

QUARTERLY REPORT No. 1 of 2020

by the

TRANSPORT COMPLAINTS UNIT

of the

TRANSPORT ADVISORY COMMITTEE

for the period

1 January 2020 – 31 March 2020

**Transport Complaints Unit
20/F East Wing
Central Government Offices
2 Tim Mei Avenue
Tamar
Hong Kong.**

Hotline : 2889 9999

Faxline No. : 2577 1858

Website : www.info.gov.hk/tcu

E-mail : info@tcu.gov.hk

CONTENTS

Chapter	Page
1 Major Areas of Complaints and Suggestions	3-11
2 Major Events and Noteworthy Cases	12-15
3 Feature Article	16-22

LIST OF ANNEXES

Annex		
A	Complaints and Suggestions Received by TCU	23-25
B	Trends of Complaints and Suggestions Received by TCU	26-27
C	Summary of Results of Investigations into Complaints and Suggestions	28-29
D	Public Suggestions Taken on Board by Relevant Government Departments/Public Transport Operator	30-31
E	Complaints and Suggestions on Public Transport Services	32-34
F	Complaints and Suggestions on the Services of Kowloon Motor Bus, Citybus (Franchise 1 & 2), New World First Bus, Long Win Bus, New Lantao Bus and Cross-harbour Bus Services in the Past Eight Quarters	35-42
G	Complaints and Suggestions on Taxi Services in the Past Eight Quarters	43
H	Breakdown of Complaints and Suggestions on Taxi Services	44
I	Complaints and Suggestions on Traffic and Road Conditions	45-46
J	Complaints and Suggestions about Illegal Parking	47
K	How to Make Suggestions and Complaints to the Transport Complaints Unit	48

Chapter 1

Major Areas of Complaints and Suggestions

This is the first quarterly report for 2020 covering the period from 1 January to 31 March 2020.

Yearly and Quarterly Trends

2. During the quarter, the Transport Complaints Unit (TCU) received 4 767¹ complaints and suggestions, including 51 pure suggestions. About 79% (3 787) of the cases were received through TCU Complaint/Suggestion Webform and email, 20% (965) through telephone, and the remaining cases in the form of fax or letter. The number of cases represents a decrease of 42.6%¹ as compared with 8 302² cases in the previous quarter and a decrease of 43.8%¹ as compared with 8 485³ cases in the same quarter in 2019. 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 2016 is at Annex B(ii).

4. During the current quarter, investigations into 9 397 cases (including some outstanding cases from previous quarters) were completed. Of these, 7 856 cases (83%) were found to be substantiated, 46 cases (1%) unsubstantiated, and the remaining 1 495 cases (16%) not pursuable due to lack of evidence. A

¹ Among the 4 767 complaints and suggestions, a total of 420 complaints were received from two complainants, each of whom made more than 100 complaints during the quarter. The number of complaints not including these cases is 4 347, representing a decrease of 38.4% when compared with 7 061 cases (see footnote 2) in the previous quarter and a decrease of 37.3% when compared with 6 928 cases (see footnote 3) in the same quarter in 2019. A breakdown of the complaints not including these cases is at Annex A(i)(b).

² Among the 8 302 complaints and suggestions, 1 241 complaints were received from one complainant, who made more than 100 complaints in the previous quarter. The number of complaints not including these cases is 7 061.

³ Among the 8 485 complaints and suggestions, 1 557 complaints were received from one complainant, who made more than 100 complaints in the same quarter in 2019. The number of complaints not including these cases is 6 928.

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 January to March 2020, the Police reported the latest developments on 653⁴ cases previously referred to them. Among these cases, 101⁴ drivers were summonsed.

5. During the same period, relevant government departments and public transport operators 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 3 622⁵ cases, representing a decrease of 36.0%⁵ as compared with 5 662 cases in the previous quarter and a decrease of 51.7%⁵ as compared with 7 502⁶ cases in the same quarter in 2019. 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 2016 is at Annex E(ii).

⁴ The figures included the taxi cases in paragraph 22.

⁵ Among the 3 622 complaints and suggestions, 309 complaints were received from one complainant, who made more than 100 complaints during the quarter. The number of complaints not including these cases is 3 313, representing a decrease of 41.5% when compared with 5 662 cases in the previous quarter and a decrease of 44.3% when compared with 5 945 cases (see footnote 6) in the same quarter in 2019. A breakdown of the complaints not including these cases is at Annex E(i)(b).

⁶ Among the 7 502 complaints and suggestions, 1 557 complaints were received from one complainant, who made more than 100 complaints in the same quarter in 2019. The number of complaints not including these cases is 5 945.

Franchised Bus Services

7. A total of 1 749⁷ complaints and suggestions on franchised bus services were received during the quarter, representing a decrease of 3.8%⁷ as compared with 1 819 cases in the previous quarter and a decrease of 48.3%⁷ as compared with 3 383⁸ cases in the same quarter in 2019.

8. There were 1 225⁹ cases on the services of The Kowloon Motor Bus Company (1933) Limited (KMB), as compared with 1 079 cases in the previous quarter and 2 503¹⁰ cases in the same quarter in 2019. Among the 1 225 cases, 188 (or 15.3%) were about the adequacy of service and 1 027 (or 83.8%) were about the standard of service.

9. There were 76 cases on the services of the Citybus Limited (Franchise for Hong Kong Island and Cross-Harbour Bus Network) (CTB (Franchise 1)), as compared with 95 cases in the previous quarter and 106 cases in the same quarter in 2019. Among the 76 cases, six (or 7.9%) were about the adequacy of service while 64 (or 84.2%) were about the standard of service.

10. There were 36 cases on the services of the Citybus Limited (Franchise for Airport and North Lantau Bus Network) (CTB (Franchise 2)), as compared with 53 cases in the previous quarter and 62 cases in the same quarter in 2019. Among the 36 cases, three (or 8.3%) were about the adequacy of service while 32 (or 88.9%) were about the standard of service.

⁷ Among the 1 749 complaints and suggestions, 309 complaints were received from one complainant, who made more than 100 complaints during the quarter. The number of complaints not including these cases is 1 440, representing a decrease of 20.8% when compared with 1 819 cases in the previous quarter and a decrease of 21.1% when compared with 1 826 cases (see footnote 8) in the same quarter in 2019.

⁸ Among the 3 383 complaints and suggestions, 1 557 complaints were received from one complainant, who made more than 100 complaints in the same quarter in 2019. The number of complaints not including these cases is 1 826.

⁹ Among the 1 225 complaints and suggestions, 309 complaints were received from one complainant, who made more than 100 complaints during the quarter.

¹⁰ Among the 2 503 complaints and suggestions, 1 545 complaints were received from one complainant, who made more than 100 complaints in the same quarter in 2019.

11. There were 66 cases on the services of the New World First Bus Services Limited (NWFB), as compared with 122 cases in the previous quarter and 124 cases in the same quarter in 2019. Of the 66 cases, 10 (or 15.2%) were about the adequacy of service and 55 (or 83.3%) were about the standard of service.

12. There were 89 cases on the services of the Long Win Bus Company Limited (LWB), as compared with 60 cases in the previous quarter and 105¹¹ cases in the same quarter in 2019. Of the 89 cases, 15 (or 16.9%) were about the adequacy of service and 73 (or 82.0%) were about the standard of service.

13. There were 23 cases on the services of the New Lantao Bus Company (1973) Limited (NLB), as compared with 24 cases in the previous quarter and 34 cases in the same quarter in 2019. Of the 23 cases, 20 (or 87.0%) were about the standard of service.

14. There were 234 cases on the cross-harbour bus services¹², as compared with 386 cases in the previous quarter and 449 cases in the same quarter in 2019. Of the 234 cases, 27 (or 11.5%) were about the adequacy of service and 201 (or 85.9%) were about the standard of service.

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

Non-Franchised Bus Services

16. There were 20 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

¹¹ Among the 105 complaints and suggestions, 12 complaints were received from one complainant, who made more than 100 complaints in the same quarter in 2019.

¹² 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.

quarter and the same quarter in 2019 were 49 and 47 respectively.

Public Light Bus Services

17. A total of 649 complaints and suggestions on public light bus (PLB) services were received in this quarter, representing a decrease of 41.2% as compared with the previous quarter and a decrease of 52.0% as compared with the same quarter in 2019. All of these cases were referred to the Transport Department (TD) or the Police for action.

18. Of the PLB cases received, 90.3% or 586 cases were on green minibus (GMB) services. The number of cases received in the previous quarter and the same quarter in 2019 were 1 012 and 1 271 respectively. Among the 586 cases, 36 (or 6.1%) were about the adequacy of service and 526 (or 89.8%) were about the standard of service.

19. The remaining 9.7% or 63 cases were on the services provided by red minibuses (RMBs). The number of cases received in the previous quarter and the same quarter in 2019 were 91 and 82 respectively.

Taxi Services

20. A total of 1 118 cases on taxi services were received in this quarter, representing a decrease of 51.3% as compared with the previous quarter and a decrease of 57.3% as compared with the same quarter in 2019. A comparison of the complaints and suggestions on taxi services in the past eight quarters is at Annex G.

21. Of the 1 118 cases received, 1 074 (96.1%) were related to taxi driver malpractice, as compared with 2 230 such cases (97.1%) 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, 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 176 such cases (16.4%) were referred to the Police.

22. During the quarter, the Police reported the latest developments on 411 cases previously referred to them. These cases are categorised as follows -

	<u>No. of Cases</u>		<u>Percentage</u>	
(a) Summonsed	46	(44)	11	(8)
(b) Withdrawn by complainants	238	(364)	58	(65)
(c) Evidence considered insufficient by the Police for further processing	127	(149)	31	(27)
	<hr/> 411 (557) <hr/>		<hr/> 100 (100) <hr/>	

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

It is noted that 89% of these cases could not be further pursued because of withdrawal by complainants or insufficient evidence.

23. Among the 44 summonsed cases in the previous quarter, 39 taxi drivers were convicted of traffic offences by the court¹³. 12 taxi drivers were fined from \$800 to \$4,000 for refusing hire. Among them, one taxi driver was fined \$3,000 and his driving licence was disqualified for three months. Of the five cases of careless driving, the taxi drivers were fined from \$800 to \$2,000.

Rail Services

24. A total of 74 complaints and suggestions on rail services were received. The corresponding figures for the previous quarter and the same quarter in 2019 were 383 and 95 respectively. Of the 74 cases, 71 were on the services of MTRCL.

¹³ Results of the remaining summonsed cases were not yet available as at end May 2020.

Ferry Services

25. There were 12 complaints and suggestions on ferry services in this quarter. The corresponding figures for the previous quarter and the same quarter in 2019 were 12 and five respectively.

Traffic Conditions

26. There were 115 complaints recorded in this quarter about traffic congestion, as compared with 179 cases in the previous quarter and 77 cases in the same quarter in 2019. Congestion was reported to have occurred throughout the territory, as illustrated below -

	<u>Number of Complaints</u>	
Hong Kong Island	14	(25)
Kowloon	55	(78)
New Territories	46	(72)
Others (e.g. general issues and tunnel areas)	-	(4)
Total	115	(179)

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

27. Based on the number of complaints received, districts most affected by traffic congestion were Kwun Tong (20 cases) and Sham Shui Po (15 cases). The number of complaints and suggestions on traffic and road conditions broken down by district is at Annex I(i).

28. 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.

29. There were 15 complaints and suggestions on traffic management and 14 requests for additional traffic signs and aids in this quarter. As a comparison, there were 60 and 15 such cases in the previous quarter, and 60 and 19 in the

same quarter in 2019.

30. 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

31. During the quarter, there were 23 complaints about road maintenance, as compared with 46 cases in the previous quarter and 31 cases in the same quarter in 2019. Among the 23 cases, five cases were related to road conditions and 16 cases were related to traffic signs and aids.

32. Districts which attracted relatively more complaints about traffic signs and aids were Yau Tsim Mong (four cases) and Kowloon City (three cases).

Enforcement

33. There were 941¹⁴ complaints about traffic regulations enforcement in this quarter, representing a decrease of 55.9%¹⁴ when compared with 2 132¹⁵ cases in the previous quarter and an increase of 25.5%¹⁴ when compared with 750 cases in the same quarter in 2019. They were mainly requests for action against illegal parking (790¹⁶ cases), cutting lane abruptly/overtaking on solid line (43 cases) and jumping red light/failing to give way to pedestrians/traffic (28 cases). All these cases were referred to the Police for

¹⁴ Among the 941 complaints and suggestions, 111 complaints were received from one complainant, who made more than 100 complaints during the quarter. The number of complaints not including these cases is 830, representing a decrease of 6.8% when compared with 891 cases (see footnote 15) in the previous quarter and an increase of 10.7% when compared with 750 cases in the same quarter in 2019. A breakdown of the complaints not including these cases is at Annex I(ii).

¹⁵ Among the 2 132 complaints and suggestions, 1 241 complaints were received from one complainant, who made more than 100 complaints in the previous quarter. The number of complaints not including these cases is 891.

¹⁶ Among the 790 complaints, 111 complaints were received from one complainant, who made more than 100 complaints during the quarter. The number of complaints not including these cases is 679.

action. The number of complaints on traffic regulations enforcement broken down by district is at Annex I(i).

34. Districts which attracted relatively more complaints about illegal parking were Central & Western (133¹⁷ cases), Kwun Tong (101 cases), Sham Shui Po (64 cases) and Sha Tin (60 cases).

¹⁷ Among the 133 complaints and suggestions, 110 complaints were received from one complainant, who made more than 100 complaints during the quarter. The number of complaints not including these cases is 23.

Chapter 2

Major Events and Noteworthy Cases

Transport Complaints Unit Sub-committee Meeting

At the quarterly meeting of the TCU Sub-committee on 12 March 2020, Members discussed -

- (a) complaints and suggestions about vehicle obstruction at bus stops and minibus stops;
- (b) complaints and suggestions about road safety matters;
- (c) overview of complaints and suggestions received in 2019; and
- (d) TCU Quarterly Report No. 4 of 2019.

2. Members agreed that the following should be submitted to the Transport Advisory Committee -

- (a) overview of complaints and suggestions received in 2019; and
- (b) TCU Quarterly Report No. 4 of 2019.

Complaint about the barrier-free access facilities of Cheung On Public Transport Terminus in Tsing Yi

3. A member of the public complained about the barrier-free access facilities of Cheung On Public Transport Terminus (PTT) in Tsing Yi. He raised that although dropped kerbs were provided at the pavement and some bus platforms of the PTT, no dropped kerb was provided at a bus platform near the taxi stand. The arrangement was not user-friendly and posed danger to wheelchair users. He suggested the Housing Department (HD) review the design of the PTT or provide adequate and clear signage for the public.

4. The case was referred to HD for examination. HD advised that there

was an alternative way which was barrier-free to enable wheelchair users to access the taxi stand. Nevertheless, to enhance public awareness of the barrier-free access facilities at the PTT, HD installed permanent signages at prominent spots of the PTT.

5. The complainant was informed of the above and did not make further comment.

Complaint about traffic congestion at Hoi Yuen Road in Kwun Tong

6. A member of the public complained about the persistent traffic congestion at Hoi Yuen Road in Kwun Tong and requested relevant departments to work out measures to alleviate the problem. He also suggested designating Hoi Yuen Road for use by bus only to prohibit usage by other vehicles.

7. TD was invited to look into the case. TD advised that Hoi Yuen Road was the main road in the Kwun Tong Business Area (KTBA) and hence the speed of traffic would be slower during peak hours. TD conducted a site inspection and observed that illegal parking activities at Hoi Yuen Road reduced the number of traffic lanes that could be effectively used there and therefore vehicles from Kwun Tong Road roundabout had difficulties in entering Hoi Yuen Road. This in turn caused traffic congestion at Kwun Tong Road.

8. According to the Road Traffic Ordinance (Cap. 374), it was illegal to park vehicles at non-designated parking space/place (regardless of the time and area of No Stopping zones). TD strengthened communication with the Police which would step up enforcement action against illegal parking activities at Hoi Yuen Road.

9. Regarding the complainant's suggestion of designating Hoi Yuen Road for use by bus only, TD advised that vehicles from Kwun Tong Road entered KTBA mainly through (1) Hoi Yuen Road turning right to How Ming Street, (2) Hoi Yuen Road and Wai Yip Street roundabout entering onto Wai Yip Street and (3) Millennium City Tower Phase 6 entering onto How Ming Street. Thus, the suggestion would reduce the diversionary effect of Hoi Yuen Road.

This would adversely affect the traffic flow of roads, such as Kwun Tong Road nearby. TD therefore did not have plans to adjust the traffic management measures.

10. In addition, the construction of Route 6 (comprising the Tseung Kwan O – Lam Tin Tunnel, the Central Kowloon Route and Trunk Road T2) would serve to divert traffic from the road networks of Kowloon East and alleviate traffic congestion in the district.

11. TD's reply was conveyed to the member of the public.

Issues relating to the operation of red minibuses at Hung Min Court in Yuen Long

12. A member of the public raised concerns arising from the operation of RMBs at Hung Min Court in Yuen Long. He complained that the improper driving behaviour of the RMB drivers, including inappropriate setting down of passengers as well as parking and manoeuvring of RMB, posed danger to road users. He also suggested relocating the RMB stand to the minibus terminus at Sau Fu Street or Fung Cheung Road to reduce the occupation of metered parking spaces by RMB at Hung Min Court.

13. The Police was alerted to the improper driving behaviour of RMB drivers for necessary enforcement action and TD was invited to follow up on the case. The Police replied that they noted the complaint and would continue to follow up on the case. TD advised that they had issued a letter to the RMB association and requested them to remind RMB drivers to observe traffic regulations and road signs to avoid posing danger to road users.

14. Regarding the suggestion of relocating the RMB stand at Hung Min Court, TD advised that the minibus termini at Sau Fu Street and Fung Cheung Road currently used by GMBs had insufficient space to accommodate RMBs.

15. TD advised that the metered parking spaces at Hung Min Court were intended for all vehicles other than medium and heavy goods vehicles, buses,

motorcycles and bicycles. Therefore, minibuses could use the parking spaces thereat. Nonetheless, TD had issued a letter to the RMB association and requested them to remind drivers to pay parking fees in accordance with the requirements applicable to the parking spaces. TD had also referred the above situation to the Police for follow-up actions.

Complaints and Suggestions about Illegal Parking

Complaint Statistics

The trend of complaints about illegal parking in the past five years is as follows -

<u>Year</u>	<u>No. of Complaints</u>	<u>Difference</u>
2015	1 512	-
2016	1 919	+407 (+26.9%)
2017	2 043	+124 (+6.5%)
2018	1 719	-324 (-15.9%)
2019	3 182 ¹⁸	+1 463 (+85.1%) ¹⁸
2020 (up to 31 Mar 2020)	790 ¹⁹	-

2. In 2019, there were 3 182¹⁸ complaints about illegal parking, representing an increase of 85.1%¹⁸ as compared with 1 719 cases in 2018. During the period from January to March 2020, 790¹⁹ complaints about illegal parking were received. This represents an increase of 66.7%¹⁹ as compared with 474 cases received in the same quarter in 2019. A breakdown by vehicle type in the first quarter of 2019 and 2020 is as follows -

¹⁸ Among the 3 182 complaints, 1 241 complaints were received from one complainant, who made more than 100 complaints in 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. There are no relevant statistics available for 2018 and earlier.

¹⁹ Among the 790 complaints, 111 complaints were received from one complainant, who made more than 100 complaints in a quarter. The number of complaints not including these cases is 679, representing an increase of 43.2% when compared with 474 cases in the same quarter in 2019. There are no relevant statistics available for 2018 and earlier.

<u>Types of vehicles</u>	<u>No. of Complaints</u>		<u>Difference</u>
	<u>2019</u> <u>Jan - Mar</u>	<u>2020</u> <u>Jan - Mar</u>	
Private car	103	166	+61.2%
Lorry	34	26	-23.5%
Tourist coach	20	4	-80.0%
Dual-purpose van	2	3	+50.0%
Container goods vehicle	3	1	-66.7%
Other vehicles *	312	590	+89.1%
Total	474	790¹⁹	+66.7% ¹⁹

* These are related to cases in which the complainants did not specify the type of vehicle involved or complained about more than one type of vehicle.

3. Among the 790¹⁹ complaints received in the first quarter of 2020, there were 690²⁰ cases about illegal parking on traffic lanes, representing an increase of 79.7%²⁰ as compared with 384 cases in the same quarter in 2019. Major issues related to illegal parking on traffic lanes raised by the complainants were summarised below -

- (a) illegal parking reduced the number of traffic lanes that could be used by vehicles, thus causing congestion. On some occasions, vehicles were forced to straddle the traffic lane for the opposite traffic due to obstruction caused by illegal parking;
- (b) vehicles illegally parked on roadside blocked sightline of pedestrians and motorists, which posed safety issues to road users;
- (c) illegal parking of lorries and other heavy vehicles often caused obstruction to the traffic and generated congestion;

²⁰ Among the 690 complaints and suggestions, 111 complaints were received from one complainant, who made more than 100 complaints in a quarter. The number of complaints not including these cases is 579, representing an increase of 50.8% when compared with 384 cases in the same quarter in 2019.

- (d) illegal parking was frequently found at entrance/exit of car parks, etc. (e.g. Chun Shek Estate carpark in Sha Tin);
- (e) roadside parking spaces were illegally occupied (e.g. occupying parking space designated for another type of vehicle and prolonged occupation of parking spaces);
- (f) there was double or triple parking (e.g. Queen's Road Central, Castle Peak Road and Tung Chung MTR station); and
- (g) there was overnight illegal parking (e.g. Tsuen Wan and Yuen Long).

4. Among the 690²⁰ complaints about illegal parking on traffic lanes during the period from January to March 2020, there were 155 cases causing obstruction to bus stops and minibus stops (bus stops). This represents an increase of 27.0% as compared with 122 cases received in the same quarter in 2019. Passengers raised that illegally parked vehicles often blocked buses and minibuses picking up/setting down passengers at their respective stops. As a result, passengers were forced to board/alight in the middle of the traffic lane and wheelchair users were sometimes unable to board/alight safely. On some occasions, buses and minibuses bypassed the obstructed bus stops which in turn caused their failure of picking up passengers.

5. In the first quarter of 2020, there were 69 complaints about illegal parking on pavements, representing an increase of 46.8% as compared with 47 cases in the same quarter in 2019. Complainants raised concerns about road safety that when the pavement was occupied by vehicles, pedestrians (including children and the elderly) had to walk on the carriageway. On the other hand, some motorists complained that large vehicles parked on the pavements obstructed their sightline.

6. Districts which attracted relatively more complaints during the period from January to March 2020 are -

<u>District</u>	<u>No. of Complaints</u>		<u>Difference</u>
	<u>2019</u> <u>Jan - Mar</u>	<u>2020</u> <u>Jan - Mar</u>	
Central & Western	25	133 ²¹	+432.0% ²¹
Kwun Tong	39	101	+159.0%
Sham Shui Po	50	64	+28.0%
Sha Tin	35	60	+71.4%

A breakdown by district is at Annex J.

7. While almost all complainants requested the stepping up of enforcement actions against illegal parking, some complainants asked for measures to be implemented to alleviate the illegal parking problem. Some complainants suggested towing away illegally parked vehicles or adding railings on the pavements to prevent illegal parking.

Measures to Improve the Situation

8. The Government is very concerned about the illegal parking situation. In this regard, the Police will take enforcement action against illegal parking in accordance with its Selected Traffic Enforcement Priorities 2020 which aim to save lives, smoothen traffic and address community concerns.

9. The Police will continue to take stringent enforcement actions to issue fixed penalty tickets at prioritised locations including traffic accident black sites and road sections where traffic congestion is severe. Anti-illegal parking operations will be mounted at territory or local level from time to time. Fixed penalty tickets will be issued without prior warning and vehicles causing serious obstruction or danger to other road users will be towed away. Owners of towed

²¹ Among the 133 complaints, 110 complaints were received from one complainant, who made more than 100 complaints in a quarter. The number of complaints not including these cases is 23, representing a decrease of 8.0% when compared with 25 cases in the same quarter in 2019.

vehicles are required to claim their vehicles at the Police Vehicle Pound and pay a towing fee and storage charge.

10. Police Districts will deploy resources having regard the unique traffic policing characteristics of their own locale including rush hour periods, traffic accident black sites and other factors including student activities, business practices involving loading/unloading activities and other special events affecting traffic flow. Complaints, if any, should be made immediately to the relevant police station (by calling the report room) so that resources can be readily deployed there and then for a better response. From January to March 2020, the Police issued a total of 520 326 fixed penalty tickets for illegal parking in the territory.

11. Some cases about enforcement matters were also referred to TD for consideration as to whether suitable traffic management measures should be introduced to improve the situation, e.g. imposing no-stopping restriction at locations where loading and unloading activities caused road safety or traffic circulation problems, liaising with the Lands Department to use short-term tenancy sites as parking lots, providing motorcycle parking spaces if the situation permits, designating roadside spaces for night-time parking of goods vehicles and/or coaches mostly within the industrial area, etc.

12. Apart from stepping up law enforcement by the Police, TD has implemented a number of measures to address the parking needs in the territory. The Government's policy in the provision of parking spaces is to accord priority to considering the parking demand of commercial vehicles, and to provide an appropriate number of private car parking spaces if the overall development permits, but at the same time not to attract commuters to opt for private cars in lieu of public transport, so as to avoid aggravating the road traffic situation. In general, parking spaces should be provided off-street as far as possible to optimise the use of road space for traffic circulation and kerbside activities, and to enhance road environment. TD will investigate the overall parking demand and

provision in the area and provide on-street parking spaces²² at suitable locations if there is a shortfall in the existing parking facilities.

13. Moreover, TD has been actively pursuing a host of short- and medium- to long-term measures to increase the supply of car parking spaces, including but not limited to the following -

- (a) designating suitable on-street locations as night-time parking spaces for commercial vehicles;
- (b) encouraging schools to allow student service vehicles to park within school premises after school hours;
- (c) requiring developers to provide parking spaces at the higher end of the current parking standards under the Hong Kong Planning Standards and Guidelines (HKPSG) for new developments as far as practicable;
- (d) reviewing the respective standards on parking spaces and loading/unloading bays for commercial vehicles as well as the standards on parking spaces for private cars stipulated in HKPSG with a view to updating the relevant requirements and thereby increasing the number of parking spaces in future housing developments;
- (e) providing public parking spaces in suitable “Government, Institution or Community” facilities and public open space projects in line with the “single site, multiple uses” principle; and

²² To increase availability, TD has completed the review on parking fees and longest parking periods of on-street parking spaces with meters charging the low rate and in core commercial areas respectively. In this connection, TD commenced consultation with local stakeholders and members of the relevant District Councils where the concerned metered parking spaces were located on the proposed adjustment in the first quarter of 2020, and would take forward the proposed adjustment progressively after duly evaluating the views gauged.

- (f) continuing with the pilot study on automated parking systems (APS) to identify pilot sites and evaluate the feasibility and applicability of various types of APS in Hong Kong.

14. TD will continue to co-ordinate, monitor and review the implementation of all parking-related improvement measures.

15. TCU will continue to closely monitor and follow up with the departments concerned regarding complaints about illegal parking.

Complaints and Suggestions Received by TCU

<u>Nature of Complaint/Suggestion</u> ⁽¹⁾⁽²⁾	<u>Same quarter in 2019 (1.1.19-31.3.19)</u>			<u>Previous quarter (1.10.19-31.12.19)</u>			<u>Current quarter (1.1.20-31.3.20)</u>		
I. Public Transport Services									
(a) Adequacy of service	235	[22]		224	[17]		299	[26]	
(b) Standard of service	7 100	[5]		5 327	[7]		3 207	[4]	
(c) General	167	[3]		111			116	[7]	
	7 502⁽³⁾	[30]	(88%)	5 662	[24]	(68%)	3 622⁽³⁾	[37]	(76%)
II. Traffic Conditions									
(a) Traffic congestion	77	[2]		179	[3]		115	[3]	
(b) Traffic management	60	[17]		60	[3]		15	[5]	
(c) Additional traffic signs and aids	19	[5]		15	[7]		14	[5]	
(d) Parking facilities	9	[3]		4			4		
	165	[27]	(2%)	258	[13]	(3%)	148	[13]	(3%)
III. Road Maintenance									
(a) Road conditions	12			8	[1]		5		
(b) Traffic signs and aids	16			38			16		
(c) Carriageway markings	3			-			2		
	31		(1%)	46	[1]	(1%)	23		(1%)
IV. Enforcement									
(a) Illegal parking	474	[1]		1 894			790		
(b) Other enforcement matters	276	[3]		238	[1]		151	[1]	
	750	[4]	(8%)	2 132⁽³⁾	[1]	(26%)	941⁽³⁾	[1]	(19%)
V. Miscellaneous	37		(1%)	204	[1]	(2%)	33		(1%)
Total	8 485⁽³⁾	[61]	(100%)	8 302⁽³⁾	[40]	(100%)	4 767⁽³⁾	[51]	(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.

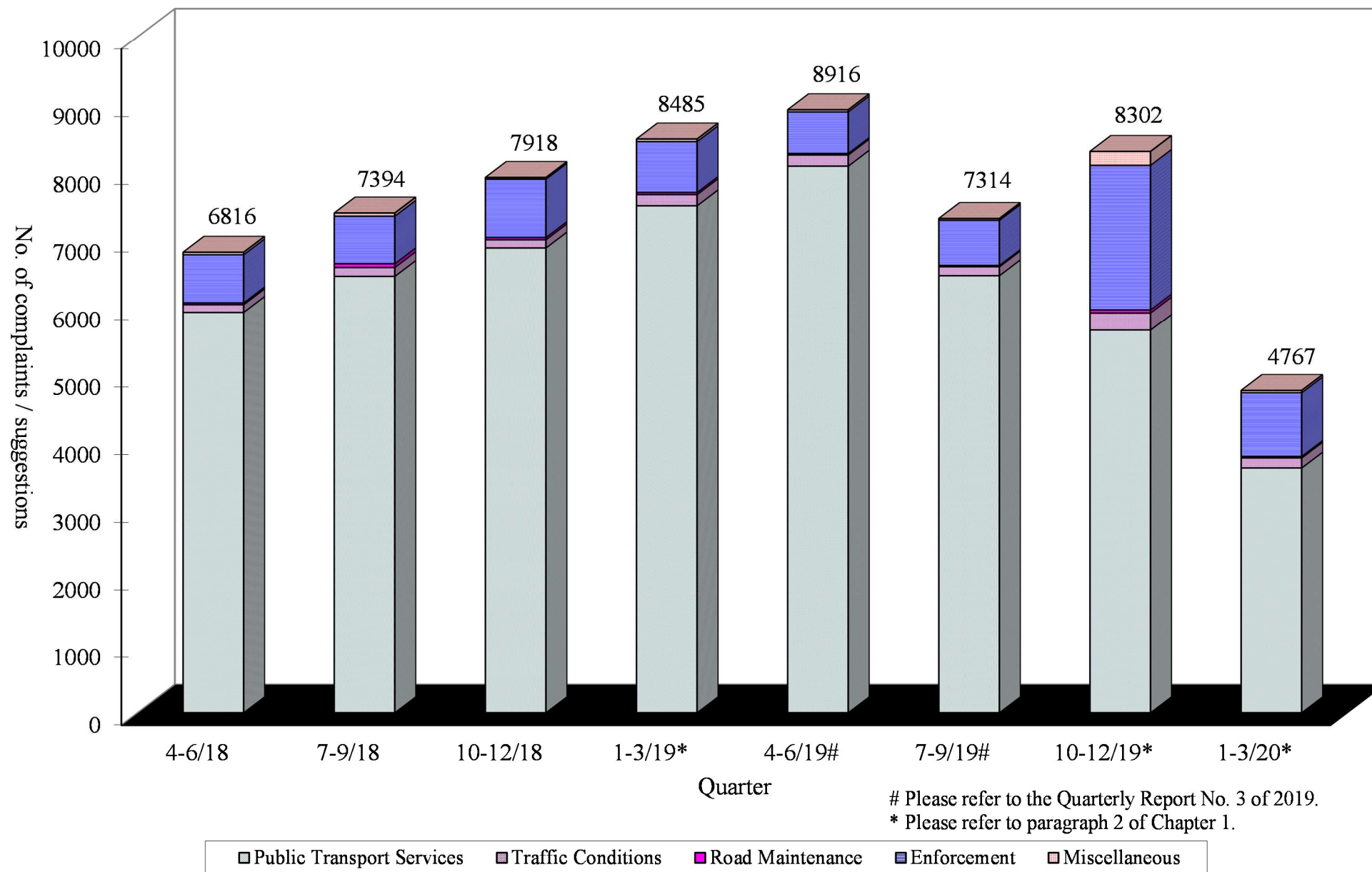
(3) Please refer to paragraphs 2, 6 and 33 of Chapter 1.

Complaints and Suggestions Received by TCU⁽¹⁾

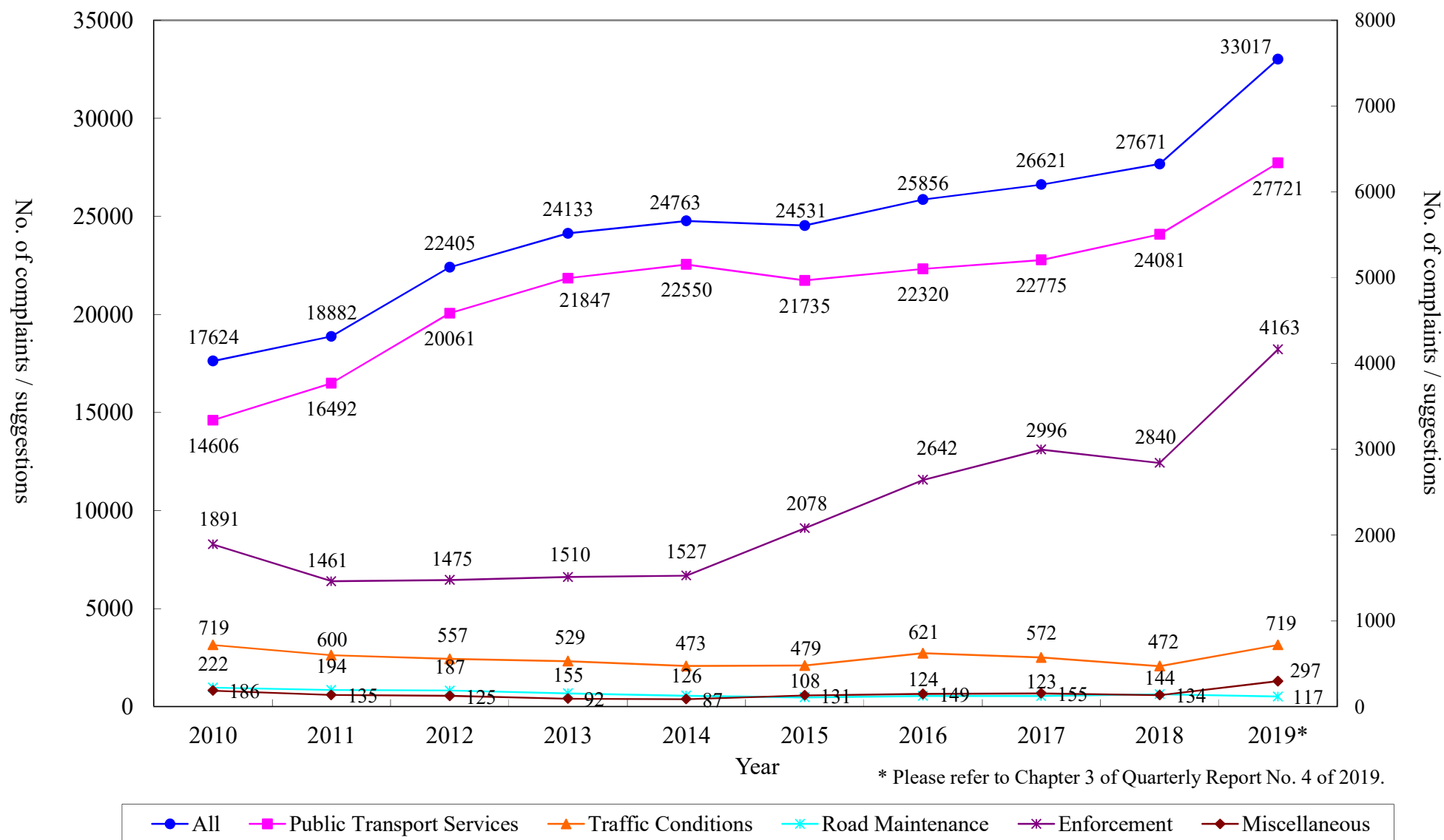
<u>Nature of Complaint/Suggestion⁽²⁾⁽³⁾</u>	<u>Same quarter in 2019 (1.1.19-31.3.19)⁽⁴⁾</u>			<u>Previous quarter (1.10.19-31.12.19)⁽⁵⁾</u>			<u>Current quarter (1.1.20-31.3.20)⁽⁶⁾</u>		
I. Public Transport Services									
(a) Adequacy of service	226	[22]		224	[17]		218	[26]	
(b) Standard of service	5 552	[5]		5 327	[7]		2 979	[4]	
(c) General	167	[3]		111			116	[7]	
	5 945⁽⁴⁾	[30]	(86%)	5 662	[24]	(80%)	3 313⁽⁷⁾	[37]	(76%)
II. Traffic Conditions									
(a) Traffic congestion	77	[2]		179	[3]		115	[3]	
(b) Traffic management	60	[17]		60	[3]		15	[5]	
(c) Additional traffic signs and aids	19	[5]		15	[7]		14	[5]	
(d) Parking facilities	9	[3]		4			4		
	165	[27]	(2%)	258	[13]	(4%)	148	[13]	(3%)
III. Road Maintenance									
(a) Road conditions	12			8	[1]		5		
(b) Traffic signs and aids	16			38			16		
(c) Carriageway markings	3			-			2		
	31		(1%)	46	[1]	(1%)	23		(1%)
IV. Enforcement									
(a) Illegal parking	474	[1]		653			679		
(b) Other enforcement matters	276	[3]		238	[1]		151	[1]	
	750	[4]	(10%)	891⁽⁵⁾	[1]	(12%)	830⁽⁸⁾	[1]	(19%)
V. Miscellaneous	37		(1%)	204	[1]	(3%)	33		(1%)
Total	6 928⁽⁴⁾	[61]	(100%)	7 061⁽⁵⁾	[40]	(100%)	4 347⁽⁶⁾	[51]	(100%)

- Notes :**
- (1) The complaints received from individual complainants, who made more than 100 complaints in a quarter, were excluded. Please see Annex A(i)(a) with these complaints included.
 - (2) 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.
 - (3) Percentage figures in brackets represent the proportion of a category of complaints/suggestions to the total number of cases received in the quarter.
 - (4) 1 557 complaints received from one complainant, who made more than 100 complaints in the same quarter in 2019, were excluded.
 - (5) 1 241 complaints received from one complainant, who made more than 100 complaints in the previous quarter, were excluded.
 - (6) A total of 420 complaints received from two complainants, each of whom made more than 100 complaints during the quarter, were excluded.
 - (7) 309 complaints received from one complainant, who made more than 100 complaints during the quarter, were excluded.
 - (8) 111 complaints received from one complainant, who made more than 100 complaints during the quarter, were excluded.

Complaints and Suggestions Received by TCU

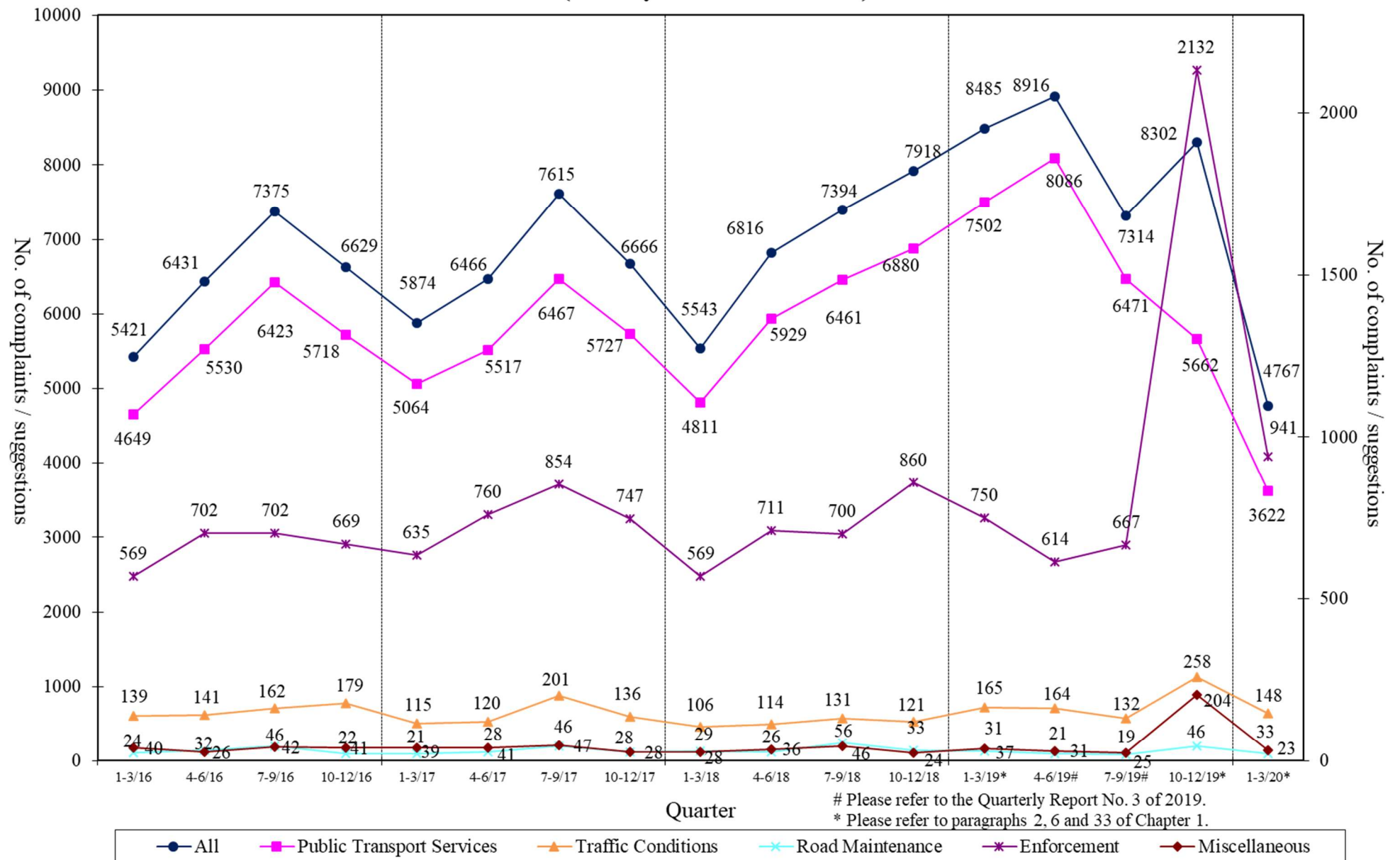


Trends of Complaints and Suggestions Received by TCU (2010 - 2019)



**Trends of Complaints and Suggestions Received by TCU
(January 2016 - March 2020)**

Annex B(ii)



Summary of Results of Investigations into Complaints and Suggestions
(January – March 2020)

Outcome of Investigation					
Nature of Complaint/ Suggestion	A1	A2	B	C	Total
I. Public Transport Services					
(a) Adequacy of service	40	255	1	1	297
(b) Standard of service	2 071	2 575	33	1 361	6 040
(c) General	74	75	4	2	155
	2 185	2 905	38	1 364	6 492
II. Traffic Conditions					
(a) Traffic congestion	116	99	2	1	218
(b) Traffic management	14	59	2	-	75
(c) Additional traffic signs/aids	5	10	1	-	16
(d) Parking facilities	1	2	-	-	3
	136	170	5	1	312
III. Road Maintenance					
(a) Road conditions	16	6	-	-	22
(b) Traffic signs and aids	29	8	-	-	37
(c) Carriageway markings	-	2	-	-	2
	45	16	-	-	61
IV. Enforcement					
(a) Illegal parking	1 471	587	-	1	2 059
(b) Other enforcement matters	60	104	2	129	295
	1 531	691	2	130	2 354
V. Miscellaneous	99	78	1	-	178
Total	3 996 (42%)	3 860 (41%)	46 (1%)	1 495 (16%)	9 397 (100%)
	7 856 (83%)				

Legend

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

**Summary of Results of Investigations into
Complaints and Suggestions on Public Transport Services
(January – March 2020)**

<div>Outcome of Investigation</div> <div>Mode of Transport</div>	A1	A2	B	C	Total
The Kowloon Motor Bus Company (1933) Limited	688	716	2	16	1 422
Citybus Limited (Franchise 1)	46	56	-	1	103
Citybus Limited (Franchise 2)	21	28	-	-	49
New World First Bus Services Limited	49	74	1	4	128
New Lantao Bus Company (1973) Limited	19	12	-	1	32
Long Win Bus Company Limited	56	45	-	1	102
Cross-harbour Bus Services	215	258	1	9	483
Non-franchised Bus Services	20	32	-	-	52
Green Minibus	766	615	3	26	1 410
Red Minibus	84	23	4	4	115
Taxi	26	855	23	1 301	2 205
MTR Corporation Limited (Excluding Light Rail)	185	167	3	1	356
MTR Corporation Limited (Light Rail)	3	19	1	-	23
The Hongkong Tramways Limited	2	1	-	-	3
New World First Ferry Services Limited	2	3	-	-	5
The “Star” Ferry Company Limited	-	-	-	-	-
Minor Ferries	3	1	-	-	4
Total	2 185 (33%)	2 905 (45%)	38 (1%)	1 364 (21%)	6 492 (100%)
	5 090 (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
(January – March 2020)

I. Public Transport Services

- Add an additional daily departure of bus route no. 38P from Kwai Shing (Central) to Ping Tin during morning rush hours on weekdays to meet the demand of passengers.

II. Traffic Management

Hong Kong Island

- Extend the effective hours of “No Stopping” restriction and add a “Slow” road marking at Tsung Man Street near Tung Sing Road to improve road safety.
- Add a traffic lane at Wan Tsui Road for vehicles exiting Chai Wan Road Roundabout to alleviate traffic congestion.
- Impose “No Stopping” restriction at New Praya, Kennedy Town to prevent vehicle obstruction and improve road safety.

Kowloon

- Add a “Slow” road marking and a “Pedestrians on road ahead” traffic sign at Waterloo Road near Portland Street to improve road safety.
- Impose “No Stopping” restriction at Walnut Street near Bedford Road to prevent vehicle obstruction and enhance safety of pedestrians crossing the roads.
- Adjust the coordination of traffic lights at the junctions of Ma Tau Wai Road/Man Yue Street, Ma Tau Wai Road/Tai Wan Road and Ma Tau Wai Road/Wuhu Street at night to improve traffic flow of Ma Tau Wai Road.

- Modify railings and shorten the “No Stopping” restriction at Clear Water Bay Road westbound near C & M A Sun Kei Primary School (Ping Shek) to facilitate school buses to pick up/drop off students and alleviate obstruction caused by school buses.

New Territories

- Impose 24-hour “No Stopping” restriction at Castle Peak Road - Tsuen Wan near Tsuen Wan Baptist Church to deter illegal parking and obstruction at a minibus stop.
- Increase the vehicular green time of a traffic light at Fo Yin Road northbound near Science Park West Avenue during morning rush hours to alleviate traffic congestion.
- Extend the effective hours of “No Stopping” restriction at Shek Pai Tau Road near Wai Cheung Industrial Centre to prevent vehicle obstruction.
- Add a hazard warning line at the junction of Po Yap Road and Tong Chun Street to better guide motorists of the delineation of traffic lanes.

Annex E(i)(a)

Complaints and Suggestions on Public Transport Services (January – March 2020)

Mode Nature of Complaint/Suggestion	Vehicular Transport											Rail Transport			Waterborne Transport			Total/ Sub- total
	Franchised Buses											MTR						
	KMB	CTB1	CTB2	FB	NLB	LWB	XHT					(Non- LR)	(LR)	HT				
								NFBS	GMB	RMB	Taxi				FF	SF	MF	
(A) Adequacy of Service																		
(1) Frequency/carrying capacity	168	3	-	8	1	10	20	4	29	-	-	5	-	-	-	-	1	249
(2) Routeing	13	1	1	2	-	4	5	-	2	-	-	-	-	-	-	-	-	28
(3) Hours of operation	5	-	-	-	-	-	-	-	3	-	-	-	-	-	-	-	-	8
(4) Provision of stops	2	2	2	-	1	1	2	1	2	-	-	1	-	-	-	-	-	14
Sub-total	188	6	3	10	2	15	27	5	36	-	-	6	-	-	-	-	1	299
(B) Standard of Service																		
(1) Regularity of service	648	17	13	23	5	42	86	5	149	-	-	5	-	-	1	-	2	996
(2) Adherence to routing	3	1	-	3	2	1	-	1	22	-	202	-	-	1	-	-	-	236
(3) Improper driving behaviour	120	17	10	11	5	3	38	4	133	24	273	-	1	1	-	-	1	641
(4) Conduct & performance of staff (including drivers)	175	19	8	13	2	13	55	1	181	17	419	11	-	1	2	-	-	917
(5) Overcharging	5	-	-	-	-	-	1	-	8	2	180 *	-	-	-	-	-	-	196
(6) Cleanliness	1	-	-	-	-	-	1	-	8	1	-	2	1	-	-	-	1	15
(7) Conditions of vehicles/vessels	3	5	-	1	-	-	1	1	10	3	7	7	-	-	1	-	-	39
(8) Passenger services & facilities	72	5	1	4	6	14	19	1	15	-	-	24	3	-	2	-	1	167
Sub-total	1027	64	32	55	20	73	201	13	526	47	1081	49	5	3	6	-	5	3207
(C) General	10	6	1	1	1	1	6	2	24	16	37	8	3	-	-	-	-	116
Total this quarter	1225	76	36	66	23	89	234	20	586	63	1118	63	8	3	6	-	6	3622
Grand-total	(1749)							(1787)				(74)			(12)			
Total previous quarter	1079	95	53	122	24	60	386	49	1012	91	2296	357 [#]	24	2	6	-	6	5662
Total same quarter in 2019	2503	106	62	124	34	105	449	47	1271	82	2619	79	6	10	3	-	2	7502

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

95 complaints were related to suspension of MTR services and 161 complaints were against a MTR staff member during Q4 2019 respectively.

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

Complaints and Suggestions on Franchised Buses Services⁽¹⁾⁽²⁾
(January – March 2020)

Legend

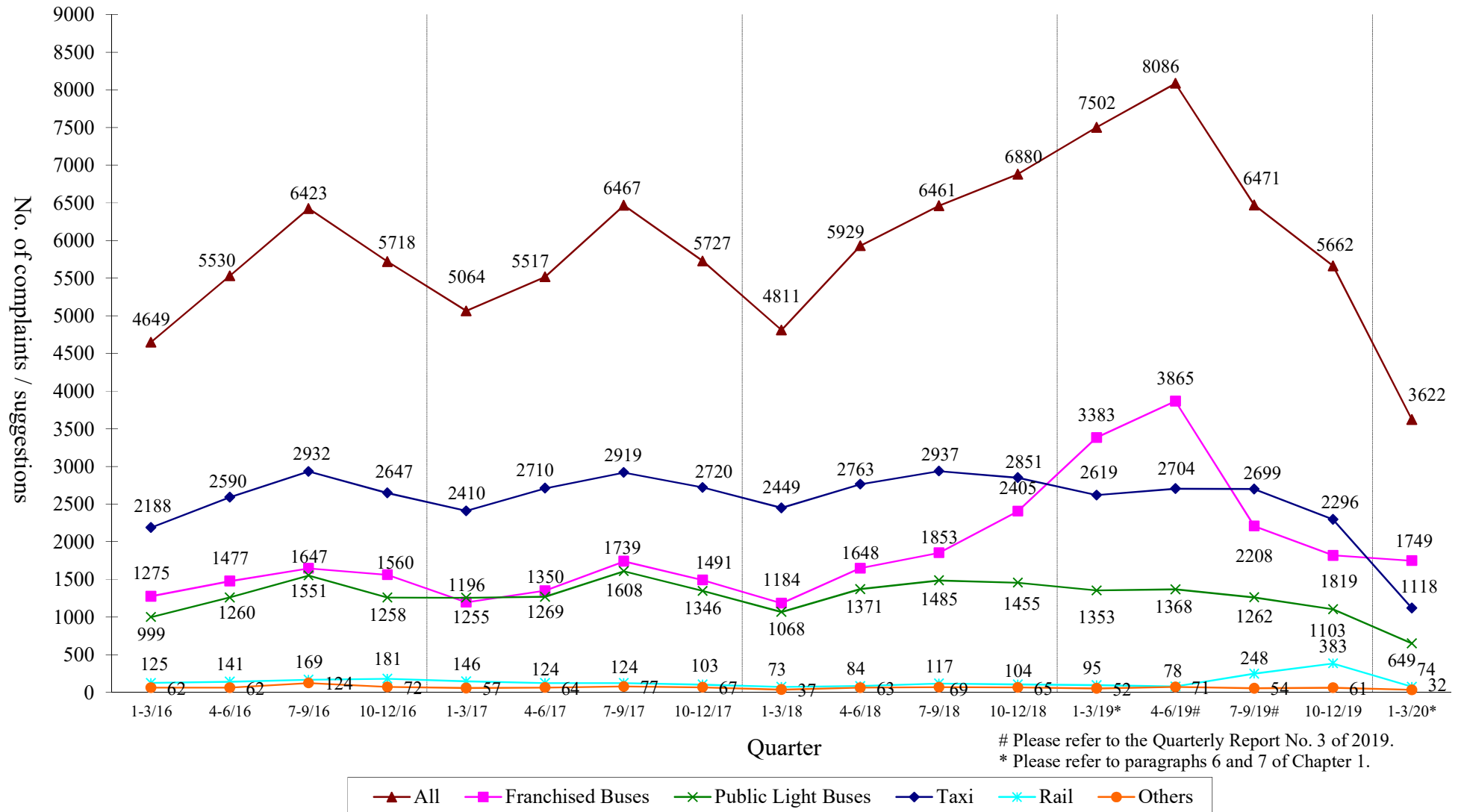
KMB	The Kowloon Motor Bus Company (1933) Limited
CTB1	Citybus Limited (Franchise 1)
CTB2	Citybus Limited (Franchise 2)
FB	New World First Bus Services Limited
NLB	New Lantau Bus Company (1973) Limited
LWB	Long Win Bus Company Limited
XHT	Cross-harbour Bus Services

Mode Nature of Complaint/Suggestion	Vehicular Transport							Total/ Sub- total
	Franchised Buses							
	KMB ⁽¹⁾⁽²⁾	CTB1	CTB2	FB	NLB	LWB ⁽²⁾	XHT	
(A) <u>Adequacy of Service</u>								
(1) Frequency/carrying capacity	87	3	-	8	1	10	20	129
(2) Routeing	13	1	1	2	-	4	5	26
(3) Hours of operation	5	-	-	-	-	-	-	5
(4) Provision of stops	2	2	2	-	1	1	2	10
Sub-total	107	6	3	10	2	15	27	170
(B) <u>Standard of Service</u>								
(1) Regularity of service	420	17	13	23	5	42	86	606
(2) Adherence to routing	3	1	-	3	2	1	-	10
(3) Improper driving behaviour	120	17	10	11	5	3	38	204
(4) Conduct & performance of staff (including drivers)	175	19	8	13	2	13	55	285
(5) Overcharging	5	-	-	-	-	-	1	6
(6) Cleanliness	1	-	-	-	-	-	1	2
(7) Conditions of vehicles	3	5	-	1	-	-	1	10
(8) Passenger services & facilities	72	5	1	4	6	14	19	121
Sub-total	799	64	32	55	20	73	201	1244
(C) <u>General</u>	10	6	1	1	1	1	6	26
Total this quarter	916	76	36	66	23	89	234	1440
Grand-total	(1440)							
Total previous quarter	1079	95	53	122	24	60	386	1819
Total same quarter in 2019	958	106	62	124	34	93	449	1826

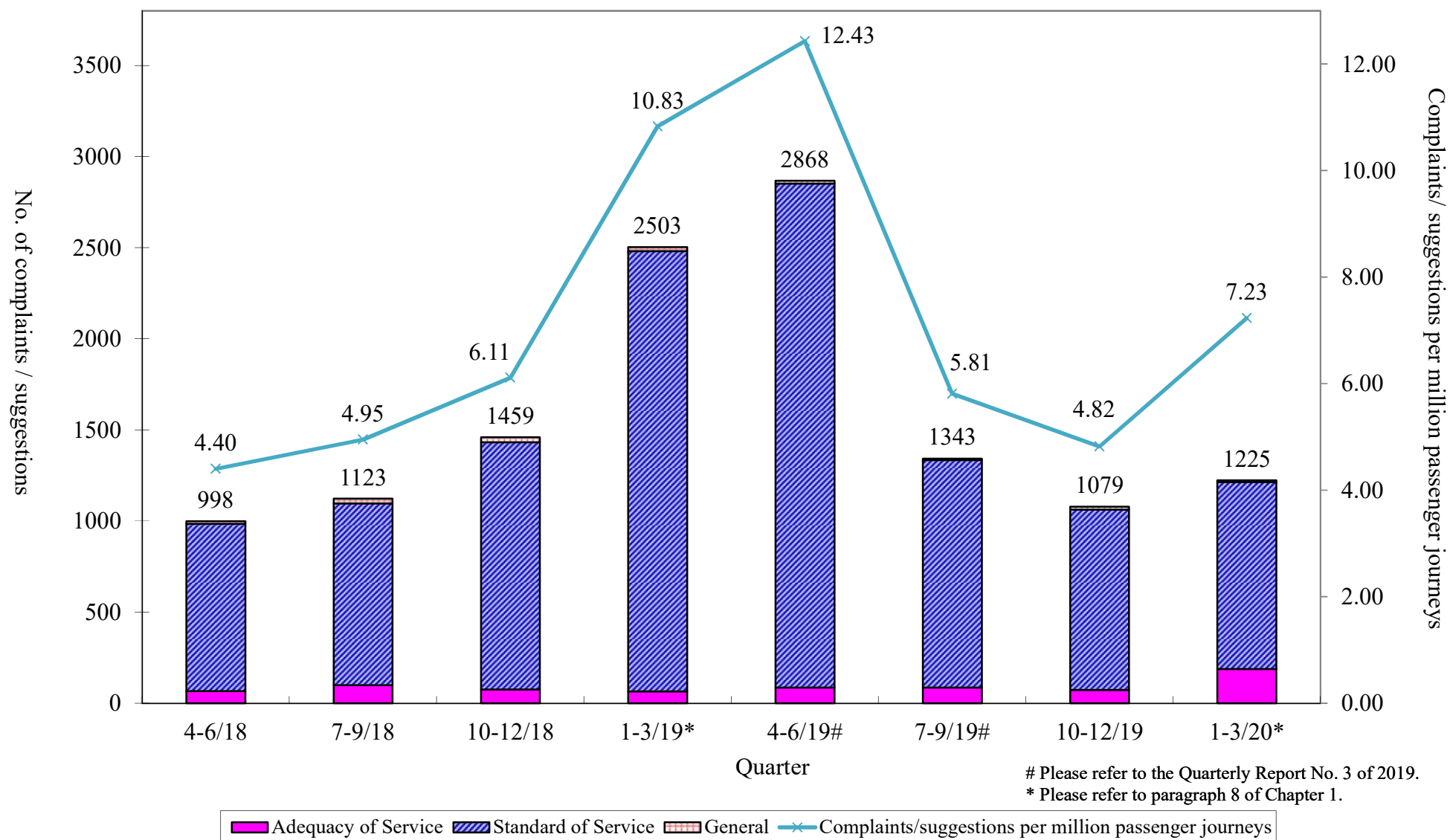
Notes : (1) 309 complaints about KMB made by the same complainant during the quarter were excluded. Please see Annex E(i)(a) with these complaints included.

(2) 1 557 complaints (1 545 about KMB and 12 about LWB) made by the same complainant in the same quarter in 2019 were excluded. Please see Annex E(i)(a) with these complaints included.

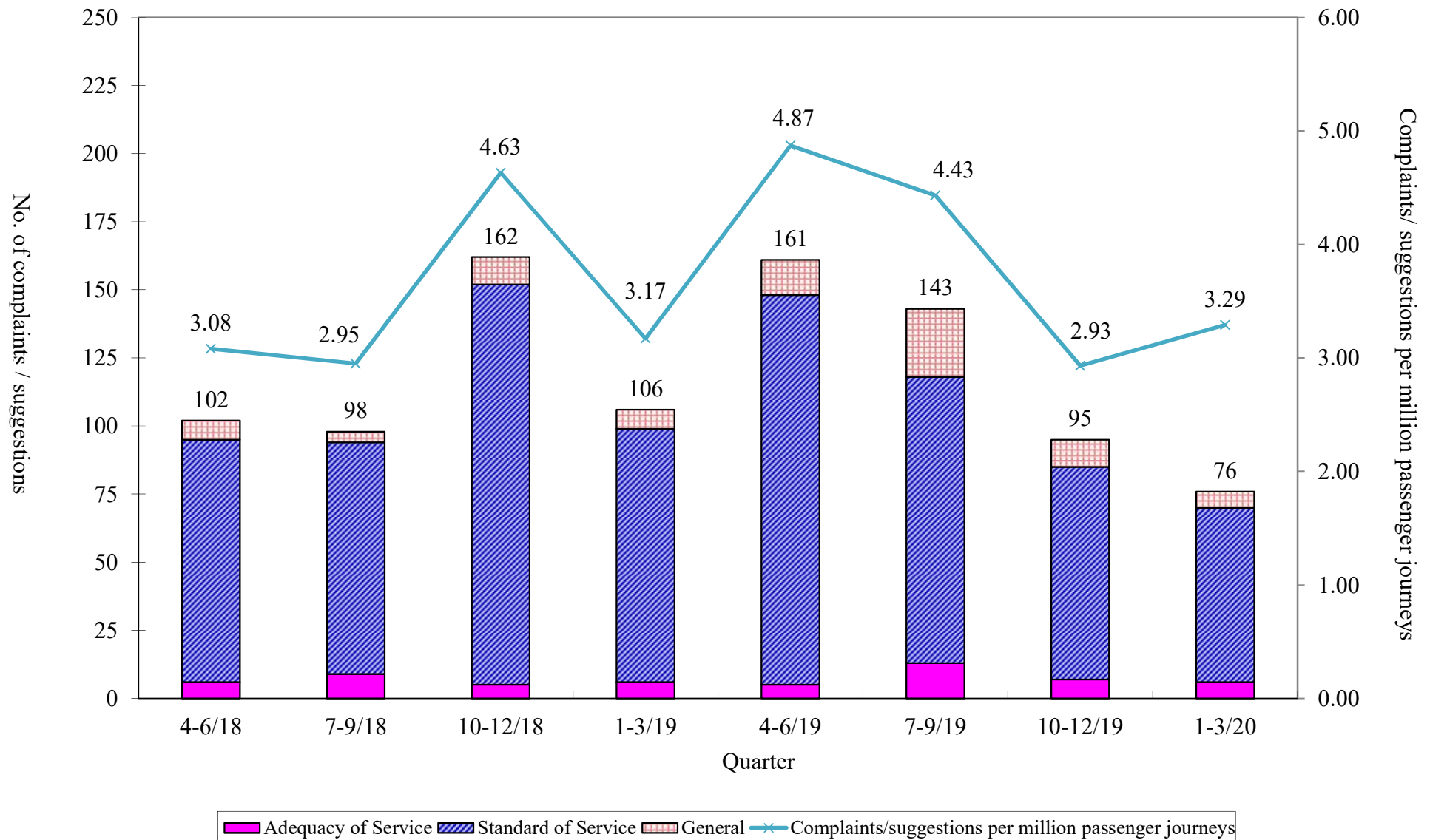
**Trends of Complaints and Suggestions on Public Transport Services
(January 2016 - March 2020)**



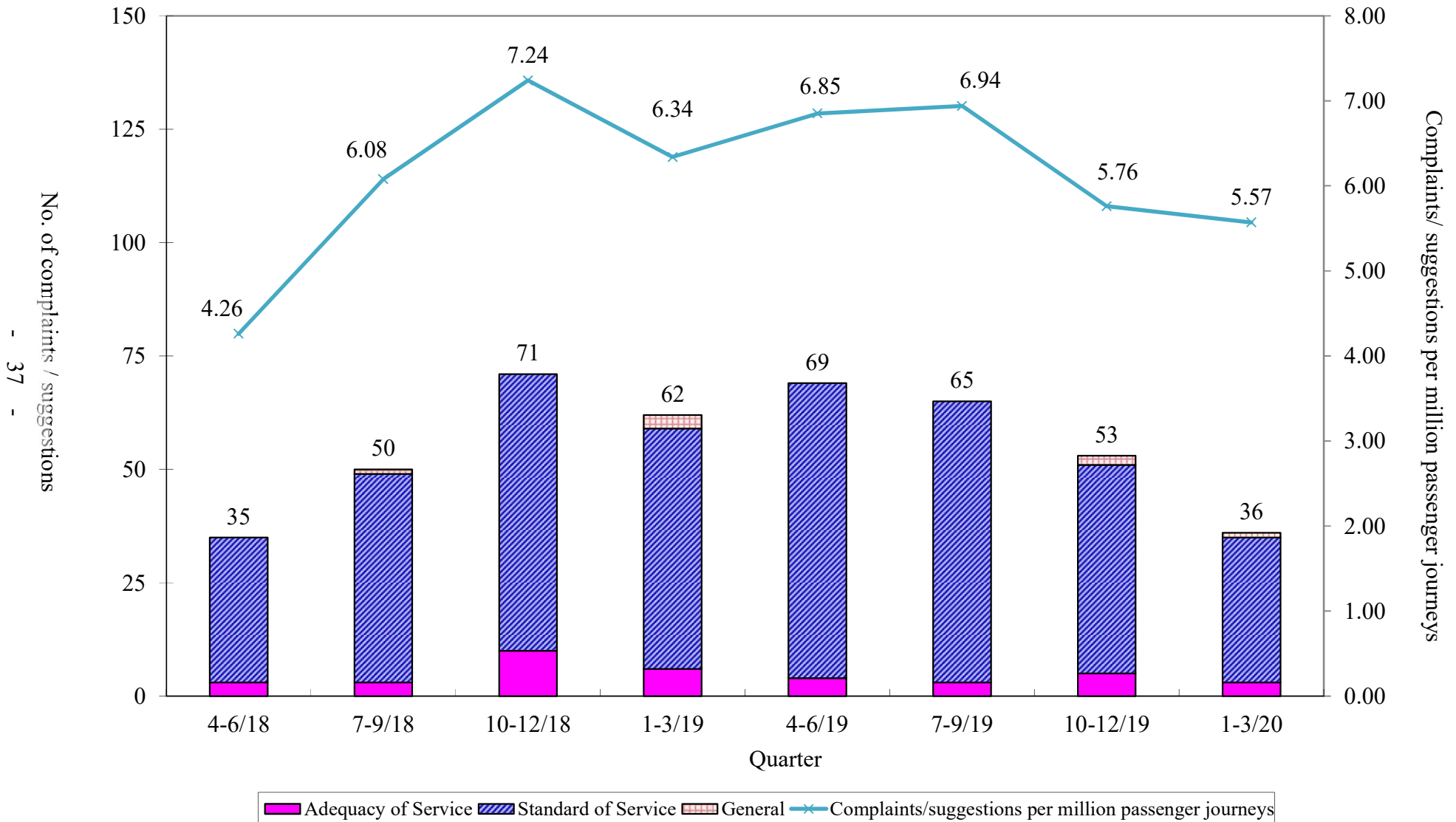
Complaints and Suggestions on the Services of Kowloon Motor Bus Company (1933) Limited in the Past Eight Quarters



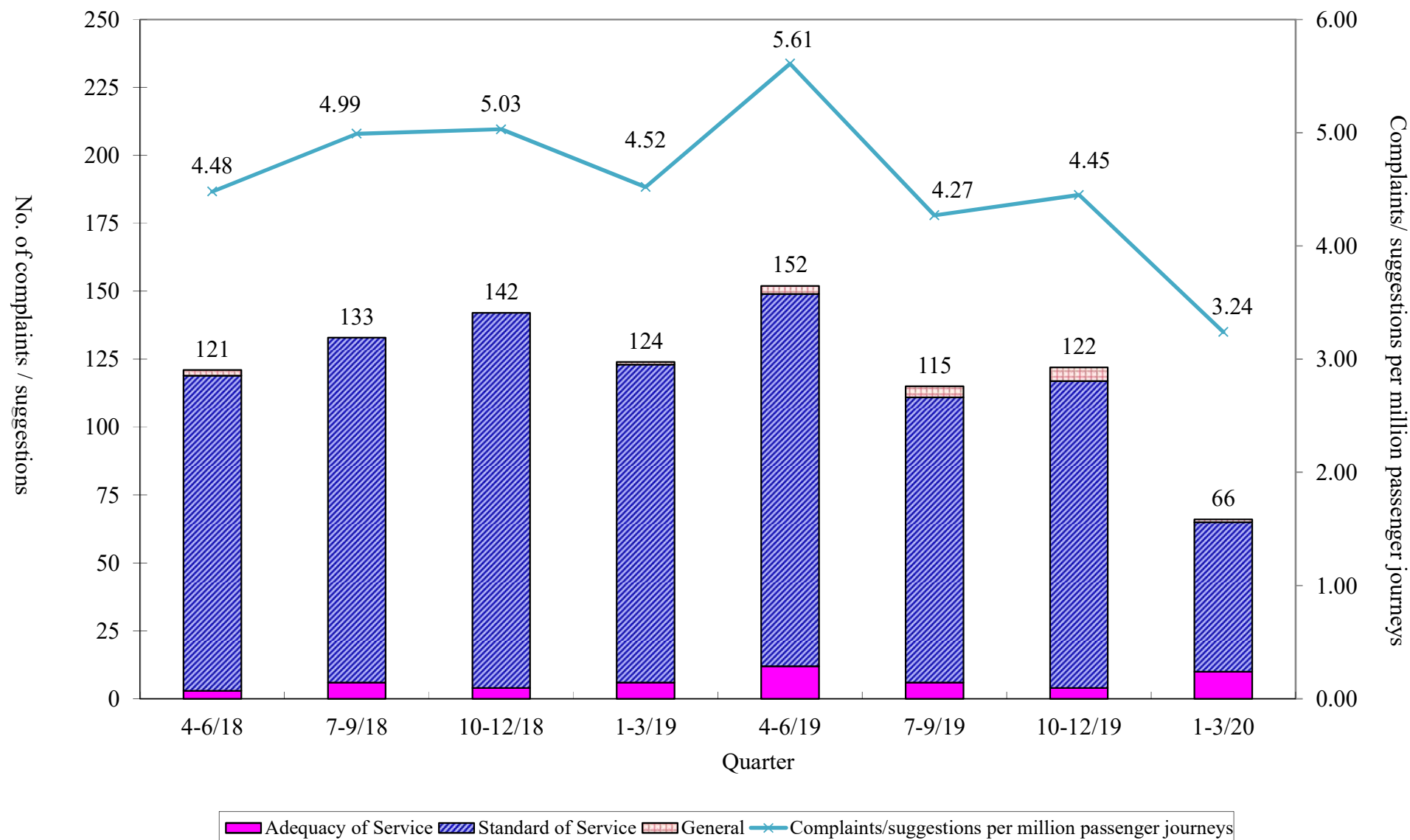
**Complaints and Suggestions on the Services of Citybus Limited (Franchise 1)
in the Past Eight Quarters**



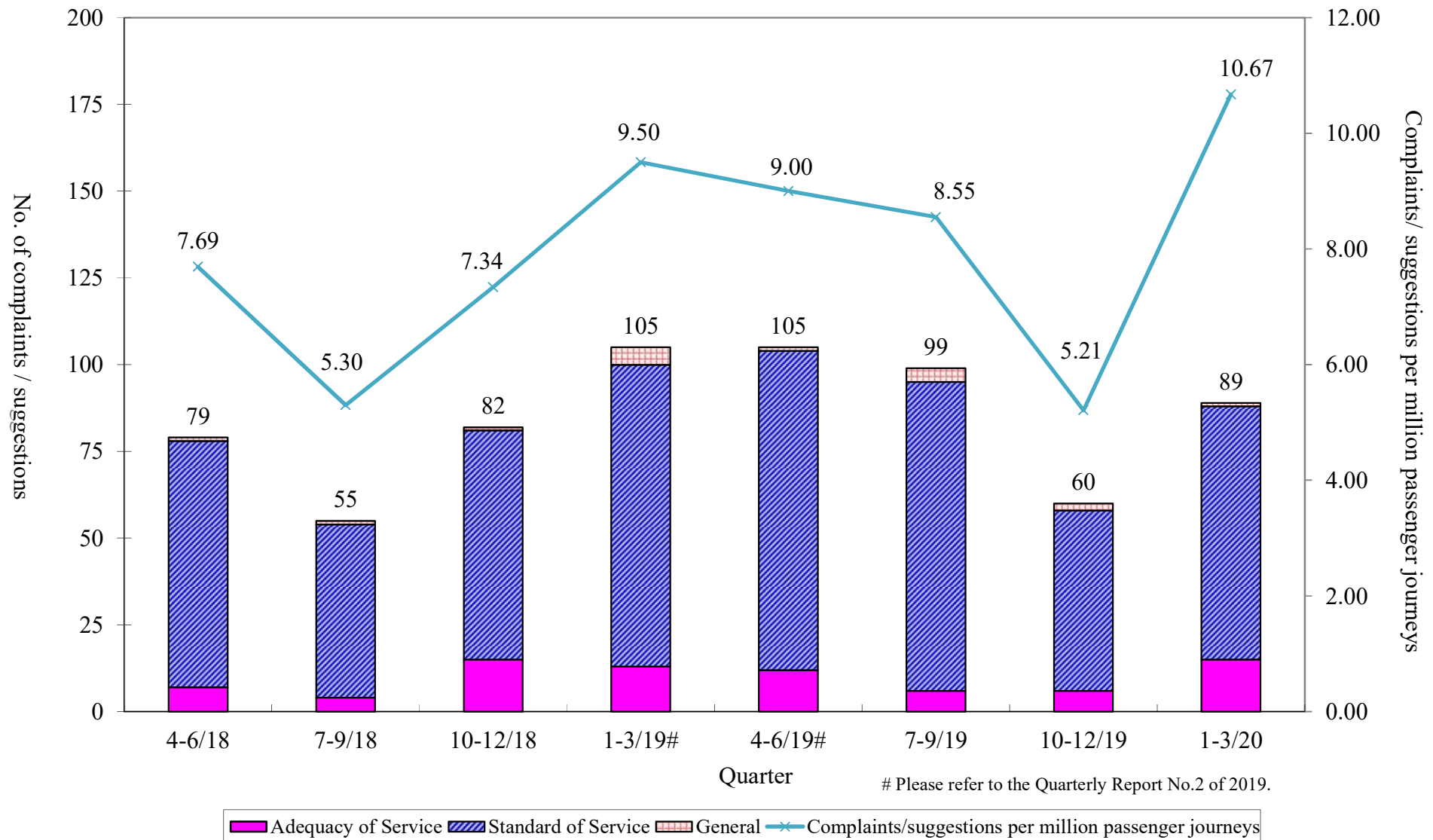
**Complaints and Suggestions on the Services of Citybus Limited (Franchise 2)
in the Past Eight Quarters**



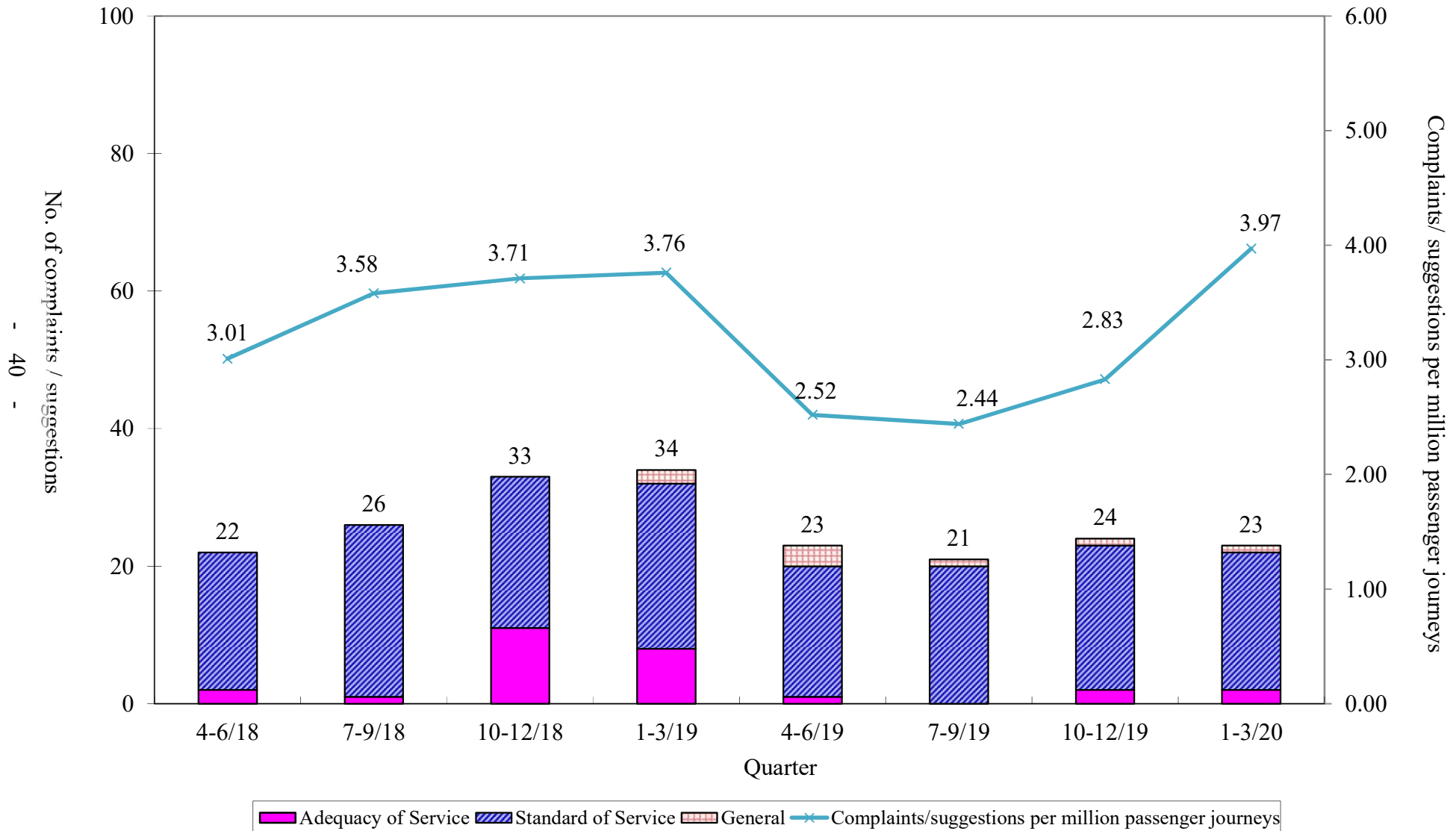
**Complaints and Suggestions on the Services of New World First Bus Services Limited
in the Past Eight Quarters**



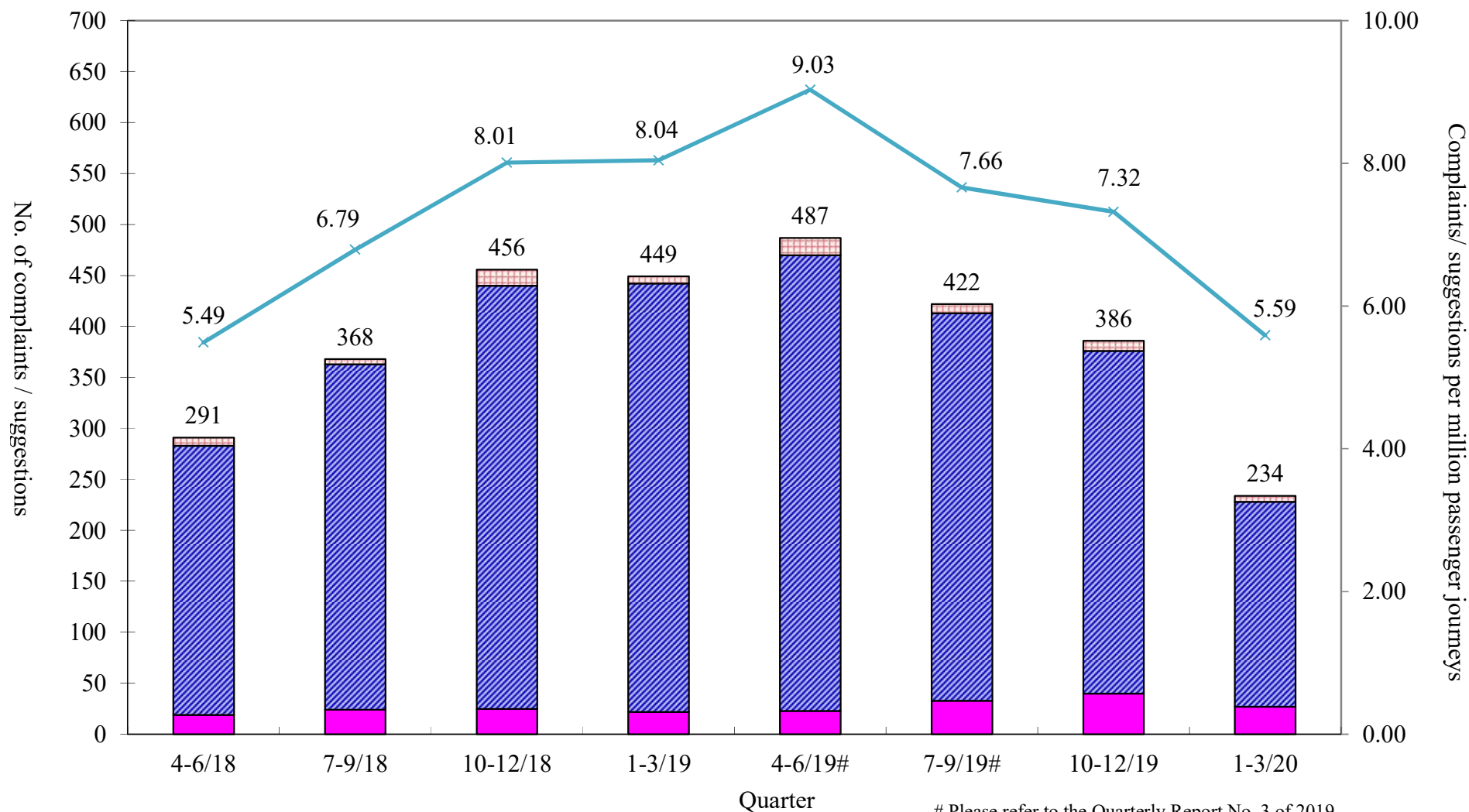
**Complaints and Suggestions on the Services of Long Win Bus Company Limited
in the Past Eight Quarters**



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



**Complaints and Suggestions on the Cross-harbour Bus Services
in the Past Eight Quarters**



■ Adequacy of Service
 ▨ Standard of Service
 ▨ General
 —x— Complaints/suggestions per million passenger journeys

Breakdown of Complaints and Suggestions on Franchised Bus Services
(January – March 2020)

<u>Bus Company</u>	<u>Number of complaints/ suggestions</u>	<u>Number of complaints/ suggestions per million passenger journeys</u>
The Kowloon Motor Bus Company (1933) Limited (KMB)	1 225 (916) ⁽²⁾	7.23 (5.41) ⁽²⁾
Citybus Limited (Franchise 1) (Citybus)	76	3.29
Citybus Limited (Franchise 2) (Citybus)	36	5.57
New World First Bus Services Limited (NWFB)	66	3.24
New Lantao Bus Company (1973) Limited	23	3.97
Long Win Bus Company Limited	89	10.67
Cross-harbour Bus Services ⁽¹⁾	234	5.59
Total	1 749 (1 440)⁽³⁾	6.35 (5.23)⁽³⁾

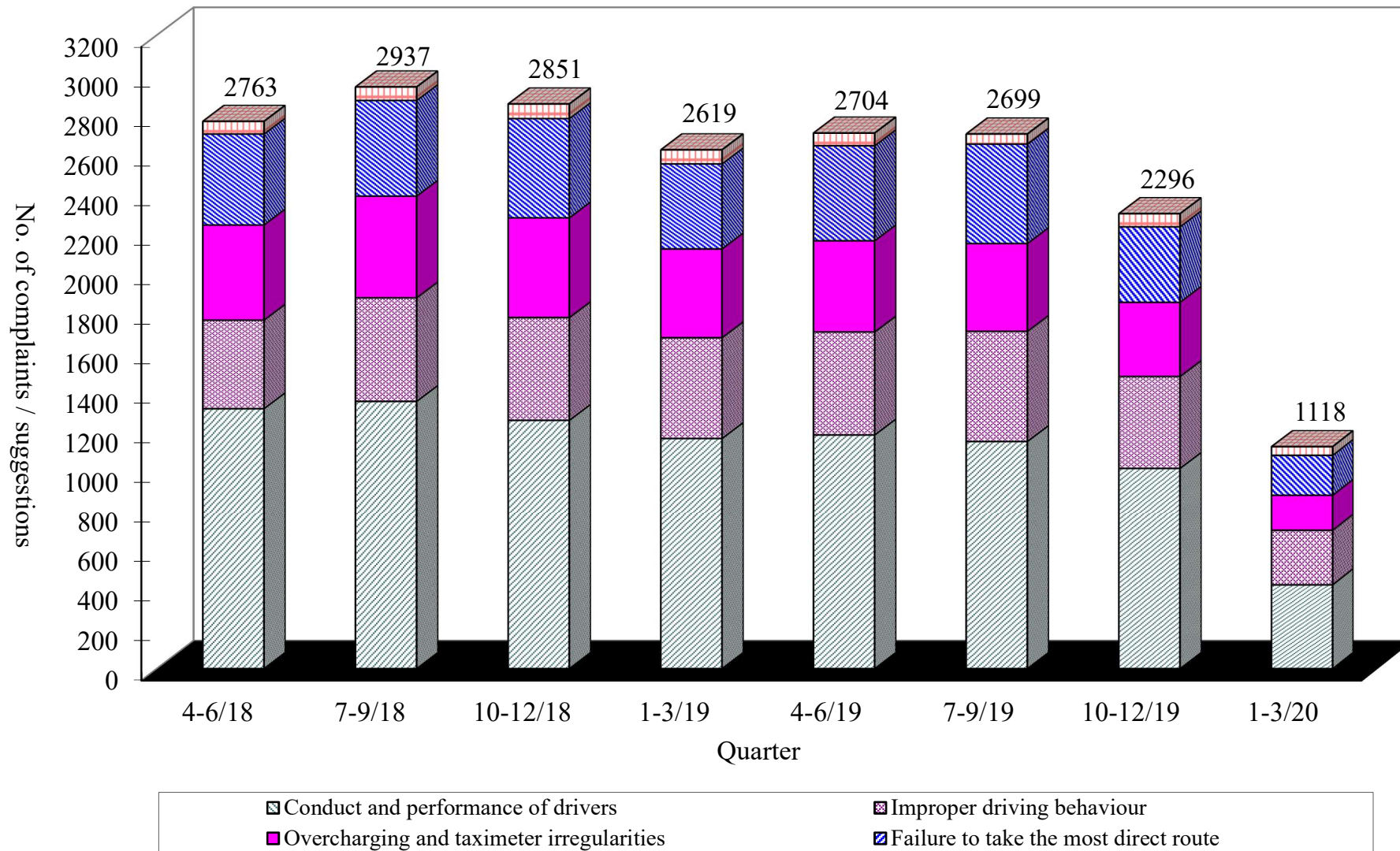
Notes : (1) Complaints and suggestions on cross-harbour bus services cannot be further broken down by bus company as the services are jointly operated by KMB, Citybus and NWFB.

(2) Among 1 225 complaints and suggestions, 309 complaints were received from one complainant, who made more than 100 complaints during the quarter. The figures not including these cases are in brackets.

(3) Among 1 749 complaints and suggestions, 309 complaints were received from one complainant, who made more than 100 complaints during the quarter. The figures not including these cases are in brackets.

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 2019 (1.1.19-31.3.19)</u>	<u>Previous quarter (1.10.19-31.12.19)</u>	<u>Current quarter (1.1.20-31.3.20)</u>
(a) Conduct and performance of drivers			
(i) Behaving other than in a civil & orderly manner	433	333	171
(ii) Refusing hire	596	566	200
(iii) Soliciting passengers	8	16	2
(iv) Refusing to drive to destination	108	75	38
(v) Failure to display driver identity plate	12	18	7
(vi) Failure to display driver identity plate properly	2	-	1
Sub-total	1 159	1 008	419
(b) Improper driving behaviour	510	465	273
(c) Overcharging	403	339	154
(d) Taximeter irregularities	46	36	26
(e) Failure to take the most direct route	430	382	202
(f) Others*	71	66	44
Total	2 619	2 296	1 118

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

Complaints and Suggestions on Traffic and Road Conditions
(January – March 2020)

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	6	3	4	1	20	5	8	15	7	3	6	6	4	4	7	7	7	2	-	115
(b) Traffic management	-	1	2	-	2	-	1	-	2	-	-	1	4	-	-	1	1	-	-	15
(c) Additional traffic signs and aids	2	-	1	-	1	-	1	-	-	1	1	3	2	-	-	-	1	1	-	14
(d) Parking facilities	1	-	1	-	-	-	-	-	1	-	-	-	-	-	1	-	-	-	-	4
Sub-total	9	4	8	1	23	5	10	15	10	4	7	10	10	4	8	8	9	3	-	148
<u>Road Maintenance</u>																				
(a) Road conditions	-	-	-	-	-	-	-	1	-	2	1	-	-	-	-	-	-	1	-	5
(b) Traffic signs & aids	-	-	2	1	-	-	3	-	4	-	-	2	1	1	-	-	2	-	-	16
(c) Carriageway markings	-	-	1	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-	2
Sub-total	-	-	3	1	-	-	3	1	5	2	1	2	1	1	-	-	2	1	-	23
<u>Enforcement</u>																				
(a) Illegal parking	29	21	133	8	101	42	45	64	57	20	29	60	49	33	19	47	26	2	5	790
(b) Other enforcement matters	10	8	11	4	10	9	15	5	8	1	5	14	10	7	15	9	4	4	2	151
Sub-total	39	29	144	12	111	51	60	69	65	21	34	74	59	40	34	56	30	6	7	941
Total	48	33	155	14	134	56	73	85	80	27	42	86	70	45	42	64	41	10	7	1112

Complaints and Suggestions on Traffic and Road Conditions⁽¹⁾
(January – March 2020)

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	6	3	4	1	20	5	8	15	7	3	6	6	4	4	7	7	7	2	115
(b) Traffic management	-	1	2	-	2	-	1	-	2	-	-	1	4	-	-	1	1	-	15
(c) Additional traffic signs and aids	2	-	1	-	1	-	1	-	-	1	1	3	2	-	-	-	1	1	14
(d) Parking facilities	1	-	1	-	-	-	-	-	1	-	-	-	-	-	1	-	-	-	4
Sub-total	9	4	8	1	23	5	10	15	10	4	7	10	10	4	8	8	9	3	148
Road Maintenance																			
(a) Road conditions	-	-	-	-	-	-	-	1	-	2	1	-	-	-	-	-	-	1	5
(b) Traffic signs & aids	-	-	2	1	-	-	3	-	4	-	-	2	1	1	-	-	2	-	16
(c) Carriageway markings	-	-	1	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-	2
Sub-total	-	-	3	1	-	-	3	1	5	2	1	2	1	1	-	-	2	1	23
Enforcement																			
(a) Illegal parking	29	21	23	8	101	42	45	64	57	20	29	60	49	33	19	47	26	2	679
(b) Other enforcement matters	10	8	11	4	10	9	15	5	8	1	5	14	10	7	15	9	4	4	151
Sub-total	39	29	34	12	111	51	60	69	65	21	34	74	59	40	34	56	30	6	830
Total	48	33	45	14	134	56	73	85	80	27	42	86	70	45	42	64	41	10	1001

Note : (1) 111 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.

Complaints and Suggestions about Illegal Parking

<u>District</u>		<u>No. of Complaints</u>			
		<u>2019</u>	<u>2020</u>	<u>Difference</u>	
		<u>Jan – Mar</u>	<u>Jan – Mar</u>		
Hong Kong	- Eastern	28	29	+1	(+3.6%)
	- Wan Chai	19	21	+2	(+10.5%)
	- Central & Western	25	133 ⁽²⁾	+108	(+432.0%) ⁽²⁾
	- Southern	8	8	-	-
Kowloon	- Kwun Tong	39	101	+62	(+159.0%)
	- Wong Tai Sin	19	42	+23	(+121.1%)
	- Kowloon City	34	45	+11	(+32.4%)
	- Sham Shui Po	50	64	+14	(+28.0%)
	- Yau Tsim Mong	42	57	+15	(+35.7%)
New Territories	- North	17	20	+3	(+17.6%)
	- Tai Po	24	29	+5	(+20.8%)
	- Sha Tin	35	60	+25	(+71.4%)
	- Yuen Long	43	49	+6	(+14.0%)
	- Tuen Mun	20	33	+13	(+65.0%)
	- Tsuen Wan	24	19	-5	(-20.8%)
	- Kwai Tsing	25	47	+22	(+88.0%)
	- Sai Kung	14	26	+12	(+85.7%)
	- Islands	8	2	-6	(-75.0%)
General ⁽¹⁾		-	5 ⁽³⁾	+5	-
Total		474	790⁽⁴⁾	+316	(+66.7%)⁽⁴⁾

Notes: (1) These are related to cases in which the complainants did not specify the location.

(2) Among the 133 complaints and suggestions, 110 complaints were received from one complainant, who made more than 100 complaints during the quarter. The number of complaints not including these cases is 23, representing a decrease of 8.0% when compared with 25 cases in the same quarter in 2019.

(3) Among the five complaints and suggestions, one complaint was received from one complainant, who made more than 100 complaints during the quarter. The number of complaints not including this case is four.

(4) Among the 790 complaints and suggestions, 111 complaints were received from one complainant, who made more than 100 complaints during the quarter. The number of complaints not including these cases is 679, representing an increase of 43.2% when compared with 474 cases in the same quarter in 2019.

**How to Make Suggestions and Complaints
to the Transport Complaints Unit**

Members of the public may contact the Transport Complaints Unit (TCU) by phone if they have any suggestions or complaints about transport matters. The TCU hotline at **2889 9999** is manned during office hours and a voice mail service is provided outside office hours.

Alternatively, they may fill in the appropriate forms (Transport Complaint Form and Taxi Complaint Form) and post them to P.O. Box 12430, G.P.O. These forms are obtainable from the District Offices and the Transport Department.

They may also write to the Executive Secretary of the TCU at the following address -

**Transport Complaints Unit
20/F East Wing
Central Government Offices
2 Tim Mei Avenue
Tamar
Hong Kong.**

The TCU has a faxline **2577 1858**, an e-mail address **info@tcu.gov.hk** and a website **www.info.gov.hk/tcu**, through which the public may send their suggestions or complaints to the Unit.