	10	47	7	265	36	521	2	5	3	-	-	-	1180
(4) Conduct & performance of staff (including drivers)	316	32	16	40	9	25	136	5	428	22	1177	8	1	3	2	-	1	2221
(5) Overcharging	5	2	-	1	-	-	4	-	28	3	461*	-	-	-	-	-	-	504
(6) Cleanliness	4	-	-	1	-	1	-	-	19	1	6	3	-	-	-	-	-	35
(7) Conditions of vehicles/vessels	11	3	-	-	1	3	-	3	16	1	11	-	-	-	-	-	-	49
(8) Passenger services & facilities	192	41	7	9	3	19	53	2	18	-	2	36	1	2	2	-	-	387
Sub-total	2766	143	65	137	19	92	447	36	1199	63	2659	50	8	9	4	1	2	7700
(C) <u>General</u>	16	13	-	3	3	1	17	2	21	9	45	5	-	-	-	-	1	136
Total this quarter	2868	161	69	152	23	105	487	63	1296	72	2704	60	9	9	4	1	3	8086
Grand-total	(3865)							(4135)				(78)			(8)			
Total previous quarter	2503	106	62	124	34	105	449	47	1271	82	2619	79	6	10	3	-	2	7502
Total same quarter last year	998	102	35	121	22	79	291	43	1270	101	2763	70	6	8	9	1	10	5929

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



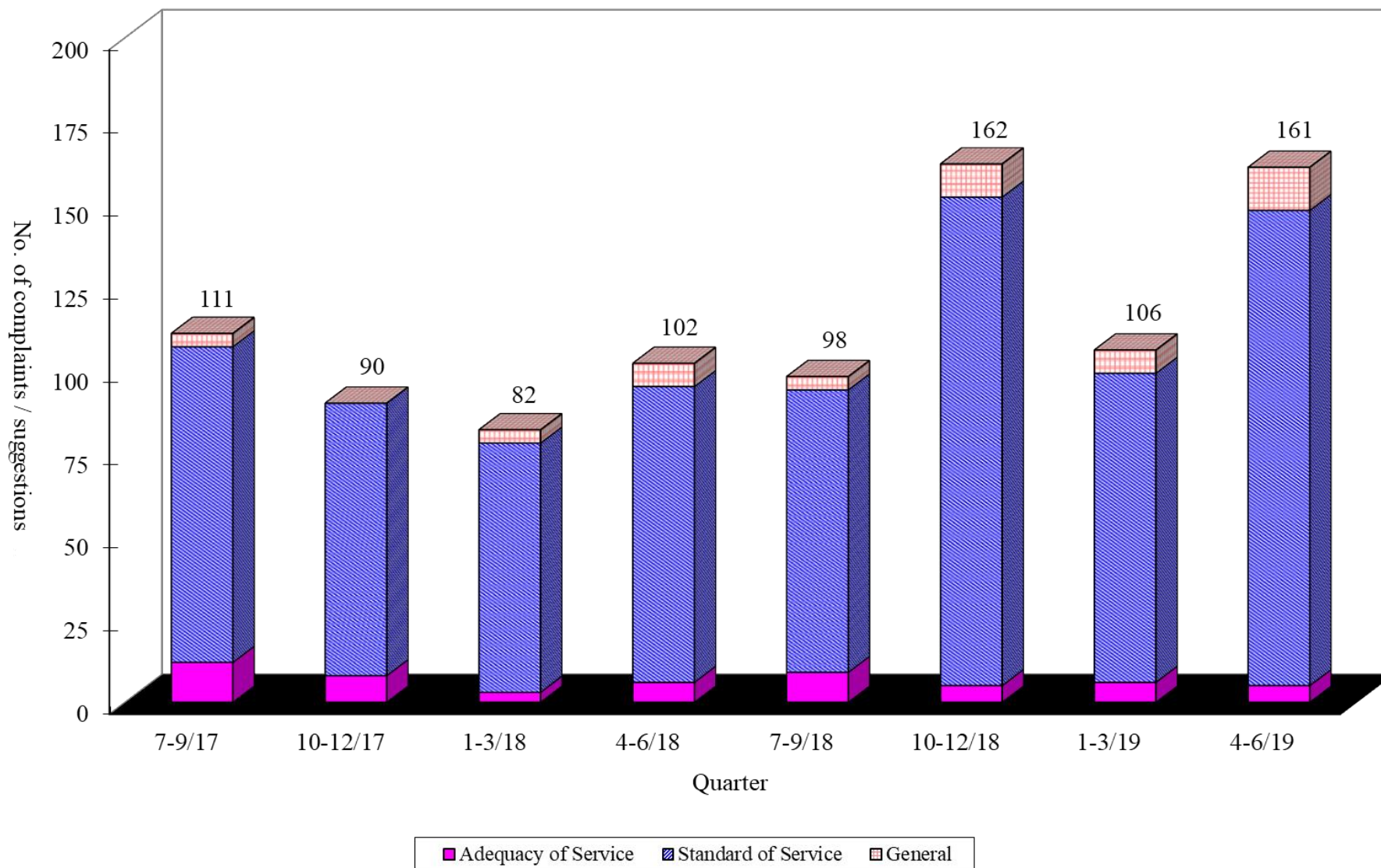
Complaints and Suggestions on the Services of Kowloon Motor Bus Company (1933) Limited in the Past Eight Quarters



■ Adequacy of Service ■ Standard of Service ■ General

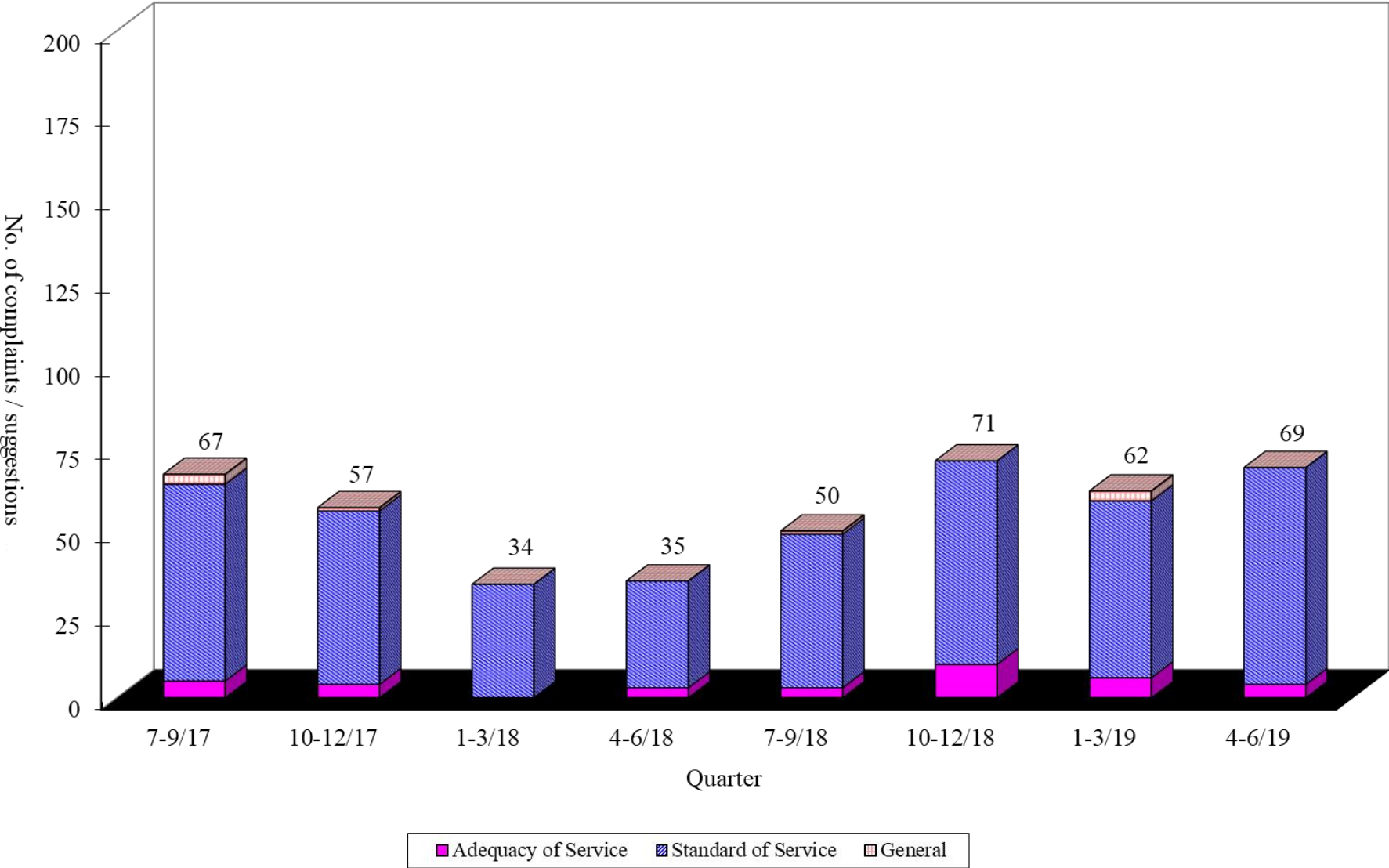
Complaints and Suggestions on the Services of Citybus Limited (Franchise 1) in the Past Eight Quarters

Annex F(ii)



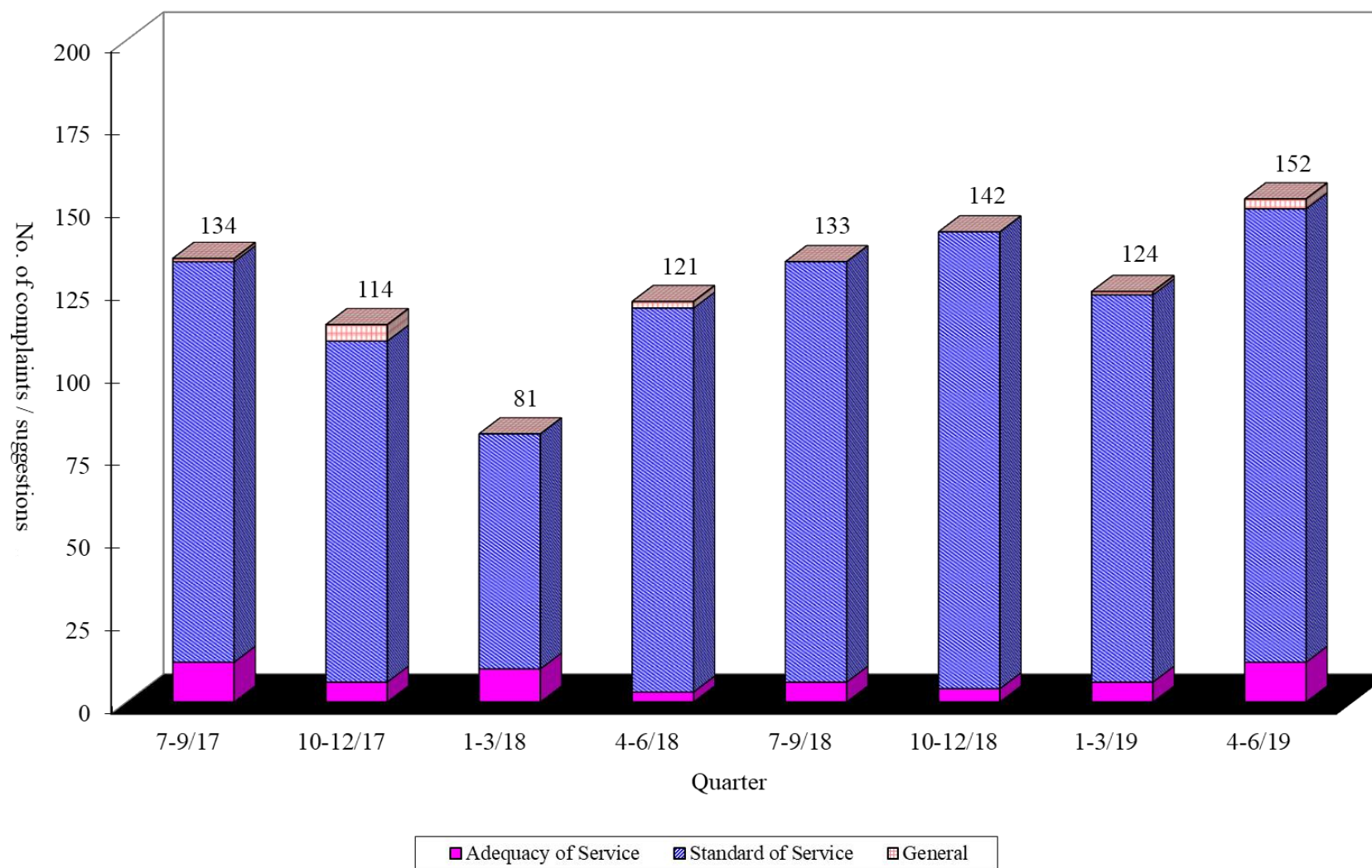
**Complaints and Suggestions on the Services of Citybus Limited (Franchise 2)
in the Past Eight Quarters**

Annex F(iii)

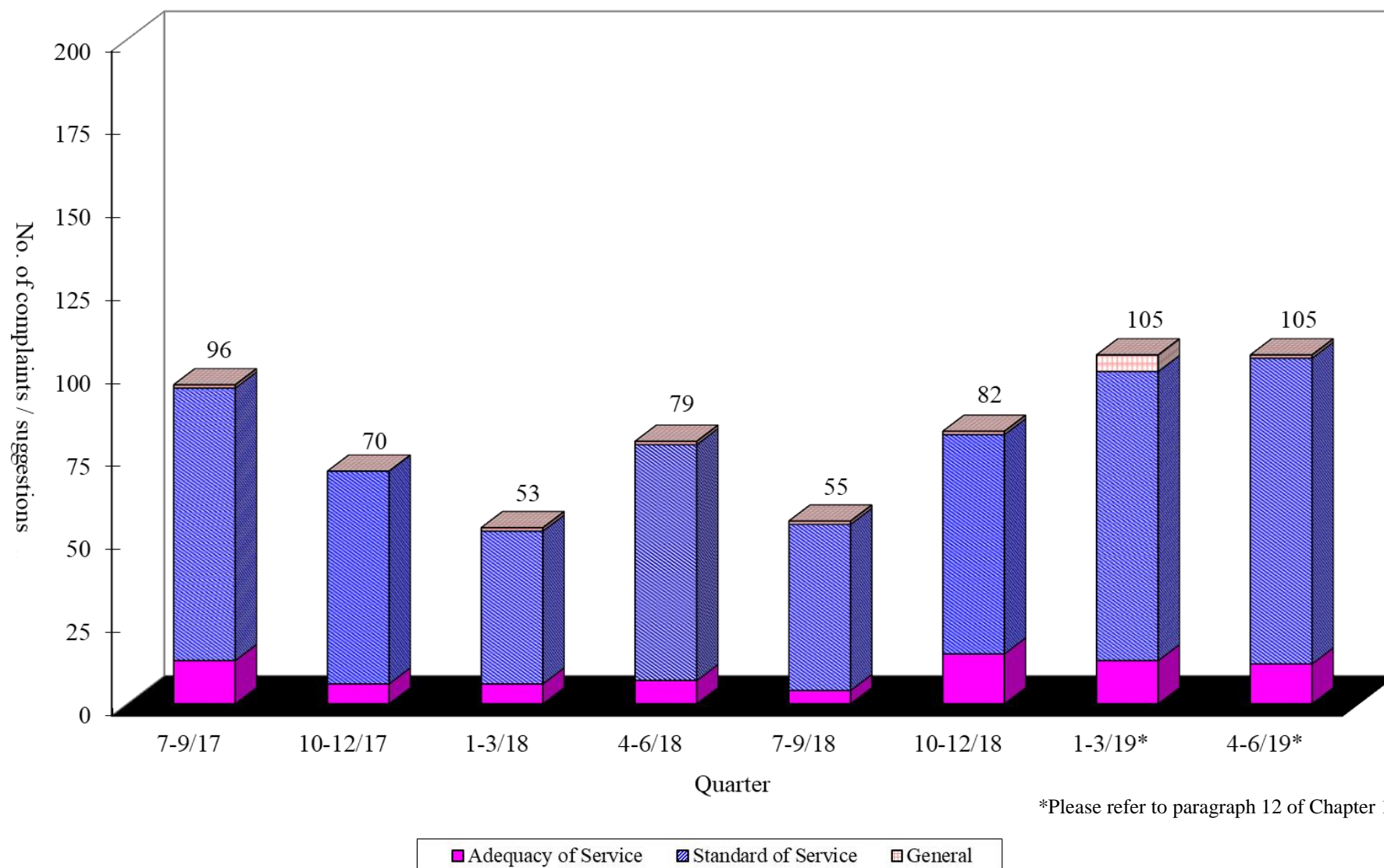


Complaints and Suggestions on the Services of New World First Bus Services Limited in the Past Eight Quarters

Annex F(iv)

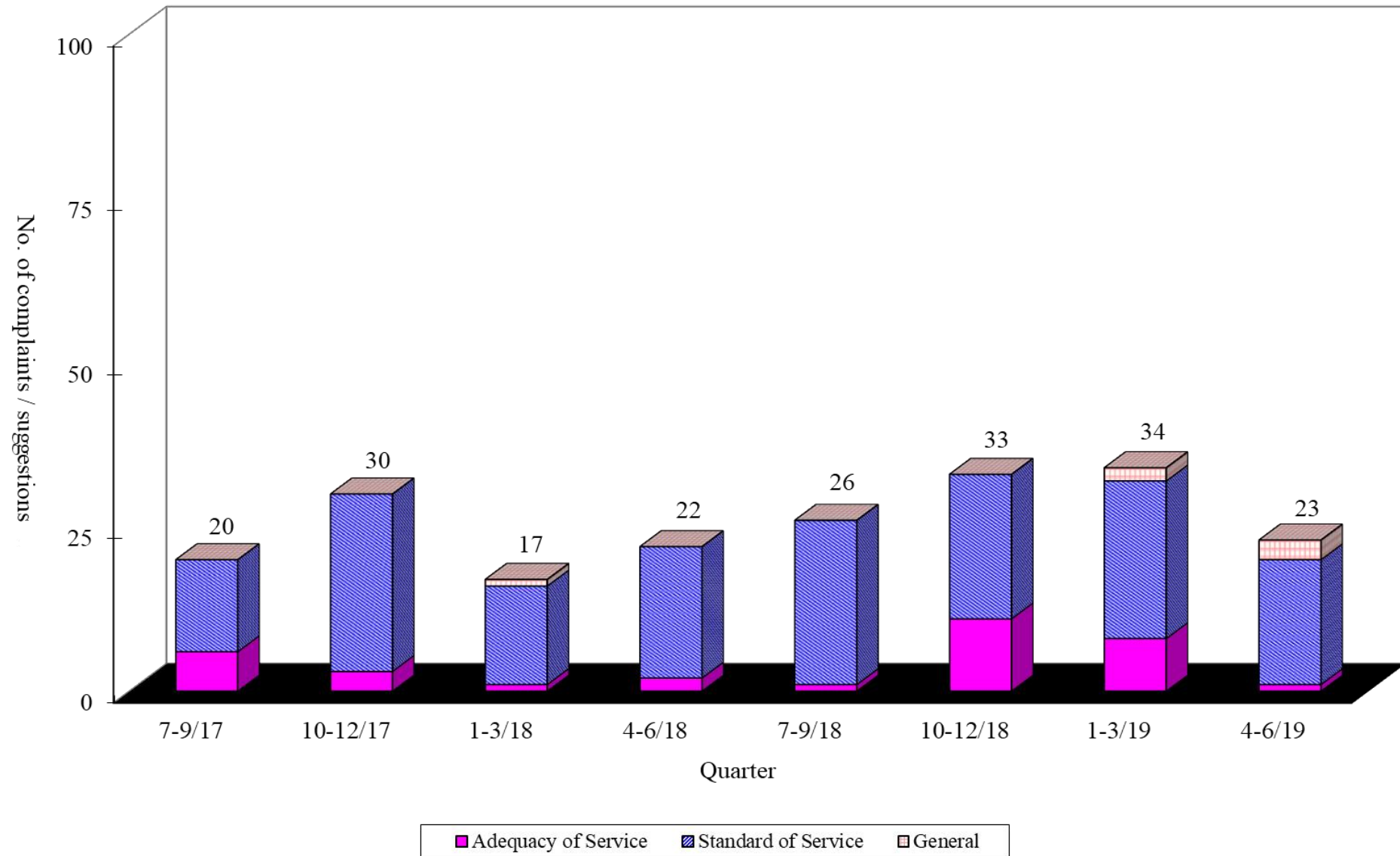


**Complaints and Suggestions on the Services of Long Win Bus Company Limited
in the Past Eight Quarters**



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

Annex F(vi)



Breakdown of Complaints and Suggestions on Franchised Bus Services
(April – June 2019)

<u>Bus Company</u>	<u>Number of complaints/ suggestions¹⁸</u>	<u>Number of complaints/ suggestions per million passenger journey</u>
The Kowloon Motor Bus Company (1933) Limited (KMB)	2 868 ¹⁹	12.43 ¹⁹
Citybus Limited (Franchise 1) (Citybus)	161	4.87
Citybus Limited (Franchise 2) (Citybus)	69	6.85
New World First Bus Services Limited (NWFB)	152	5.61
New Lantao Bus Company (1973) Limited	23	2.52
Long Win Bus Company Limited	105 ²⁰	9.00 ²⁰
Cross-harbour Bus Services	487 ²¹	9.03 ²¹
Total	3 865 ²²	10.29 ²²

¹⁸ 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.

¹⁹ Among 2 868 complaints and suggestions, a total of 1 635 complaints were received from two complainants, each of whom had made more than 100 complaints during the quarter. The adjusted number of complaints/suggestions per million passenger journey is 5.34.

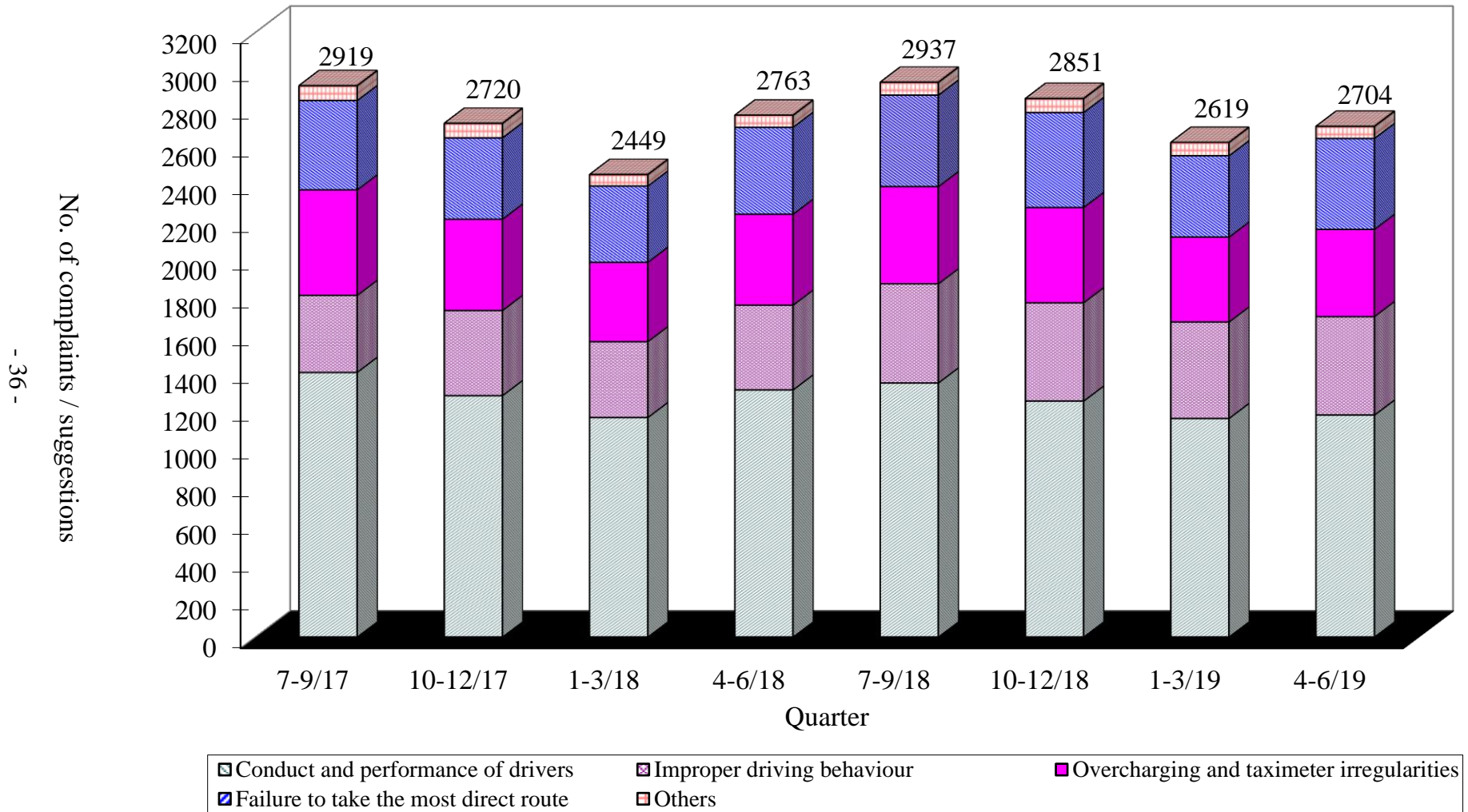
²⁰ Among 105 complaints and suggestions, 5 complaints were received from one complainant who had made more than 100 complaints during the quarter. The adjusted number of complaints/suggestions per million passenger journey is 8.57.

²¹ Among 487 complaints and suggestions, a total of 26 complaints were received from two complainants, each of whom had made more than 100 complaints during the quarter. The adjusted number of complaints/suggestions per million passenger journey is 8.54.

²² Among 3 865 complaints and suggestions, a total of 1 666 complaints were received from two complainants, each of whom had made more than 100 complaints during the quarter. The adjusted number of complaints/suggestions per million passenger journey is 5.85.

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>(1.4.18-30.6.18)</u>	Previous quarter <u>(1.1.19-31.3.19)</u>	Current quarter <u>(1.4.19-30.6.19)</u>
(a) Conduct and performance of drivers				
(i)	Behaving other than in a civil & orderly manner	481	433	438
(ii)	Refusing hire	695	596	600
(iii)	Soliciting passengers	5	8	4
(iv)	Refusing to drive to destination	121	108	124
(v)	Failure to display driver identity plate	8	12	8
(vi)	Failure to display driver identity plate properly	-	2	3
Sub-total		1 310	1 159	1 177
(b)	Improper driving behaviour	448	510	521
(c)	Overcharging	432	403	417
(d)	Taximeter irregularities	49	46	44
(e)	Failure to take the most direct route	460	430	481
(f)	Others*	64	71	64
Total		2 763	2 619	2 704

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

Complaints and Suggestions on Traffic and Road Conditions
(April – June 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)	13 (13)	7 (7)	7 (5)	1 (1)	4 (4)	2 (2)	8 (8)	3 (3)	6 (6)	3 (1)	3 (3)	13 (11)	4 (4)	3 (2)	1 (1)	3 (3)	2 (2)	1 (1)	- (-)
(b) Traffic management	5	4	6	2	3	1	6	2	3	2	1	4	4	4	5	2	2	1	-
(c) Additional traffic signs and aids	1	1	3	-	-	-	2	2	2	1	-	-	1	2	-	-	3	1	-
(d) Parking facilities	1	-	-	1	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-
Sub-total	20	12	16	4	8	4	16	7	11	6	4	17	9	9	6	5	7	3	-
<u>Road Maintenance</u>																			
(a) Road conditions	-	-	-	-	1	-	2	-	1	-	1	-	-	2	1	-	2	-	-
(b) Traffic signs & aids	-	2	-	-	-	-	-	2	-	-	1	3	-	1	-	-	-	-	1
(c) Carriageway markings	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-
Sub-total	-	2	-	-	1	-	2	2	1	-	2	3	-	4	1	-	2	-	1
<u>Enforcement</u>																			
(a) Illegal parking	30	18	25	9	30	11	37	33	40	9	19	24	34	19	10	16	12	4	1
(b) Other enforcement matters	14	16	13	10	14	7	11	13	21	4	15	20	14	20	18	8	8	5	2
Sub-total	44	34	38	19	44	18	48	46	61	13	34	44	48	39	28	24	20	9	3
Total	64	48	54	23	53	22	66	55	73	19	40	64	57	52	35	29	29	12	4

**Number of road traffic accidents involving FB captain aged 65 and above
by driver contributory factor in 2016-2018**

	<u>2016</u>	<u>2017</u>	<u>2018</u>
Accidents with driver contributory factor²³	15	10	26
Driving inattentively	3	3	11
Driving too close to vehicle in front	1	1	3
Opened door negligently (driver)	0	0	3
Failing to ensure the safety of passenger	7	3	3
Careless lane changing	0	0	1
Disobey traffic signal/light	0	0	1
To avoid collision or otherwise : swerving/stopping suddenly	1	0	1
Stopping negligently	0	1	0
Driving on wrong side of road	1	0	0
Overtaking on offside/nearside negligently	0	1	0
Other driver factors	2	1	3
Accidents without driver factor	32	22	34
Total	47	32	60

²³ In a single accident, there may be more than one driver contributory factor of vehicle involved. Hence the sum of accidents for individual driver contributory factor of vehicle will be larger than the overall number of accidents.

Annex J(ii)

**Number of road traffic accidents involving PLB driver aged 65 and above
by driver contributory factor in 2016-2018**

	<u>2016</u>	<u>2017</u>	<u>2018</u>
Accidents with driver contributory factor²⁴	197	194	214
Driving inattentively	76	76	70
Careless lane changing	21	20	27
Driving too close to vehicle in front	21	15	26
Failing to ensure the safety of passenger	23	32	25
Turning right/left negligently	5	11	20
Starting negligently	8	10	13
Disobey traffic signal/light	3	2	5
Reversing negligently	2	3	4
Disobey give way sign (slow)	4	4	4
Emerging from side road negligently	3	1	4
Lost control of vehicle	0	2	3
To avoid collision or otherwise : swerving/stopping suddenly	3	3	3
U turning negligently	1	1	1
Stopping negligently	0	0	1
Failing to stop at a zebra crossing	0	0	1
Driving too fast for road condition	1	0	0
Disobey stop sign (halt)	2	1	0
Opened door negligently (driver)	2	0	0
Driving on wrong side of road	1	0	0
Sudden illness, or mental defect	0	1	0
Dazzled by other lights	1	0	0
Improper or illegal turn	1	0	0
Overtaking on offside/nearside negligently	5	2	0
Rolling backwards/forwards-failed to set handbrake	2	2	0
Furious/dangerous driving	0	2	0
Other driver factors	12	10	8
Accidents without driver factor	119	141	110
Total	316	335	324

²⁴ In a single accident, there may be more than one driver contributory factor of vehicle involved. Hence the sum of accidents for individual driver contributory factor of vehicle will be larger than the overall number of accidents.

**Number of road traffic accidents involving taxi driver aged 65 and above
by driver contributory factor in 2016-2018**

	<u>2016</u>	<u>2017</u>	<u>2018</u>
Accidents with driver contributory factor²⁵	398	405	489
Driving inattentively	145	170	195
Driving too close to vehicle in front	62	45	79
Careless lane changing	45	41	59
Turning right/left negligently	24	27	32
Disobey traffic signal/light	12	13	19
Reversing negligently	2	8	13
Lost control of vehicle	14	10	12
Disobey give way sign (slow)	14	11	11
Emerging from side road negligently	7	8	10
To avoid collision or otherwise : swerving/stopping suddenly	11	10	10
U turning negligently	8	9	7
Starting negligently	8	13	7
Failing to ensure the safety of passenger	3	0	6
Driving too close to vehicle alongside	1	1	3
Disobey stop sign (halt)	2	6	3
Stopping negligently	0	0	2
Disobey double white lines	0	1	2
Opened door negligently (driver)	2	2	2
Overtaking on offside/nearside negligently	1	5	2
Driving too close to kerb	1	0	1
Failing to stop at a zebra crossing	0	1	1
Sleep or fatigue	1	2	1
Sudden illness, or mental defect	1	0	1
Rolling backwards/forwards-failed to set handbrake	1	0	1
Driving too fast for road condition	2	0	0
Failing to keep to nearside of road	1	0	0
Improper or illegal turn	1	0	0
Furious/dangerous driving	0	1	0
Other driver factors	39	29	22
Accidents without driver factor	249	315	269
Total	647	720	758

²⁵ In a single accident, there may be more than one driver contributory factor of vehicle involved. Hence the sum of accidents for individual driver contributory factor of vehicle will be larger than the overall number of accidents.

Number of holders of valid driving licence for FB²⁶
for the period between December 2014 and June 2019

Age group	December 2014	December 2015	December 2016	December 2017	December 2018	June 2019
29 or below	537	593	625	656	621	645
30-39	2 188	2 279	2 370	2 513	2 566	2 563
40-49	4 443	4 500	4 457	4 418	4 437	4 546
50-59	9 168	8 847	8 499	7 998	7 447	7 371
60-69	6 232	7 064	7 874	8 225	8 444	8 371
70-79*	280	368	509	733	990	1 132
80 or above*	0	1	6	9	14	20

* The age limit for FB captains to retire (including the extended period) ranged from 65 to 69.

²⁶ The number of holders of FB driving licences excludes the number of holders of the related learner's driving licence.

Number of holders of valid driving licence for PLB²⁷
for the period between December 2014 and June 2019

Age group	December 2014	December 2015	December 2016	December 2017	December 2018	June 2019
29 or below	2 573	2 132	1 660	1 282	1 027	963
30-39	19 114	17 974	16 241	14 721	13 021	12 340
40-49	38 247	36 173	34 283	32 157	30 596	30 096
50-59	68 072	67 336	65 443	61 851	57 846	56 269
60-69	47 524	51 693	55 373	56 705	57 369	57 590
70-79	7 320	8 016	9 378	11 113	13 419	14 431
80 or above	791	932	1 078	1 210	1 338	1 379

²⁷ The number of holders of PLB driving licences excludes the number of holders of the related learner's driving licence.

Number of holders of valid driving licence for taxi
for the period between December 2014 and June 2019

Age group	December 2014	December 2015	December 2016	December 2017	December 2018	June 2019
29 or below	1 129	1 090	1 044	1 069	1 070	1 137
30-39	9 483	9 405	9 316	9 223	9 101	9 119
40-49	32 135	28 801	26 228	23 960	22 286	21 884
50-59	96 143	93 076	88 699	81 738	73 866	70 918
60-69	70 734	77 691	83 730	85 801	86 725	86 666
70-79	7 607	8 601	10 419	12 927	16 244	17 748
80 or above	642	776	917	1 064	1 232	1 282

**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.