

QUARTERLY REPORT No. 4 of 2019

by the

TRANSPORT COMPLAINTS UNIT

of the

TRANSPORT ADVISORY COMMITTEE

for the period

1 October 2019 – 31 December 2019

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Chapter 1

Major Areas of Complaints and Suggestions

This is the fourth quarterly report for 2019 covering the period from 1 October to 31 December 2019.

Yearly and Quarterly Trends

2. During the quarter, the Transport Complaints Unit (TCU) received 8 302¹ complaints and suggestions, including 40 pure suggestions. About 75% (6 244) of the cases were received through TCU Complaint/Suggestion Webform and email, 23% (1 874) through telephone, and the remaining cases in the form of fax or letter. The number of cases represents an increase of 13.5% as compared with 7 314² cases in the previous quarter and an increase of 4.8% as compared with 7 918 cases in the same quarter in 2018. 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 (2010-2019) 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 8 774 cases (including some outstanding cases from previous quarters) were completed. Of these, 6 931 cases (79%) were found to be substantiated, 60 cases (1%) unsubstantiated, and the remaining 1 783 cases (20%) 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 October to December 2019, the

¹ Among the 8 302 complaints and suggestions, 1 241 complaints were received from one complainant, who made more than 100 complaints during the quarter. A breakdown of the complaints not including these cases is at Annex A(i)(b).

² Among the 7 314 complaints and suggestions, 118 complaints were received from one complainant, who 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 756³ cases previously referred to them. Among these cases, 81³ drivers were summonsed.

5. During the same period, relevant government departments and public transport operators took on board 11 suggestions made by members of the public who gave proposals to enhance public transport services and improve traffic conditions. A summary of the cases is at Annex D. The Chairman of 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 5 662 cases, representing a decrease of 12.5% as compared with 6 471⁴ cases in the previous quarter and a decrease of 17.7% as compared with 6 880 cases in the same quarter in 2018. 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 1 819 complaints and suggestions on franchised bus services were received during the quarter, representing a decrease of 17.6% as compared with 2 208⁵ cases in the previous quarter and a decrease of 24.4% as compared with 2 405 cases in the same quarter in 2018.

³ The figures included the taxi cases in paragraph 21.

⁴ Among the 6 471 complaints and suggestions, 118 complaints were received from one complainant, who made more than 100 complaints in the previous quarter. There are no relevant statistics available for 2018 and earlier.

⁵ Among the 2 208 complaints and suggestions, 118 complaints were received from one complainant, who made more than 100 complaints in the previous quarter. There are no relevant statistics available for 2018 and earlier.

8. There were 1 079 cases on the services of The Kowloon Motor Bus Company (1933) Limited (KMB), as compared with 1 343⁶ cases in the previous quarter and 1 459 cases in the same quarter in 2018. Among the 1 079 cases, 73 (or 6.8%) were about the adequacy of service and 989 (or 91.7%) were about the standard of service.

9. There were 95 cases on the services of the Citybus Limited (Franchise for Hong Kong Island and Cross-Harbour Bus Network) (CTB (Franchise 1)), as compared with 143 cases in the previous quarter and 162 cases in the same quarter in 2018. Among the 95 cases, seven (or 7.4%) were about the adequacy of service while 78 (or 82.1%) were about the standard of service.

10. There were 53 cases on the services of the Citybus Limited (Franchise for Airport and North Lantau Bus Network) (CTB (Franchise 2)), as compared with 65 cases in the previous quarter and 71 cases in the same quarter in 2018. Among the 53 cases, five (or 9.4%) were about the adequacy of service while 46 (or 86.8%) were about the standard of service.

11. There were 122 cases on the services of the New World First Bus Services Limited (NWFB), as compared with 115 cases in the previous quarter and 142 cases in the same quarter in 2018. Of the 122 cases, four (or 3.3%) were about the adequacy of service and 113 (or 92.6%) were about the standard of service.

12. There were 60 cases on the services of the Long Win Bus Company Limited (LWB), as compared with 99 cases in the previous quarter and 82 cases in the same quarter in 2018. Of the 60 cases, six (or 10%) were about the adequacy of service and 52 (or 86.7%) were about the standard of service.

13. There were 24 cases on the services of the New Lantau Bus Company (1973) Limited (NLB), as compared with 21 cases in the previous quarter and 33 cases in the same quarter in 2018. Of the 24 cases, 21 (or 87.5%) were

⁶ Among the 1 343 complaints and suggestions, 115 complaints were received from one complainant, who made more than 100 complaints in the previous quarter. There are no relevant statistics available for 2018 and earlier.

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 49 complaints and suggestions on non-franchised bus services (e.g. residents' services and feeder bus services operated by the MTR Corporation Limited (MTRCL)). The corresponding figures for the previous quarter and the same quarter in 2018 were 47 and 52 respectively.

Public Light Bus Services

16. A total of 1 103 complaints and suggestions on public light bus (PLB) services were received in this quarter, representing a decrease of 12.6% as compared with the previous quarter and a decrease of 24.2% as compared with the same quarter in 2018. All of these cases were referred to the Transport Department (TD) or the Police for action.

17. Of the PLB cases received, 91.7% or 1 012 cases were on green minibus (GMB) services. The number of cases received in the previous quarter and the same quarter in 2018 were 1 173 and 1 370 respectively. Among the 1 012 cases, 74 (or 7.3%) were about the adequacy of service and 912 (or 90.1%) were about the standard of service.

18. The remaining 8.3% or 91 cases were on the services provided by red minibuses (RMB). The number of cases received in the previous quarter and the same quarter in 2018 were 89 and 85 respectively.

Taxi Services

19. A total of 2 296 cases on taxi services were received in this quarter,

representing a decrease of 14.9% as compared with the previous quarter and a decrease of 19.5% as compared with the same quarter in 2018. A comparison of the complaints and suggestions on taxi services in the past eight quarters is at Annex G.

20. Of the 2 296 cases received, 2 230 (97.1%) were related to taxi driver malpractice, as compared with 2 648 such cases (98.1%) 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 380 such cases (17.0%) were referred to the Police.

21. During the quarter, the Police reported the latest developments on 557 cases previously referred to them. These cases are categorised as follows –

	<u>No. of Cases</u>		<u>Percentage</u>	
(a) Summoned	44	(27)	8	(6)
(b) Withdrawn by complainants	364	(319)	65	(67)
(c) Evidence considered insufficient by the Police for further processing	149	(131)	27	(27)
	<u>557 (477)</u>		<u>100 (100)</u>	

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

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

22. Among the 27 summonsed cases in the previous quarter, 23 taxi drivers were convicted of traffic offences by the court⁷. One taxi driver was

⁷ Results of the remaining summonsed cases were not yet available as at 11 March 2020.

fined \$3,000 for behaving other than in a civil and orderly manner. Four taxi drivers were fined from \$600 to \$1,000 for overcharging, refusing to issue taxi fare receipt, rude manner and refusing hire. Of the four cases of careless and dangerous driving, the taxi drivers were fined from \$900 to \$3,000.

Rail Services

23. A total of 383 complaints and suggestions on rail services were received. The corresponding figures for the previous quarter and the same quarter in 2018 were 248 and 104 respectively. Of the 383 cases, 381⁸ were on the services of MTRCL.

Ferry Services

24. There were 12 complaints and suggestions on ferry services in this quarter. The corresponding figures for the previous quarter and the same quarter in 2018 were seven and 13 respectively.

Traffic Conditions

25. There were 179 complaints recorded in this quarter about traffic congestion, as compared with 95 cases in the previous quarter and 51 cases in the same quarter in 2018. Congestion was reported to have occurred at a total of 159 locations throughout the territory, as illustrated below –

⁸ Among the 381 complaint cases, 161 were against a MTR staff member and 95 were related to suspension of MTR services.

	<u>Number of Complaints</u>		<u>Number of Locations</u>	
Hong Kong Island	25	(16)	24	(14)
Kowloon	78	(34)	65	(28)
New Territories	72	(45)	66	(39)
Others (e.g. general issues and tunnel areas)	4	(-)	4	(-)
Total	179	(95)	159	(81)

(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 (32 cases) and Sha Tin (18 cases). The number of complaints and suggestions on traffic and road conditions broken down by district is at Annex I(i).

27. Complaints about traffic congestion were mainly attributable to vehicle obstruction, traffic engineering matters (e.g. traffic light phasing, traffic lane arrangements and restricted zones) and road works.

28. There were 60 complaints and suggestions on traffic management and 15 requests for additional traffic signs and aids in this quarter. As a comparison, there were 21 and 13 such cases in the previous quarter, and 45 and 15 in the same quarter in 2018.

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 46 complaints about road maintenance, as compared with 19 cases in the previous quarter and 33 cases in the same quarter in 2018. Among the 46 cases, eight cases were related to road conditions and 38 cases were related to traffic signs and aids.

31. Districts which attracted relatively more complaints about traffic signs and aids were Yau Tsim Mong (16 cases) and Sha Tin (7 cases).

Enforcement

32. There were 2 132⁹ complaints about traffic regulations enforcement in this quarter, representing an increase of 219.6% when compared with the previous quarter and an increase of 147.9% when compared with the same quarter in 2018. They were mainly requests for action against illegal parking (1 894 cases)¹⁰, disobeying traffic signs/schemes (64 cases) and cutting lane abruptly/overtaking on solid line (56 cases). All these cases were referred to the Police for action. The number of complaints on traffic regulations enforcement broken down by district is at Annex I(i).

33. Districts which attracted relatively more complaints about illegal parking were Central & Western (691 cases)¹¹, Wan Chai (101 cases)¹¹, Kwun Tong (71 cases), Yuen Long (69 cases) and Yau Tsim Mong (64 cases).

⁹ Among the 2 132 complaints and suggestions, 1 241 complaints were received from one complainant, who made more than 100 complaints during the quarter. A breakdown of the complaints not including these cases is at Annex I(ii).

¹⁰ Among the 1 894 complaints, 1 241 complaints were received from one complainant, who made more than 100 complaints during the quarter. The number of complaints not including these cases is 653.

¹¹ Among the 691 and 101 complaints and suggestions, 667 and 77 complaints were received respectively from one complainant, who made more than 100 complaints during the quarter. The numbers of complaints not including these cases of both districts are 24.

Chapter 2

Major Events and Noteworthy Cases

Transport Complaints Unit Sub-committee Meeting

At the quarterly meeting of the TCU Sub-committee on 4 November 2019, Members discussed –

- (a) complaints and suggestions about traffic management and requests for additional traffic signs and aids;
 - (b) complaints and suggestions about green minibus services;
 - (c) complaints and suggestions about barrier-free transport and facilities; and
 - (d) TCU Quarterly Report No. 3 of 2019.
2. Members agreed that the following should be submitted to the Transport Advisory Committee –
- (a) complaints and suggestions about barrier-free transport and facilities; and
 - (b) TCU Quarterly Report No. 3 of 2019.

Suggestion about installation of solar panels on the roof of buses and at bus shelters

3. A member of the public enquired about the usage of solar panels installed on the roof of buses of the Kowloon Motor Bus Company (1933) Limited (KMB) and at bus shelters at Sai Kung Bus Terminus. To support environmental protection, he suggested the Transport Department (TD) to request bus operators to install solar panels on a certain percentage of buses compulsorily and at all bus shelters in Hong Kong.

4. TD advised that the Government had all along been striving to promote various environment-friendly schemes, including continuously raising the relevant environmental standards for public vehicles (such as the exhaust emission standards), subsidising franchised bus (FB) companies to try out electric buses, and encouraging FB companies to introduce more green measures or equipment, with a view to improving the environment.

5. At present, some of KMB's buses had been retrofitted with solar power equipment on their roof, which could provide electricity for their cooling system and USB charging to help improve their energy efficiency. Should other FB companies be interested in retrofitting their buses with relevant installations as well, TD would handle the cases and make complementary arrangements in accordance with the established procedures, provided that the vehicles and installations concerned meet the vehicle inspection requirements of TD.

6. On the other hand, the Government had been encouraging FB companies to enhance the bus stop facilities, including the erection of bus shelters at locations, and to explore the feasibility of using sustainable energy at their bus stops for a better environment. According to KMB, the solar panels on the bus shelters at the Sai Kung Bus Terminus provided electricity for lightings at the bus stops to facilitate passenger boarding and alighting. About 100 bus stops had been equipped with solar power equipment.

7. The above information was conveyed to the member of the public and he raised no further comment.

Suggestion about real-time arrival information on green minibuses

8. Some members of the public requested provision of a Green Minibus (GMB) real-time arrival information system while lodging their complaints about the regularity and frequency of GMB services. They considered that the system could allow passengers to keep track of the real-time status, location and seat availability of GMBs which facilitate their planning of trips.

9. The suggestions were referred to TD for consideration. TD advised that the Government would fund and develop a data collection system, as well as install on-board location detection devices on all GMBs (about 3 500 GMBs), so as to enable passengers to access the real-time arrival information of GMB routes through TD's mobile application "HKeMobility". The relevant real-time data would also be disseminated in machine-readable format via "DATA.GOV.HK" for public use, while GMB operators could make use of the data for fleet management with a view to improving operational efficiency. TD targeted to launch the real-time arrival information system by phases from end 2020 for full implementation by 2022.

10. TD's advice was conveyed to members of the public and they raised no further comment.

Complaints about advertisements on mobile applications of FB companies

11. Members of the public complained about excessive and improper advertisements displayed on the mobile applications (the Apps) of FB companies. A member complained that pop-up advertisements and videos in the Apps caused inconvenience to users. Another complainant raised concern that the content of an advertisement displayed on the Apps was unsuitable for children.

12. TD was invited to look into the cases. TD replied that they noted the comments from the complainants and had requested the FB companies to pay extra attention to the display of advertisements on the Apps with a view to facilitating passengers to obtain information on bus services. TD advised that the FB companies had been enhancing their Apps having regard to feedback from various stakeholders. Enhancements include reducing the proportion of advertisements displayed on screens, closing all advertisements when the voice control function of the user's phone was activated for the disabled, optimising the interface to display more information and increasing the loading speed.

13. TD further advised that the FB companies had devoted plenty of

resources to develop and operate their Apps, with continuous hardware upgrades and enhancements in order to provide functions such as bus route information, estimated time of arrival and service updates. The revenue generated from the display of advertisements could alleviate the pressure of fare increase and support the recurrent expenditure of operating the Apps and its continuous enhancement. Nonetheless, TD would continue to monitor the operation of the Apps and request the FB companies to keep enhancing them so that passengers could obtain more accurate bus information in planning their journeys.

14. TD's advice was conveyed to members of the public, who raised no further comment.

Overview of Complaints and Suggestions Received in 2019

Overall Trend

TCU received 33 017¹² complaints and suggestions in 2019. Among these, 187 were pure suggestions. The number of cases recorded an increase of 19.3%¹² when compared with 27 671 cases received in 2018. A breakdown of the complaints and suggestions received by TCU in the past five years is at [Annex J\(i\)](#). A breakdown of the cases received in 2019 by category is as follows –

<u>Nature of Complaint/Suggestion</u>	<u>2018</u>	<u>2019</u>	<u>Difference</u>
Public Transport Services	24 081	27 721 ¹³	+15.1% ¹³
Traffic Conditions	472	719	+52.3%
Road Maintenance	144	117	-18.8%
Enforcement	2 840	4 163 ¹⁴	+46.6% ¹⁴
Miscellaneous ¹⁵	134	297	+121.6%
Total	27 671	33 017¹²	+19.3%¹²

¹² Among the 33 017 complaints and suggestions, a total of 4 582 complaints were received from three complainants, each of whom made more than 100 complaints within a quarter. The number of complaints not including these cases is 28 435, representing an increase of 2.8% when compared with 27 671 cases in 2018. There are no relevant statistics available for 2018 and earlier. A breakdown of the complaints not including these cases is at [Annex J\(ii\)](#).

¹³ Among the 27 721 complaints and suggestions, a total of 3 341 complaints were received from two complainants, each of whom made more than 100 complaints within a quarter. The number of complaints not including these cases is 24 380, representing an increase of 1.2% when compared with 24 081 cases in 2018.

¹⁴ Among the 4 163 complaints and suggestions, 1 241 complaints were received from one complainant who made more than 100 complaints within a quarter. The number of complaints not including these cases is 2 922, representing an increase of 2.9% when compared with 2 840 cases in 2018.

¹⁵ These are mainly related to general transport matters such as road safety. Among the 297 cases in 2019, 163 were related to public order events (such as safety issues of roads underneath footbridges, as well as setting up of an inter-departmental control centre).

Public Transport Services

2. Public transport services remained the major area of concern. In 2019, 27 721¹³ complaints and suggestions were received, accounting for 84% of the total number of cases. Among these, 105 were pure suggestions. The number of cases in this category recorded an increase of 15.1%¹³ as compared with 24 081 cases in 2018. A breakdown of the complaints and suggestions by mode of transport is as follows –

<u>Mode of Transport</u>	<u>2018</u>	<u>2019</u>	<u>Difference</u>
Franchised Buses	7 090	11 275 ¹⁶	+59.0% ¹⁶
Non-franchised Buses	185	206	+11.4%
Green Minibuses	5 034	4 752	-5.6%
Red Minibuses	345	334	-3.2%
Taxis	11 000	10 318	-6.2%
Rail Transport	378	804	+112.7%
Ferries	49	32	-34.7%
Total	24 081	27 721	+15.1%

Franchised Bus Services

3. There were 11 275¹⁶ cases on franchised bus services in 2019, representing an increase of 59.0%¹⁶ as compared with 7 090 cases in 2018. Most complaints are about regularity of service, conduct and performance of staff and improper driving behaviour. A breakdown of the 11 275 cases by individual franchised bus companies is at Annex K.

4. There was an increase in the number of complaints about regularity

¹⁶ Among the 11 275 complaints and suggestions, a total of 3 341 complaints were received from two complainants, each of whom made more than 100 complaints within a quarter. The number of complaints not including these cases is 7 934, representing an increase of 11.9% when compared with 7 090 cases in 2018.

of service (from 2 721 cases in 2018 to 5 830¹⁷ cases in 2019, representing an increase of 114.3%¹⁷). It was mainly caused by traffic congestion and bus driver shortage. Regarding service irregularity caused by traffic congestion, the Transport Department (TD) has been liaising with the franchised bus operators to examine the congested locations at which the regularity of bus services was severely affected and to devise improvement plans to improve service stability. TD has also requested the franchised bus operators to use the black box's data to conduct review of the actual bus journey time against the scheduled bus journey time to identify the shortfall. The franchised bus operators have suitably adjusted the service timetable according to the actual traffic requirement.

5. For service irregularities caused by bus driver shortage, TD has urged the franchised bus operators to strengthen their bus driver recruitment, enhance communication with the staff, and improve the remuneration and working environment of the bus drivers to attract new blood and retain in-service staff. TD is also assisting the franchised bus operators to recruit bus drivers where possible. TD has liaised with the Labour Department (LD) to organise franchised bus drivers joint recruitment day in different districts. TD will continue to closely monitor the manpower situation of franchised bus companies.

6. There were also increases in the numbers of complaints about passenger services and facilities (from 695 cases in 2018 to 1 085¹⁸ cases in 2019, representing an increase of 56.1%), conduct and performance of staff (from 1 719 cases in 2018 to 2 091 cases in 2019, representing an increase of 21.6%) and improper driving behaviour (from 1 104 cases in 2018 to 1 308 cases in 2019, representing an increase of 18.5%).

7. For the increase in the number of complaints about passenger

¹⁷ Among the 5 830 complaints and suggestions, a total of 3 265 complaints were received from two complainants, each of whom made more than 100 complaints within a quarter. The number of complaints not including these cases is 2 565, representing a decrease of 5.7% when compared with 2 721 cases in 2018.

¹⁸ Among the 1 085 complaints and suggestions, 53 complaints were received from one complainant, who made more than 100 complaints within a quarter. The number of complaints not including these cases is 1 032, representing an increase of 48.5% when compared with 695 cases in 2018.

services and facilities, it was mainly related to inaccuracy of the Estimated Time of Arrival (ETA), failure to get through the customer services hotline and insufficient notice/announcement during public order events (POEs). For the accuracy of the ETA, TD has requested franchised bus operators to implement measures to improve the accuracy of ETA system. In addition, TD has reminded franchised bus operators to arrange adequate publicity to notify passengers about the temporary bus service arrangements during POEs in a timely manner and asked them to explore the use of more user-friendly channels for passengers to lodge enquiries/complaints during the time when there is an upsurge of call volume for hotlines.

8. Regarding the increases in the number of complaints about conduct and performance of staff and improper driving behaviour, the franchised bus operators were requested to strengthen their training for bus captains on areas such as customer service and driving behaviour. They will continue to arrange mysterious ride checks to monitor bus captains' performance and behaviour. TD will continue to monitor the situation closely and take further action to follow up with bus companies as necessary.

9. TD attaches great importance to ensuring the safety of franchised bus services, and actively takes forward the recommendations of the Independent Review Committee on Hong Kong's Franchised Bus Service (IRC). In 2019, TD upgraded the Committee on Enhancement of Franchised Bus Safety into a permanent setup, invited two local academic experts to join as members, and monitor and promote various strategies and measures for enhancing franchised bus safety in collaboration with the Safety Directors and management of franchised bus operators. TD's bus safety improvement works fall into four major areas, namely the installation and enhancement of in-vehicle devices/technologies to assist safe driving; enhancing the training and working environment of bus captains; strengthening bus accident analyses and safety performance management; and enhancing general road and infrastructure safety as well as introducing more bus-friendly measures. Most of the IRC's recommendations have been implemented or are being implemented.

Non-franchised Bus Services

10. There were 206 cases on non-franchised bus (NFB) services in 2019, representing an increase of 11.4% as compared with 185 cases in 2018. A detailed breakdown of the 206 cases received in 2019 is at Annex L. TD noted that there were increases in the number of complaints on service adequacy and standards. Regarding the former, there was an increase of ten complaint cases on service frequency/carrying capacity of vehicle in 2019 as compared with 2018. Among the complaint cases, many of them involved the case where the passengers misunderstood a residents' service (RS) route operator's intention to deploy smaller vehicles to serve their housing estate. TD settled the case after clarifying with the operator that it had no such intention and made no application for the concerned change. As for the service standards, complaints concerning the regularity of service increased by 15 cases. Many of the complaint cases were about service irregularities of RS especially on those serving Park Island in Ma Wan. To address the matter, TD approved the RS operator to deploy double-deck instead of single-deck buses to operate the RS for Park Island. TD will continue to closely monitor the services of the RS to ensure they meet the passenger demand.

Public Light Bus Services

11. A total of 5 086 complaints and suggestions on public light bus (PLB) services were received in 2019, representing a decrease of 5.4% as compared with 5 379 cases in 2018.

12. There were 4 752 cases on green minibus (GMB) services, representing a decrease of 5.6% when compared with 5 034 cases in 2018. The decrease was mainly attributable to the decrease in complaints on conduct and performance of staff, frequency and adherence to routeing. A detailed breakdown of the 4 752 cases is at Annex M.

13. There were 334 cases on red minibus (RMB) services, representing a decrease of 3.2% when compared with 345 cases in 2018. A detailed breakdown of the 334 cases is at Annex N.

14. All the complaints and suggestions on PLB services were referred to TD or the Police for follow-up actions as appropriate. The decrease in number of complaints against conduct and performance of staff and adherence to routeing may be attributable to TD's continuous effort in working with the GMB trade on measures such as the pre-service training course for new drivers. The decreasing number of complaints against service frequency can be explained by the increased number of 19-seater in the PLB fleet. As at the end of 2019, about 31% of the PLB fleet was replaced with new 19-seater PLBs. TD will continue to look into each complaint case and, if necessary, conduct ad hoc surveys to ascertain the service level of the concerned route(s) and to follow up with the operators to rectify the problems. TD will also issue warning letters to the operators having identified and proven failures, including non-compliance with timetable and routeings, etc. The warning letters issued will be taken into account in the mid-term appraisal of the GMB operators and their roll-over period for the passenger service licences may be shortened if poor performance is observed.

15. For RMB cases, the gradual replacement of the aged vehicles by the trade may explain the decrease in the number of complaints against the conditions of vehicles. On the other hand, the increase in the number of complaints against overcharging would be caused by the unclear display of fare. TD has asked the trade to show the fare clearly and make passengers be aware of it before boarding.

16. Besides, TD continued to implement various measures in 2019 to promote the provision of safe, quality and customer-oriented PLB services. It is also anticipated that the increasing number of 19-seater in the PLB fleet will continue to improve the PLB service level, particularly during peak hours. To enhance accessibility and service quality of PLBs, TD also implemented the mandatory requirement for all newly registered PLBs to install extra handrails and passenger call bells with indication lights. There are also other on-going measures to enhance safe driving and customer-oriented services, including appeals to the PLB associations and operators to promote safe driving and provision of quality service, the Safe Driving and Health Campaign for professional drivers and the publication of the PLB Newsletter.

Taxi Services

17. There were 10 318 cases on taxi services in 2019, representing a decrease of 6.2% when compared with 11 000 cases in 2018. The decrease was mainly due to the decrease in complaints on refusing hire, behaving other than in a civil and orderly manner and overcharging despite that there was an increase in the number of complaints about improper driving behaviour. A detailed breakdown of the 10 318 cases is at Annex O.

18. The Police have taken enforcement actions against taxi malpractices particularly in districts where tourists frequently visit. Key tasks include enhancing patrols at black spots (such as Lan Kwai Fong and Canton Road) and conducting intelligence-led operations. If members of the public encounter any taxi malpractice, such as overcharging, refusing hire and soliciting passengers, they are strongly encouraged to report the incident to the Police with details, such as date, time, location and taxi registration numbers, for investigation. The Police will take prosecution action if there is sufficient evidence.

19. The Government will continue to strive to enhance the quality of existing taxi services and the operating environment so as to better meet the needs of the public and facilitate the long-term and healthy development of the trade. Meanwhile, the Government has been closely cooperating with the trade to actively improve the quality of taxi services. Established in January 2018, the Committee on Taxi Service Quality (CTSQ) serves as a multi-party¹⁹ platform for discussing and promoting various strategies and measures to enhance the taxi service quality. In 2019, TD, in collaboration with the CTSQ, took forward a series of measures. On education of taxi drivers, TD continued to provide a series of online training courses for in-service drivers, covering the topics of effective communication, conflict handling, customer service skills, etc, and arranged tests for taxi drivers who have completed the online training courses. TD also launched publicity and education campaigns such as the Taxi Service Commendation Scheme to recognise taxi drivers and taxi service

¹⁹ Non-official members of CTSQ comprise representatives from the taxi trade, Legislative Council, District Councils, academia, the Consumer Council, the Hong Kong Tourism Board and persons with disabilities groups.

management teams with outstanding service quality so as to enhance the professional image of taxi drivers. Meanwhile, TD has enhanced its mechanism for handling complaints relating to taxi service by setting up an internal database for consolidating the complaint records and follow-up details. Also, TD has carefully considered and examined the views and suggestions from the taxi trade and members of CTSQ about the Taxi Written Test, and completed the relevant review under the premise of ensuring the robustness of the existing test system. The enhanced Taxi Written Test has been launched from 14 February 2020. Furthermore, the Government has completed the review of the existing sanctions for various taxi drivers' malpractices and planned to introduce the legislative proposals into the Legislative Council to enhance the deterrent effect on taxi drivers' malpractices with a view to enhancing the overall taxi service quality.

20. Meanwhile, the Government proposes 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. The franchised taxis will be operated through a franchise model. Different aspects of franchised taxis such as the number, service, fares as well as drivers' quality will be regulated by the Government. The Government introduced the Franchised Taxi Services Bill (the Bill) into the Legislative Council on 8 May 2019. The Bill is now being scrutinised by the Legislative Council Bills Committee.

Rail Services

21. There were 804 cases on rail services in 2019, representing an increase of 112.7% when compared with 378 cases in 2018. There was an increase in the number of complaints about services of the MTR Corporation Limited (MTRCL) (from 347 cases in 2018 to 775²⁰ cases in 2019, representing an increase of 123.3%). A breakdown of the 804 cases by individual railway companies is at Annex P.

²⁰ Among the 775 cases, 210 were related to MTR services (including Light Rail) and 161 were against a MTR staff member.

22. The complaints against the services of MTRCL in 2019 increased as compared with that in 2018, especially in the aspects of conduct and performance of staff as well as passenger services and facilities. The increase in the number of cases was mainly related to suspension of MTR services due to POEs in 2019.

23. For tram services, the number of complaints received was 29 in 2019, representing a decrease of 6.5% when compared with 31 cases in 2018. The majority of the complaints were about the improper driving behaviour and conduct and performance of staff. The Hongkong Tramways Limited (HKT) has reminded their tram motormen to drive in appropriate speed and pay attention to passenger safety as well as provided appropriate training to enhance safe driving and quality service. Furthermore, HKT would conduct random inspections to monitor the performance of tram motormen whenever necessary and take disciplinary actions against the tram motormen concerned depending on the situation.

Ferry Services

24. There were 32 cases on ferry services in 2019, representing a decrease of 34.7% when compared with 49 cases in 2018. A breakdown of the 32 cases by individual ferry companies is at Annex Q. There was a general decrease in complaints against the ferry services operated by New World First Ferry Services Ltd (NWFF) and other minor ferry operators in 2019. For NWFF, the decrease of 19% was mainly attributable to decrease in complaints about adequacy of service level and service regularity. For minor ferries, the decrease of 48% was mainly attributable to decrease in complaints about service regularity.

25. TD has been closely monitoring the performance of ferry operators through field surveys and inspections with a view to ensuring that all ferry operators adhere to the schedules of services and improving services including operating additional sailings to meet passenger demand when needed.

Traffic Conditions

26. In 2019, 719 complaints and suggestions about traffic conditions were received, accounting for about 2% of the total number of cases. The number of cases in this category recorded an increase of 52.3% as compared with 472 cases in 2018.

Traffic Congestion

27. Of the 719 cases received, 435 (61%) were related to traffic congestion. This represents an increase of 97.7% as compared with 220 cases in 2018. A breakdown of the complaints about traffic congestion by district is at Annex R. In 2019, districts which attracted relatively more complaints are –

<u>District</u>	<u>No. of Complaints</u>		Difference
	<u>2018</u>	<u>2019</u>	
Kwun Tong	10	52	+420.0%
Sha Tin	15	43	+186.7%
North	11	36	+227.3%

28. Factors contributing to the complaints about traffic congestion in 2019 are broken down as follows –

<u>Factor</u>	<u>No. of Complaints</u>		Difference
	<u>2018</u>	<u>2019</u>	
Traffic management	93	131	+40.9%
Road works	30	23	-23.3%
Vehicle obstruction	66	245	+271.2%
Others	31	36	+16.1%
Total	220	435	+97.7%

29. All the complaints and suggestions concerning traffic congestion were referred to TD, the Police, the Highways Department and other relevant

departments for consideration and follow-up actions. In 2019, TD continued to implement the following measures to alleviate traffic congestion –

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

Traffic Management

30. In 2019, there were 198 complaints and suggestions on traffic management matters (excluding those causing congestion). These cases were related to traffic light phasing, traffic lane arrangements and restricted zones. The number of cases represents an increase of 32.9% as compared with 149 cases in 2018.

Additional Traffic Signs and Aids

31. TCU received 66 requests for additional traffic signs and aids in 2019, 4.3% less than that of 2018.

Parking Facilities

32. There were 20 complaints and suggestions on parking facilities in 2019. This represents a decrease of 41.2% as compared with 34 cases in 2018.

Road Maintenance

33. In 2019, 117 complaints and suggestions about road maintenance were received, accounting for less than 1% of the total number of cases. The number of cases in this category recorded a decrease of 18.8% as compared with 144 cases in 2018.

Enforcement

34. In 2019, 4 163¹⁴ complaints about enforcement matters were received, accounting for about 12% of the total number of cases. A comparison between the complaints received in 2018 and 2019 is as follows –

<u>Category</u>	<u>No. of Complaints</u>		<u>Difference</u>
	<u>2018</u>	<u>2019</u>	
Illegal parking	1 719	3 182 ²¹	+85.1% ²¹
Other enforcement matters	1 121	981	-12.5%
Total	2 840	4 163¹⁴	+46.6%¹⁴

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

Illegal Parking

35. In 2019, districts which attracted relatively more complaints about illegal parking are –

²¹ Among the 3 182 complaints and suggestions, 1 241 complaints were received from one complainant who made more than 100 complaints within a quarter. The number of complaints not including these cases is 1 941, representing an increase of 12.9% when compared with 1 719 cases in 2018.

<u>District</u>	<u>No. of Complaints</u>		<u>Difference</u>
	<u>2018</u>	<u>2019</u>	
Central & Western	84	754 ²²	+797.6% ²²
Yau Tsim Mong	147	189 ²³	+28.6% ²³
Kwun Tong	141	188	+33.3%
Yuen Long	115	183	+59.1%

36. The Police continually monitor illegal parking and other traffic related issues throughout the year and deploy appropriate resources to take enforcement action and maintain road safety commensurate with other commitments. Apart from enforcement action, the Police also engage the community through publicity and other activities with a view to increasing their awareness for the safety for other road users and to change irresponsible behaviour and attitudes that may cause accidents or obstruct traffic flow.

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

²² Among the 754 complaints and suggestions, 667 complaints were received from one complainant who made more than 100 complaints within a quarter. The number of complaints not including these cases is 87, representing an increase of 3.6% when compared with 84 cases in 2018.

²³ Among the 189 complaints and suggestions, eight complaints were received from one complainant who made more than 100 complaints within a quarter. The number of complaints not including these cases is 181, representing an increase of 23.1% when compared with 147 cases in 2018.

Other Enforcement Matters

38. In 2019, districts which attracted relatively more complaints about motorists/pedestrians failing to comply with traffic regulations are –

<u>District</u>	<u>No. of Complaints</u>		<u>Difference</u>
	<u>2018</u>	<u>2019</u>	
Yau Tsim Mong	107	108	+0.9%
Yuen Long	76	86	+13.2%
Sha Tin	79	74	-6.3%
Kowloon City	89	69	-22.5%

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

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

Complaints and Suggestions Received by TCU

<u>Nature of Complaint/Suggestion</u> ⁽¹⁾⁽²⁾	<u>Same quarter in 2018 (1.10.18-31.12.18)</u>		<u>Previous quarter (1.7.19-30.9.19)</u>		<u>Current quarter (1.10.19-31.12.19)</u>	
I. Public Transport Services						
(a) Adequacy of service	284	[14]	232	[16]	224	[17]
(b) Standard of service	6 435	[10]	6 108	[9]	5 327	[7]
(c) General	161	[4]	131	[3]	111	
	6 880	[28] (87%)	6 471⁽³⁾	[28] (88%)	5 662	[24] (68%)
II. Traffic Conditions						
(a) Traffic congestion	51	[2]	95	[2]	179	[3]
(b) Traffic management	45	[8]	21	[10]	60	[3]
(c) Additional traffic signs and aids	15	[2]	13	[2]	15	[7]
(d) Parking facilities	10	[1]	3	[1]	4	
	121	[13] (1%)	132	[15] (1%)	258	[13] (3%)
III. Road Maintenance						
(a) Road conditions	18		10		8	[1]
(b) Traffic signs and aids	14		8		38	
(c) Carriageway markings	1		1		-	
	33	(1%)	19	(1%)	46	[1] (1%)
IV. Enforcement						
(a) Illegal parking	524	[1]	433	[2]	1 894	
(b) Other enforcement matters	336	[3]	234		238	[1]
	860	[4] (10%)	667	[2] (9%)	2 132⁽⁴⁾	[1] (26%)
V. Miscellaneous	24	[2] (1%)	25	(1%)	204	[1] (2%)
Total	7 918	[47] (100%)	7 314⁽³⁾	[45] (100%)	8 302⁽⁴⁾	[40] (100%)

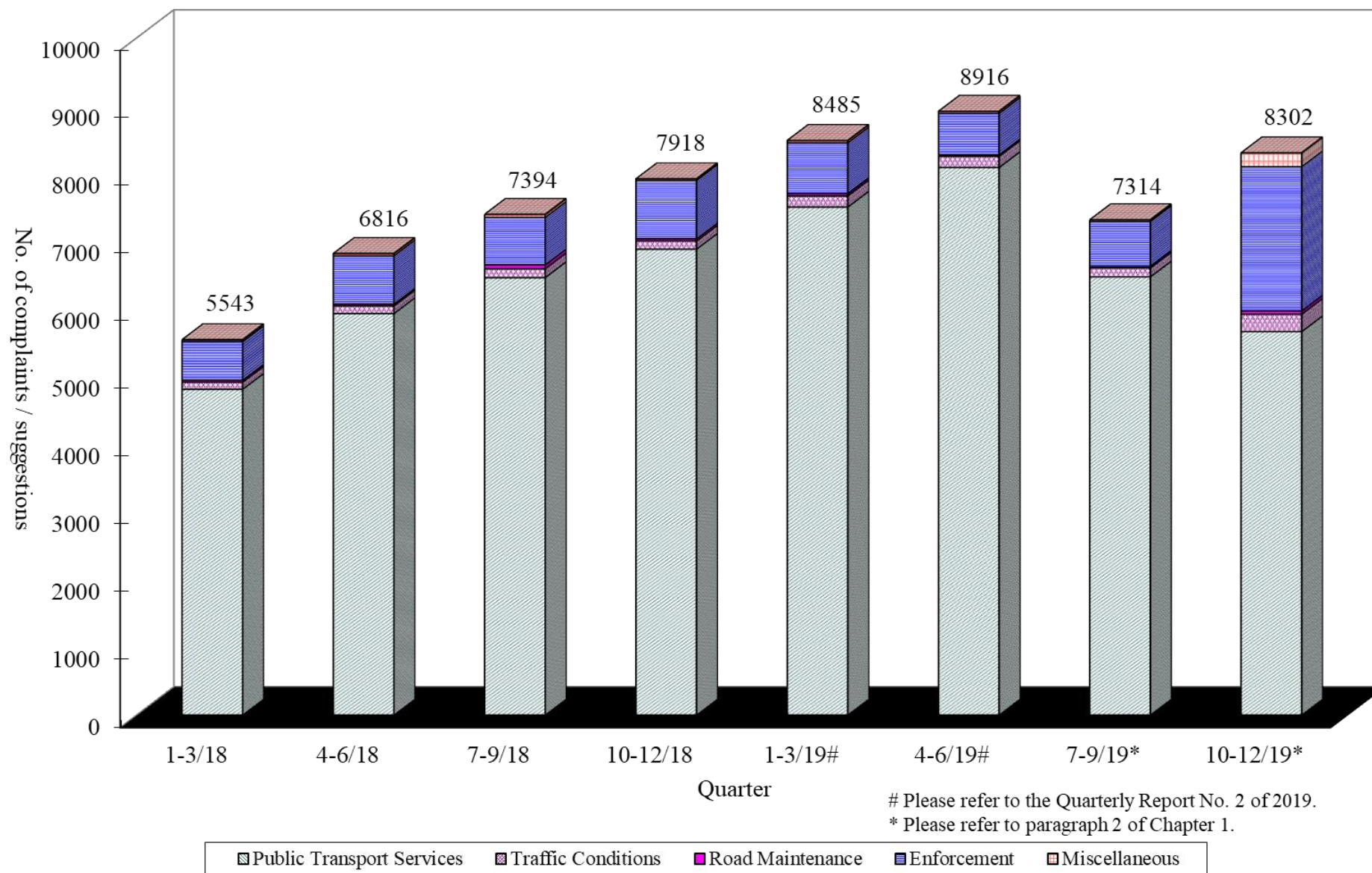
- Notes :** (1) Figures in square brackets are the number of pure suggestions received in the quarter. The figures have been included in the overall number of cases received.
- (2) Percentage figures in brackets represent the proportion of a category of complaints/suggestions to the total number of cases received in the quarter.
- (3) Please refer to paragraphs 2 and 6 of Chapter 1.
- (4) Please refer to paragraphs 2 and 32 of Chapter 1.

Complaints and Suggestions Received by TCU⁽¹⁾

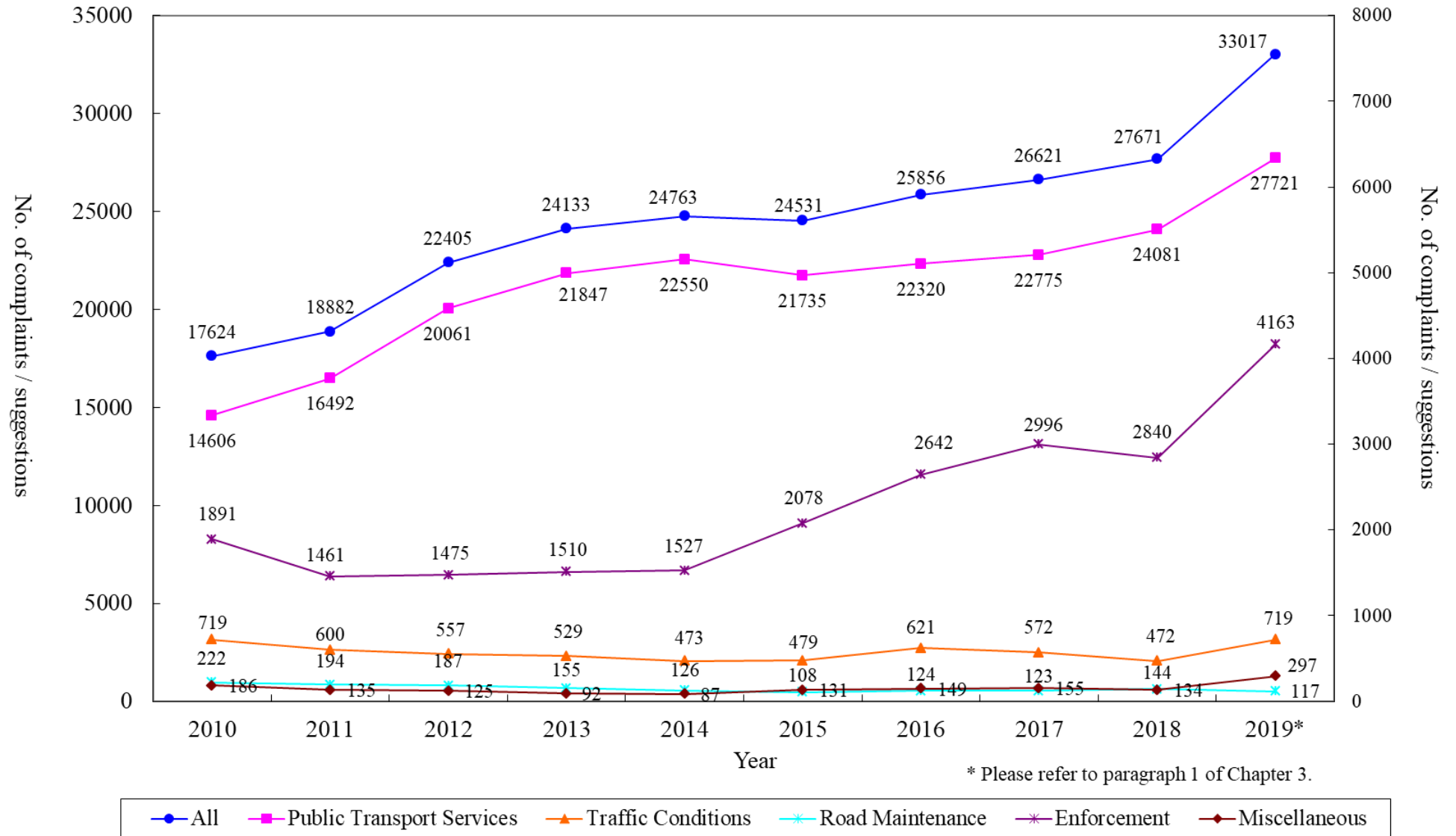
<u>Nature of Complaint/Suggestion</u> ⁽⁴⁾⁽⁵⁾	<u>Same quarter in 2018 (1.10.18-31.12.18)</u>		<u>Previous quarter (1.7.19-30.9.19)</u> ⁽²⁾		<u>Current quarter (1.10.19-31.12.19)</u> ⁽³⁾	
I. Public Transport Services						
(a) Adequacy of service	284	[14]	232	[16]	224	[17]
(b) Standard of service	6 435	[10]	5 990	[9]	5 327	[7]
(c) General	161	[4]	131	[3]	111	
	6 880	[28] (87%)	6 353⁽²⁾	[28] (88%)	5 662	[24] (80%)
II. Traffic Conditions						
(a) Traffic congestion	51	[2]	95	[2]	179	[3]
(b) Traffic management	45	[8]	21	[10]	60	[3]
(c) Additional traffic signs and aids	15	[2]	13	[2]	15	[7]
(d) Parking facilities	10	[1]	3	[1]	4	
	121	[13] (1%)	132	[15] (1%)	258	[13] (4%)
III. Road Maintenance						
(a) Road conditions	18		10		8	[1]
(b) Traffic signs and aids	14		8		38	
(c) Carriageway markings	1		1		-	
	33	(1%)	19	(1%)	46	[1] (1%)
IV. Enforcement						
(a) Illegal parking	524	[1]	433	[2]	653	
(b) Other enforcement matters	336	[3]	234		238	[1]
	860	[4] (10%)	667	[2] (9%)	891⁽³⁾	[1] (12%)
V. Miscellaneous	24	[2] (1%)	25	(1%)	204	[1] (3%)
Total	7 918	[47] (100%)	7 196⁽²⁾	[45] (100%)	7 061⁽³⁾	[40] (100%)

- Notes :** (1) For 2019, the complaints received from individual complainants, who made more than 100 complaints within a quarter, were excluded. Please see Annex A(i)(a) with these complaints included. There are no relevant statistics available for 2018 and earlier.
- (2) 118 complaints received from one complainant, who made more than 100 complaints in the previous quarter, were excluded. Please see Annex A(i)(a) with these complaints included.
- (3) 1 241 complaints received from one complainant, who made more than 100 complaints during the quarter, were excluded. Please see Annex A(i)(a) with these complaints included.
- (4) 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.
- (5) 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

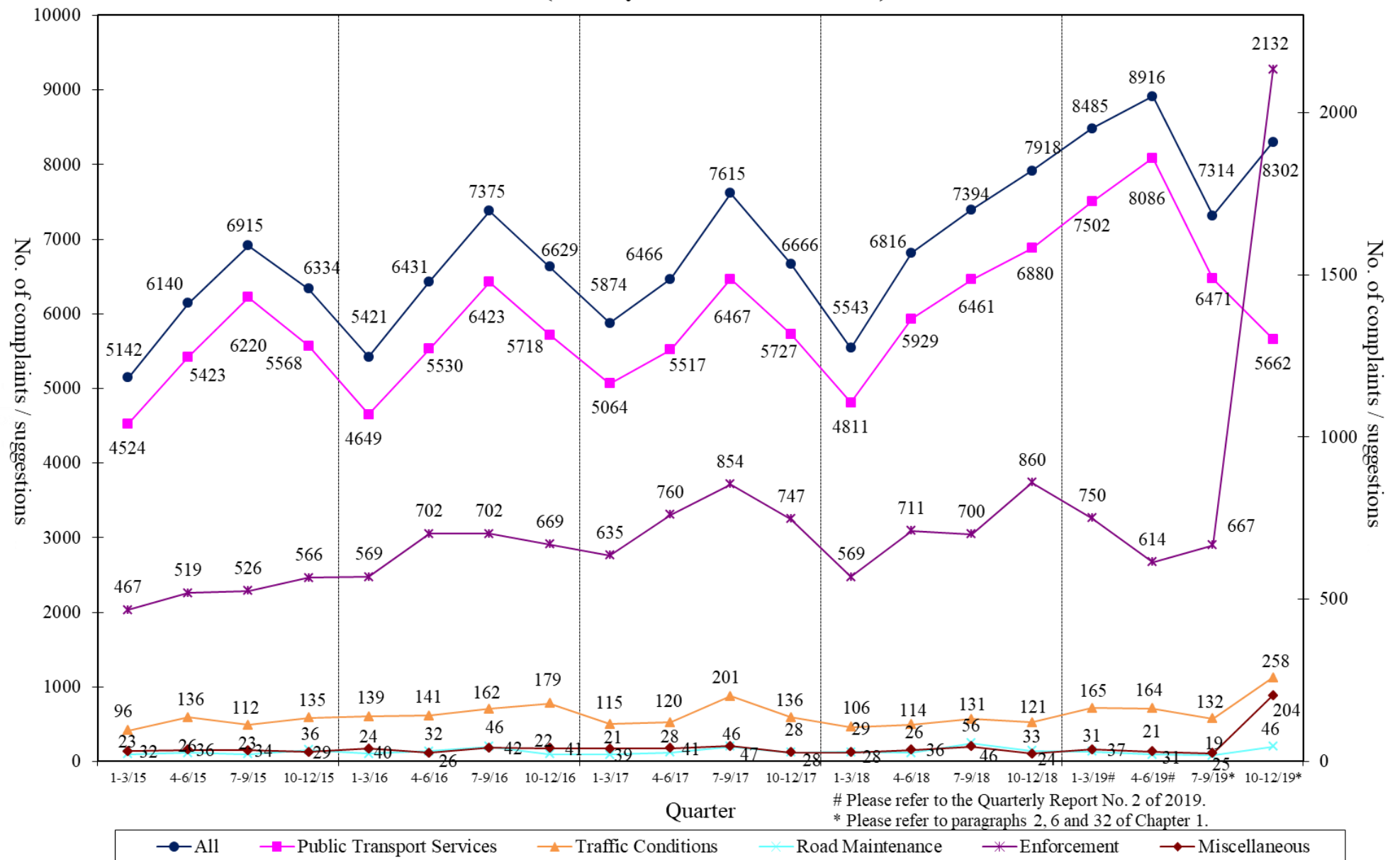


**Trends of Complaints and Suggestions Received by TCU
(2010 - 2019)**



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

Annex B(ii)



Summary of Results of Investigations into Complaints and Suggestions
(October – December 2019)

Outcome of Investigation Nature of Complaint/ Suggestion	A1	A2	B	C	Total
I. Public Transport Services					
(a) Adequacy of service	19	244	1	-	264
(b) Standard of service	2 038	3 727	49	1 666	7 480
(c) General	73	109	2	5	189
	2 130	4 080	52	1 671	7 933
II. Traffic Conditions					
(a) Traffic congestion	56	36	-	2	94
(b) Traffic management	15	30	4	-	49
(c) Additional traffic signs/aids	16	13	1	-	30
(d) Parking facilities	6	3	-	-	9
	93	82	5	2	182
III. Road Maintenance					
(a) Road conditions	8	2	-	-	10
(b) Traffic signs and aids	7	9	-	-	16
(c) Carriageway markings	-	1	-	-	1
	15	12	-	-	27
IV. Enforcement					
(a) Illegal parking	311	31	-	1	343
(b) Other enforcement matters	60	74	3	108	245
	371	105	3	109	588
V. Miscellaneous	29	14	-	1	44
Total	2 638 (30%)	4 293 (49%)	60 (1%)	1 783 (20%)	8 774 (100%)
	6 931 (79%)				

Legend

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

Summary of Results of Investigations into
Complaints and Suggestions on Public Transport Services
(October – December 2019)

<div>Outcome of Investigation</div> <div>Mode of Transport</div>	A1	A2	B	C	Total
The Kowloon Motor Bus Company (1933) Limited	639	1 551	1	12	2 203
Citybus Limited (Franchise 1)	83	178	4	3	268
Citybus Limited (Franchise 2)	52	82	2	1	137
New World First Bus Services Limited	108	140	5	3	256
New Lantao Bus Company (1973) Limited	11	6	1	-	18
Long Win Bus Company Limited	41	57	1	-	99
Cross-harbour Bus Services	199	305	6	6	516
Non-franchised Bus Services	15	22	1	2	40
Green Minibus	796	505	4	18	1 323
Red Minibus	137	21	4	10	172
Taxi	22	1 011	19	1 615	2 667
MTR Corporation Limited (Excluding Light Rail)	13	183	3	-	199
MTR Corporation Limited (Light Rail)	2	3	-	-	5
The Hongkong Tramways Limited	10	4	-	1	15
New World First Ferry Services Limited	1	6	1	-	8
The “Star” Ferry Company Limited	-	1	-	-	1
Minor Ferries	1	5	-	-	6
Total	2 130 (27%)	4 080 (51%)	52 (1%)	1 671 (21%)	7 933 (100%)
	6 210 (78%)				

Legend

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

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

I. Public Transport Services

- Increase the frequency of bus route no. X89D during morning rush hours (Kwun Tong Ferry bound) and afternoon rush hours (Nai Chung bound) on weekdays to meet the demand of passengers.
- Increase the frequency of bus route no. 272S (Hong Kong Science Park bound) during morning rush hours on weekdays to meet the demand of passengers.
- Adjust the operating hours and frequency of green minibuses route nos. 56 and 56A, and introduce a new green minibus route no. 56B between Robinson Road and Tin Hau MTR Station to meet the demand of passengers.

II. Traffic Management

Hong Kong Island

- Flexibly increase the pedestrian green time of traffic lights at the junction of Queen's Road West and Eastern Street to facilitate pedestrians crossing the road.
- Increase the vehicular green time of a traffic light at Expo Drive Central near Expo Drive East on weekdays to improve traffic flow.
- Increase the vehicular green time of traffic lights at Lockhart Road near Fleming Road on weekdays to improve traffic flow.

Kowloon

- Increase the vehicular green time of a traffic light at the junction of Wai Yip Street southbound and Cha Kwo Ling Road during morning rush hours on weekdays to improve traffic flow.

- Extend the railings at Tat Chee Avenue southbound near Festival Walk to deter illegal parking.

New Territories

- Impose “No Stopping” restriction at Shan Mei Street to prevent obstruction to buses entering the public transport interchange.
- Impose 24-hour “No Stopping” restriction at Sai Lau Kok Road near Tsuen Wan Public Library to deter illegal parking.
- Increase the vehicular green time of a traffic light at Clear Water Bay Road near Tai Po Tsai Village during rush hours from Mondays to Fridays to improve traffic flow.

Annex E(i)

Complaints and Suggestions on Public Transport Services

(October – December 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 Lantao 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

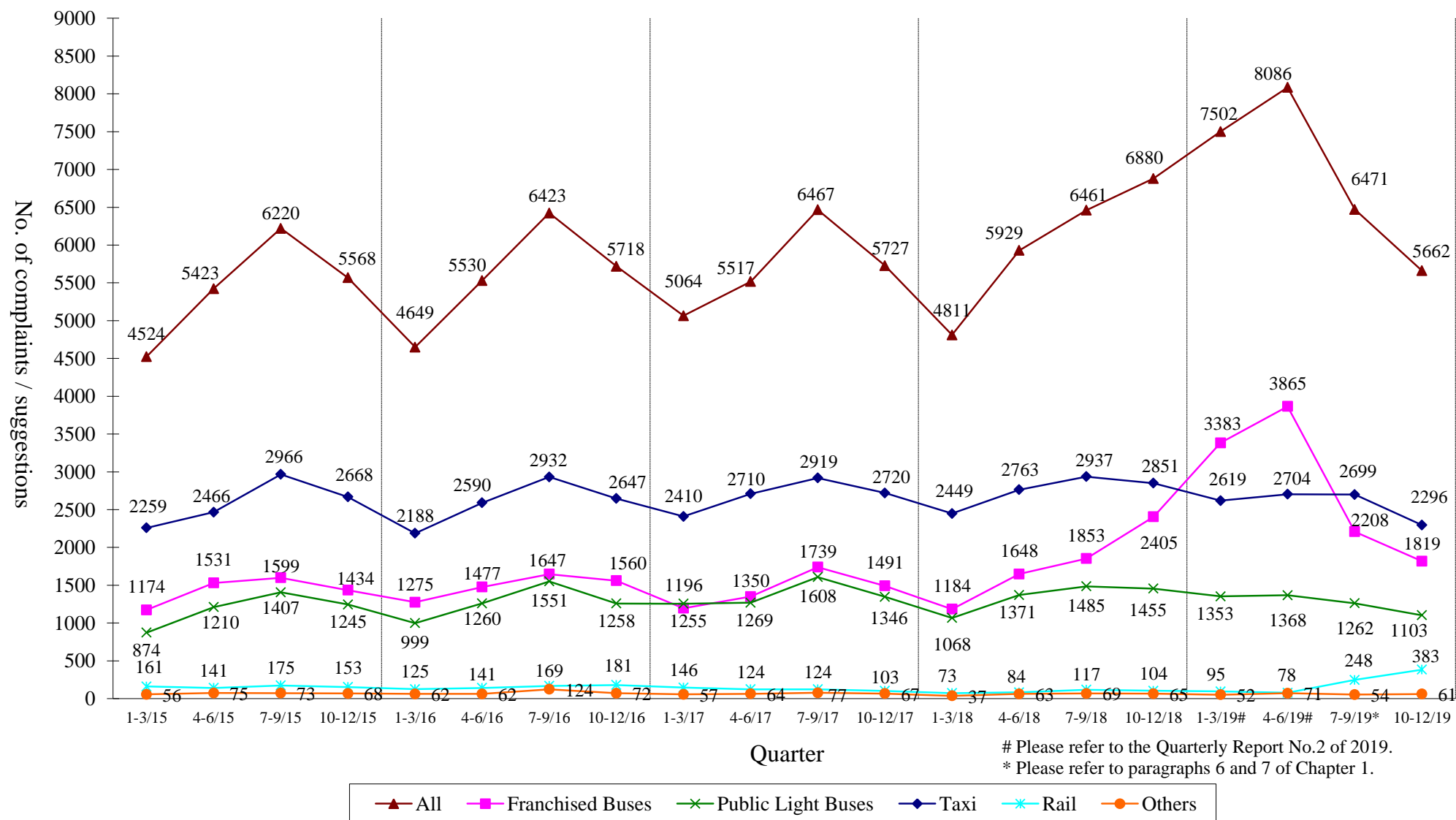
^ Including 161 complaints against a staff of MTRCL.

95 and 115 complaints were related to suspension of MTR services during Q4 and Q3 of 2019 respectively.

Note:
For complaint figures of previous quarter, please refer to paragraphs 6, 7, 8 of Chapter 1.

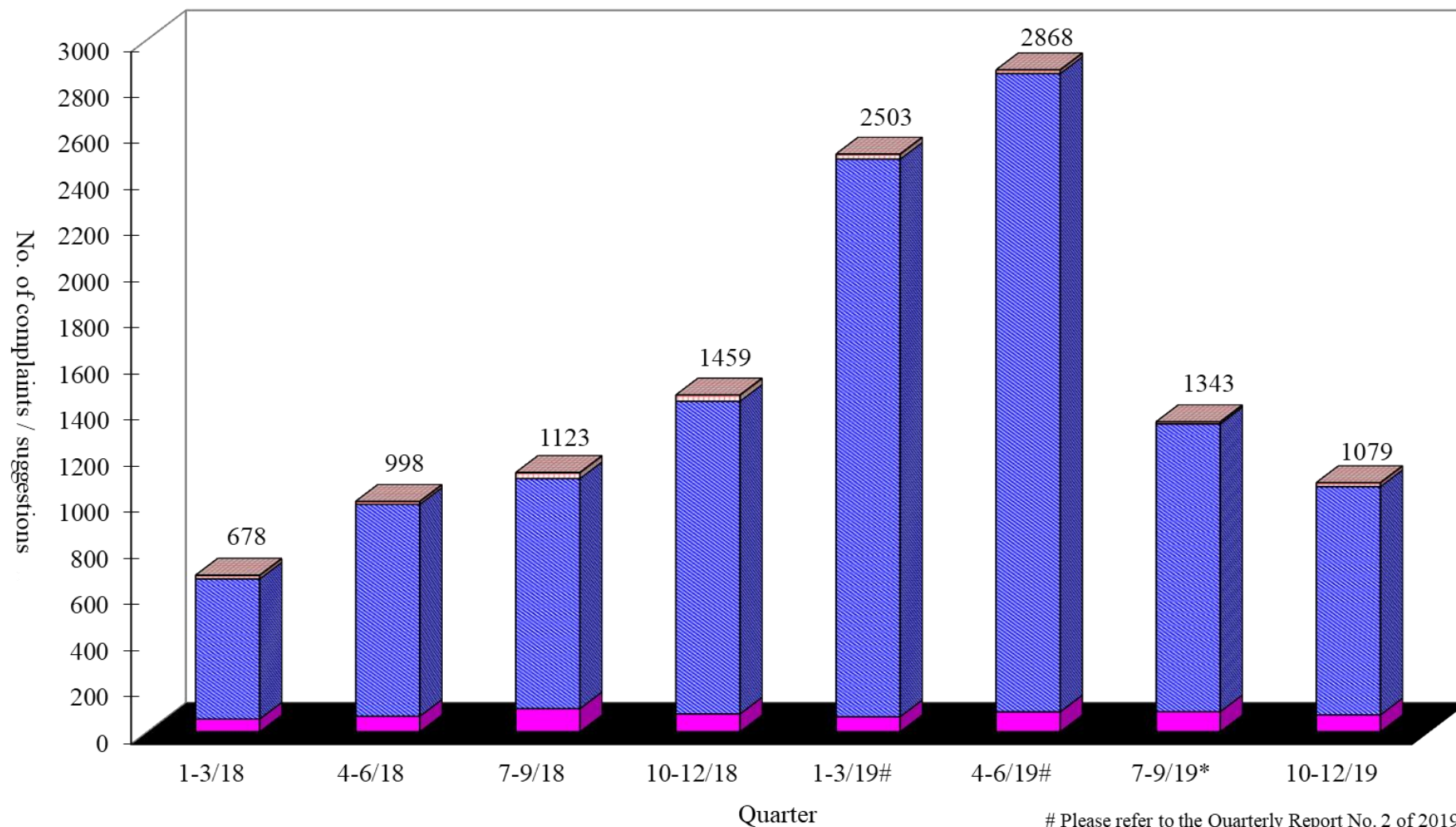
Mode Nature of Complaint/Suggestion	Vehicular Transport											Rail Transport			Waterborne Transport			Total/ Sub- total	
	Franchised Buses											MTR (Non- LR) MTR (LR) HT			FF SF MF				
	KMB	CTB1	CTB2	FB	NLB	LWB	XHT					NFBS	GMB	RMB					Taxi
(A) <u>Adequacy of Service</u>																			
(1) Frequency/carrying capacity	48	5	2	3	1	5	24	1	49	-	-	-	2	-	3	-	-		143
(2) Routeing	16	1	-	1	-	-	10	-	5	-	-	1	-	-	-	-	1		35
(3) Hours of operation	-	-	-	-	-	-	1	2	16	-	-	-	-	-	-	-	-		19
(4) Provision of stops	9	1	3	-	1	1	5	3	4	-	-	-	-	-	-	-	-		27
Sub-total	73	7	5	4	2	6	40	6	74	-	-	1	2	-	3	-	1		224
(B) <u>Standard of Service</u>																			
(1) Regularity of service	303	22	17	39	3	11	117	7	301	-	-	6	2	1	2	-	1		832
(2) Adherence to routeing	10	-	3	1	-	-	4	2	45	-	382	-	-	-	-	-	-		447
(3) Improper driving behaviour	179	21	11	35	4	7	60	12	215	45	465	1	-	-	-	-	-		1055
(4) Conduct & performance of staff (including drivers)	299	22	12	22	8	19	98	6	275	23	1008	175 [^]	-	1	1	-	2		1971
(5) Overcharging	7	-	-	2	-	-	-	-	27	4	375 [*]	-	-	-	-	-	-		415
(6) Cleanliness	4	-	-	-	-	2	-	2	15	-	8	2	1	-	-	-	-		34
(7) Conditions of vehicles/vessels	12	1	-	1	-	1	-	1	8	1	42	3	-	-	-	-	-		70
(8) Passenger services & facilities	175	12	3	13	6	12	57	11	26	-	1	167	18	-	-	-	2		503
Sub-total	989	78	46	113	21	52	336	41	912	73	2281	354	21	2	3	-	5		5327
(C) <u>General</u>	17	10	2	5	1	2	10	2	26	18	15	2	1	-	-	-	-		111
Total this quarter	1079	95	53	122	24	60	386	49	1012	91	2296	357 [#]	24	2	6	-	6		5662
Grand-total	(1819)							(3448)				(383)			(12)				
Total previous quarter	1343	143	65	115	21	99	422	47	1173	89	2699	232 [#]	8	8	4	1	2		6471
Total same quarter in 2018	1459	162	71	142	33	82	456	52	1370	85	2851	87	4	13	3	1	9		6880

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



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

Annex F(i)

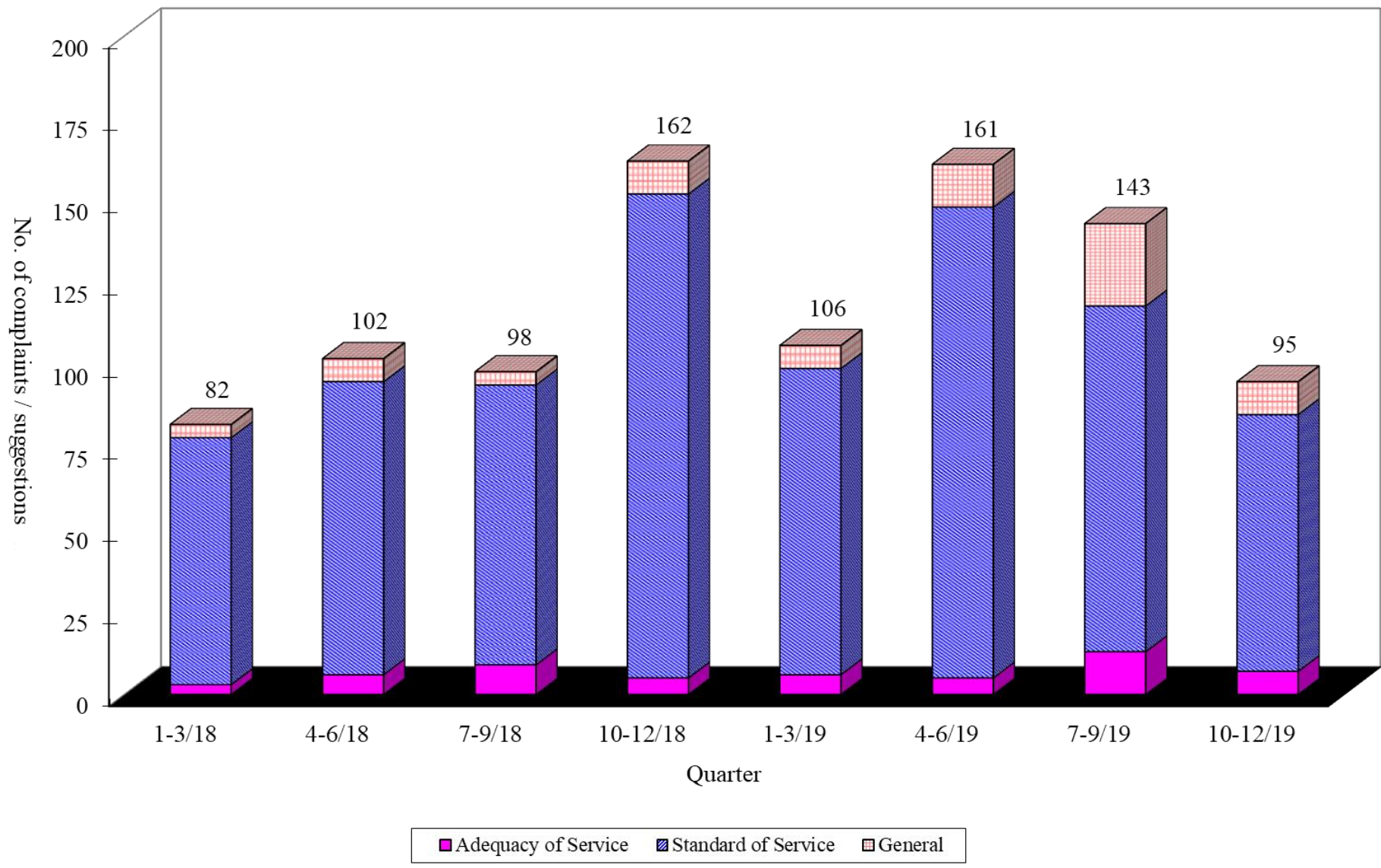


Please refer to the Quarterly Report No. 2 of 2019.

* Please refer to paragraph 8 of Chapter 1.

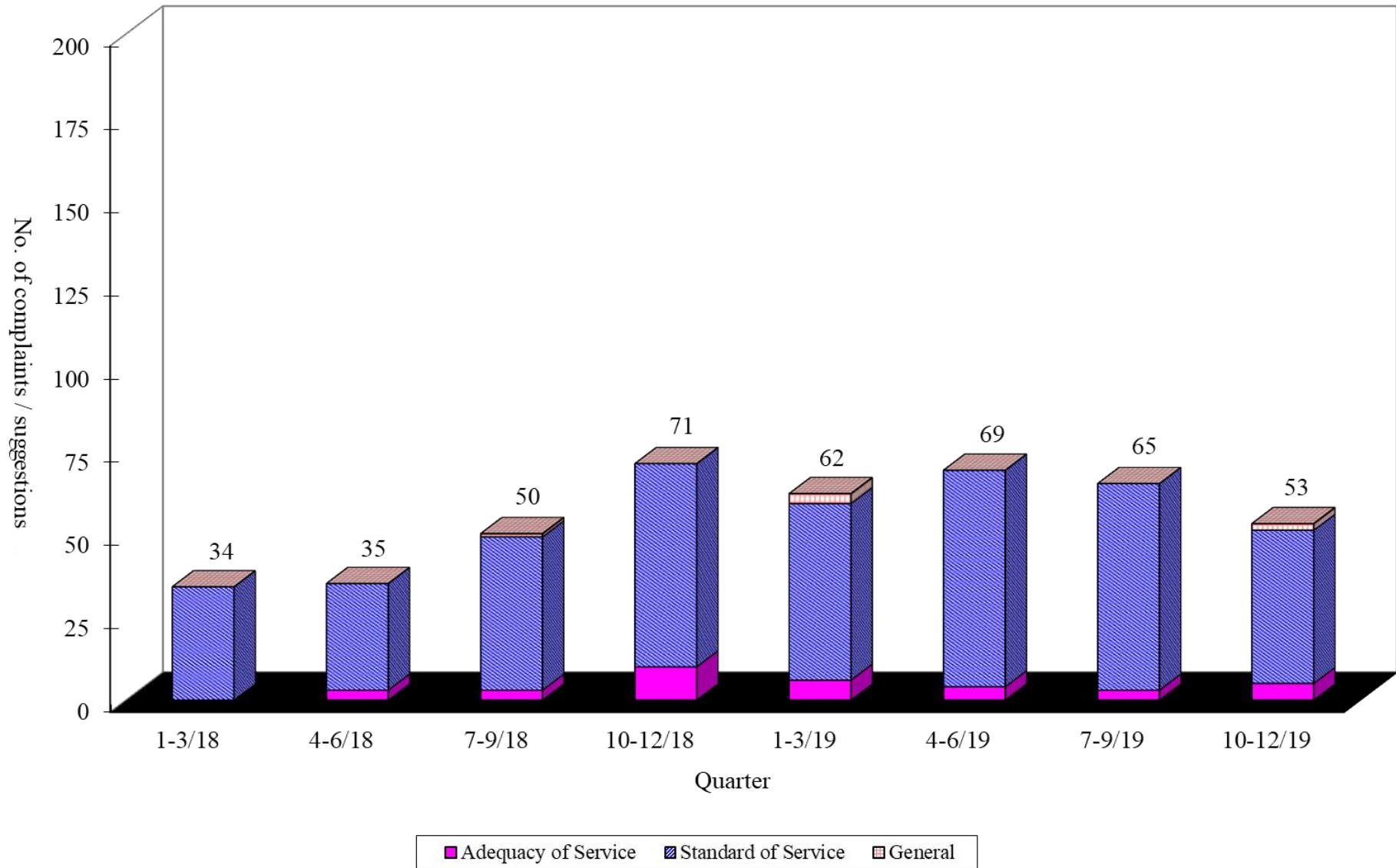
■ Adequacy of Service
 ■ Standard of Service
 ■ General

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



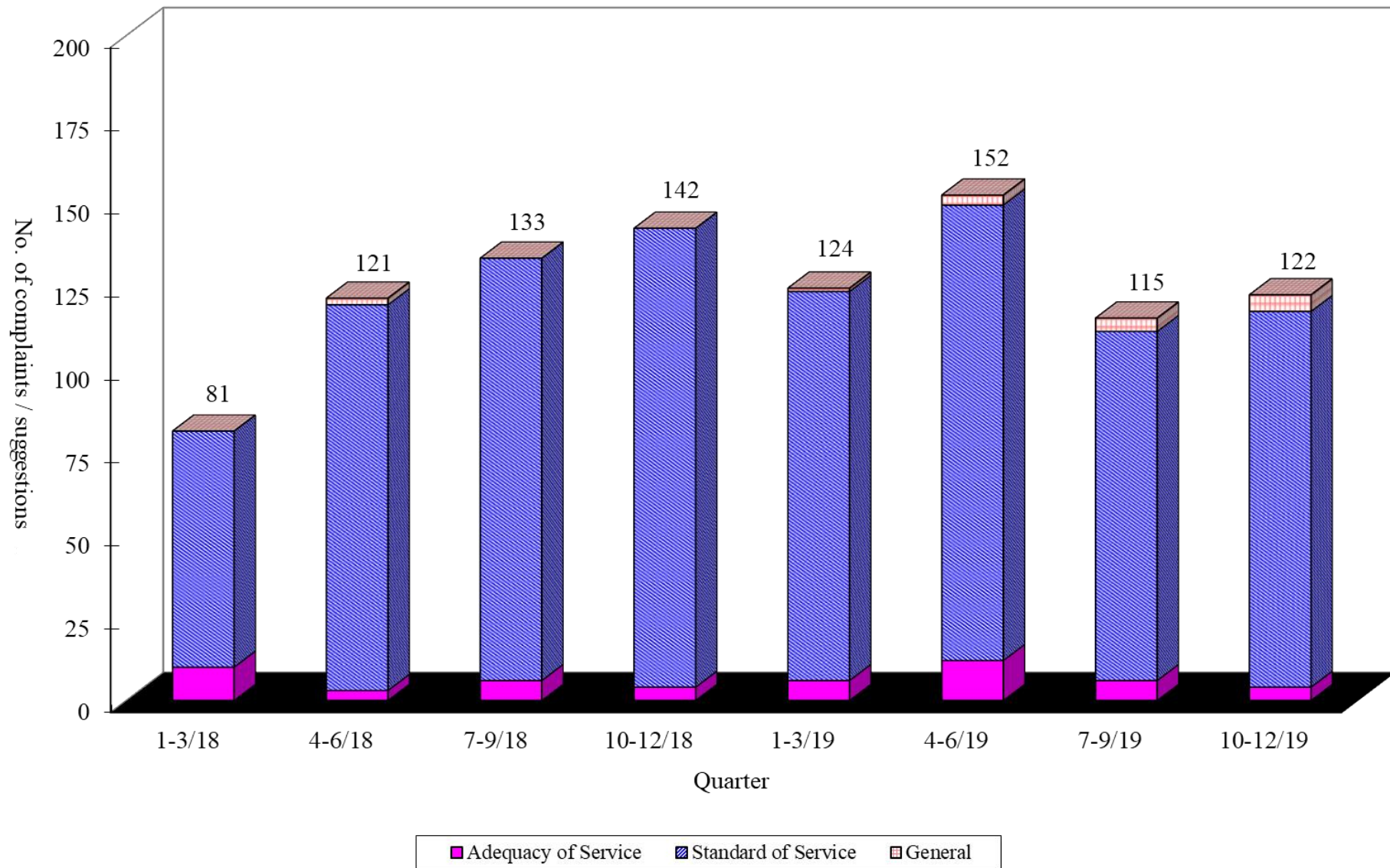
Complaints and Suggestions on the Services of Citybus Limited (Franchise 2) in the Past Eight Quarters

Annex F(iii)

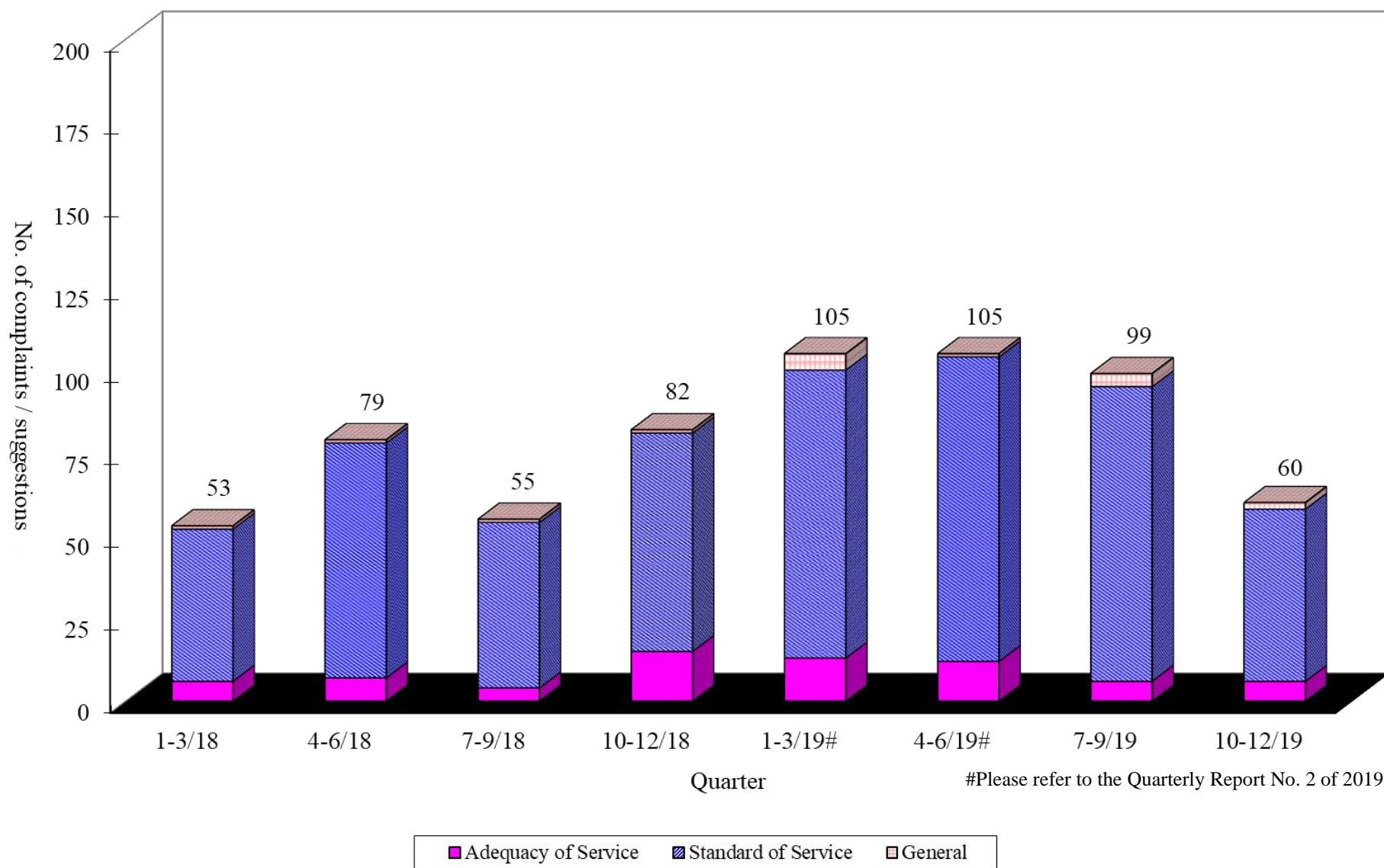


Complaints and Suggestions on the Services of New World First Bus Services Limited in the Past Eight Quarters

Annex F(iv)

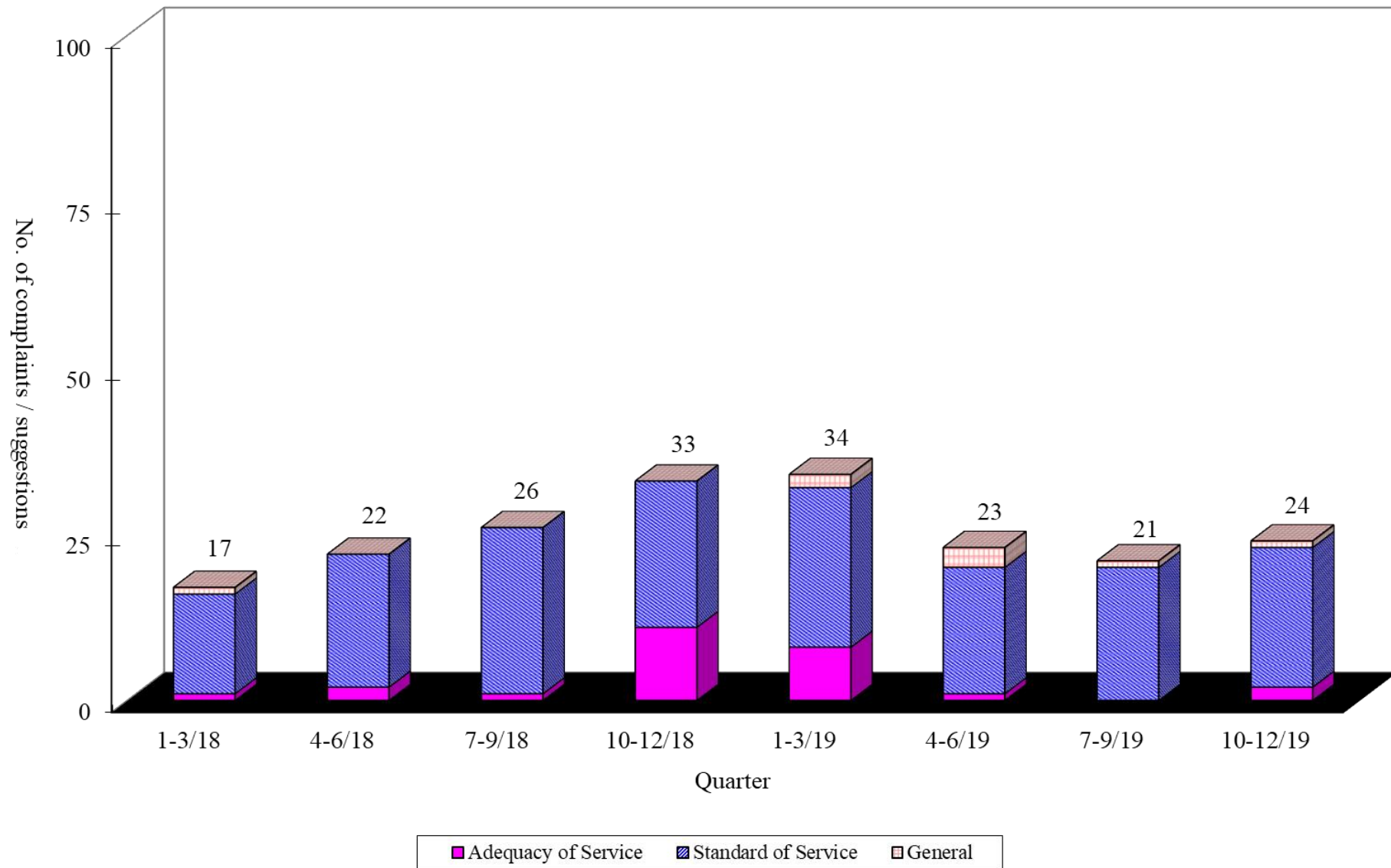


**Complaints and Suggestions on the Services of Long Win Bus Company Limited
in the Past Eight Quarters**



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

Annex F(vi)



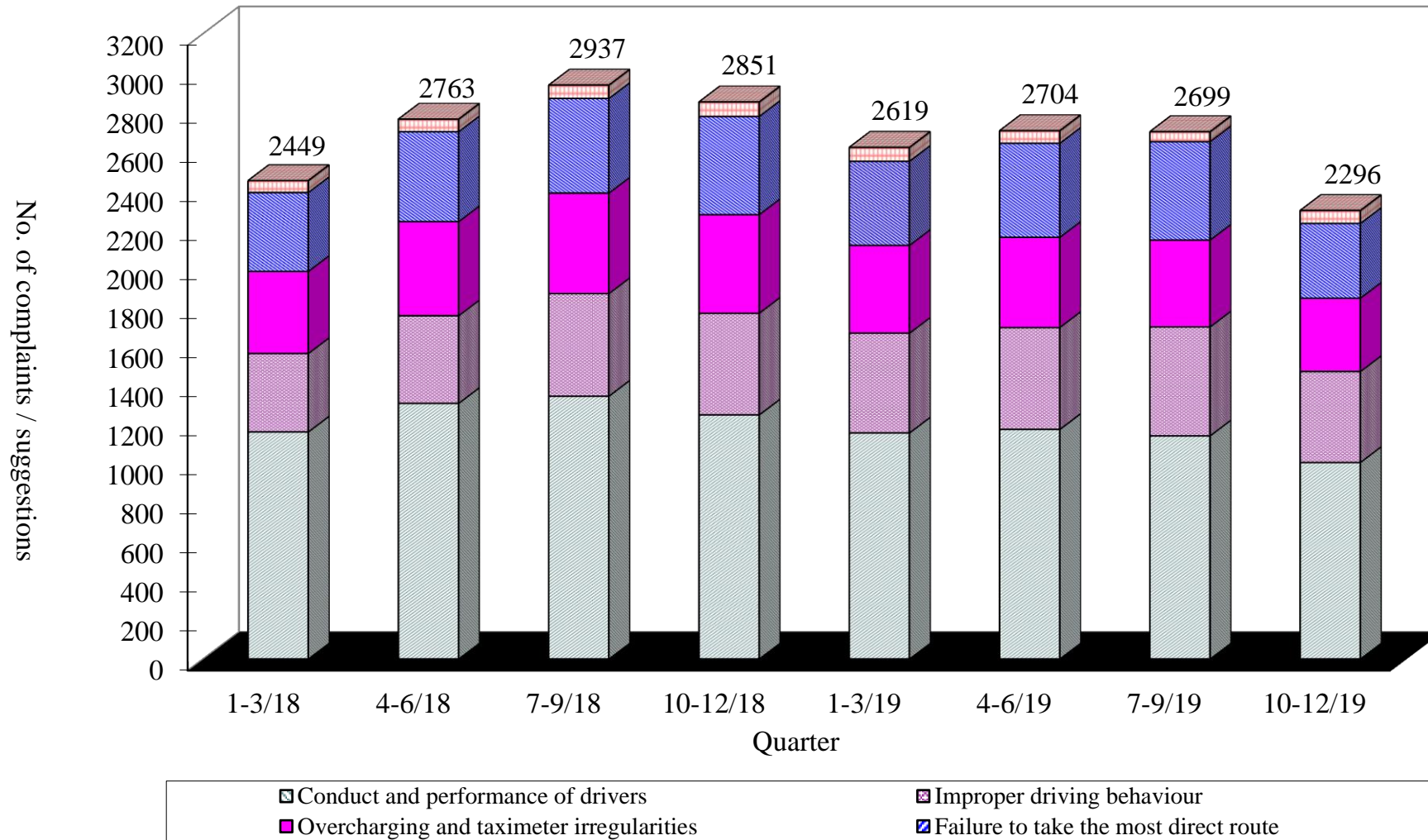
Breakdown of Complaints and Suggestions on Franchised Bus Services
(October– December 2019)

<u>Bus Company</u>	<u>Number of complaints/ suggestions</u>	<u>Number of complaints/ suggestions per million passenger journey</u>
The Kowloon Motor Bus Company (1933) Limited (KMB)	1 079	4.87
Citybus Limited (Franchise 1) (Citybus)	95	2.93
Citybus Limited (Franchise 2) (Citybus)	53	5.76
New World First Bus Services Limited (NWFB)	122	4.45
New Lantao Bus Company (1973) Limited	24	2.83
Long Win Bus Company Limited	60	5.21
Cross-harbour Bus Services ²⁴	386	7.32
Total	1 819	5.01

²⁴ Complaints and suggestions on cross-harbour bus services cannot be further broken down by bus company as the services are jointly operated by KMB, Citybus and NWFB.

Complaints and Suggestions on Taxi Services in the Past Eight Quarters

Annex G



Breakdown of Complaints and Suggestions on Taxi Services

<u>Nature of Complaint/Suggestion</u>	<u>Same quarter in 2018 (1.10.18-31.12.18)</u>	<u>Previous quarter (1.7.19-30.9.19)</u>	<u>Current quarter (1.10.19-31.12.19)</u>
(a) Conduct and performance of drivers			
(i) Behaving other than in a civil & orderly manner	435	415	333
(ii) Refusing hire	686	584	566
(iii) Soliciting passengers	6	10	16
(iv) Refusing to drive to destination	113	117	75
(v) Failure to display driver identity plate	8	16	18
(vi) Failure to display driver identity plate properly	3	2	-
Sub-total	1 251	1 144	1 008
(b) Improper driving behaviour	520	557	465
(c) Overcharging	451	391	339
(d) Taximeter irregularities	53	53	36
(e) Failure to take the most direct route	502	503	382
(f) Others*	74	51	66
Total	2 851	2 699	2 296

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

Complaints and Suggestions on Traffic and Road Conditions
(October – December 2019)

District Nature of Complaint/Suggestion	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
<u>Traffic Conditions</u>																				
(a) Traffic congestion (No. of locations)	9 (8)	5 (5)	6 (6)	5 (5)	32 (25)	6 (5)	13 (12)	14 (11)	13 (12)	4 (4)	6 (6)	18 (15)	15 (13)	9 (9)	8 (8)	6 (5)	6 (6)	- (-)	4 (4)	179 (159)
(b) Traffic management	2	2	39	-	1	-	1	2	2	1	-	3	1	1	2	2	-	1	-	60
(c) Additional traffic signs and aids	-	1	2	-	-	-	2	4	1	-	-	-	-	-	1	1	2	1	-	15
(d) Parking facilities	1	1	-	-	-	-	-	-	-	-	-	2	-	-	-	-	-	-	-	4
Sub-total	12	9	47	5	33	6	16	20	16	5	6	23	16	10	11	9	8	2	4	258
<u>Road Maintenance</u>																				
(a) Road conditions	-	-	-	-	-	1	1	-	-	1	1	3	-	-	-	-	-	1	-	8
(b) Traffic signs & aids	-	1	-	-	2	-	2	1	16	-	3	7	5	-	-	-	-	-	1	38
(c) Carriageway markings	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Sub-total	-	1	-	-	2	1	3	1	16	1	4	10	5	-	-	-	-	1	1	46
<u>Enforcement</u>																				
(a) Illegal parking	36	101	691	11	71	22	51	48	64	32	33	54	69	42	20	28	24	7	490	1894
(b) Other enforcement matters	11	20	11	3	14	12	11	12	22	9	15	18	36	11	11	6	7	4	5	238
Sub-total	47	121	702	14	85	34	62	60	86	41	48	72	105	53	31	34	31	11	495	2132
Total	59	131	749	19	120	41	81	81	118	47	58	105	126	63	42	43	39	14	500	2436

Complaints and Suggestions on Traffic and Road Conditions²⁵
(October – December 2019)

District Nature of Complaint/Suggestion	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		
Traffic Conditions																				
(a) Traffic congestion (No. of locations)	9 (8)	5 (5)	6 (6)	5 (5)	32 (25)	6 (5)	13 (12)	14 (11)	13 (12)	4 (4)	6 (6)	18 (15)	15 (13)	9 (9)	8 (8)	6 (5)	6 (6)	- (-)	4 (4)	179 (159)
(b) Traffic management	2	2	39	-	1	-	1	2	2	1	-	3	1	1	2	2	-	1	-	60
(c) Additional traffic signs and aids	-	1	2	-	-	-	2	4	1	-	-	-	-	-	1	1	2	1	-	15
(d) Parking facilities	1	1	-	-	-	-	-	-	-	-	-	2	-	-	-	-	-	-	-	4
Sub-total	12	9	47	5	33	6	16	20	16	5	6	23	16	10	11	9	8	2	4	258
Road Maintenance																				
(a) Road conditions	-	-	-	-	-	1	1	-	-	1	1	3	-	-	-	-	-	1	-	8
(b) Traffic signs & aids	-	1	-	-	2	-	2	1	16	-	3	7	5	-	-	-	-	-	1	38
(c) Carriageway markings	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Sub-total	-	1	-	-	2	1	3	1	16	1	4	10	5	-	-	-	-	1	1	46
Enforcement																				
(a) Illegal parking	36	24	24	11	71	22	51	48	56	32	33	54	69	42	20	28	24	7	1	653
(b) Other enforcement matters	11	20	11	3	14	12	11	12	22	9	15	18	36	11	11	6	7	4	5	238
Sub-total	47	44	35	14	85	34	62	60	78	41	48	72	105	53	31	34	31	11	6	891 ²³
Total	59	54	82	19	120	41	81	81	110	47	58	105	126	63	42	43	39	14	11	1195

²⁵ 1 241 complaints received from one complainant, who made more than 100 complaints during the quarter, were excluded. Please see [Annex I\(i\)](#) with these complaints included.

Annex J(i)

Complaints and Suggestions Received by TCU during 2015 - 2019

<u>Nature of Complaint/Suggestion</u>		<u>2015</u>		<u>2016</u>		<u>2017</u>		<u>2018</u>		<u>2019</u>							
I. Public Transport Services																	
(a)	Adequacy of service	1	040	[80]	915	[74]	975	[51]	967	[59]	941	[76]					
(b)	Standard of service	20	127	[30]	20	818	[17]	21	237	[23]	22	558	[25]	26	235	[23]	
(c)	General		568	[25]		587	[22]		563	[13]		556	[10]		545	[6]	
		21	735	[135]	22	320	[113]	22	775	[87]	24	081	[94]	27	721	[105]	
II. Traffic Conditions																	
(a)	Traffic congestion	201		[7]	283		[5]	234		[5]	220		[9]	435		[7]	
(b)	Traffic management	159		[36]	191		[24]	209		[47]	149		[30]	198		[39]	
(c)	Additional traffic signs and aids	84		[21]	96		[28]	82		[29]	69		[17]	66		[19]	
(d)	Parking facilities	35		[7]	51		[6]	47		[5]	34		[4]	20		[4]	
		479		[71]	621		[63]	572		[86]	472		[60]	719		[69]	
III. Road maintenance																	
(a)	Road conditions	63		[2]	79		[3]	69			77			40		[1]	
(b)	Traffic signs and aids	39		[2]	35			45		[1]	57			72		[1]	
(c)	Carriageway markings	6			10		[1]	9			10			5			
		108		[4]	124		[4]	123		[1]	144			117		[2]	
IV. Enforcement																	
(a)	Illegal parking	1	512	[1]	1	919	[1]	2	043	[3]	1	719	[3]	3	182	[4]	
(b)	Other enforcement matters		566	[3]		723	[5]		953	[3]		1	121	[6]		981	[5]
		2	078	[4]	2	642	[6]	2	996	[6]	2	840	[9]	4	163	[9]	
V. Miscellaneous																	
		131		[8]	149		[6]	155		[5]	134		[10]	297		[2]	
Total		24	531	[222]	25	856	[192]	26	621	[185]	27	671	[173]	33	017	[187]	

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

Complaints and Suggestions Received by TCU during 2015 - 2019²⁶

<u>Nature of Complaint/Suggestion</u>	<u>2015</u>		<u>2016</u>		<u>2017</u>		<u>2018</u>		<u>2019</u>	
I. Public Transport Services										
(a) Adequacy of service	1 040	[80]	915	[74]	975	[51]	967	[59]	918	[76]
(b) Standard of service	20 127	[30]	20 818	[17]	21 237	[23]	22 558	[25]	22 917	[23]
(c) General	568	[25]	587	[22]	563	[13]	556	[10]	545	[6]
	21 735	[135]	22 320	[113]	22 775	[87]	24 081	[94]	24 380 ²⁷	[105]
II. Traffic Conditions										
(a) Traffic congestion	201	[7]	283	[5]	234	[5]	220	[9]	435	[7]
(b) Traffic management	159	[36]	191	[24]	209	[47]	149	[30]	198	[39]
(c) Additional traffic signs and aids	84	[21]	96	[28]	82	[29]	69	[17]	66	[19]
(d) Parking facilities	35	[7]	51	[6]	47	[5]	34	[4]	20	[4]
	479	[71]	621	[63]	572	[86]	472	[60]	719	[69]
III. Road maintenance										
(a) Road conditions	63	[2]	79	[3]	69		77		40	[1]
(b) Traffic signs and aids	39	[2]	35		45	[1]	57		72	[1]
(c) Carriageway markings	6		10	[1]	9		10		5	
	108	[4]	124	[4]	123	[1]	144		117	[2]
IV. Enforcement										
(a) Illegal parking	1 512	[1]	1 919	[1]	2 043	[3]	1 719	[3]	1 941 ²⁸	[4]
(b) Other enforcement matters	566	[3]	723	[5]	953	[3]	1 121	[6]	981	[5]
	2 078	[4]	2 642	[6]	2 996	[6]	2 840	[9]	2 922	[9]
V. Miscellaneous	131	[8]	149	[6]	155	[5]	134	[10]	297	[2]
Total	24 531	[222]	25 856	[192]	26 621	[185]	27 671	[173]	28 435²⁹	[187]

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

²⁶ For 2019, the complaints received from individual complainants, who made more than 100 complaints within a quarter, were excluded. Please see [Annex J\(i\)](#) with these complaints included. There are no relevant statistics available for 2018 and earlier.

²⁷ 3 341 complaints received from two complainants, each of whom made more than 100 complaints within a quarter, were excluded. Please see [Annex J\(i\)](#) with these complaints included.

²⁸ 1 241 complaints received from one complainant, who made more than 100 complaints within a quarter, were excluded. Please see [Annex J\(i\)](#) with these complaints included.

²⁹ 4 582 complaints received from three complainants, each of whom made more than 100 complaints within a quarter, were excluded. Please see [Annex J\(i\)](#) with these complaints included.

Complaints and Suggestions on Franchised Bus Services

<u>Bus Company</u>	<u>2018</u>	<u>2019</u>	<u>Difference</u>
The Kowloon Motor Bus Company (1933) Limited (KMB)	4 258 (4.65)	7 793 ³⁰ (8.50) [4 498 (4.91)]	+83.0% (+82.8%) [+5.6% (+5.6%)]
Citybus Limited (Franchise 1) (Citybus)	444 (3.34)	505 (3.85)	+13.7% (+15.3%)
Citybus Limited (Franchise 2) (Citybus)	190 (5.59)	249 (6.48)	+31.1% (+15.9%)
New World First Bus Services Limited (NWFB)	477 (4.41)	513 (4.71)	+7.5% (+6.8%)
New Lantao Bus Company (1973) Limited	98 (3.21)	102 (2.89)	+4.1% (-10.0%)
Long Win Bus Company Limited	269 (6.48)	369 ³¹ (8.06) [352 (7.68)]	+37.2% (+24.4%) [+30.9% (+18.5%)]
Cross-harbour Bus Services	1 354 (6.25)	1 744 ³² (8.01) [1 715 (7.88)]	+28.8% (+28.2%) [+26.7% (+26.1%)]
Total	7 090 (4.79)	11 275³³ (7.55) [7 934 (5.31)]	+59.0% (+57.6%) [+11.9% (+10.9%)]

Note : (1) Figures for complaints/suggestions per million passenger journeys are in brackets.

(2) 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.

³⁰ Among the 7 793 complaints and suggestions, 3 295 complaints were received from two complainants who made more than 100 complaints during a quarter. The figures not including these cases are in square brackets.

³¹ Among the 369 complaints and suggestions, 17 complaints were received from one complainant who made more than 100 complaints during a quarter. The figures not including these cases are in square brackets.

³² Among the 1 744 complaints and suggestions, 29 complaints were received from two complainants who made more than 100 complaints during a quarter. The figures not including these cases are in square brackets.

³³ Among the 11 275 complaints and suggestions, 3 341 complaints were received from two complainants who made more than 100 complaints during a quarter. The figures not including these cases are in square brackets.

Complaints and Suggestions on Non-franchised Bus Services

<u>Nature of Complaint/Suggestion</u>	<u>2018</u>	<u>2019</u>	<u>Difference</u>
(A) Adequacy of Service			
(1) Frequency	20	30	+50.0%
(2) Routeing	7	-	-100.0%
(3) Hours of operation	3	2	-33.3%
(4) Provision of stops	4	6	+50.0%
Sub-total	34	38	+11.8%
(B) Standard of Service			
(1) Regularity of service	40	55	+37.5%
(2) Adherence to routeing	4	6	+50.0%
(3) Improper driving behaviour	34	32	-5.9%
(4) Conduct and performance of staff (including drivers)	30	29	-3.3%
(5) Overcharging	1	1	-
(6) Cleanliness	-	3	-
(7) Conditions of vehicles	6	7	+16.7%
(8) Passenger services and facilities	20	25	+25.0%
Sub-total	135	158	+17.0%
(C) General*	16	10	-37.5%
Total	185	206	+11.4%

* These are mainly related to obstruction caused by non-franchised buses.

Complaints and Suggestions on Green Minibus Services

<u>Nature of Complaint/Suggestion</u>	<u>2018</u>	<u>2019</u>	<u>Difference</u>
(A) Adequacy of Service			
(1) Frequency	343	256	-25.4%
(2) Routeing	12	11	-8.3%
(3) Hours of operation	3	19	+533.3%
(4) Provision of stops	22	27	+22.7%
Sub-total	380	313	-17.6%
(B) Standard of Service			
(1) Regularity of service	1 325	1 337	+0.9%
(2) Adherence to routeing	279	196	-29.7%
(3) Improper driving behaviour	1 028	1 031	+0.3%
(4) Conduct and performance of staff (including drivers)	1 588	1 452	-8.6%
(5) Overcharging	109	101	-7.3%
(6) Cleanliness	59	74	+25.4%
(7) Conditions of vehicles	70	55	-21.4%
(8) Passenger services and facilities	90	80	-11.1%
Sub-total	4 548	4 326	-4.9%
(C) General*	106	113	+6.6%
Total	5 034	4 752	-5.6%

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

Complaints and Suggestions on Red Minibus Services

<u>Nature of Complaint/Suggestion</u>	<u>2018</u>	<u>2019</u>	<u>Difference</u>
(A) Adequacy of Service	-	-	-
(B) Standard of Service			
(1) Regularity of service	-	-	-
(2) Adherence to routeing	-	-	-
(3) Improper driving behaviour	173	177	+2.3%
(4) Conduct and performance of staff (including drivers)	97	89	-8.2%
(5) Overcharging	9	10	+11.1%
(6) Cleanliness	7	2	-71.4%
(7) Conditions of vehicles	4	3	-25.0%
(8) Passenger services and facilities	3	3	-
Sub-total	293	284	-3.1%
(C) General*	52	50	-3.8%
Total	345	334	-3.2%

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

Complaints and Suggestions on Taxi Services

<u>Nature of Complaint/Suggestion</u>	<u>2018</u>	<u>2019</u>	<u>Difference</u>
Taxi driver malpractice			
(a) Conduct and performance of drivers			
(i) Behaving other than in a civil & orderly manner	1 798	1 619	-10.0%
(ii) Refusing hire	2 730	2 346	-14.1%
(iii) Soliciting passengers	14	38	+171.4%
(iv) Refusing to drive to destination	491	424	-13.6%
(v) Failure to display driver identity plate	31	54	+74.2%
(vi) Failure to display driver identity plate properly	8	7	-12.5%
	5 072	4 488	-11.5%
(b) Improper driving behaviour	1 893	2 053	+8.5%
(c) Overcharging	1 690	1 550	-8.3%
(d) Taximeter irregularities	229	179	-21.8%
(e) Failure to take the most direct route	1 849	1 796	-2.9%
Sub-total	10 733	10 066	-6.2%
Others			
(a) Taxi obstruction	175	138	-21.1%
(b) Miscellaneous*	92	114	+23.9%
Sub-total	267	252	-5.6%
Total	11 000	10 318	-6.2%

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

Complaints and Suggestions on Rail Services

<u>Railway Company</u>	<u>2018</u>	<u>2019</u>	<u>Difference</u>
Mass Transit Railway Corporation Limited (Excluding Light Rail)	327	728 ³⁴	+122.6%
Mass Transit Railway Corporation Limited (Light Rail)	20	47 ³⁴	+135.0%
The Hongkong Tramways Limited	31	29	-6.5%
Total	378	804	+112.7%

³⁴ Among the 775 (728 + 47) cases, 210 were related to suspension of MTR services (including Light Rail) and 161 were against a MTR staff member.

Complaints and Suggestions on Ferry Services

<u>Ferry Company</u>	<u>2018</u>	<u>2019</u>	<u>Difference</u>
New World First Ferry Services Limited	21	17	-19.0%
The 'Star' Ferry Company Limited	3	2	-33.3%
Minor Ferries	25	13	-48.0%
Total	49	32	-34.7%

Complaints about Traffic Congestion during 2015 - 2019

<u>District</u>		<u>No. of Complaints</u>				
		<u>2015</u>	<u>2016</u>	<u>2017</u>	<u>2018</u>	<u>2019</u>
Hong Kong	- Eastern	18	11	10	11	27
	- Wan Chai	13	12	12	17	17
	- Central & Western	8	14	16	8	33
	- Southern	23	7	8	13	11
Kowloon	- Kwun Tong	11	22	16	10	52
	- Wong Tai Sin	7	9	14	8	14
	- Kowloon City	26	25	20	19	28
	- Sham Shui Po	2	13	15	3	25
	- Yau Tsim Mong	15	32	21	38	29
New Territories	- North	6	35	17	11	36
	- Tai Po	5	7	6	4	11
	- Sha Tin	9	17	22	15	43
	- Yuen Long	14	18	8	15	33
	- Tuen Mun	14	19	13	12	23
	- Tsuen Wan	4	9	9	9	16
	- Kwai Tsing	9	8	6	13	12
	- Sai Kung	11	15	10	8	18
	- Islands	6	8	7	5	2
Others		-	2	4	1	5
Total		201	283	234	220	435

Complaints about Illegal Parking during 2015 - 2019

<u>District</u>		<u>2015</u>	<u>2016</u>	<u>2017</u>	<u>2018</u>	<u>2019</u>
Hong Kong	- Eastern	126	177	150	115	108
	- Wan Chai	94	87	79	90	153(76) ³⁵
	- Central & Western	114	91	99	84	754(87) ³⁶
	- Southern	41	40	46	52	36
Kowloon	- Kwun Tong	166	208	177	141	188
	- Wong Tai Sin	48	62	60	66	68
	- Kowloon City	107	129	161	133	168
	- Sham Shui Po	80	144	176	128	167
	- Yau Tsim Mong	162	150	180	147	189(181) ³⁷
New Territories	- North	40	47	56	53	76
	- Tai Po	40	60	80	105	102
	- Sha Tin	97	135	316	131	143
	- Yuen Long	111	129	102	115	183
	- Tuen Mun	66	117	95	118	104
	- Tsuen Wan	63	97	86	95	70
	- Kwai Tsing	58	83	81	59	93
	- Sai Kung	89	142	81	73	63
	- Islands	7	18	15	8	24
Others		3	3	3	6	493(4) ³⁸
Total		1 512	1 919	2 043	1 719	3 182(1 941)³⁹

³⁵ 77 complaints were received from one complainant who made more than 100 complaints within a quarter. The number of complaints not including these cases is in brackets.

³⁶ 667 complaints were received from one complainant who made more than 100 complaints within a quarter. The number of complaints not including these cases is in brackets.

³⁷ Eight complaints were received from one complainant who made more than 100 complaints within a quarter. The number of complaints not including these cases is in brackets.

³⁸ 489 complaints related to illegal parking (without specification on the locations) were received from one complainant who made more than 100 complaints within a quarter. p The number of complaints not including these cases is in brackets.

³⁹ 1 241 complaints were received from one complainant who made more than 100 complaints within a quarter. The number of complaints not including these cases is in brackets.

Complaints about Enforcement Matters (other than Illegal Parking)
during 2015 - 2019

<u>District</u>		<u>2015</u>	<u>2016</u>	<u>2017</u>	<u>2018</u>	<u>2019</u>
Hong Kong	- Eastern	29	51	41	66	48
	- Wan Chai	35	75	94	72	60
	- Central & Western	27	31	67	90	62
	- Southern	23	27	29	28	28
Kowloon	- Kwun Tong	30	44	76	94	61
	- Wong Tai Sin	28	26	40	43	37
	- Kowloon City	64	56	64	89	69
	- Sham Shui Po	33	34	54	56	60
	- Yau Tsim Mong	72	75	98	107	108
New Territories	- North	16	24	16	20	25
	- Tai Po	13	22	33	53	42
	- Sha Tin	31	47	57	79	74
	- Yuen Long	48	51	53	76	86
	- Tuen Mun	23	46	55	61	58
	- Tsuen Wan	34	32	75	50	46
	- Kwai Tsing	27	25	33	39	40
	- Sai Kung	13	24	38	46	44
	- Islands	10	14	13	38	18
Others		10	19	17	14	15
Total		566	723	953	1 121	981

**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.