

**QUARTERLY REPORT No. 3 of 2019**

**by the**

**TRANSPORT COMPLAINTS UNIT**

**of the**

**TRANSPORT ADVISORY COMMITTEE**

**for the period**

**1 July 2019 – 30 September 2019**

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## Chapter 1

## Major Areas of Complaints and Suggestions

This is the third quarterly report for 2019 covering the period from 1 July to 30 September 2019.

### Yearly and Quarterly Trends

2. During the quarter, the Transport Complaints Unit (TCU) received 7 314<sup>1</sup> complaints and suggestions, including 45 pure suggestions. Of these, 69% (5 100) of the cases were received through TCU Complaint/Suggestion Webform and email, 30% (2 194) 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 a decrease of 18.0% as compared with 8 916<sup>2</sup> cases in the previous quarter and a decrease of 1.1% as compared with 7 394 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 8 489 cases (including some outstanding cases from previous quarters) were completed. Of these, 6 675 cases (78%) were found to be substantiated, 35 cases (1%) unsubstantiated, and the remaining 1 779 cases (21%) not pursuable due to lack of evidence. A summary of the results of investigations is at Annex C. If the complainants agree to be witnesses, the cases will be referred to the Police for further investigation. During the period from July to September 2019, the

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<sup>1</sup> Among 7 314 complaints and suggestions, 118 complaints were received from one complainant, who had made more than 100 complaints during the quarter. A breakdown of the adjusted complaint figures is at Annex A(i)(b).

<sup>2</sup> 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 in the previous quarter. There are no relevant statistics available for 2018 and earlier.

Police reported the latest developments on 673<sup>3</sup> cases previously referred to them. Among these cases, 68<sup>3</sup> drivers were summonsed.

5. During the same period, relevant government departments and public transport operator took on board 12 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 6 471<sup>4</sup> cases, which represents a decrease of 20.0% as compared with 8 086<sup>5</sup> cases in the previous quarter and an increase of 0.2% as compared with 6 461 cases in the same quarter last year. A breakdown of the complaints and suggestions received during the quarter is at Annex E(i)(a). 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 2 208<sup>6</sup> complaints and suggestions on franchised bus services were received during the quarter, which represents a decrease of 42.9% as compared with 3 865<sup>7</sup> cases in the previous quarter and an increase of 19.2%

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<sup>3</sup> The figures included the taxi cases in paragraph 21.

<sup>4</sup> Among 6 471 complaints and suggestions, 118 complaints were received from one complainant who had made more than 100 complaints during the quarter. A breakdown of the adjusted complaint figures is at Annex E(i)(b).

<sup>5</sup> 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 in the previous quarter. There are no relevant statistics available for 2018 and earlier.

<sup>6</sup> Among 2 208 complaints and suggestions, 118 complaints were received from one complainant who had made more than 100 complaints during the quarter.

<sup>7</sup> 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 in the previous quarter. There are no relevant statistics available for 2018 and earlier.

as compared with 1 853 cases in the same quarter last year.

8. There were 1 343<sup>8</sup> cases on the services of The Kowloon Motor Bus Company (1933) Limited (KMB), as compared with 2 868<sup>9</sup> cases in the previous quarter and 1 123 cases in the same quarter last year. Among the 1 343 cases, 87 (or 6.5%) were about the adequacy of service and 1 247 (or 92.9%) were about the standard of service.

9. There were 143 cases on the services of the Citybus Limited (Franchise for Hong Kong Island and Cross-Harbour Bus Network) (CTB (Franchise 1)), as compared with 161 cases in the previous quarter and 98 cases in the same quarter last year. Among the 143 cases, 13 (or 9.1%) were about the adequacy of service while 105 (or 73.4%) were about the standard of service.

10. There were 65 cases on the services of the Citybus Limited (Franchise for Airport and North Lantau Bus Network) (CTB (Franchise 2)), as compared with 69 cases in the previous quarter and 50 cases in the same quarter last year. Among the 65 cases, three (or 4.6%) were about the adequacy of service while 62 (or 95.4%) were about the standard of service.

11. There were 115 cases on the services of the New World First Bus Services Limited (NWFB), as compared with 152 cases in the previous quarter and 133 cases in the same quarter last year. Of the 115 cases, six (or 5.2%) were about the adequacy of service and 105 (or 91.3%) were about the standard of service.

12. There were 99 cases on the services of the Long Win Bus Company Limited (LWB), as compared with 105<sup>10</sup> cases in the previous quarter and 55 cases in the same quarter last year. Of the 99 cases, six (or 6.1%) were

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<sup>8</sup> Among 1 343 complaints and suggestions, 115 complaints were received from one complainant who had made more than 100 complaints during the quarter.

<sup>9</sup> 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 in the previous quarter. There are no relevant statistics available for 2018 and earlier.

<sup>10</sup> Among 105 complaints and suggestions, 5 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.

about the adequacy of service and 89 (or 89.9%) were about the standard of service.

13. There were 21 cases on the services of the New Lantao Bus Company (1973) Limited (NLB), as compared with 23 cases in the previous quarter and 26 cases in the same quarter last year. Of the 21 cases, 20 (or 95.2%) 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 figure for both the previous quarter and the same quarter last year was 63.

### **Public Light Bus Services**

16. A total of 1 262 complaints and suggestions on public light bus (PLB) services were received in this quarter, which represents a decrease of 7.7% as compared with the previous quarter and a decrease of 15.0% as compared with the same quarter last year. All of these cases were referred to the Transport Department (TD) or the Police for action.

17. Of the PLB cases received, 92.9% or 1 173 cases were on green minibus (GMB) services. The number of cases received in the previous quarter and the same quarter last year were 1 296 and 1 405 respectively. Among the 1 173 cases, 76 (or 6.5%) were about the adequacy of service and 1 078 (or 91.9%) were about the standard of service.

18. The remaining 7.1% or 89 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 72 and 80 respectively.

### **Taxi Services**

19. A total of 2 699 cases on taxi services were received in this quarter, which represents a decrease of 0.2% as compared with the previous quarter and a decrease of 8.1% 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 2 699 cases received, 2 648 (98.1%) were related to taxi driver malpractice, as compared with 2 640 such cases (97.6%) 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 witnesses. During the quarter, a total of 496 such cases (18.7%) were referred to the Police.

21. During the quarter, the Police reported the latest developments on 477 cases previously referred to them. These cases are categorised as follows –

		<u>No. of Cases</u>	<u>Percentage</u>
(a)	Summonsed	27 (40)	6 (9)
(b)	Withdrawn by complainants	319 (298)	67 (64)
(c)	Evidence considered insufficient by the Police for further processing	131 (128)	27 (27)
		<u>477 (466)</u>	<u>100 (100)</u>

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

It is noted that 94% of these cases could not be further pursued because of withdrawal by complainants or insufficient evidence.

22. Among the 40 summonsed cases in the previous quarter, 34 taxi drivers were convicted of traffic offences by the court<sup>11</sup>. For seven cases of careless driving, the taxi drivers were fined from \$1,000 to \$3,000. Four taxi drivers were fined from \$800 to \$3,000 for refusing hire.

### **Rail Services**

23. A total of 248 complaints and suggestions on rail services were received. Corresponding figures for the previous quarter and the same quarter last year were 78 and 117 respectively. Of the 248 cases, 240<sup>12</sup> were on the services of MTRCL.

### **Ferry Services**

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

<sup>11</sup> Results of the remaining summonsed cases had not yet been available as at 3 November 2019.

<sup>12</sup> Among the 240 complaint cases, 115 were related to suspension of MTR services.



## **Traffic Conditions**

25. There were 95 complaints recorded in this quarter about traffic congestion, as compared with 84 cases in the previous quarter and 75 cases in the same quarter last year. Congestion was reported to have occurred at a total of 81 locations throughout the territory, as illustrated below –

	<b><u>Number of Complaints</u></b>		<b><u>Number of Locations</u></b>	
Hong Kong Island	16	(28)	14	(26)
Kowloon	34	(23)	28	(23)
New Territories	45	(33)	39	(28)
Others (e.g. general issues and tunnel areas)	-	(-)	-	(-)
<b>Total</b>	<b>95</b>	<b>(84)</b>	<b>81</b>	<b>(77)</b>

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

26. Based on the number of complaints received, districts most affected by traffic congestion were Kwun Tong (12 cases) and Yuen Long (nine 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 21 complaints and suggestions on traffic management and 13 requests for additional traffic signs and aids in this quarter. As a comparison, there were 57 and 19 such cases in the previous quarter, and 28 and 19 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 19 complaints about road maintenance, as compared with 21 cases in the previous quarter and 56 cases in the same quarter last year. Among the 19 cases, 10 cases were related to road conditions and eight cases were related to traffic signs and aids.

31. District which attracted relatively more complaints about road maintenance was Kowloon City (three cases).

## **Enforcement**

32. There were 667 complaints about traffic regulations enforcement in this quarter, which represents an increase of 8.6% when compared with the previous quarter and a decrease of 4.7% when compared with the same quarter last year. They were mainly requests for action against illegal parking, jumping red light/failing to give way to pedestrians/traffic 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 Kwun Tong (48 cases), Kowloon City (46 cases), Yau Tsim Mong (43 cases) and Yuen Long (37 cases).

## **Chapter 2**

## **Major Events and Noteworthy Cases**

### **Transport Complaints Unit Sub-committee Meeting**

At the quarterly meeting of the TCU Sub-committee on 8 August 2019, Members discussed –

- (a) complaints and suggestions about illegal parking and obstruction by tourist coaches;
- (b) complaints and suggestions about enforcement matters;
- (c) complaints and suggestions about old public transport drivers; and
- (d) TCU Quarterly Report No. 2 of 2019.

2. Members agreed that –

- (a) complaints and suggestions about old public transport drivers should be closely monitored; and
- (b) TCU Quarterly Report No. 2 of 2019 should be submitted to the Transport Advisory Committee.

### **Suggestion about installation of convex mirror at a road junction in Sai Kung**

3. A private housing estate in Sai Kung raised concern about the road safety encountered by the residents. When the residents drove from Pak To Avenue to Clear Water Bay Road, their vehicles might collide with other vehicles travelling at high speed along Clear Water Bay Road at the junction. They therefore suggested installing a convex mirror or other traffic aids at the junction to improve safety of all road users.

4. TD was invited to consider the above suggestion. TD advised that the image in the convex mirror (commonly known as “fish-eye mirror”), especially in terms of vehicle location, distance and speed, could be significantly different from the actual situation. If motorists reaching a road bend only looked at the convex mirror, they would misjudge the location, distance and speed of the approaching vehicles, and neglect the need to suitably adjust their own speed and pay attention to the road condition.

5. TD added that motorists, particularly at night time, might be affected by the mirror image of the headlamps of their vehicles or other vehicles. The resulting glare would result in a loss of sight for the motorists for a short while, thus increasing the risk of traffic accidents. For the above reasons, TD did not support installing convex mirrors on public roads.

6. TD advised that “slow” road marking was already painted on Clear Water Bay Road near Pak To Avenue to remind motorists to drive at slow speed. TD considered that the traffic at the junction of Pak To Avenue and Clear Water Bay Road was in normal condition and the sightline was at an acceptable level. Nevertheless, to alert motorists of the need to reduce speed at the said location, a “reduce speed now” traffic sign was reinstated at Clear Water Bay Road near Pak To Avenue with the existing faded “slow” road markings repainted.

7. TD’s reply was conveyed to the private housing estate.

#### **Complaint about illegal picking up/setting down activities at a bus stop in Quarry Bay**

8. A member of the public complained about a passenger boarding a taxi at a bus stop in Quarry Bay, which made buses unable to pick up/set down passengers at their designated location/stop, and thus caused inconvenience to bus passengers. To deter illegal picking up and setting down of taxi passengers at bus stops, the complainant suggested stepping up enforcement actions, extending the no stopping zones of all bus stops, increasing the penalty for illegal picking up or setting down activities and strengthening publicity and education.

9. The Police was alerted of the situation for necessary enforcement action, while the TD was invited to consider the suggestions. TD advised that according to Road Traffic (Traffic Control) Regulations (Cap. 374G), a driver of a vehicle on a road shall not stop within an area designated as a bus stop unless the vehicle is a franchised bus. Therefore, the Police could carry out enforcement actions and it was unnecessary to indicate bus stops as no stopping zones by adding double yellow lines. TD further advised that designating the vicinity of bus stops as no stopping zones might bring inconvenience to other members of the public who had to pick up/set down passengers and carry out loading/unloading activities legally. Nevertheless, TD would continue to monitor the traffic condition in various districts, take various factors into consideration and set up no stopping zone at busy road sections when necessary.

10. Regarding the suggestion of increasing the penalty for violation of traffic regulations, TD advised that the fixed penalties for five congestion-related traffic contraventions under the Fixed Penalty (Criminal Proceedings) Ordinance (Cap. 240) were raised with effect from 1 June 2018. The penalty charges for “unauthorized stopping at bus stop/public light bus stand/taxi stand/public light bus stopping place” and “picking up/setting down passengers in restricted zone” were raised from \$320 to \$400 and from \$450 to \$560 respectively.

11. In response to the complaint, TD had issued an advisory letter to the subject taxi owner requesting him/her to instruct the driver to comply with the traffic regulations that a taxi driver should not pick up/set down passengers at bus stops. The taxi should stop at a legal, appropriate and safe location without affecting or obstructing other road users. TD would also strengthen publicity on the prohibition of picking up/setting down at bus stops by distributing its free publication “Taxi Newsletter” to taxi drivers.

12. The complainant was informed of TD’s reply and raised no further comment.

### **Complaint about inadequate service of franchised bus services**

13. A member of the public complained about the inadequate service of The Kowloon Motor Bus Company (1933) Limited (KMB) bus route no. 214, which plied between Yau Tong and Cheung Sha Wan. He found it difficult to get on the bus at all bus stops irrespective of the time of the day as the buses were always full. He was unable to get on the first departure in the morning at On Tai Estate (Cheung Sha Wan bound) and needed to take 40 to 60 minutes to get on a bus. He expressed dissatisfaction that there was only one bus route for travelling to Cheung Sha Wan from the densely-populated On Tai Estate. He requested to increase bus service frequency to meet high passenger demand.

14. The case was referred to TD for consideration. TD replied that they had been paying attention to the changes in passengers demand on the route no. 214 and noted its high patronage. To cater for the increased passenger demand, service frequencies during morning peak hours (Cheung Sha Wan bound) and evening peak hours (Yau Tong bound) on weekdays were increased with effect from 26 August 2019. In addition, KMB would arrange additional departures to ease the flow of passengers subject to the availability of resources.

15. TD and KMB would continue to closely monitor the service level and changes in passenger demand. Further adjustments on service frequency would be made in due course.

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

**Complaints and Suggestions about Barrier-Free Transport and Facilities****Background**

The TCU Sub-committee noted that under the concept of “Transport for All”, the Government and various public transport operators have implemented various measures to cater for the travel needs of people with disabilities (PwDs). Nevertheless, members of the public raised concerns about barrier-free transport and facilities from time to time. While more complaints about taxi, franchised bus (FB) and green minibus (GMB) were received by TCU, there were also complaints about parking facilities for the holder of a Disabled Person’s Parking Permit (DPPP).

**Complaint Statistics**

2. The trend of complaints and suggestions about barrier-free transport and facilities in the past five years is as follows –

<b><u>Year</u></b>	<b><u>No. of Complaints</u></b>	<b><u>Difference</u></b>
2014	158	-
2015	167	+5.7%
2016	165	-1.2%
2017	135	-18.2%
2018	199	+47.4%
2019 (up to 30.9.2019)	138	-

3. The breakdown of complaints and suggestions about taxi, FB and GMB is as follows –

<b><u>Transport Mode</u></b>	<b><u>2014</u></b>	<b><u>2015</u></b>	<b><u>2016</u></b>	<b><u>2017</u></b>	<b><u>2018</u></b>	<b><u>2019</u></b> (up to 30.9.2019)
Taxi	110	115	108	99	131	81
Franchised Bus	33	26	36	15	45	34
Green Minibus	4	18	12	9	13	9
<b>Total</b>	<b>147</b>	<b>159</b>	<b>156</b>	<b>123</b>	<b>189</b>	<b>124</b>

4. For taxi, the majority of the complaints were about refusing hire/choosing passengers as well as conduct and performance of the drivers (e.g. unwilling to provide assistance to wheelchair users and having poor attitude/being impatient towards PwDs). Regarding FB and GMB services, the majority of the complainants complained about the conduct and performance of FB captains and GMB drivers (e.g. unwillingness of FB captains to pull out the ramp for wheelchair users and scolding/poor attitude towards PwDs) as well as their improper driving behaviour (e.g. starting before PwDs had fastened their seat belts and picking up/setting down PwDs at distance from bus/minibus stop).

5. Apart from the complaints about public transport services, there are complaints about illegal obstruction of parking space which was designated for driver with disabilities holding DPPP.

### **Measures to improve the situation**

6. The Government and various public transport operators have been implementing various measures to further facilitate the use of public transport services by PwDs. The current provision and implementation progress of various barrier-free facilities in public transport services covering taxi, FB and



GMB are set out in the paragraphs below.

### ***Taxi Services***

7. The Government has been encouraging the taxi trade to use wheelchair-accessible taxi (WAT) model. The Transport Department (TD) will continue to assist the taxi trade in identifying and introducing suitable new models. The number of WATs in Hong Kong has increased from about 20 in early 2015 to 690 as at 30 September 2019. The Government will continue to encourage the taxi trade and vehicle suppliers to introduce more WAT models so as to provide wheelchair users with more choices. From January 2019 onwards, a major supplier in the market has introduced a new WAT model. TD will keep in view the utilisation of the model by the public and the taxi trade in future. Furthermore, the Government will remind taxi drivers through publicity and education that they should provide assistance to those in need, including PwDs, as far as possible.

8. Furthermore, the Government plans to introduce franchised taxis to meet the new demand in the community for personalised and point-to-point public transport services of higher quality and with online hailing features. TD will introduce 600 franchised taxis under a trial scheme and grant three franchises by open tender, each allowing the operation of 200 vehicles to provide franchised taxi service. The franchise will last for five years and will be non-transferrable and non-renewable. To encourage franchised taxi operators to use WATs, the Government proposes that the fleet of each operator should be required to comprise at least 50% WATs. If a bidder of franchised taxis proposes a percentage of WATs which is higher than the minimum requirement, its application will receive a higher score under the tender assessment. The Government introduced the Franchised Taxi Services Bill (the Bill) into the Legislative Council on 8 May 2019. If the Bill is passed, franchised taxi service is expected to be launched in the first quarter of 2021 the earliest.

### ***Franchised Bus Services***

9. The FB companies had already completed the low-floor bus conversion programme in October 2017. By now, all buses in Hong Kong (except for some serving South Lantau which are constrained by the terrain) are of wheelchair-accessible low-floor design. Apart from wheelchair-accessible low-floor design, such features mainly include wheelchair parking spaces and the associated safety restraint devices, designated priority seats for persons in need, enhanced handrail and step-edge design, easily reached bells, bus stop announcement system, and large electronic destination and route number display panels. In addition, the FB companies will continue to deploy buses with two wheelchair spaces<sup>13</sup> to those bus routes serving hospitals subject to operational need. They will continue to enhance the training of bus captains as well as maintenance of the barrier-free facilities to facilitate the use of bus services by PwDs.

10. To expedite the installation of seats at bus stops so that waiting passengers (including PwDs) can benefit, the Government has been providing subsidies to FB companies for installing seats at around 2 600 covered bus stops (currently without seats) by 2021. On the other hand, the mobile applications developed by the FB companies have already enabled the bus routes, timetable and real-time bus arrival information to be disseminated to the visually impaired through an audio function.

### ***Green Minibus Services***

11. The low-floor wheelchair-accessible Public Light Bus (PLB) trial scheme commenced in January 2018. There are two GMB routes<sup>14</sup> enrolled to the trial scheme including Hong Kong Island GMB route no. 54M (Kennedy Town Station – Queen Mary Hospital) and New Territories GMB route no. 808 (Kam Ying Court – Prince of Wales Hospital). The operator of the two GMB routes provides telephone reservation service for wheelchair users. Passengers

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<sup>13</sup> As at September 2019, there were about 240 franchised buses with two wheelchair spaces.

<sup>14</sup> The third route is under preparation as the PLB is carrying out modification works to meet the mandatory requirements in Hong Kong.

may call the operator's hotline to reserve the wheelchair space up to 14 days in advance and at least one working day before taking the service. Wheelchair passengers with a reservation may use the service with one accompanying person, and have to state their request when making the reservation.

12. TD will continue to closely monitor the operation of the low-floor wheelchair-accessible PLBs. TD commenced a review on the operational effectiveness of the trial scheme in tandem with its regular survey on the market occupancy rate of light bus in late 2018 and will discuss with the trade on further promoting low-floor wheelchair-accessible PLBs if the trial scheme is proven to be feasible and desirable.

### ***Parking Facilities for Disabled Drivers***

13. To enhance the mobility of disabled persons<sup>15</sup> who are within the meaning of section 2 of the Road Traffic Ordinance (Cap. 374) (RTO) and fit for driving, they are entitled to the following parking facilities and relevant concessions –

- (a) the holder of a DPPP is entitled to park at on-street designated disabled person parking spaces and metered parking spaces free of charge; and
- (b) the holder of a DPPP is entitled to enjoy 50% discount of monthly parking, hourly parking, day park and night park at car parks managed by TD.

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<sup>15</sup> Under section 2 of the RTO, a disabled person means a person who is the holder of a certificate signed by or on behalf of the Director of Health or the Hospital Authority within the meaning of the Hospital Authority Ordinance (Cap. 113) stating that such person is suffering from a permanent disease or physical disability that causes him considerable difficulty in walking.

### ***Certificate for Picking up or Setting down of Passengers with Disabilities in Restricted Zones***

14. It is an offence in law for a driver to pick up or set down passengers in restricted zones. However, for the convenience of PwDs, the Police would exercise discretion to allow drivers of taxi, private car, private light bus and private bus to pick up or set down passengers with disabilities in restricted zones (except expressways and 24 hours restricted zones), provided that no hazard or major disruption is caused to other road users.

### ***Parking Certificate for Drivers who carry People with Mobility Disabilities***

15. To better serve persons with disabilities, the pilot scheme of Parking Certificate for Drivers (Certificate) who carry People with Mobility Disabilities to park in designated parking spaces in Government car parks managed by TD was made permanent on 1 January 2004. Currently, the holder of the Certificate is entitled to park in designated parking spaces for the disabled at over 400 car parks under the management of TD, Government Property Agency, Leisure and Cultural Services Department, Hong Kong Housing Authority, Hong Kong Housing Society, The Airport Authority Hong Kong; and some of the private car parks.

16. TCU would continue to closely monitor and follow up with TD and the transport operators concerned regarding complaints and suggestions about barrier-free transport and facilities.

**Complaints and Suggestions Received by TCU**

<b><u>Nature of Complaint/Suggestion</u></b> <sup>(1)(2)</sup>	<b><u>Same quarter last year (1.7.18-30.9.18)</u></b>		<b><u>Previous quarter (1.4.19-30.6.19)</u></b>		<b><u>Current quarter (1.7.19-30.9.19)</u></b>	
<b>I. Public Transport Services</b>						
(a) Adequacy of service	311	[23]	250	[21]	232	[16]
(b) Standard of service	5 993	[4]	7 700	[2]	6 108	[9]
(c) General	157	[1]	136		131	[3]
	<b>6 461</b>	<b>[28] (87%)</b>	<b>8 086<sup>(3)</sup></b>	<b>[23] (90%)</b>	<b>6 471<sup>(3)</sup></b>	<b>[28] (88%)</b>
<b>II. Traffic Conditions</b>						
(a) Traffic congestion	75	[3]	84		95	[2]
(b) Traffic management	28	[5]	57	[9]	21	[10]
(c) Additional traffic signs and aids	19	[5]	19	[5]	13	[2]
(d) Parking facilities	9	[2]	4		3	[1]
	<b>131</b>	<b>[15] (2%)</b>	<b>164</b>	<b>[14] (1%)</b>	<b>132</b>	<b>[15] (1%)</b>
<b>III. Road Maintenance</b>						
(a) Road conditions	36		10		10	
(b) Traffic signs and aids	18		10	[1]	8	
(c) Carriageway markings	2		1		1	
	<b>56</b>	<b>(1%)</b>	<b>21</b>	<b>[1] (1%)</b>	<b>19</b>	<b>(1%)</b>
<b>IV. Enforcement</b>						
(a) Illegal parking	441	[1]	381	[1]	433	[2]
(b) Other enforcement matters	259	[1]	233	[1]	234	
	<b>700</b>	<b>[2] (9%)</b>	<b>614</b>	<b>[2] (7%)</b>	<b>667</b>	<b>[2] (9%)</b>
<b>V. Miscellaneous</b>	<b>46</b>	<b>[4] (1%)</b>	<b>31</b>	<b>[1] (1%)</b>	<b>25</b>	<b>(1%)</b>
<b>Total</b>	<b>7 394</b>	<b>[49] (100%)</b>	<b>8 916<sup>(3)</sup></b>	<b>[41] (100%)</b>	<b>7 314<sup>(3)</sup></b>	<b>[45] (100%)</b>

**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<sup>(1)(2)</sup>**

<b><u>Nature of Complaint/Suggestion</u><sup>(3)(4)</sup></b>	<b><u>Same quarter last year (1.7.18-30.9.18)</u></b>		<b><u>Previous quarter (1.4.19-30.6.19)<sup>(2)</sup></u></b>		<b><u>Current quarter (1.7.19-30.9.19)<sup>(1)</sup></u></b>	
<b>I. Public Transport Services</b>						
(a) Adequacy of service	311	[23]	236	[21]	232	[16]
(b) Standard of service	5 993	[4]	6 048	[2]	5 990	[9]
(c) General	157	[1]	136		131	[3]
	<b>6 461</b>	<b>[28] (87%)</b>	<b>6 420<sup>(2)</sup></b>	<b>[23] (90%)</b>	<b>6 353<sup>(1)</sup></b>	<b>[28] (88%)</b>
<b>II. Traffic Conditions</b>						
(a) Traffic congestion	75	[3]	84		95	[2]
(b) Traffic management	28	[5]	57	[9]	21	[10]
(c) Additional traffic signs and aids	19	[5]	19	[5]	13	[2]
(d) Parking facilities	9	[2]	4		3	[1]
	<b>131</b>	<b>[15] (2%)</b>	<b>164</b>	<b>[14] (1%)</b>	<b>132</b>	<b>[15] (1%)</b>
<b>III. Road Maintenance</b>						
(a) Road conditions	36		10		10	
(b) Traffic signs and aids	18		10	[1]	8	
(c) Carriageway markings	2		1		1	
	<b>56</b>	<b>(1%)</b>	<b>21</b>	<b>[1] (1%)</b>	<b>19</b>	<b>(1%)</b>
<b>IV. Enforcement</b>						
(a) Illegal parking	441	[1]	381	[1]	433	[2]
(b) Other enforcement matters	259	[1]	233	[1]	234	
	<b>700</b>	<b>[2] (9%)</b>	<b>614</b>	<b>[2] (7%)</b>	<b>667</b>	<b>[2] (9%)</b>
<b>V. Miscellaneous</b>	<b>46</b>	<b>[4] (1%)</b>	<b>31</b>	<b>[1] (1%)</b>	<b>25</b>	<b>(1%)</b>
<b>Total</b>	<b>7 394</b>	<b>[49] (100%)</b>	<b>7 250<sup>(2)</sup></b>	<b>[41] (100%)</b>	<b>7 196<sup>(1)</sup></b>	<b>[45] (100%)</b>

Notes : (1) 118 complaints made by the same complainant during the quarter were excluded.

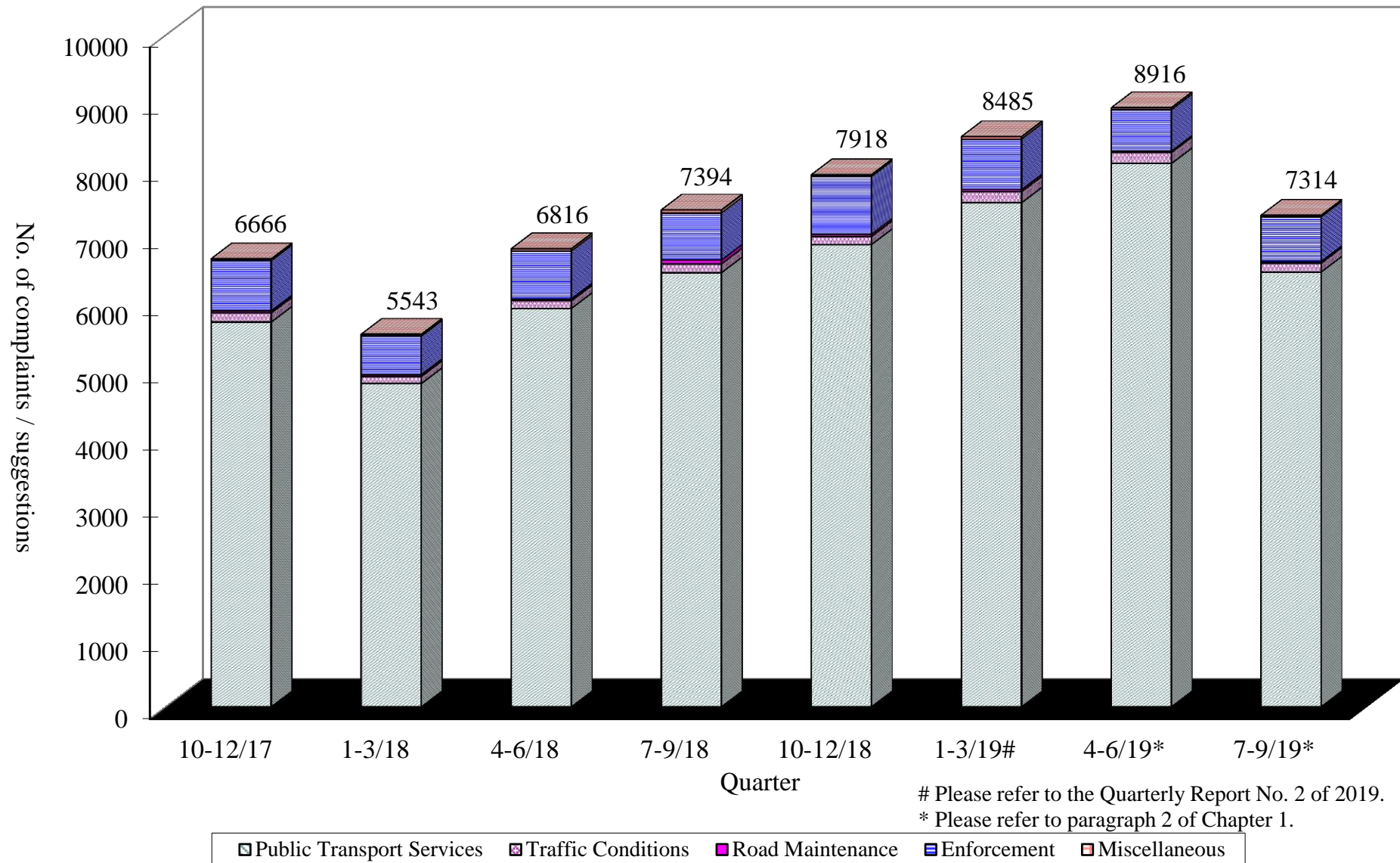
(2) 1 666 complaints made by two complainants in the previous quarter were excluded.

(3) 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.

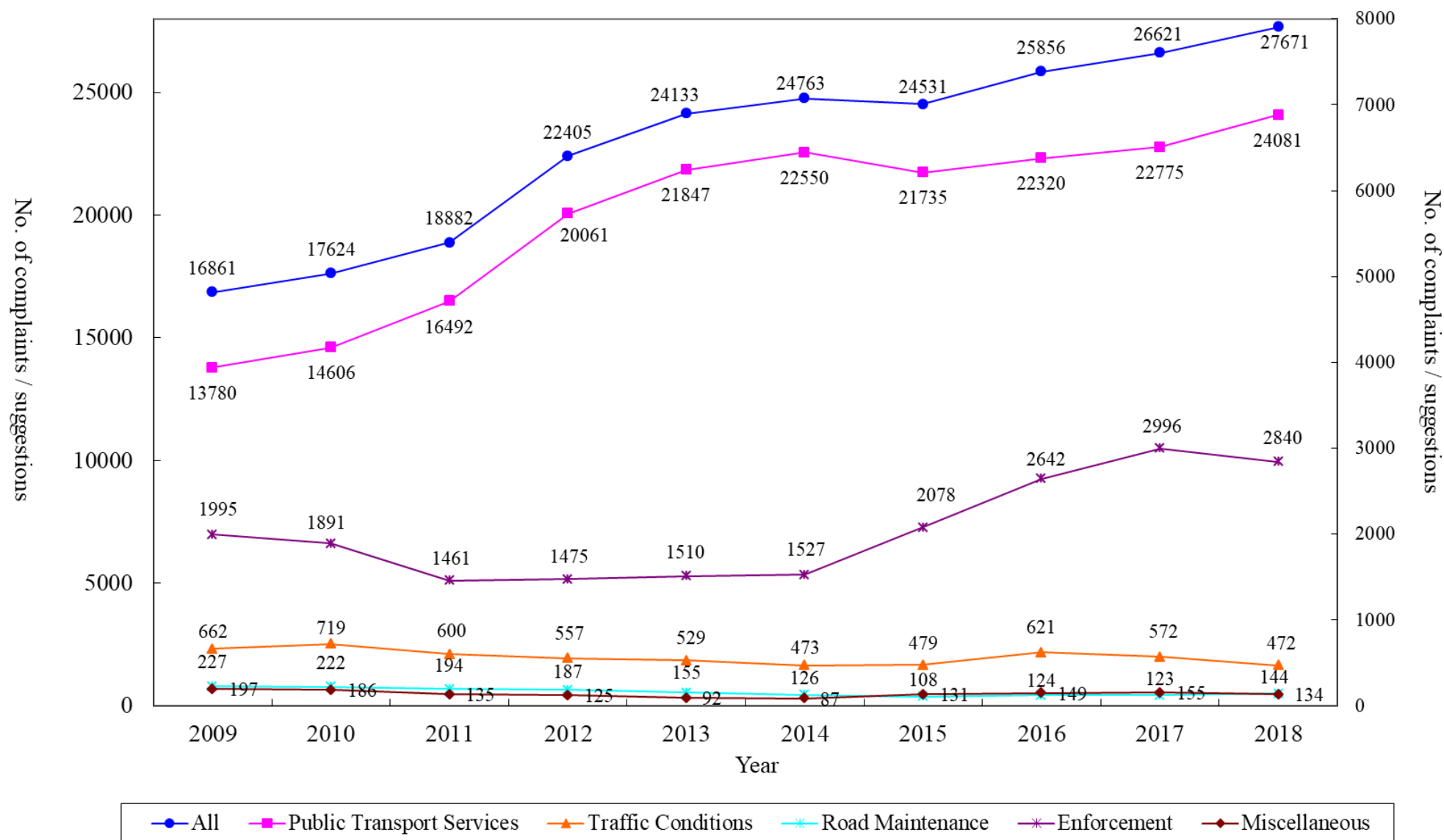
(4) Percentage figures in brackets represent the proportion of a category of complaints/ suggestions to the total number of cases received in the quarter.

## Complaints and Suggestions Received by TCU

**Annex A(ii)**



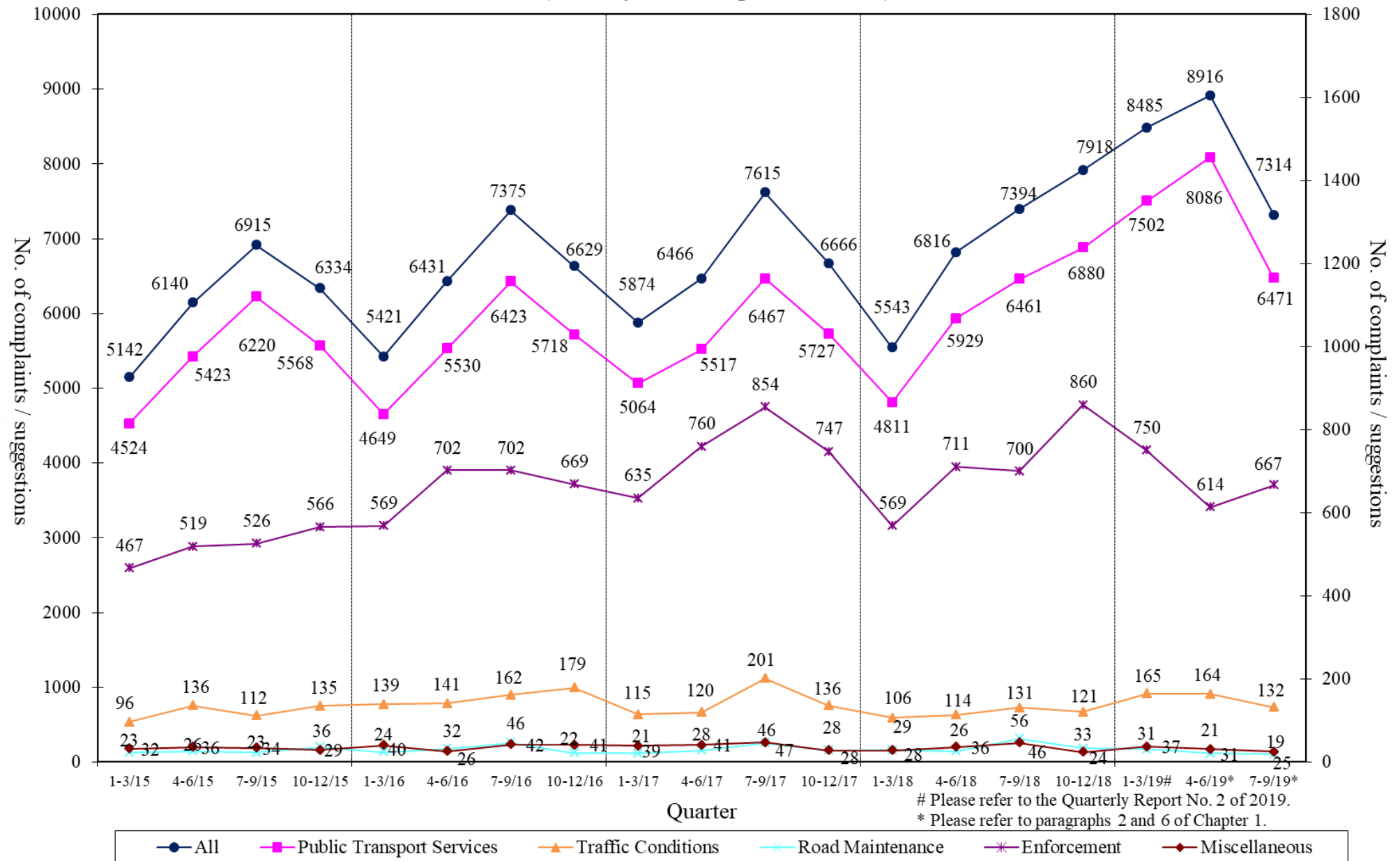
**Trends of Complaints and Suggestions Received by TCU  
(2009 - 2018)**





# **Trends of Complaints and Suggestions Received by TCU** (January 2015 - September 2019)

**Annex B(ii)**



**Summary of Results of Investigations into Complaints and Suggestions  
(July – September 2019)**

Outcome of Investigation  Nature of Complaint/ Suggestion	A1	A2	B	C	Total
<b>I. Public Transport Services</b>					
(a) Adequacy of service	8	280	1	2	291
(b) Standard of service	1 881	3 540	23	1 682	7 126
(c) General	74	84	4	6	168
	<b>1 963</b>	<b>3 904</b>	<b>28</b>	<b>1 690</b>	<b>7 585</b>
<b>II. Traffic Conditions</b>					
(a) Traffic congestion	49	30	3	-	82
(b) Traffic management	27	44	2	1	74
(c) Additional traffic signs/aids	6	16	2	-	24
(d) Parking facilities	4	8	-	-	12
	<b>86</b>	<b>98</b>	<b>7</b>	<b>1</b>	<b>192</b>
<b>III. Road Maintenance</b>					
(a) Road conditions	17	-	-	-	17
(b) Traffic signs and aids	7	6	-	-	13
(c) Carriageway markings	1	-	-	-	1
	<b>25</b>	<b>6</b>	<b>-</b>	<b>-</b>	<b>31</b>
<b>IV. Enforcement</b>					
(a) Illegal parking	378	26	-	2	406
(b) Other enforcement matters	75	81	-	86	242
	<b>453</b>	<b>107</b>	<b>-</b>	<b>88</b>	<b>648</b>
<b>V. Miscellaneous</b>	<b>27</b>	<b>6</b>	<b>-</b>	<b>-</b>	<b>33</b>
<b>Total</b>	<b>2 554</b> <b>(30%)</b>	<b>4 121</b> <b>(48%)</b>	<b>35</b> <b>(1%)</b>	<b>1 779</b> <b>(21%)</b>	<b>8 489</b> <b>(100%)</b>
	<b>6 675</b> <b>(78%)</b>				

Legend

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

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

<div>Outcome of Investigation</div> <div>Mode of Transport</div>	A1	A2	B	C	Total
The Kowloon Motor Bus Company (1933) Limited	570	1 649	7	21	2 247
Citybus Limited (Franchise 1)	34	66	-	2	102
Citybus Limited (Franchise 2)	22	23	-	-	45
New World First Bus Services Limited	30	43	-	6	79
New Lantao Bus Company (1973) Limited	25	15	-	-	40
Long Win Bus Company Limited	53	80	1	-	134
Cross-harbour Bus Services	234	328	-	4	566
Non-franchised Bus Services	19	50	-	1	70
Green Minibus	869	594	3	37	1 503
Red Minibus	43	1	-	4	48
Taxi	35	990	16	1 614	2 655
MTR Corporation Limited (Excluding Light Rail)	18	55	1	1	75
MTR Corporation Limited (Light Rail)	5	3	-	-	8
The Hongkong Tramways Limited	4	3	-	-	7
New World First Ferry Services Limited	1	-	-	-	1
The “Star” Ferry Company Limited	-	1	-	-	1
Minor Ferries	1	3	-	-	4
Total	1 963 (26%)	3 904 (51%)	28 (1%)	1 690 (22%)	7 585 (100%)
	5 867 (77%)				

**Legend**

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

**Public Suggestions Taken on Board by**  
**Relevant Government Departments/Public Transport Operators**  
**(July – September 2019)**

**I. Public Transport Services**

- Increase the frequency of cross-harbour bus route no. 608 (Kowloon City bound) during morning rush hours on weekdays to meet the demand of passengers.
- Increase the frequency of bus route no. 214 during morning rush hours (Cheung Sha Wan bound) and afternoon rush hours (Yau Tong bound) on weekdays to meet the demand of passengers.
- Combine the queuing lines of bus route nos. 42A and 43C at a bus stop at Cheung Sha Wan Road to better utilise the bus shelter.

**II. Traffic Management**

***Hong Kong Island***

- Increase the pedestrian green time of a traffic light at the junction of Oi Shun Road and Oi Yee Street to facilitate pedestrians crossing the road.
- Shorten the waiting time for pedestrian green phase of a traffic light at Wong Chuk Hang Road westbound to facilitate pedestrians crossing the road.

***Kowloon***

- Shorten the waiting time for pedestrian green phase of a traffic light at Hiu Kwong Street near Hiu Yuk Path to facilitate pedestrians crossing the road.
- Add a hazard warning line on the box junction road marking at the junction of Salisbury Road and Kowloon Park Drive to enhance road safety.

### *New Territories*

- Replace the existing zebra crossing with a signalised pedestrian crossing at Castle Peak Road - Tsuen Wan near Bayview Garden to improve road safety.
- Increase the vehicular green time of a traffic light at Wan Po Road southbound near Shek Kok Road during morning rush hours from Mondays to Saturdays to improve traffic flow.
- Increase the vehicular green time of a traffic light at Shap Pat Heung Road eastbound near Kung Um Road during afternoon rush hours to improve traffic flow.
- Increase the vehicular green time of traffic lights at the junction of On Muk Street and On Ming Street to alleviate traffic congestion.
- Add a “Keep Clear” road marking at Yip Wong Road at the entrance of a gas station to prevent vehicle obstruction.

## Complaints and Suggestions on Public Transport Services (July – September 2019)

### Annex E(i)(a)

#### Legend

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

\* Including taximeter irregularities

# 115 complaints were related to suspension of MTR services.

#### 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							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	79	10	2	4	-	4	20	3	69	-	-	1	2	-	-	-	1	195
(2) Routeing	6	2	-	-	-	2	3	-	3	-	-	-	-	-	-	-	-	16
(3) Hours of operation	-	-	-	1	-	-	6	-	-	-	-	-	-	-	-	-	-	7
(4) Provision of stops	2	1	1	1	-	-	4	1	4	-	-	-	-	-	-	-	-	14
Sub-total	87	13	3	6	-	6	33	4	76	-	-	1	2	-	-	-	1	232
(B) Standard of Service																		
(1) Regularity of service	490	33	20	40	2	26	130	23	349	-	-	5	1	1	-	-	-	1120
(2) Adherence to routeing	9	-	2	2	-	1	8	-	53	-	503	-	-	-	-	-	-	578
(3) Improper driving behaviour	217	11	12	26	4	20	80	5	256	53	557	1	1	3	-	-	-	1246
(4) Conduct & performance of staff (including drivers)	356	29	20	26	10	22	99	9	349	21	1144	24	1	3	3	-	-	2116
(5) Overcharging	3	-	-	-	-	-	2	1	14	-	444 *	-	-	-	-	-	-	464
(6) Cleanliness	5	-	-	-	-	-	-	-	23	1	8	3	-	-	-	-	-	40
(7) Conditions of vehicles/vessels	16	-	1	2	2	-	4	1	11	1	3	2	-	-	-	1	-	44
(8) Passenger services & facilities	151	32	7	9	2	20	57	1	23	1	1	192	2	-	1	-	1	500
Sub-total	1247	105	62	105	20	89	380	40	1078	77	2660	227	5	7	4	1	1	6108
(C) General	9	25	-	4	1	4	9	3	19	12	39	4	1	1	-	-	-	131
Total this quarter	1343	143	65	115	21	99	422	47	1173	89	2699	232 <sup>#</sup>	8	8	4	1	2	6471
Grand-total	(2208)							(4008)				(248)			(7)			
Total previous quarter	2868	161	69	152	23	105	487	63	1296	72	2704	60	9	9	4	1	3	8086
Total same quarter last year	1123	98	50	133	26	55	368	63	1405	80	2937	107	6	4	3	-	3	6461

**Complaints and Suggestions on Franchised Buses Services**<sup>\*#</sup>  
(July – September 2019)

**Legend**

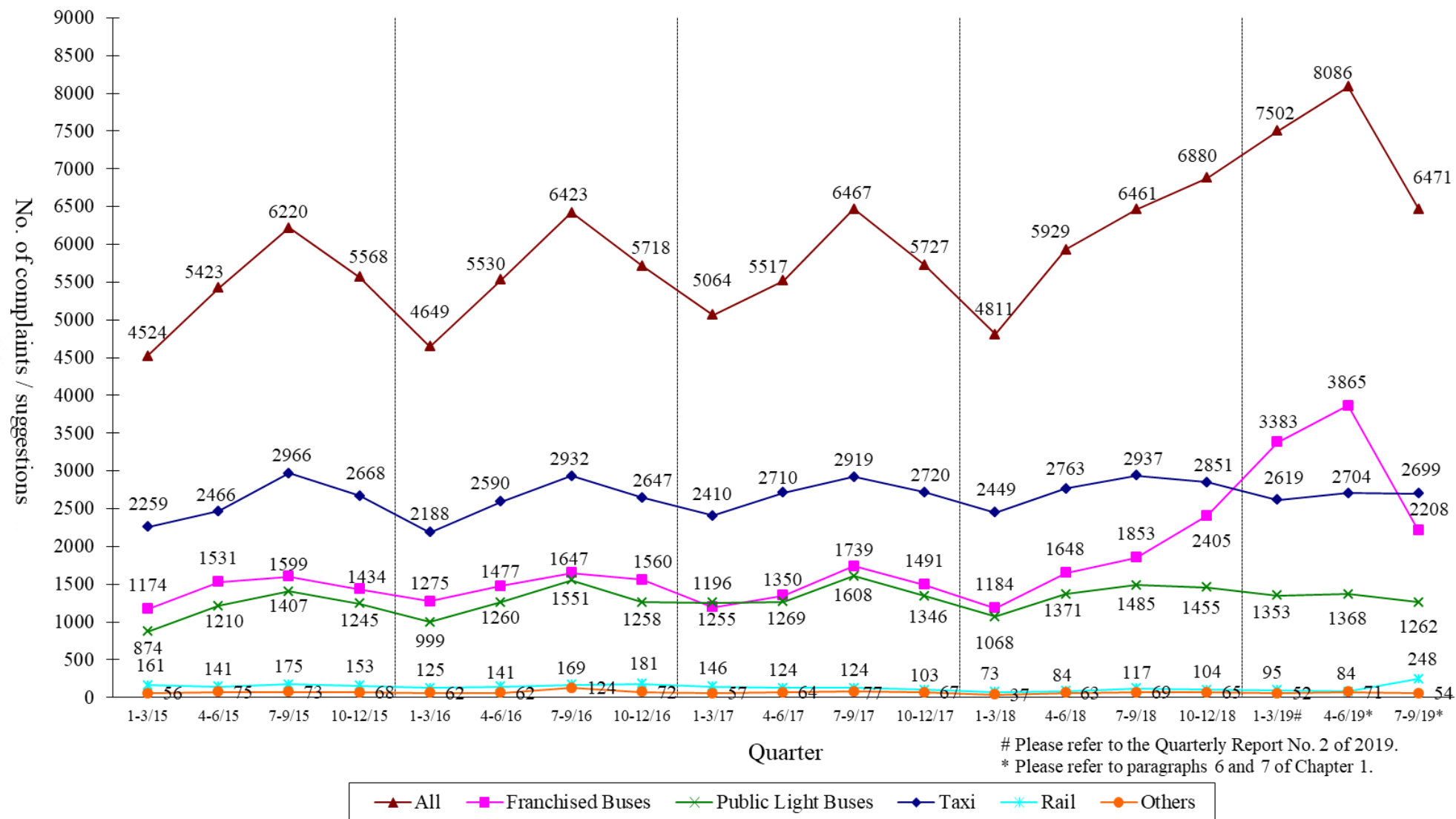
<b>KMB</b>	The Kowloon Motor Bus Company (1933) Limited
<b>CTB1</b>	Citybus Limited (Franchise 1)
<b>CTB2</b>	Citybus Limited (Franchise 2)
<b>FB</b>	New World First Bus Services Limited
<b>NLB</b>	New Lantao Bus Company (1973) Limited
<b>LWB</b>	Long Win Bus Company Limited
<b>XHT</b>	Cross-harbour Bus Services

Mode Nature of Complaint/Suggestion	Vehicular Transport							Total/ Sub- total
	Franchised Buses							
	KMB**	CTB1	CTB2	FB	NLB	LWB#	XHT**	
(A) Adequacy of Service								
(1) Frequency/carrying capacity	79	10	2	4	-	4	20	119
(2) Routeing	6	2	-	-	-	2	3	13
(3) Hours of operation	-	-	-	1	-	-	6	7
(4) Provision of stops	2	1	1	1	-	-	4	9
Sub-total	87	13	3	6	-	6	33	148
(B) Standard of Service								
(1) Regularity of service	375	33	20	40	2	26	127	623
(2) Adherence to routeing	9	-	2	2	-	1	8	22
(3) Improper driving behaviour	217	11	12	26	4	20	80	370
(4) Conduct & performance of staff (including drivers)	356	29	20	26	10	22	99	562
(5) Overcharging	3	-	-	-	-	-	2	5
(6) Cleanliness	5	-	-	-	-	-	-	5
(7) Conditions of vehicles	16	-	1	2	2	-	4	25
(8) Passenger services & facilities	151	32	7	9	2	20	57	278
Sub-total	1132	105	62	105	20	89	377	1890
(C) General	9	25	-	4	1	4	9	52
Total this quarter	1228	143	65	115	21	99	419	2090
Grand-total	(2090)							
Total previous quarter	1233	161	69	152	23	100	461	2199
Total same quarter last year	1123	98	50	133	26	55	368	1853

\* 118 complaints (115 about KMB and 3 about XHT) made by the same complainant during the quarter were excluded.

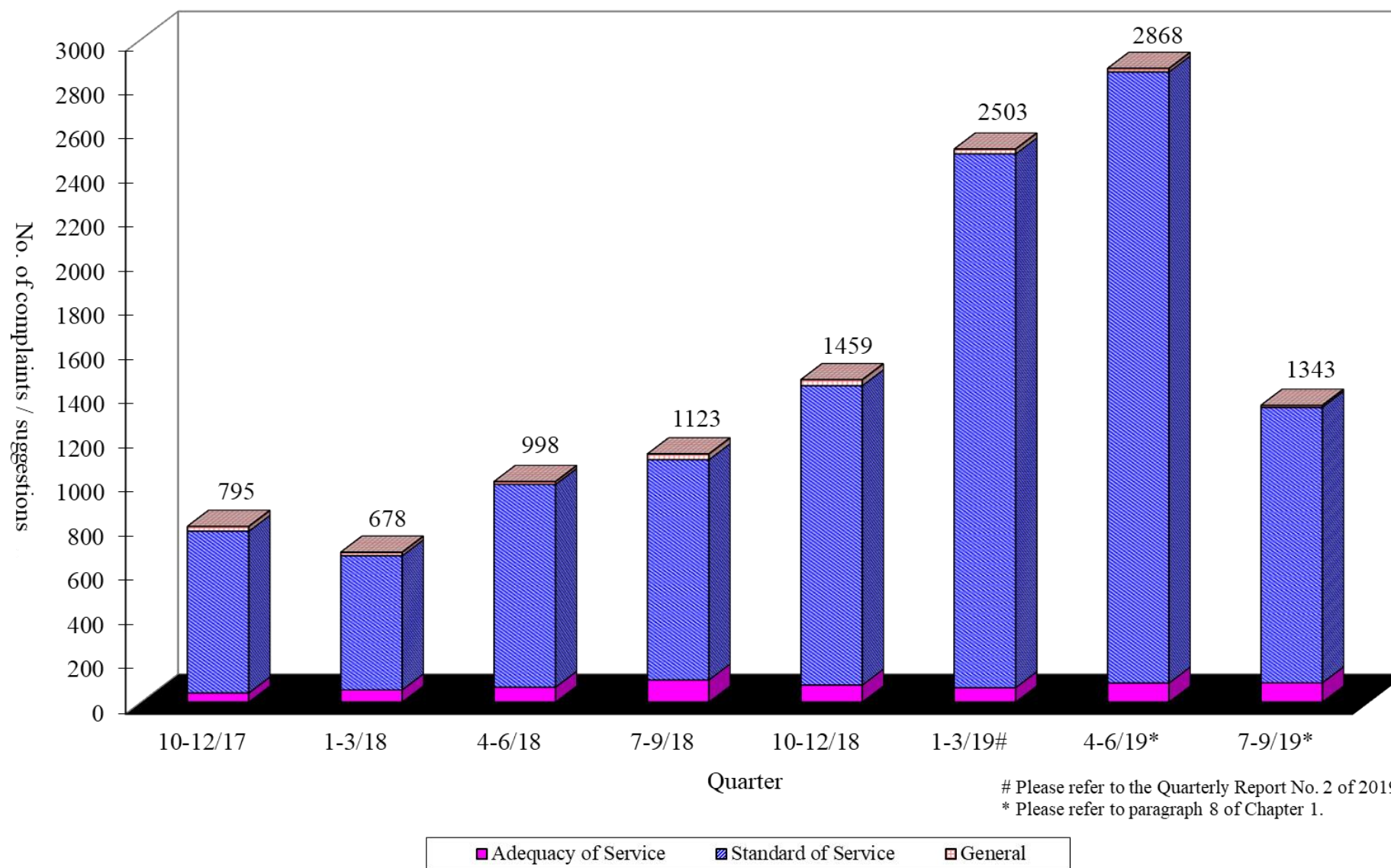
# 1666 complaints (1635, 5 and 26 about KMB, LWB and XHT respectively) made by two complainants in the previous quarter were excluded.

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



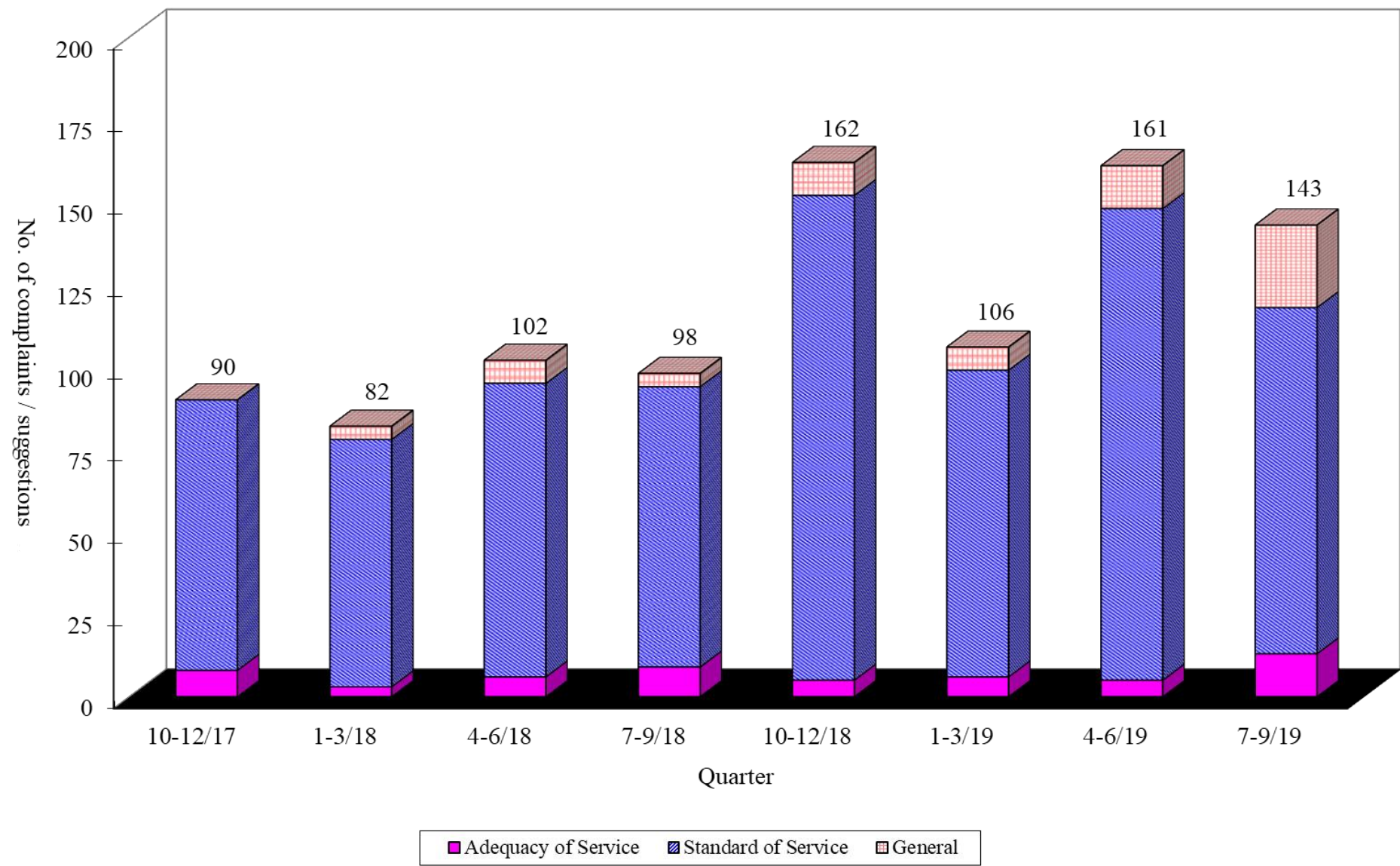


**Complaints and Suggestions on the Services of Kowloon Motor Bus Company (1933) Limited  
in the Past Eight Quarters**



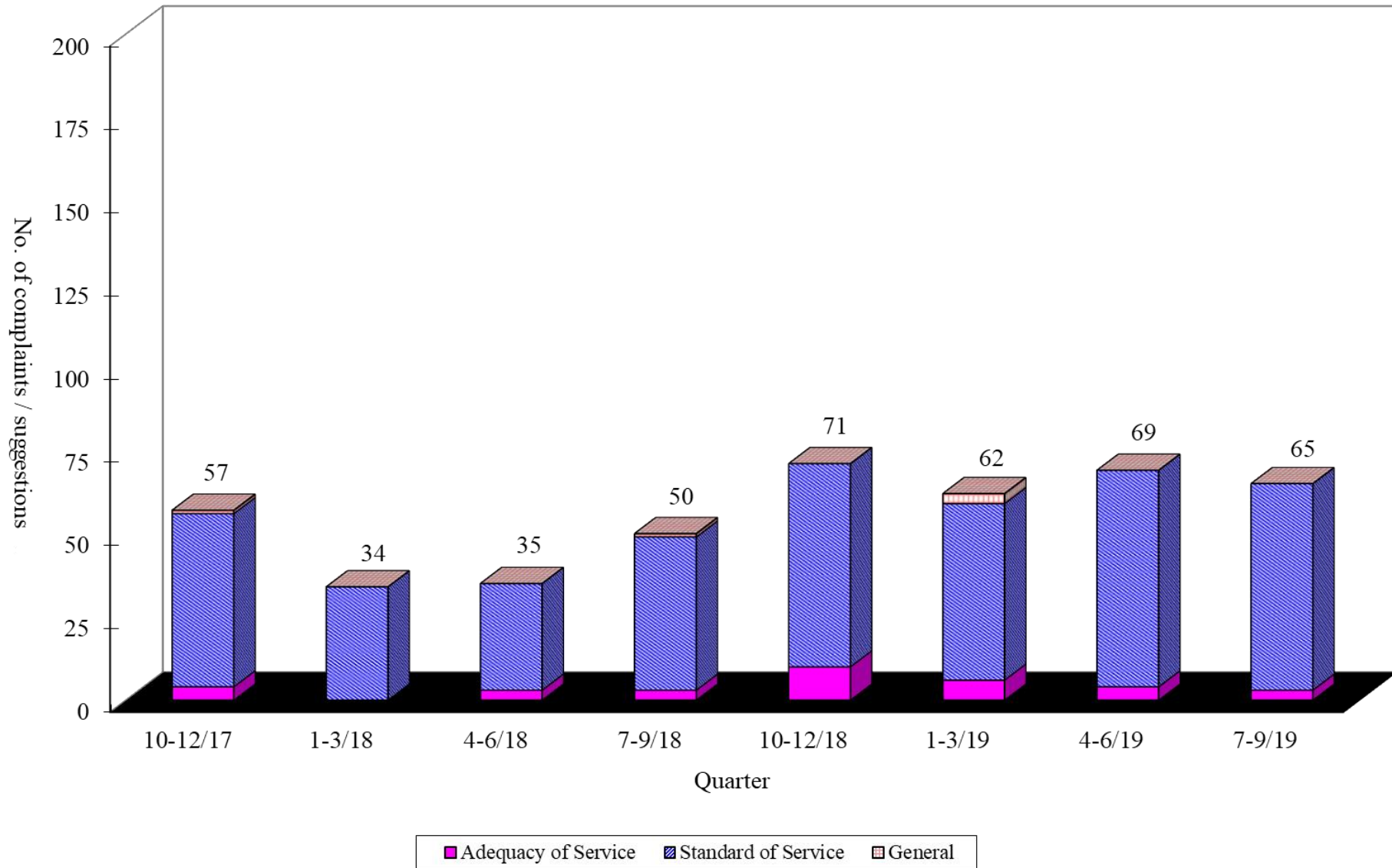
**Complaints and Suggestions on the Services of Citybus Limited (Franchise 1)  
in the Past Eight Quarters**

- 34 -



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

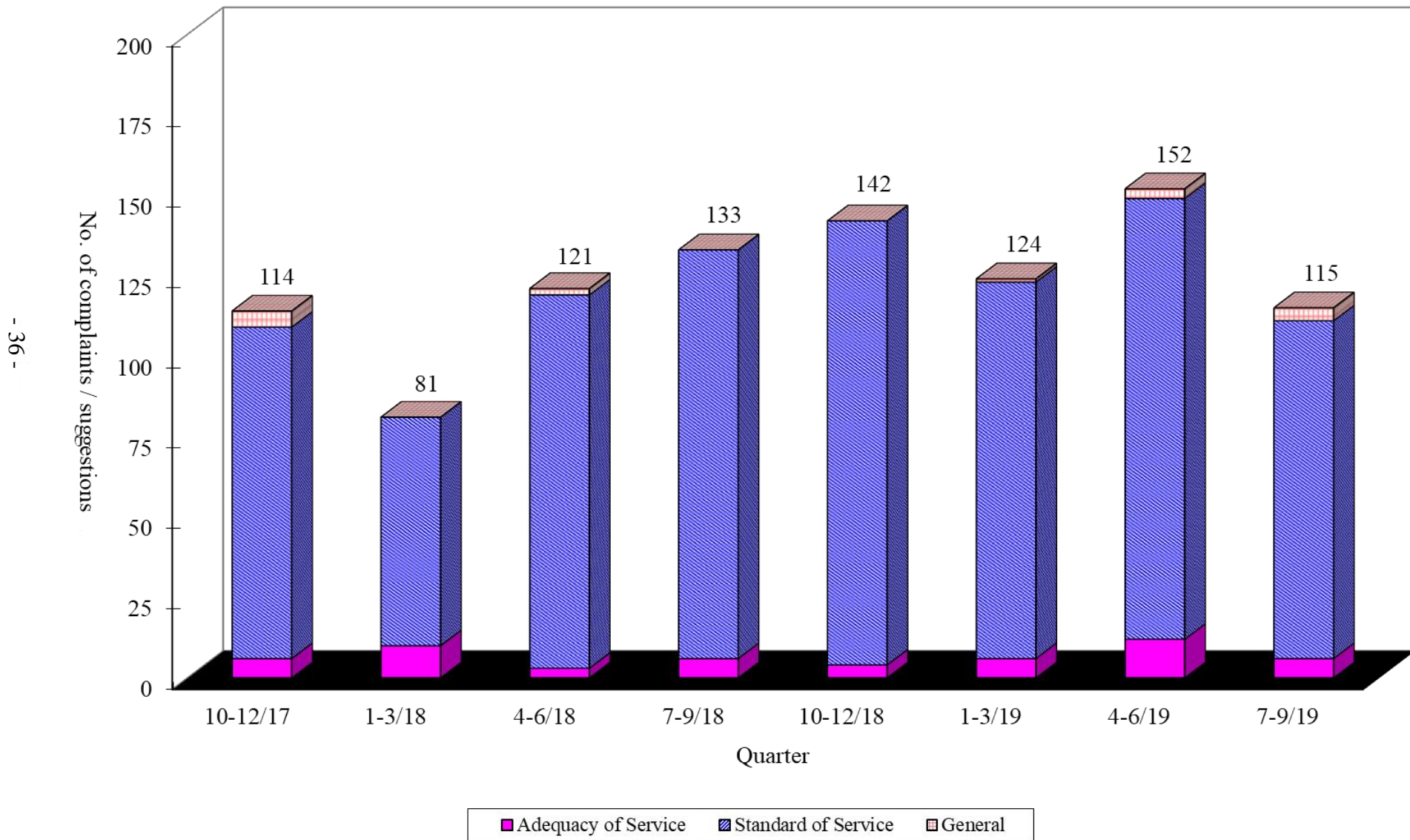
**Annex F(iii)**



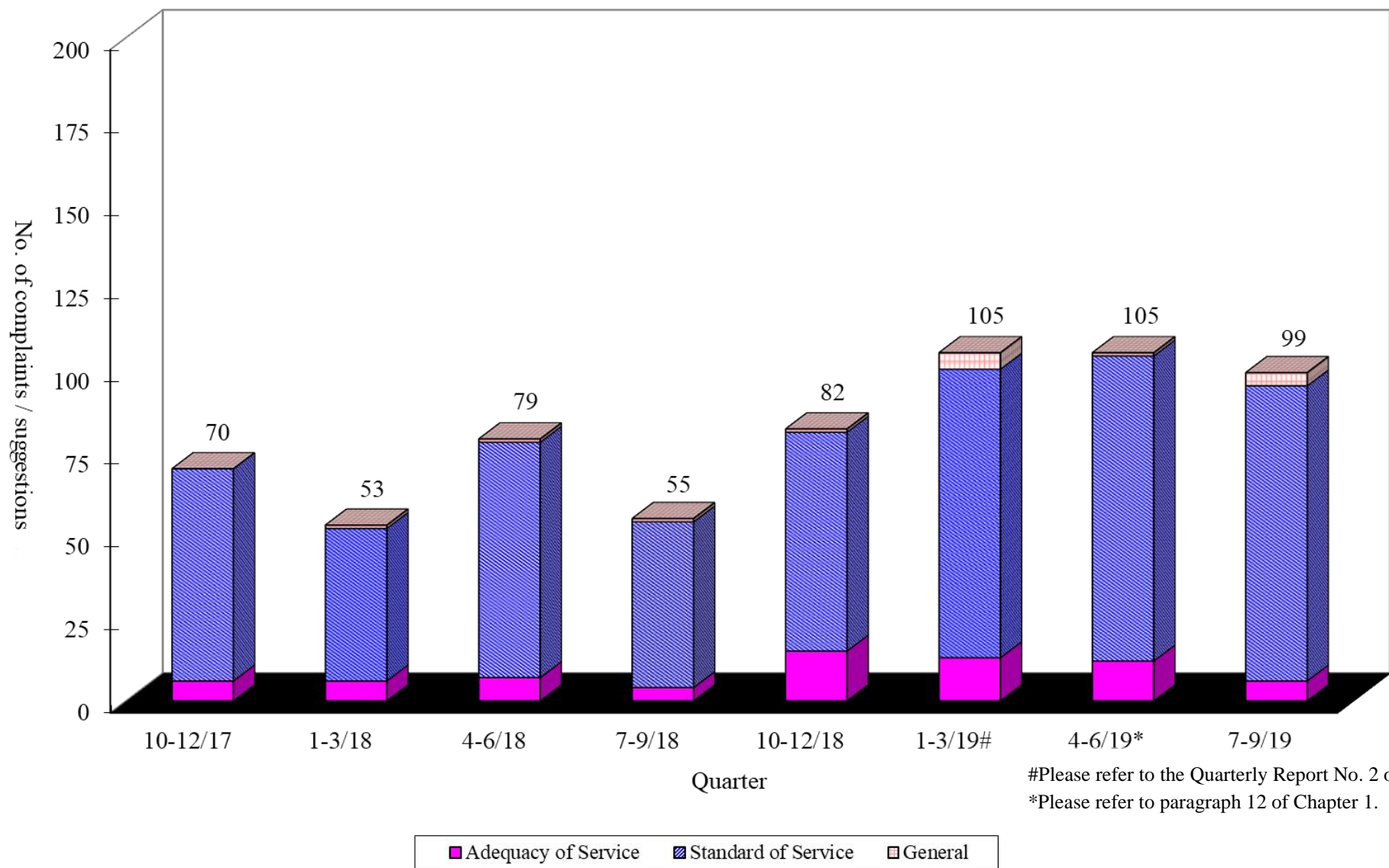


**Complaints and Suggestions on the Services of New World First Bus Services Limited  
in the Past Eight Quarters**

**Annex F(iv)**

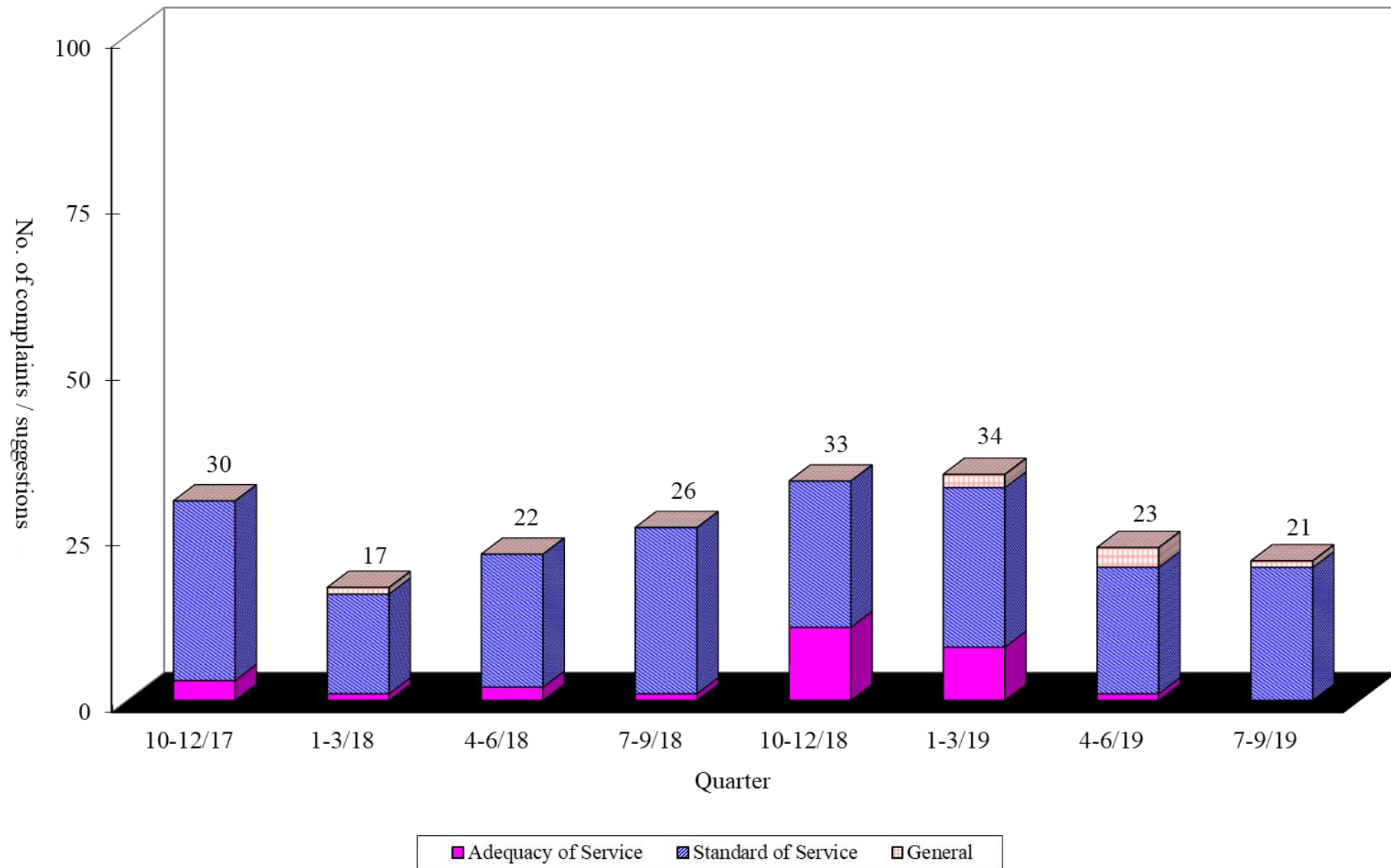


**Complaints and Suggestions on the Services of Long Win Bus Company Limited  
in the Past Eight Quarters**



# **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**  
**(July – September 2019)**

<b><u>Bus Company</u></b>	<b><u>Number of complaints/ suggestions</u></b>	<b><u>Number of complaints/ suggestions per million passenger journey</u></b>
The Kowloon Motor Bus Company (1933) Limited (KMB)	1 343 (1 228) <sup>17</sup>	5.81 (5.31) <sup>17</sup>
Citybus Limited (Franchise 1) (Citybus)	143	4.43
Citybus Limited (Franchise 2) (Citybus)	65	6.94
New World First Bus Services Limited (NWFB)	115	4.27
New Lantao Bus Company (1973) Limited	21	2.44
Long Win Bus Company Limited	99	8.55
Cross-harbour Bus Services <sup>16</sup>	422 (419) <sup>18</sup>	7.66 (7.61) <sup>18</sup>
<b>Total</b>	<b>2 208 (2 090)<sup>19</sup></b>	<b>5.89 (5.57)<sup>19</sup></b>

<sup>16</sup> Complaints and suggestions on cross-harbour bus services cannot be further broken down by bus company as the services are jointly operated by KMB, Citybus and NWFB.

<sup>17</sup> Among 1 343 complaints and suggestions, 115 complaints were received from one complainant who had made more than 100 complaints during the quarter. Adjusted figures are in bracket.

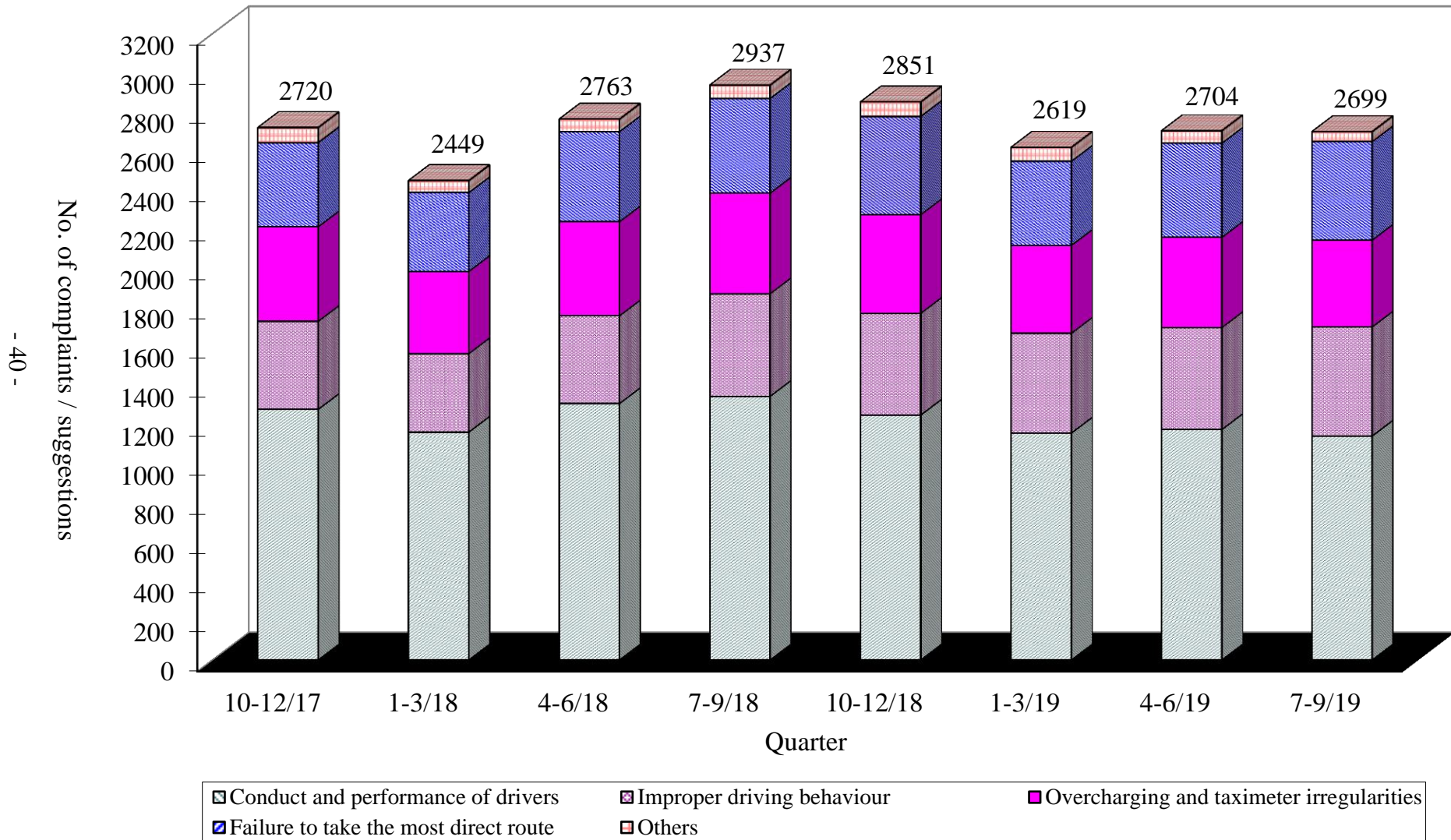
<sup>18</sup> Among 422 complaints and suggestions, 3 complaints were received from one complainant who had made more than 100 complaints during the quarter. Adjusted figures are in bracket.

<sup>19</sup> Among 2 208 complaints and suggestions, 118 complaints were received from one complainant who had made more than 100 complaints during the quarter. Adjusted figures are in bracket.



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

**Annex G**





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

<b><u>Nature of Complaint/Suggestion</u></b>		<b><u>Same quarter last year (1.7.18-30.9.18)</u></b>	<b><u>Previous quarter (1.4.19-30.6.19)</u></b>	<b><u>Current quarter (1.7.19-30.9.19)</u></b>
<b>(a) Conduct and performance of drivers</b>				
(i)	Behaving other than in a civil & orderly manner	459	438	415
(ii)	Refusing hire	732	600	584
(iii)	Soliciting passengers	-	4	10
(iv)	Refusing to drive to destination	147	124	117
(v)	Failure to display driver identity plate	7	8	16
(vi)	Failure to display driver identity plate properly	2	3	2
Sub-total		1 347	1 177	1 144
(b)	Improper driving behaviour	524	521	557
(c)	Overcharging	436	417	391
(d)	Taximeter irregularities	78	44	53
(e)	Failure to take the most direct route	484	481	503
(f)	Others*	68	64	51
<b>Total</b>		<b>2 937</b>	<b>2 704</b>	<b>2 699</b>

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

**Complaints and Suggestions on Traffic and Road Conditions**  
**(July – September 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																			
<b><u>Traffic Conditions</u></b>																			
(a) Traffic congestion (No. of locations)	4 (4)	2 (2)	6 (5)	4 (3)	12 (9)	5 (4)	5 (5)	8 (6)	4 (4)	4 (3)	2 (2)	8 (7)	9 (9)	8 (8)	7 (3)	2 (2)	5 (5)	- (-)	95 (81)
(b) Traffic management	-	3	2	-	1	-	2	1	1	-	-	6	2	-	3	-	-	-	21
(c) Additional traffic signs and aids	1	1	-	1	-	-	-	1	1	1	1	3	-	-	-	-	3	-	13
(d) Parking facilities	-	-	-	-	-	-	-	-	-	-	-	-	-	-	3	-	-	-	3
Sub-total	5	6	8	5	13	5	7	10	6	5	3	17	11	8	13	2	8	-	132
<b><u>Road Maintenance</u></b>																			
(a) Road conditions	-	-	1	-	-	-	1	1	-	-	-	2	1	1	1	-	1	1	10
(b) Traffic signs & aids	1	-	-	1	-	-	2	1	2	1	-	-	-	-	-	-	-	-	8
(c) Carriageway markings	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-	1
Sub-total	1	-	1	1	-	-	3	2	2	1	-	2	2	1	1	-	1	1	19
<b><u>Enforcement</u></b>																			
(a) Illegal parking	14	15	13	8	48	16	46	36	43	18	26	30	37	23	16	24	13	5	433
(b) Other enforcement matters	12	8	14	6	18	10	20	16	35	5	8	17	10	12	11	13	16	1	234
Sub-total	26	23	27	14	66	26	66	52	78	23	34	47	47	35	27	37	29	6	667
Total	32	29	36	20	79	31	76	64	86	29	37	66	60	44	41	39	38	7	818

**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.