

QUARTERLY REPORT No. 2 of 2020

by the

TRANSPORT COMPLAINTS UNIT

of the

TRANSPORT ADVISORY COMMITTEE

for the period

1 April 2020 – 30 June 2020

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Chapter 1

Major Areas of Complaints and Suggestions

This is the second quarterly report for 2020 covering the period from 1 April to 30 June 2020.

Yearly and Quarterly Trends

2. During the quarter, the Transport Complaints Unit (TCU) received 7 522¹ complaints and suggestions, including 61 pure suggestions. About 81% (6 086) of the cases were received through TCU Complaint/Suggestion Webform and email, 18% (1 407) through telephone, and the remaining cases in the form of fax or letter. The number of cases represents an increase of 57.8%¹ as compared with 4 767² cases in the previous quarter and a decrease of 15.6%¹ as compared with 8 916³ 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 7 108 cases (including some outstanding cases from previous quarters) were completed. Of these, 6 147 cases (86%) were found to be substantiated, 30 cases (1%) unsubstantiated, and the remaining 931 cases (13%) not pursuable due to lack of evidence. A

¹ Among the 7 522 complaints and suggestions, a total of 1 331 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 6 191, representing an increase of 42.4% when compared with 4 347 cases (see footnote 2) in the previous quarter and a decrease of 14.6% when compared with 7 250 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 4 767 complaints and suggestions, a total of 420 complaints were received from two complainants, each of whom made more than 100 complaints in the previous quarter. The number of complaints not including these cases is 4 347.

³ Among the 8 916 complaints and suggestions, a total of 1 666 complaints were received from two complainants, each of whom made more than 100 complaints in the same quarter in 2019. The number of complaints not including these cases is 7 250.

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 April to June 2020, the Police reported the latest developments on 701⁴ cases previously referred to them. Among these cases, 138⁴ drivers were summonsed.

5. During the same period, relevant government departments and public transport operators took on board 10 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 962⁵ cases, representing an increase of 64.6%⁵ as compared with 3 622⁶ cases in the previous quarter and a decrease of 26.3%⁵ as compared with 8 086⁷ 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 include the taxi cases in paragraph 22.

⁵ Among the 5 962 complaints and suggestions, a total of 1 331 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 4 631, representing an increase of 39.8% when compared with 3 313 cases (see footnote 6) in the previous quarter and a decrease of 27.9% when compared with 6 420 cases (see footnote 7) in the same quarter in 2019. A breakdown of the complaints not including these cases is at Annex E(i)(b).

⁶ Among the 3 622 complaints and suggestions, 309 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 3 313.

⁷ Among the 8 086 complaints and suggestions, a total of 1 666 complaints were received from two complainants, each of whom made more than 100 complaints in the same quarter in 2019. The number of complaints not including these cases is 6 420.

Franchised Bus Services

7. A total of 3 385⁸ complaints and suggestions on franchised bus services were received during the quarter, representing an increase of 93.5%⁸ as compared with 1 749⁹ cases in the previous quarter and a decrease of 12.4%⁸ as compared with 3 865¹⁰ cases in the same quarter in 2019.

8. There were 2 311¹¹ cases on the services of The Kowloon Motor Bus Company (1933) Limited (KMB), as compared with 1 225¹² cases in the previous quarter and 2 868¹³ cases in the same quarter in 2019. Among the 2 311¹¹ cases, 202¹¹ (or 8.7%) were about the adequacy of service and 2 095¹¹ (or 90.7%) were about the standard of service.

9. There were 222¹⁴ cases on the services of the Citybus Limited (Franchise for Hong Kong Island and Cross-Harbour Bus Network) (CTB (Franchise 1)), as compared with 76 cases in the previous quarter and 161 cases in the same quarter in 2019. Among the 222¹⁴ cases, 54¹⁴ (or 24.3%) were about the adequacy of service while 162¹⁴ (or 73.0%) were about the standard of service.

⁸ Among the 3 385 complaints and suggestions, a total of 1 331 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 2 054, representing an increase of 42.6% when compared with 1 440 cases (see footnote 9) in the previous quarter and a decrease of 6.6% when compared with 2 199 cases (see footnote 10) in the same quarter in 2019.

⁹ Among the 1 749 complaints and suggestions, 309 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 1 440.

¹⁰ Among the 3 865 complaints and suggestions, a total of 1 666 complaints were received from two complainants, each of whom made more than 100 complaints in the same quarter in 2019. The number of complaints not including these cases is 2 199.

¹¹ Among the 2 311 complaints and suggestions, 1 127 complaints (137 were about the adequacy of service and 990 were about the standard of service) were received from one complainant, who made more than 100 complaints during the quarter.

¹² Among the 1 225 complaints and suggestions, 309 complaints were received from one complainant, who made more than 100 complaints in the previous quarter.

¹³ Among the 2 868 complaints and suggestions, a total of 1 635 complaints were received from two complainants, each of whom made more than 100 complaints in the same quarter in 2019.

¹⁴ Among the 222 complaints and suggestions, 125 complaints (48 were about the adequacy of service and 77 were about the standard of service) were received from one complainant, who made more than 100 complaints during the quarter.

10. There were 51¹⁵ cases on the services of the Citybus Limited (Franchise for Airport and North Lantau Bus Network) (CTB (Franchise 2)), as compared with 36 cases in the previous quarter and 69 cases in the same quarter in 2019. Among the 51¹⁵ cases, 12¹⁵ (or 23.5%) were about the adequacy of service while 38 (or 74.5%) were about the standard of service.

11. There were 157¹⁶ cases on the services of the New World First Bus Services Limited (NWFB), as compared with 66 cases in the previous quarter and 152 cases in the same quarter in 2019. Of the 157¹⁶ cases, seven (or 4.5%) were about the adequacy of service and 138¹⁶ (or 87.9%) were about the standard of service.

12. There were 48 cases on the services of the Long Win Bus Company Limited (LWB), as compared with 89 cases in the previous quarter and 105¹⁷ cases in the same quarter in 2019. Of the 48 cases, nine (or 18.8%) were about the adequacy of service and 38 (or 79.2%) were about the standard of service.

13. There were 18 cases on the services of the New Lantao Bus Company (1973) Limited (NLB), as compared with 23 cases in the previous quarter and in the same quarter in 2019 respectively. Of the 18 cases, 16 (or 88.9%) were about the standard of service.

14. There were 578¹⁸ cases on the cross-harbour bus services¹⁹, as

¹⁵ Among the 51 complaints and suggestions, nine complaints (about the adequacy of service) were received from one complainant, who made more than 100 complaints during the quarter.

¹⁶ Among the 157 complaints and suggestions, four complaints (about the standard of service) were received from one complainant, who made more than 100 complaints during the quarter.

¹⁷ Among the 105 complaints and suggestions, five complaints were received from one complainant, who made more than 100 complaints in the same quarter in 2019.

¹⁸ Among the 578 complaints and suggestions, a total of 66 complaints (25 were about the adequacy of service and 41 were about the standard of service) were received from two complainants, each of whom made more than 100 complaints during the quarter.

¹⁹ 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.

compared with 234 cases in the previous quarter and 487²⁰ cases in the same quarter in 2019. Of the 578¹⁸ cases, 65¹⁸ (or 11.2%) were about the adequacy of service and 488¹⁸ (or 84.4%) 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 31 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 2019 were 20 and 63 respectively.

Public Light Bus Services

17. A total of 1 008 complaints and suggestions on public light bus (PLB) services were received in this quarter, representing an increase of 55.3% as compared with the previous quarter and a decrease of 26.3% 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, 91.2% or 919 cases were on green minibus (GMB) services. The number of cases received in the previous quarter and the same quarter in 2019 were 586 and 1 296 respectively. Among the 919 cases, 44 (or 4.8%) were about the adequacy of service and 843 (or 91.7%) were about the standard of service.

19. The remaining 8.8% or 89 cases were on the services provided by red minibuses (RMB). The number of cases received in the previous quarter and

²⁰ Among the 487 complaints and suggestions, a total of 26 complaints were received from two complainants, each of whom made more than 100 complaints in the same quarter in 2019.

the same quarter in 2019 were 63 and 72 respectively.

Taxi Services

20. A total of 1 431 cases on taxi services were received in this quarter, representing an increase of 28.0% as compared with the previous quarter and a decrease of 47.1% 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 1 431 cases received, 1 316 (92.0%) were related to taxi driver malpractice, as compared with 1 074 such cases (96.1%) 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 227 such cases (17.2%) were referred to the Police.

22. During the quarter, the Police reported the latest developments on 458 cases previously referred to them. These cases are categorised as follows –

	<u>No. of Cases</u>		<u>Percentage</u>	
(a) Summoned	69	(46)	15	(11)
(b) Withdrawn by complainants	256	(238)	56	(58)
(c) Evidence considered insufficient by the Police for further processing	133	(127)	29	(31)
	<u>458</u>		<u>(411)</u>	
	<u>100</u>		<u>(100)</u>	

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

It is noted that 85% of these cases could not be further pursued because of withdrawal by complainants or insufficient evidence.

23. Among the 46 summonsed cases in the previous quarter, 25 taxi drivers were convicted of traffic offences by the court²¹. One taxi driver was fined \$6,000 for failing to display taxi driver identity plate and one taxi driver was fined \$3,000 for soliciting passenger for hire. Two taxi drivers were fined \$1,300 and \$1,500 for indirect route. Of the seven cases of failing to accept hire at taxi stand and refusing hire, the taxi drivers were fined from \$320 to \$3,000.

Rail Services

24. A total of 82 complaints and suggestions on rail services were received. The corresponding figures for the previous quarter and the same quarter in 2019 were 74 and 78 respectively. Of the 82 cases, 74 were on the services of MTRCL.

Ferry Services

25. There were 25 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 eight respectively.

Traffic Conditions

26. There were 176 complaints recorded in this quarter about traffic congestion, as compared with 115 cases in the previous quarter and 84 cases in the same quarter in 2019. Congestion was reported to have occurred throughout the territory, as illustrated below –

²¹ Results of the remaining summonsed cases were not yet available as at end August 2020.

	<u>Number of Complaints</u>	
Hong Kong Island	28	(14)
Kowloon	85	(55)
New Territories	63	(46)
Others (e.g. general issues and tunnel areas)	-	(-)
Total	176	(115)

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

27. Based on the number of complaints received, districts most affected by traffic congestion were Sham Shui Po (25 cases) and Kwun Tong (23 cases). The number of complaints and suggestions on traffic and road conditions broken down by district is at Annex 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 44 complaints and suggestions on traffic management and 18 requests for additional traffic signs and aids in this quarter. As a comparison, there were 15 and 14 such cases in the previous quarter, and 57 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 57 complaints about road maintenance, as compared with 23 cases in the previous quarter and 21 cases in the same quarter in 2019. Among the 57 cases, 31 cases were related to road conditions and 24 cases were related to traffic signs and aids.

32. The district which attracted relatively more complaints about road conditions was Sham Shui Po (five cases).

Enforcement

33. There were 1 198 complaints about traffic regulations enforcement in this quarter, representing an increase of 27.3% when compared with 941²² cases in the previous quarter and an increase of 95.1% when compared with 614 cases in the same quarter in 2019. They were mainly requests for action against illegal parking (908 cases), disobeying traffic signs/schemes (81 cases), cutting lane abruptly/overtaking on solid line (55 cases) and jumping red light/failing to give way to pedestrians/traffic (52 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.

34. Districts which attracted relatively more complaints about illegal parking were Kwun Tong (100 cases), Sham Shui Po (88 cases), Yuen Long (87 cases) and Sha Tin (80 cases).

²² Among the 941 complaints and suggestions, 111 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 830.

Chapter 2 Major Events and Noteworthy Cases

Transport Complaints Unit Sub-committee Meeting

At the quarterly meeting of the TCU Sub-committee on 28 May 2020, Members discussed –

- (a) complaints about frequency and regularity of franchised bus services;
- (b) complaints and suggestions about road works and road maintenance;
- (c) complaints and suggestions about illegal parking; and
- (d) TCU Quarterly Report No. 1 of 2020.

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

- (a) complaints and suggestions about illegal parking; and
- (b) TCU Quarterly Report No. 1 of 2020.

Complaint about lighting condition near a bus stop at Victoria Road in Mount Davis

3. A member of the public complained that green minibus (GMB) drivers failed to pick him up near the bus stop at Victoria Road near Mount Davis Road. He raised concern about insufficient lighting near the bus stop which made GMB drivers unable to notice passengers waiting for GMBs. To improve the lighting condition, the complainant suggested installation of additional road lights and inspection of tree growth nearby which might block road lights.

4. The case was referred to TD, Highways Department (HyD) and the Leisure and Cultural Services Department (LCSD) for consideration. TD replied that they had asked the GMB operators to remind their drivers to be

attentive to the boarding needs of en-route passengers and should pick up passengers when a GMB was not fully loaded.

5. HyD advised that the road surface luminance was determined by the standard set out in the Public Lighting Design Manual. HyD conducted a site inspection and measured the road surface luminance with a luminance meter. To address the complainant's concern, HyD replaced the traditional lanterns of the lamp posts near the bus stop with light emitting diode (LED) lanterns, which had higher colour rendering index that could facilitate identification of other road users and objects in the street more easily.

6. Regarding the suggestion of inspecting tree growth nearby, HyD and LCSD had conducted investigations and trees were pruned in the vicinity of the bus stop to minimise obstruction of road lights.

7. The member of the public was informed of the follow-up actions taken by the relevant departments and raised no further comment.

Concerns about occupation of pavement and carriageway of Prince Edward Road West in Mong Kok

8. A member of the public raised concerns about the occupation of pavement and carriageway by a flower shop near the Mong Kok Flower Market (Flower Market) at Prince Edward Road West. The member of the public raised that pedestrians and motorists had to detour due to the occupation, which caused inconvenience and potential dangers to them.

9. The case was referred to the Food and Environmental Hygiene Department (FEHD) and the Police for investigation and necessary enforcement action. FEHD advised that according to the consensus among the relevant departments and the commercial tenants endorsed by the Yau Tsim Mong District Council, the commercial tenants of the Flower Market might extend three feet from their shop front (i.e. "tolerated area") for business operations, on the condition that the shop operators could exercise self-discipline by adhering to the level of extension agreed. This aimed to constitute a distinct characteristic and

contribute to the vibrancy of the district. Nevertheless, FEHD was concerned about environmental hygiene (including unauthorised extension of business by shops and illegal hawking) at the location concerned. In addition to deploying staff to conduct inspections at different hours of the day, FEHD adopted different operational strategies to combat the above illegal activities, including designated patrols, surprise raids, and education and publicity work.

10. FEHD advised that two site inspections were conducted at the location concerned and no obstruction by goods was found. Nonetheless, commercial tenants were reminded not to place goods which would cause obstruction to pedestrians or otherwise they would be prosecuted. Regarding shop front extensions, FEHD issued 107 fixed penalty notices in May 2020 to offenders in the vicinity of the Flower Market. FEHD would continue to maintain environmental hygiene at the location concerned.

11. The Police advised that they would continue to take stringent traffic enforcement action at the location concerned.

12. The member of the public was informed of the above and raised no further comment.

Complaint about the application system of the “Driving on Lantau Island” scheme

13. A member of the public raised that he was unable to apply for the “Driving on Lantau Island” scheme (the Scheme) through the online application system. He complained that the quota was exhausted within one or two minutes after new places were released. He urged TD to investigate whether the system was in normal operation.

14. The case was referred to TD. TD advised that the Scheme was introduced to enable members of the public to drive their private cars on weekdays where the traffic was not heavy via the closed roads on Lantau Island to promote tourism and the local economy. Under the Scheme, up to 25 private cars were allowed to enter the closed roads on Lantau Island each day, of which

five places of the quota were reserved for electric vehicles to promote environmental protection. The places would be allocated on a first come, first served basis and each private car would only be allocated one place each month. Applications should be made through TD's online system and the permit fee should be paid online. New places would be released at 7:00 a.m. on the day one month before the available entry date.

15. Having checking with the system supplier, TD advised that no irregularity or misuse was observed. In addition, TD encouraged members of the public to take public transport services, such as franchised buses and ferries, to South Lantau.

16. The complainant was informed of the above and raised no further comment.

Complaints and Suggestions on Taxi Service**Background**

Taxi service is one of the major areas which attract regular complaints. On average, complaints and suggestions on taxi services account for about 45% of all the cases on public transport services.

Complaint/Suggestion Statistics

2. The trend of complaints and suggestions on taxi services in the past five years is as follows –

<u>Year</u>	<u>No. of complaints/suggestions</u>	<u>Difference</u>
2015	10 359 (29.52)	-
2016	10 357 (30.34)	-0.02% (+2.8%)
2017	10 759 (32.85)	+3.9% (+8.3%)
2018	11 000 (33.89)	+2.2% (+3.2%)
2019	10 318 (33.10)	-6.2% (-2.3%)
2020 (up to 30 Jun 2020)	2 549 (21.14)	-

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

3. A total of 2 549 complaints and suggestions about taxi services were received during the period from January to June 2020, representing 21.14 complaints/suggestions per million passenger journeys. These figures represent decreases of 52.1% and 37.2% respectively when compared with 5 323 cases and 33.68 complaints/suggestions per million passenger journeys received

in the same period in 2019. A breakdown of the nature of complaints and suggestions on taxi services is at Annex J. Among the taxis involved in these cases, 625 were identified by vehicle registration number and 33 were identified by taxi driver identity plate number which attracted more than one complaint within one year.

4. Of the 2 549 cases received, 2 390 cases (or 94%) were related to taxi driver malpractice, as compared with 5 188 such cases (or 98%) received in the same period in 2019. Among the different categories of taxi driver malpractice, improper driving behaviour (673 cases), failure to take the most direct route (483 cases), drivers behaving other than in a civil and orderly manner (390 cases) and refusing hire (368 cases) attracted relatively more complaints.

5. Apart from complaints about taxi driver malpractice, there were 159 cases about taxi obstruction and miscellaneous matters (e.g. conditions of vehicle, passenger services and facilities). Comments on the mechanism for handling complaints about taxi services were also received.

Measures to Improve the Situation

TD's new internal database for consolidating complaint records

6. TD has enhanced its mechanism for handling complaints about taxi service, with a view to taking actions against drivers who are the subjects of repeated complaints and assisting the taxi trade in setting up a system for self-monitoring and regulation. The internal database assists TD in grasping the overall taxi service quality more effectively, analysing whether there is a rising trend of complaints against individual vehicles or vehicles owned by individual companies, as well as taking appropriate follow-up and targeted actions having regard to the circumstances of individual cases. TD also provides to the Police the particulars of taxi owners and drivers who are repeatedly complained at for appropriate follow-up investigations and enforcement actions.

Improvement of taxi drivers' behaviours

7. The Government has all along been enhancing the quality of taxi service. To this end, TD revamped the Quality Taxi Services Steering Committee, which was renamed as the Committee on Taxi Service Quality (CTSQ) in January 2018. The CTSQ serves as a multi-party platform for discussing various strategies and measures to drive changes to enhance the service quality of existing taxis. On public education, TD published and updated the “Hong Kong Taxi Service Standard” and the “Hong Kong Taxi Service Guidelines”, which set out the conduct and performance expected of taxi drivers. TD also launched a series of online training courses for in-service taxi drivers²³, and the Taxi Service Commendation Scheme²⁴ to recognise taxi drivers who provided outstanding service and taxi service management teams so as to enhance the professional image of taxi operators.

8. In response to the requests from the community and feedback from the taxi trade, the Government plans to introduce legislative amendments to raise the penalty levels for various taxi drivers' malpractices, including (i) the introduction of a two-tier penalty system for taxi driver-related offences of a more serious nature such that heavier maximum penalties will be imposed on repeated offenders; (ii) the introduction of a Taxi Driver-Offence Points System such that a taxi driver who has repeatedly committed various taxi driver-related offences will be subject to disqualification from driving taxis for a certain period of time; and (iii) updating some of the existing taxi driver-related offence provisions to ensure that they reflect and suit the present circumstances.

²³ The online training courses cover topics such as effective communication skills between drivers and passengers, conflict handling methods and knowledge on barrier-free facilities.

²⁴ TD enhanced the “Taxi Driver Commendation Scheme” to “Taxi Service Commendation Scheme” and launched it in October 2019. The scope of the Commendation Scheme covers taxi drivers and taxi service management teams. To commend the good performance of the awarded taxi drivers and taxi service management teams, TD plans to hold the Prize Presentation Ceremony of Taxi Service Commendation Scheme 2019 in Q4 2020, subject to pandemic situation nearer the time.

Use of mobile phones while driving

9. Road safety is one of the Police's Operational Priorities and the enforcement element is addressed via the Selected Traffic Enforcement Priorities (STEP). In the STEP 2020, offences such as using handheld telecommunication equipment while driving, careless driving, etc. are included as the targets of the Police. The Police all along make every endeavour to change these irresponsible driving behaviour through stringent enforcement, community engagement and publicity to ensure road safety in Hong Kong. The Police are of the view that the use of a mobile communication device while driving, regardless of the number of devices mounted on a vehicle and the purpose(s) of using it, would endanger road safety. Thus, the proposal of restricting the use of mobile communication devices and amending the existing legislation to cope with the rapid development of information technology is fully supported. Any allowance for mobile phone distraction should not be supported as the community is getting more serious about using mobile phone while driving. Unless there are strong grounds to show that it is impracticable to achieve "a zero-tolerance" policy, the use of mobile communication devices while driving should not be allowed at the expense of road safety.

10. TD advises that under the Road Traffic (Traffic Control) Regulations (Cap. 374G), it is an offence for a driver to use a mobile phone while holding it in his hand or between his head and shoulder if the motor vehicle being driven by him is in motion. Although there is no provision under the existing legislation prohibiting a driver from using his mobile phone through "swiping" while driving or restricting the number of mobile phones mounted on the dashboard of a vehicle, the driver may still be liable to prosecution for "dangerous driving" or "careless driving" offences under the Road Traffic Ordinance (Cap. 374) if there is evidence that his driving behaviour is adversely affected by such or related act. TD will continue to appeal to the taxi trade to remind the taxi drivers to avoid using mobile devices while driving.

Enhancement of taxi service quality

11. TD and the CTSQ encourage the trade to leverage on technology to enhance the operational efficiency and service quality, such as setting up or

integrating taxi-hailing application platforms for providing customers with better service experience. As smart phones and mobile applications (mobile apps) have been gaining popularity, the use of taxi-hailing mobile apps becomes more common. This kind of mobile apps brings convenience to passengers.

12. Taxi passengers are required to pay taxi fares as recorded on the taximeter in accordance with the law, as well as the additional fares if required. In this regard, TD will continue to arrange publicity through different channels, such as dissemination of messages in “Taxi Newsletter”, leaflets, regular meetings with the taxi trade and passenger notice in taxi compartment.

13. The Government has all along been striving to assist the trade in maintaining quality taxi service. In terms of legal framework, taxi operation is regulated by the Road Traffic Ordinance (Cap. 374) and its subsidiary legislation. The Police take vigorous enforcement actions against malpractices, and TD focuses on education and publicity work like promulgation of taxi service standards to promote proper behaviours of taxi drivers through various channels. Also, TD will maintain close liaison with the taxi trade to remind them of the need and importance of complying with the statutory requirements when providing taxi services in Hong Kong.

14. During the period from January to June 2020, 403 cases (or 17%) on taxi driver malpractice were referred to the Police for further investigation²⁵ if the complainants agreed to be witnesses. In addition, the Police have taken enforcement actions against taxi malpractices particularly at the districts frequented by tourists. Key tasks are to enhance patrols at black spots like Lan Kwai Fong and Canton Road and conduct intelligence-led operations. In encountering any taxi malpractice, such as overcharging, refusing hire and soliciting passengers, members of the public are strongly encouraged to have the incidents reported 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.

²⁵ During the period from January to June 2020, the Police reported the investigation results on 869 cases previously referred to them. The results are provided in paragraphs 22 and 23 of Chapter 1 of TCU Quarterly Report No. 1 of 2020 and this Report.

15. At present, there are over 59 000 taxi drivers, with the majority of them being self-employed rentee-drivers or owner-drivers. As most drivers are not employed by the owners, the quality of service varies. Since licence ownership and management of taxis are highly decentralised and drivers' income is not necessarily related to service quality, the effectiveness of various efforts to enhance the overall service level has not been entirely satisfactory. Both the Government and the trade acknowledge the need for service improvement. In this connection, 17 taxi associations formed the Hong Kong Taxi Council (Taxi Council) in November 2015, with an aim to improve the taxi service quality through self-regulation. It is understood that the Taxi Council has launched a taxi-hailing mobile app that can be used by all ordinary taxis in Hong Kong. Meanwhile, TD is helping the taxi trade to explore the feasibility of enhancing taxi services within the present legal and regulatory framework. One way is to encourage the taxi trade to provide service of higher quality in the form of hire-as-a-whole service. It is encouraging that some taxi trade members are already working towards such a direction and embarking on further expanding the hire-as-a-whole model service.

16. As regards complaints about taxi obstruction and miscellaneous matters (159 cases), all these cases were referred to the relevant authorities for action. For example, in the case of taxi obstruction, the Police were requested to step up enforcement while TD was invited to consider traffic management measures to address the problem.

17. TCU will continue to closely monitor and follow up with the departments concerned regarding complaints and suggestions on taxi service.

Complaints and Suggestions Received by TCU

<u>Nature of Complaint/Suggestion</u> ⁽¹⁾⁽²⁾	<u>Same quarter in 2019 (1.4.19-30.6.19)</u>			<u>Previous quarter (1.1.20-31.3.20)</u>			<u>Current quarter (1.4.20-30.6.20)</u>		
I. Public Transport Services									
(a) Adequacy of service	250	[21]		299	[26]		421	[27]	
(b) Standard of service	7 700	[2]		3 207	[4]		5 323	[5]	
(c) General	136			116	[7]		218	[6]	
	8 086⁽³⁾	[23]	(90%)	3 622⁽³⁾	[37]	(76%)	5 962⁽³⁾	[38]	(79%)
II. Traffic Conditions									
(a) Traffic congestion	84			115	[3]		176	[5]	
(b) Traffic management	57	[9]		15	[5]		44	[7]	
(c) Additional traffic signs and aids	19	[5]		14	[5]		18	[7]	
(d) Parking facilities	4			4			6	[1]	
	164	[14]	(1%)	148	[13]	(3%)	244	[20]	(3%)
III. Road Maintenance									
(a) Road conditions	10			5			31		
(b) Traffic signs and aids	10	[1]		16			24		
(c) Carriageway markings	1			2			2		
	21	[1]	(1%)	23		(1%)	57		(1%)
IV. Enforcement									
(a) Illegal parking	381	[1]		790			908		
(b) Other enforcement matters	233	[1]		151	[1]		290	[2]	
	614	[2]	(7%)	941⁽³⁾	[1]	(19%)	1 198	[2]	(16%)
V. Miscellaneous	31	[1]	(1%)	33		(1%)	61	[1]	(1%)
Total	8 916⁽³⁾	[41]	(100%)	4 767⁽³⁾	[51]	(100%)	7 522⁽³⁾	[61]	(100%)

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

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

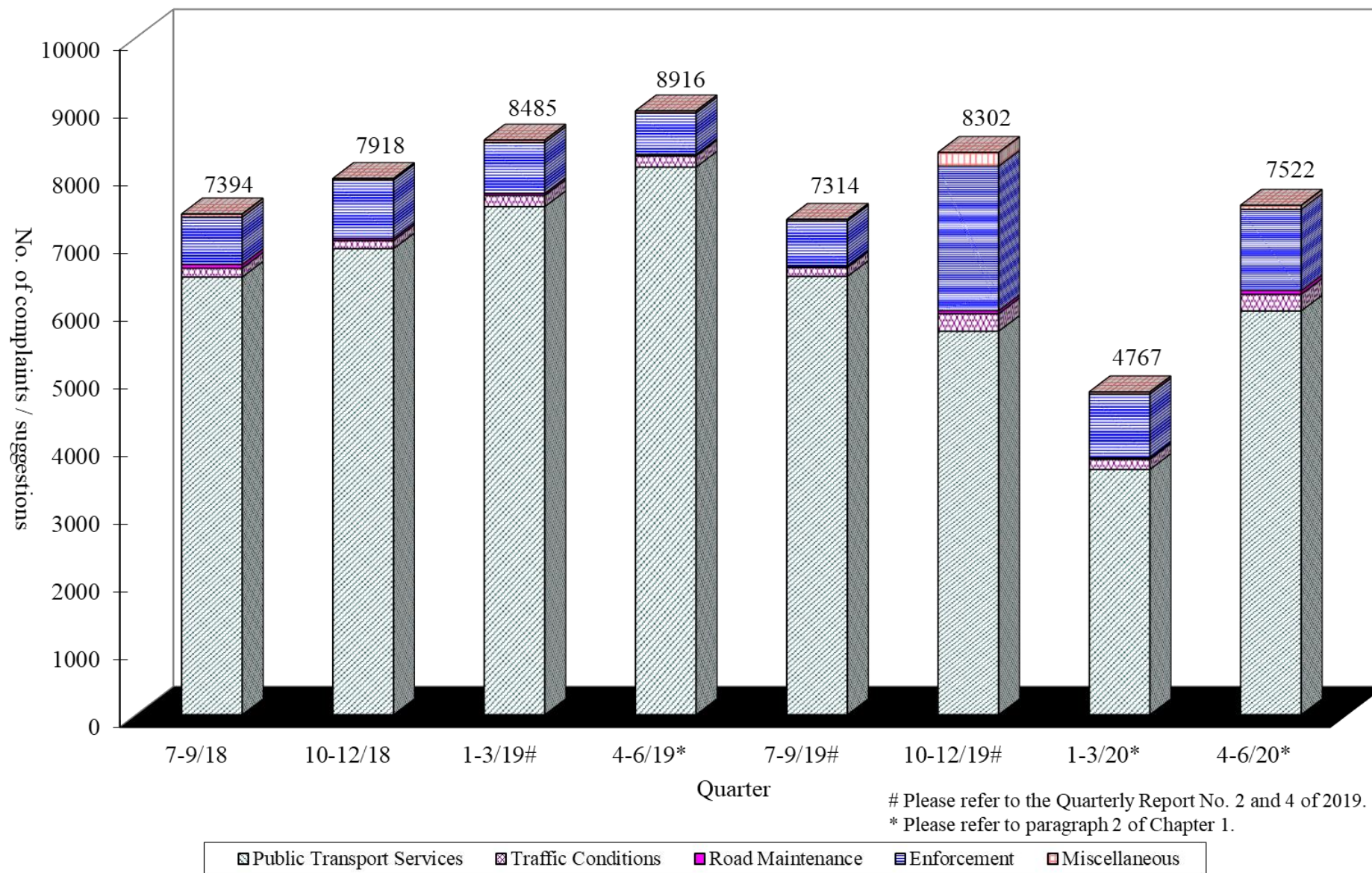
(3) Please refer to paragraphs 2, 6 and 33 of Chapter 1.

Complaints and Suggestions Received by TCU⁽¹⁾

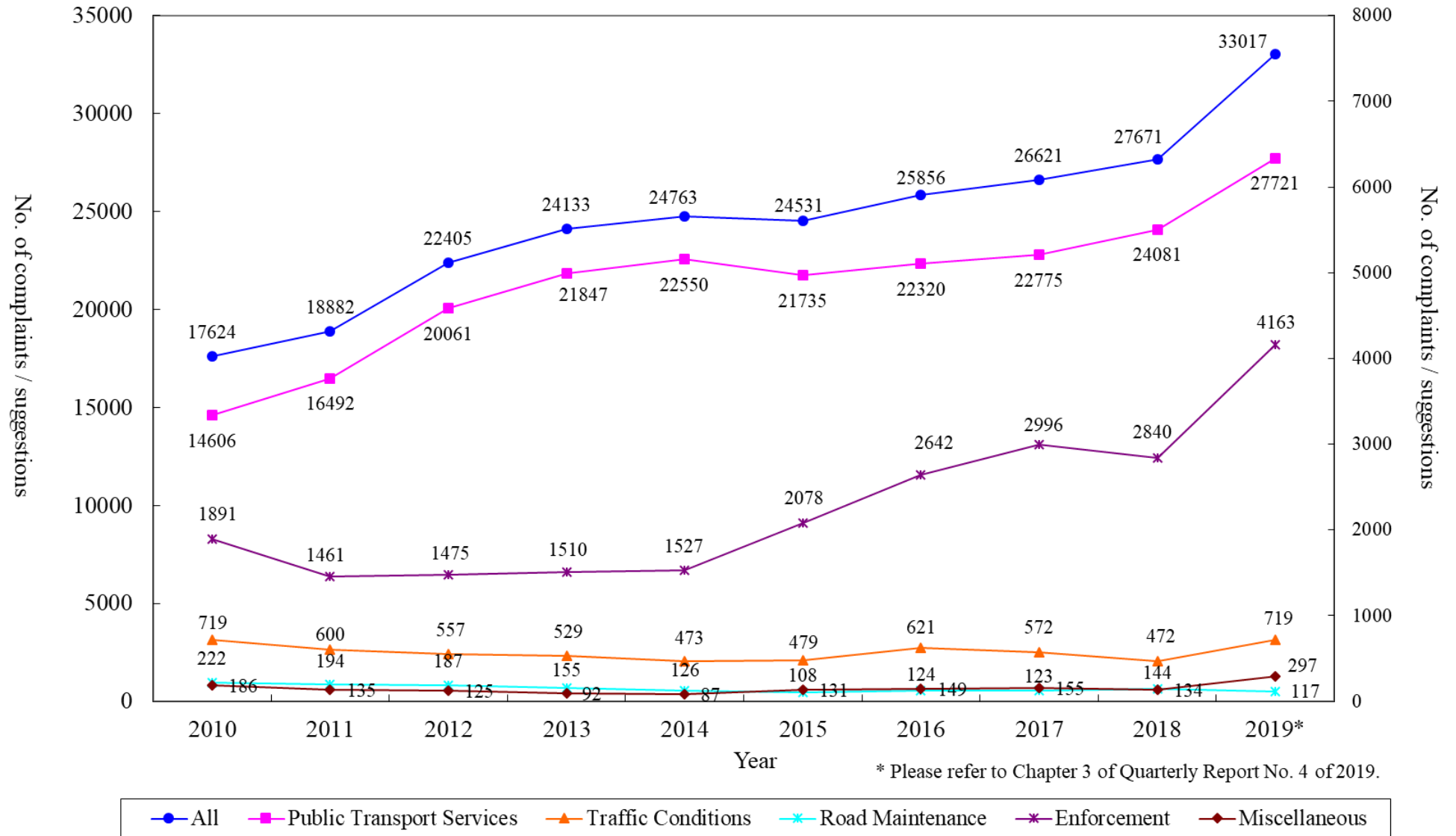
<u>Nature of Complaint/Suggestion</u>⁽²⁾⁽³⁾	<u>Same quarter in 2019 (1.4.19-30.6.19)⁽⁴⁾</u>			<u>Previous quarter (1.1.20-31.3.20)⁽⁵⁾</u>			<u>Current quarter (1.4.20-30.6.20)⁽⁸⁾</u>		
I. Public Transport Services									
(a) Adequacy of service	236	[21]		218	[26]		202	[27]	
(b) Standard of service	6 048	[2]		2 979	[4]		4 211	[5]	
(c) General	136			116	[7]		218	[6]	
	6 420⁽⁴⁾	[23]	(88%)	3 313⁽⁶⁾	[37]	(76%)	4 631⁽⁸⁾	[38]	(75%)
II. Traffic Conditions									
(a) Traffic congestion	84			115	[3]		176	[5]	
(b) Traffic management	57	[9]		15	[5]		44	[7]	
(c) Additional traffic signs and aids	19	[5]		14	[5]		18	[7]	
(d) Parking facilities	4			4			6	[1]	
	164	[14]	(2%)	148	[13]	(3%)	244	[20]	(4%)
III. Road Maintenance									
(a) Road conditions	10			5			31		
(b) Traffic signs and aids	10	[1]		16			24		
(c) Carriageway markings	1			2			2		
	21	[1]	(1%)	23		(1%)	57		(1%)
IV. Enforcement									
(a) Illegal parking	381	[1]		679			908		
(b) Other enforcement matters	233	[1]		151	[1]		290	[2]	
	614	[2]	(8%)	830⁽⁷⁾	[1]	(19%)	1 198	[2]	(19%)
V. Miscellaneous	31	[1]	(1%)	33		(1%)	61	[1]	(1%)
Total	7 250⁽⁴⁾	[41]	(100%)	4 347⁽⁵⁾	[51]	(100%)	6 191⁽⁸⁾	[61]	(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) A total of 1 666 complaints received from two complainants, each of whom made more than 100 complaints in the same quarter in 2019, were excluded.
 - (5) A total of 420 complaints received from two complainants, each of whom made more than 100 complaints in the previous quarter, were excluded.
 - (6) 309 complaints received from one complainant, who made more than 100 complaints in the previous quarter, were excluded.
 - (7) 111 complaints received from one complainant, who made more than 100 complaints in the previous quarter, were excluded.
 - (8) A total of 1 331 complaints received from two complainants, each of whom made more than 100 complaints during the quarter, were excluded.

Complaints and Suggestions Received by TCU

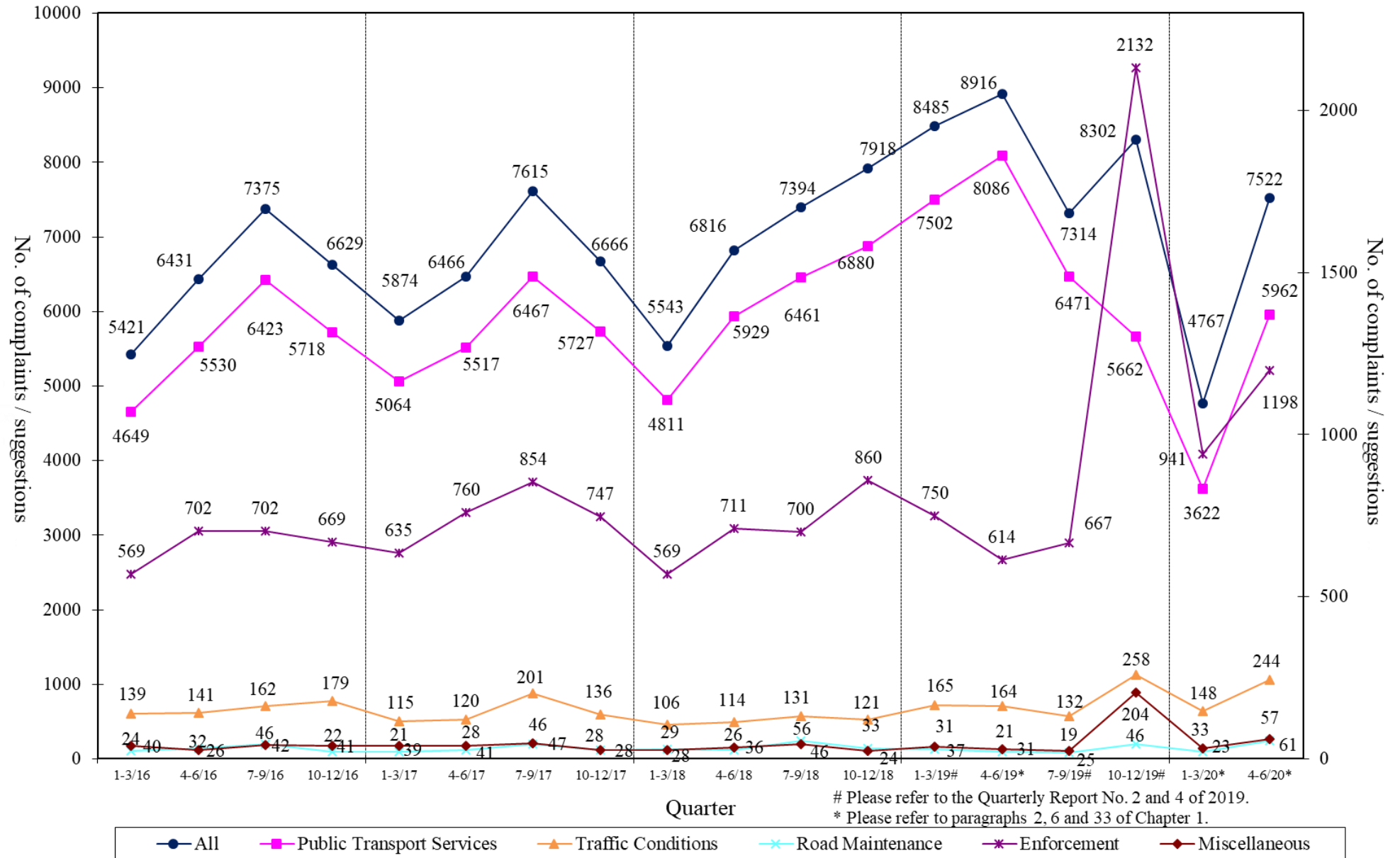


**Trends of Complaints and Suggestions Received by TCU
(2010 - 2019)**



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

Annex B(ii)



Summary of Results of Investigations into Complaints and Suggestions
(April – June 2020)

Outcome of Investigation Nature of Complaint/ Suggestion	A1	A2	B	C	Total
I. Public Transport Services					
(a) Adequacy of service	18	390	1	-	409
(b) Standard of service	1 265	2 770	25	814	4 874
(c) General	82	100	-	7	189
	1 365	3 260	26	821	5 472
II. Traffic Conditions					
(a) Traffic congestion	88	68	-	-	156
(b) Traffic management	8	17	-	-	25
(c) Additional traffic signs/aids	3	10	-	-	13
(d) Parking facilities	2	3	-	-	5
	101	98	-	-	199
III. Road Maintenance					
(a) Road conditions	12	7	1	-	20
(b) Traffic signs and aids	18	11	2	-	31
(c) Carriageway markings	1	-	-	-	1
	31	18	3	-	52
IV. Enforcement					
(a) Illegal parking	943	98	-	1	1 042
(b) Other enforcement matters	43	122	1	109	275
	986	220	1	110	1 317
V. Miscellaneous	31	37	-	-	68
Total	2 514 (35%)	3 633 (51%)	30 (1%)	931 (13%)	7 108 (100%)
	6 147 (86%)				

Legend

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

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

<div>Outcome of Investigation</div> <div>Mode of Transport</div>	A1	A2	B	C	Total
The Kowloon Motor Bus Company (1933) Limited	388	2 034	3	16	2 441
Citybus Limited (Franchise 1)	52	49	-	3	104
Citybus Limited (Franchise 2)	29	29	1	-	59
New World First Bus Services Limited	55	54	2	5	116
New Lantao Bus Company (1973) Limited	11	13	1	1	26
Long Win Bus Company Limited	22	67	-	2	91
Cross-harbour Bus Services	149	185	-	4	338
Non-franchised Bus Services	10	15	2	2	29
Green Minibus	507	299	-	25	831
Red Minibus	69	11	1	9	90
Taxi	42	387	15	754	1 198
MTR Corporation Limited (Excluding Light Rail)	23	90	1	-	114
MTR Corporation Limited (Light Rail)	2	13	-	-	15
The Hongkong Tramways Limited	-	3	-	-	3
New World First Ferry Services Limited	4	4	-	-	8
The “Star” Ferry Company Limited	-	-	-	-	-
Minor Ferries	2	7	-	-	9
Total	1 365 (25%)	3 260 (59%)	26 (1%)	821 (15%)	5 472 (100%)
	4 625 (84%)				

Legend

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

Public Suggestions Taken on Board by
Relevant Government Departments/Public Transport Operators
(April – June 2020)

I. Public Transport Services

- Add a stop plate at green minibus route no. 72 stop at Fung Tak Road near Plaza Hollywood to facilitate passengers queuing.
- Improve the handrails of the gangplank of a fast ferry plying between Central and Cheung Chau for safe embarkation and disembarkation of passengers.

II. Traffic Management

Hong Kong Island

- Extend “No Stopping” restriction at Ice House Street near Queen’s Road Central to alleviate traffic congestion.
- Declutter and remove “No Stopping” traffic signs at D’Aguilar Street near Lan Kwai Fong to make room for pedestrians.

Kowloon

- Enhance synchronisation of traffic lights at Argyle Street westbound at its junctions with Sai Yee Street and Sai Yeung Choi Street South to alleviate traffic congestion.
- Increase the vehicular green time of a traffic light at the junction of Lei Yue Mun Road eastbound and the slip road connecting the Eastern Harbour Crossing during morning rush hours on weekdays to improve traffic flow.

New Territories

- Enlarge traffic signs and add road markings at Chek Lap Kok Road westbound near Hong Kong-Zhuhai-Macao Bridge to remind motorists of the prohibited zone ahead.
- Increase the vehicular green time of a traffic light for turning left from Tung Chung Waterfront Road westbound onto Wai Tung Road to improve traffic flow.
- Extend 24-hour “No Stopping” restriction at On Kwan Street near Kings Wing Plaza 1 to deter illegal parking and facilitate taxis approaching the taxi stand.
- Increase the vehicular green time of a traffic light at the junction of Po Lam Road North northbound and Tsui Lam Road at night to improve traffic flow.

Complaints and Suggestions on Public Transport Services

(April – June 2020)

Annex E(i)(a)

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

Note:
Please refer to paragraphs 6-14 of Chapter 1.

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	173	51	10	3	2	8	53	3	35	-	-	17	1	-	-	-	1	357
(2) Routeing	9	2	-	2	-	1	8	3	3	-	-	-	-	-	-	-	1	29
(3) Hours of operation	12	-	-	-	-	-	2	-	-	-	-	-	-	-	-	-	-	14
(4) Provision of stops	8	1	2	2	-	-	2	-	6	-	-	-	-	-	-	-	-	21
Sub-total	202	54	12	7	2	9	65	6	44	-	-	17	1	-	-	-	2	421
(B) Standard of Service																		
(1) Regularity of service	1452	112	3	72	6	14	229	7	278	-	-	2	-	-	2	-	5	2182
(2) Adherence to routing	5	-	5	-	-	-	11	2	33	-	281	-	-	-	-	-	-	337
(3) Improper driving behaviour	159	14	16	26	4	3	73	5	188	45	400	2	2	3	-	-	3	943
(4) Conduct & performance of staff (including drivers)	194	18	12	28	-	8	93	2	282	23	449	11	2	-	2	-	1	1125
(5) Overcharging	2	-	-	-	2	-	1	-	16	6	186 *	-	-	-	-	-	2	215
(6) Cleanliness	25	9	-	-	-	1	-	-	12	2	8	1	1	-	2	-	-	61
(7) Conditions of vehicles/vessels	13	1	-	3	-	2	2	1	8	1	3	1	-	-	-	-	-	35
(8) Passenger services & facilities	245	8	2	9	4	10	79	3	26	-	2	24	3	5	1	-	4	425
Sub-total	2095	162	38	138	16	38	488	20	843	77	1329	41	8	8	7	-	15	5323
(C) General	14	6	1	12	-	1	25	5	32	12	102	7	-	-	-	-	1	218
Total this quarter	2311	222	51	157	18	48	578	31	919	89	1431	65	9	8	7	-	18	5962
Grand-total	(3385)							(2470)				(82)			(25)			
Total previous quarter	1225	76	36	66	23	89	234	20	586	63	1118	63	8	3	6	-	6	3622
Total same quarter in 2019	2868	161	69	152	23	105	487	63	1296	72	2704	60	9	9	4	1	3	8086

Complaints and Suggestions on Franchised Buses Services⁽¹⁾⁽²⁾⁽³⁾
(April – June 2020)

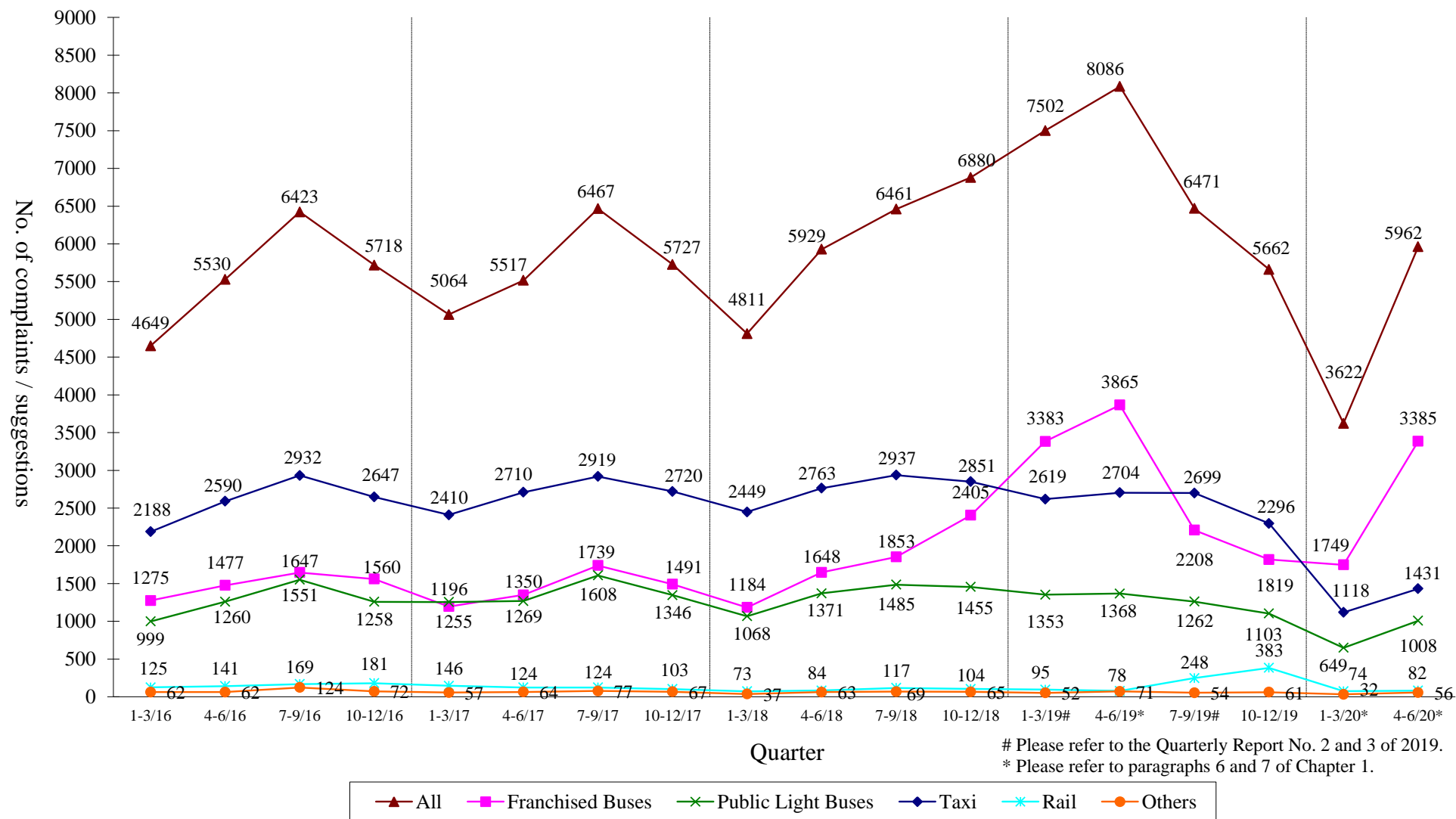
Legend

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

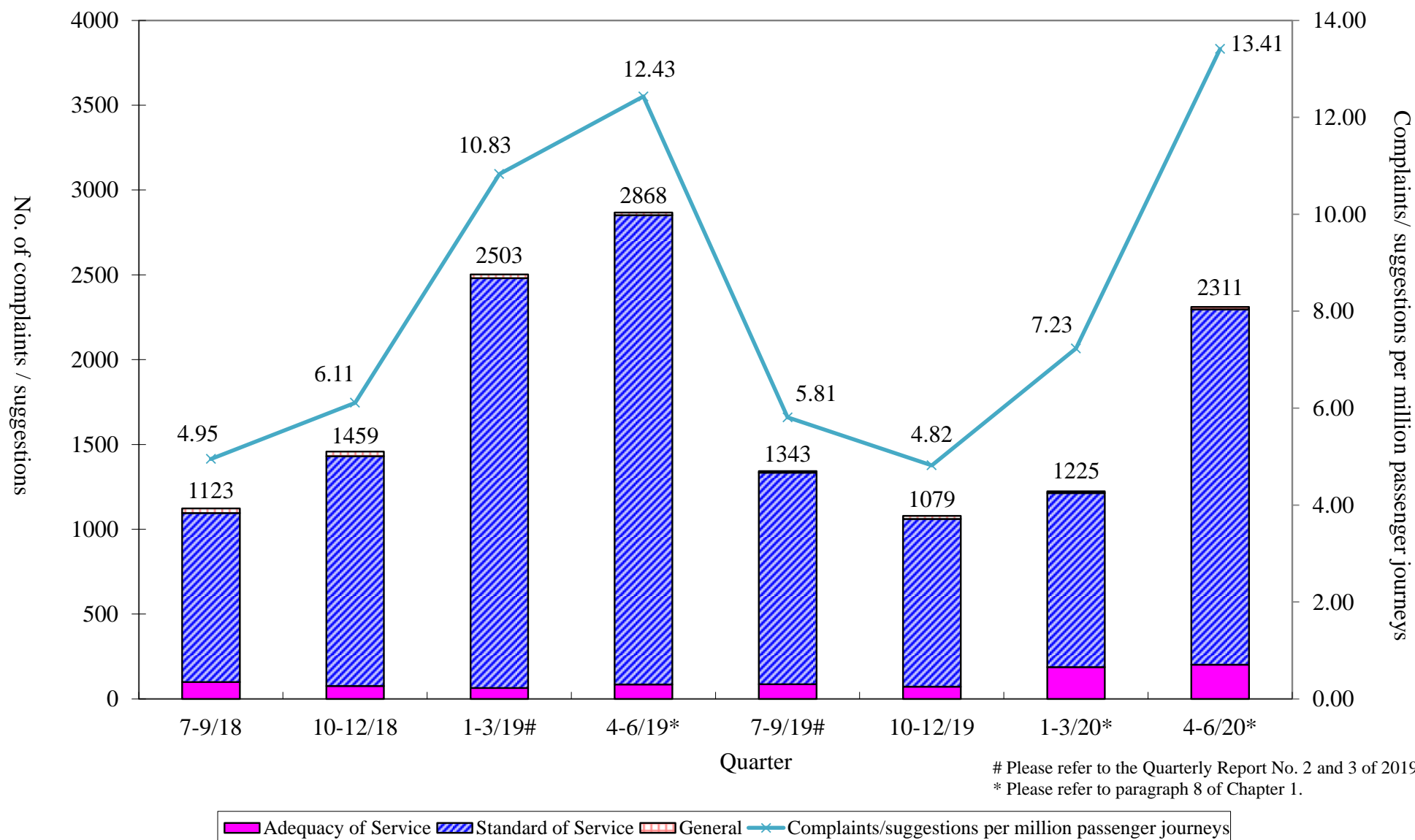
Mode Nature of Complaint/Suggestion	Vehicular Transport							Total/ Sub- total
	Franchised Buses							
	KMB ⁽¹⁾⁽²⁾⁽³⁾	CTB1 ⁽¹⁾	CTB2 ⁽¹⁾	FB ⁽¹⁾	NLB	LWB ⁽³⁾	XHT ^{(1) (3)}	
(A) Adequacy of Service								
(1) Frequency/carrying capacity	40	3	1	3	2	8	28	85
(2) Routeing	9	2	-	2	-	1	8	22
(3) Hours of operation	8	-	-	-	-	-	2	10
(4) Provision of stops	8	1	2	2	-	-	2	15
Sub-total	65	6	3	7	2	9	40	132
(B) Standard of Service								
(1) Regularity of service	593	35	3	68	6	14	193	912
(2) Adherence to routing	5	-	5	-	-	-	11	21
(3) Improper driving behaviour	159	14	16	26	4	3	72	294
(4) Conduct & performance of staff (including drivers)	194	18	12	28	-	8	93	353
(5) Overcharging	2	-	-	-	2	-	1	5
(6) Cleanliness	25	9	-	-	-	1	-	35
(7) Conditions of vehicles	13	1	-	3	-	2	2	21
(8) Passenger services & facilities	114	8	2	9	4	10	75	222
Sub-total	1105	85	38	134	16	38	447	1863
(C) General	14	6	1	12	-	1	25	59
Total this quarter	1184	97	42	153	18	48	512	2054
Grand-total	(2054)							
Total previous quarter	916	76	36	66	23	89	234	1440
Total same quarter in 2019	1233	161	69	152	23	100	461	2199

- Notes :** (1) A total of 1 331 complaints (1 127 about KMB, 125 about CTB1, 9 about CTB2, 4 about FB and 66 about XHT) received from two complainants during the quarter were excluded. Please see Annex E(i)(a) with these complaints included.
- (2) 309 complaints about KMB received from one complainant in the previous quarter were excluded.
- (3) A total of 1 666 complaints (1 635 about KMB, 5 about LWB and 26 about XHT) received from two complainants in the same quarter in 2019 were excluded.

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

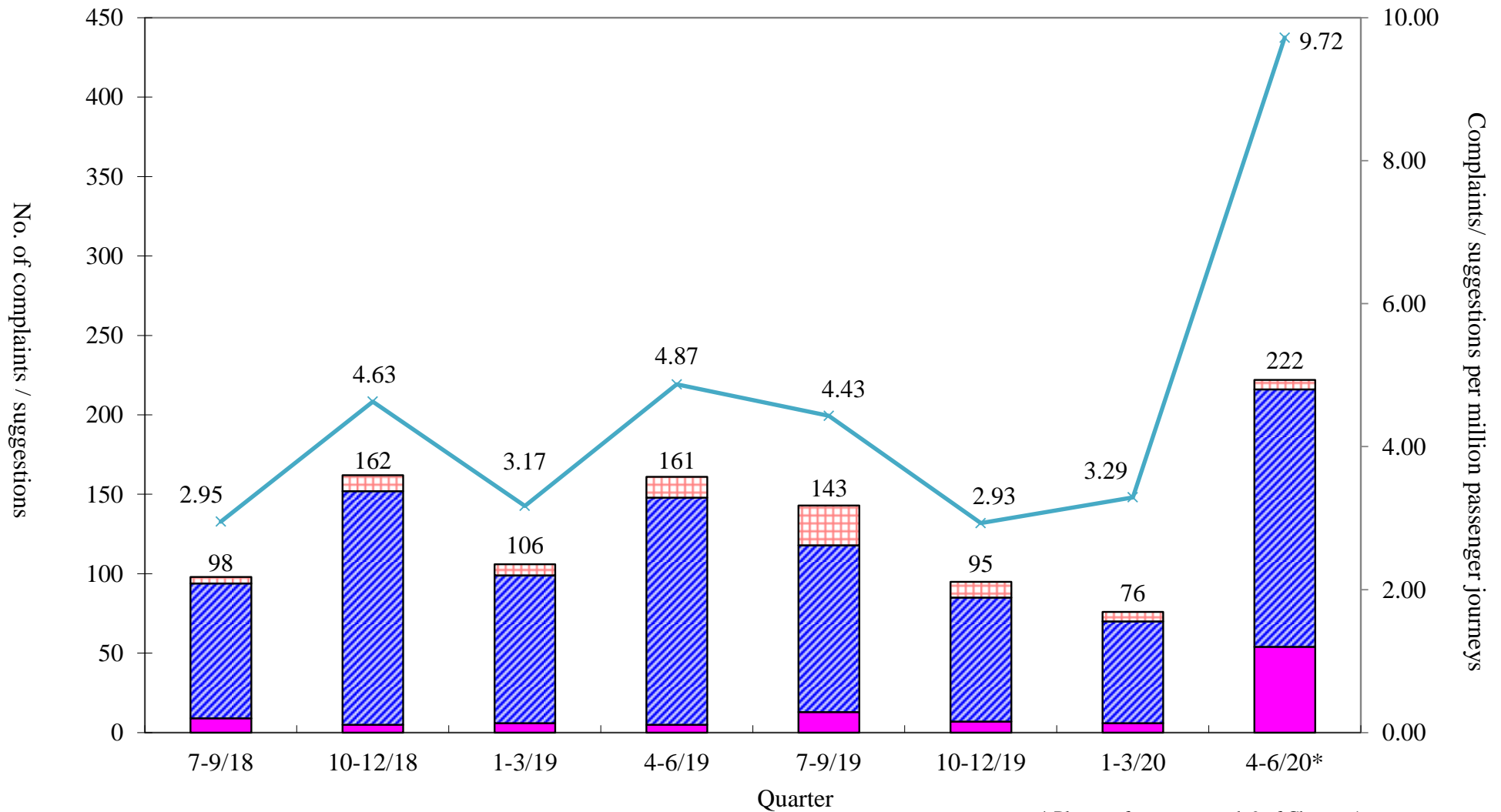


Complaints and Suggestions on the Services of Kowloon Motor Bus Company (1933) Limited in the Past Eight Quarters



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

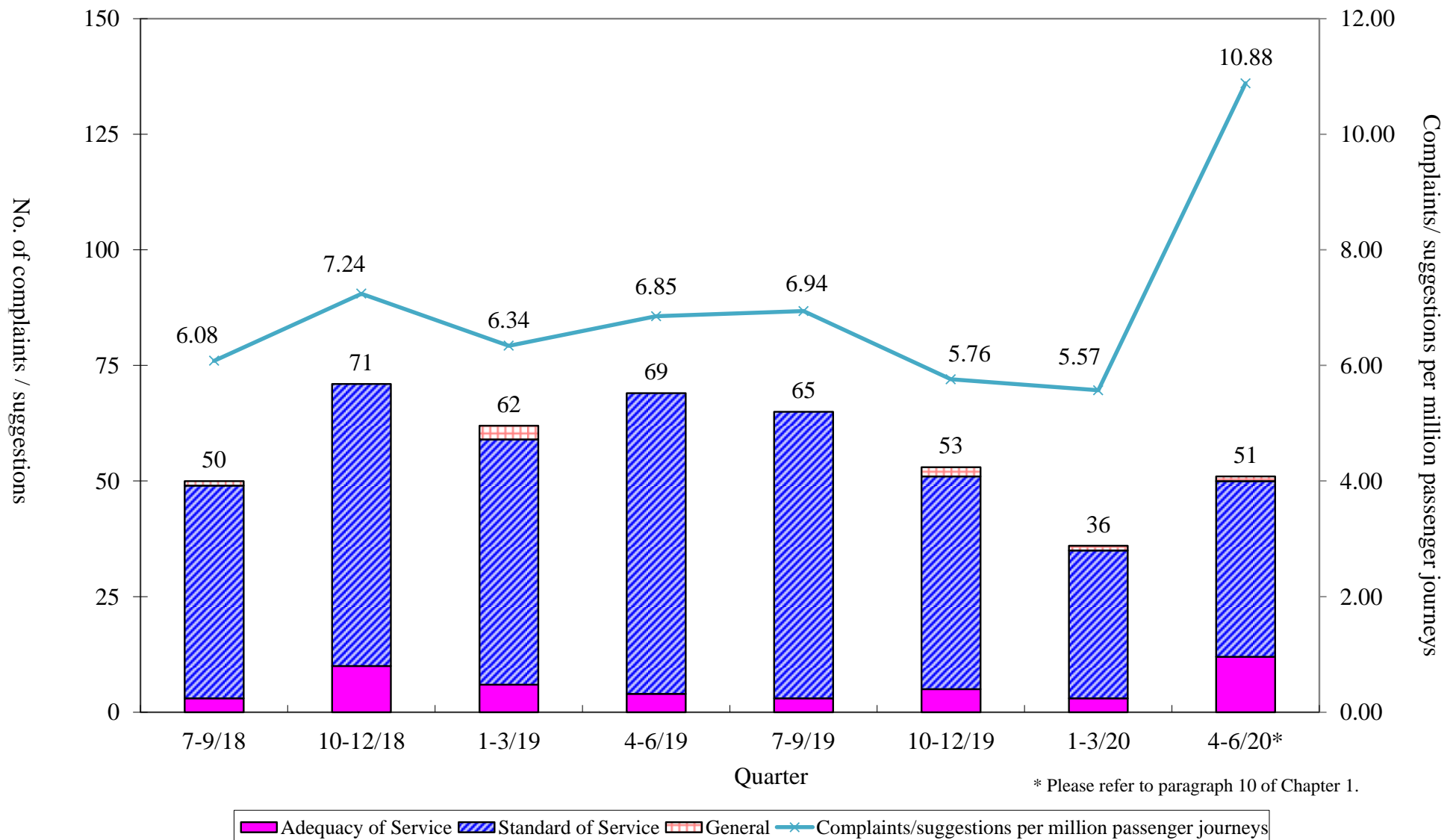
Annex F(ii)



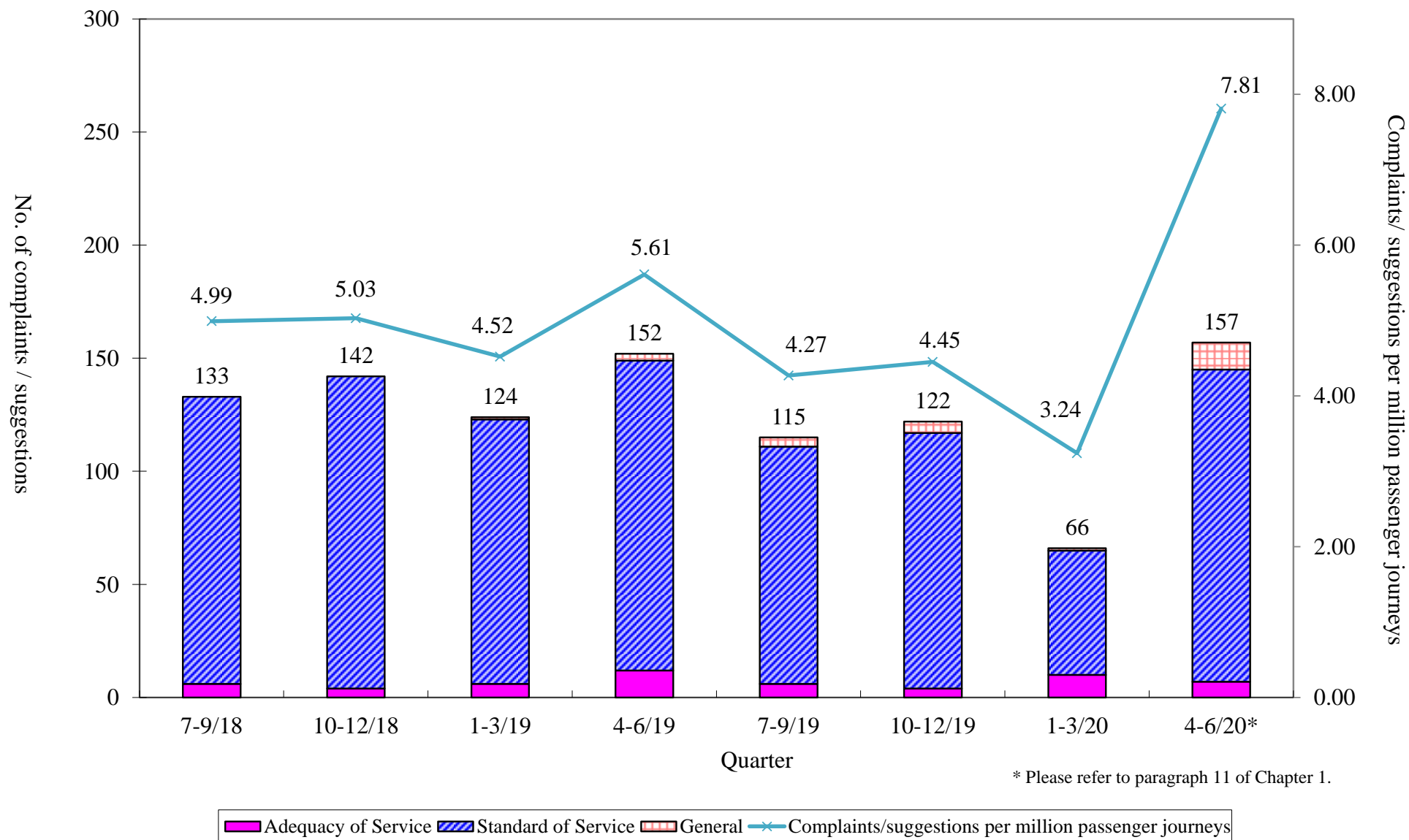
* Please refer to paragraph 9 of Chapter 1.

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

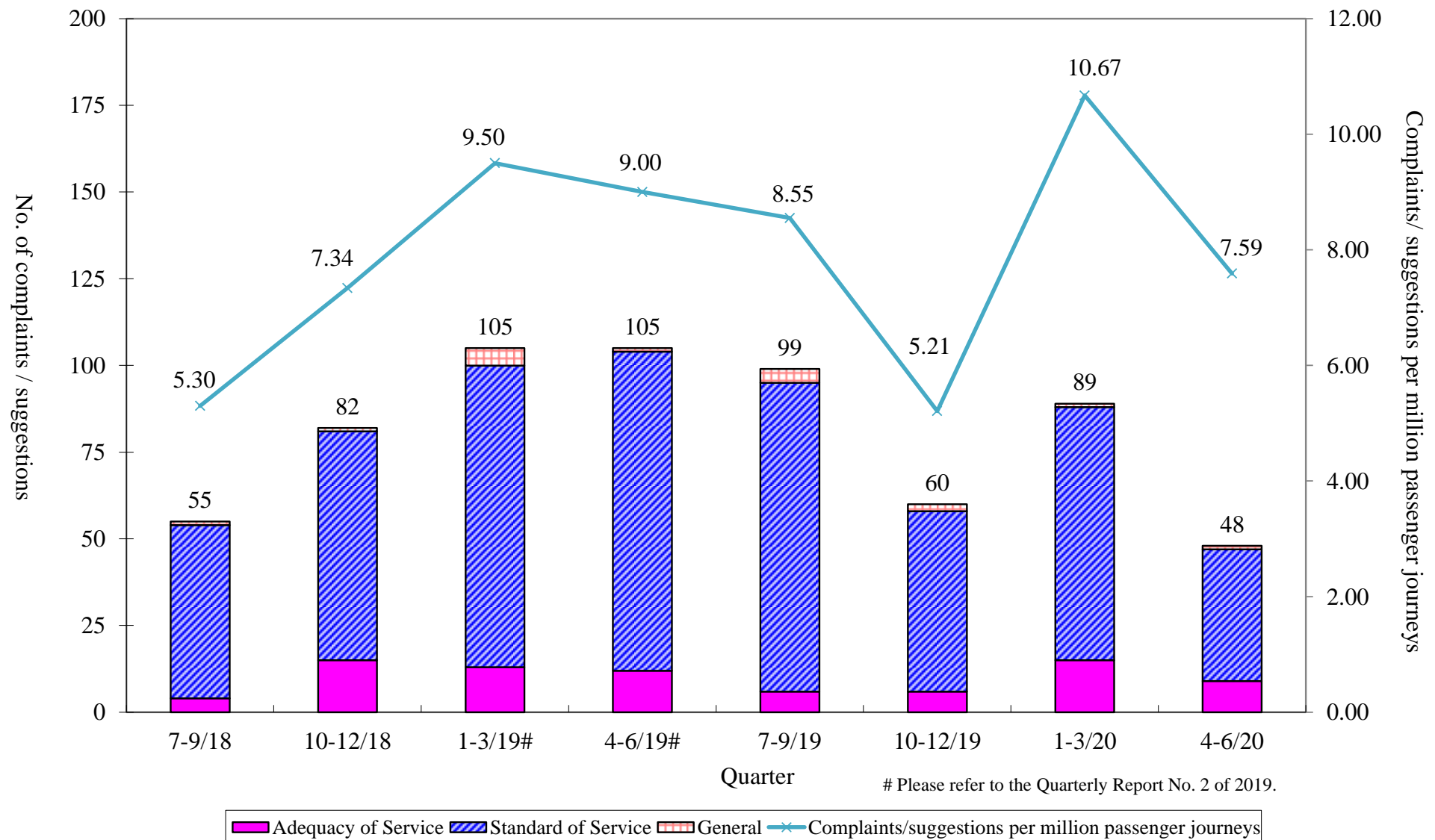
**Complaints and Suggestions on the Services of Citybus Limited (Franchise 2)
in the Past Eight Quarters**



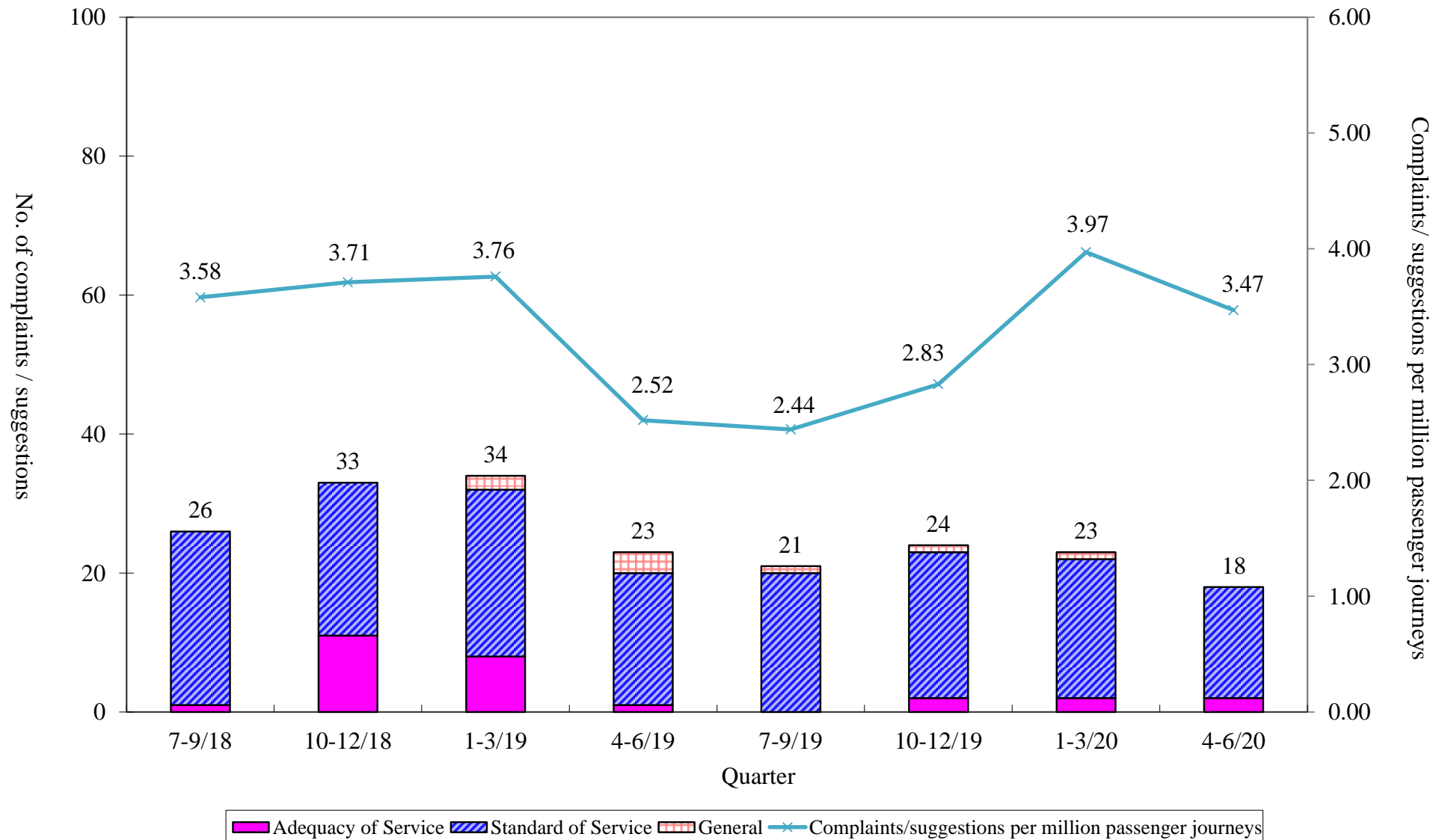
**Complaints and Suggestions on the Services of New World First Bus Services Limited
in the Past Eight Quarters**



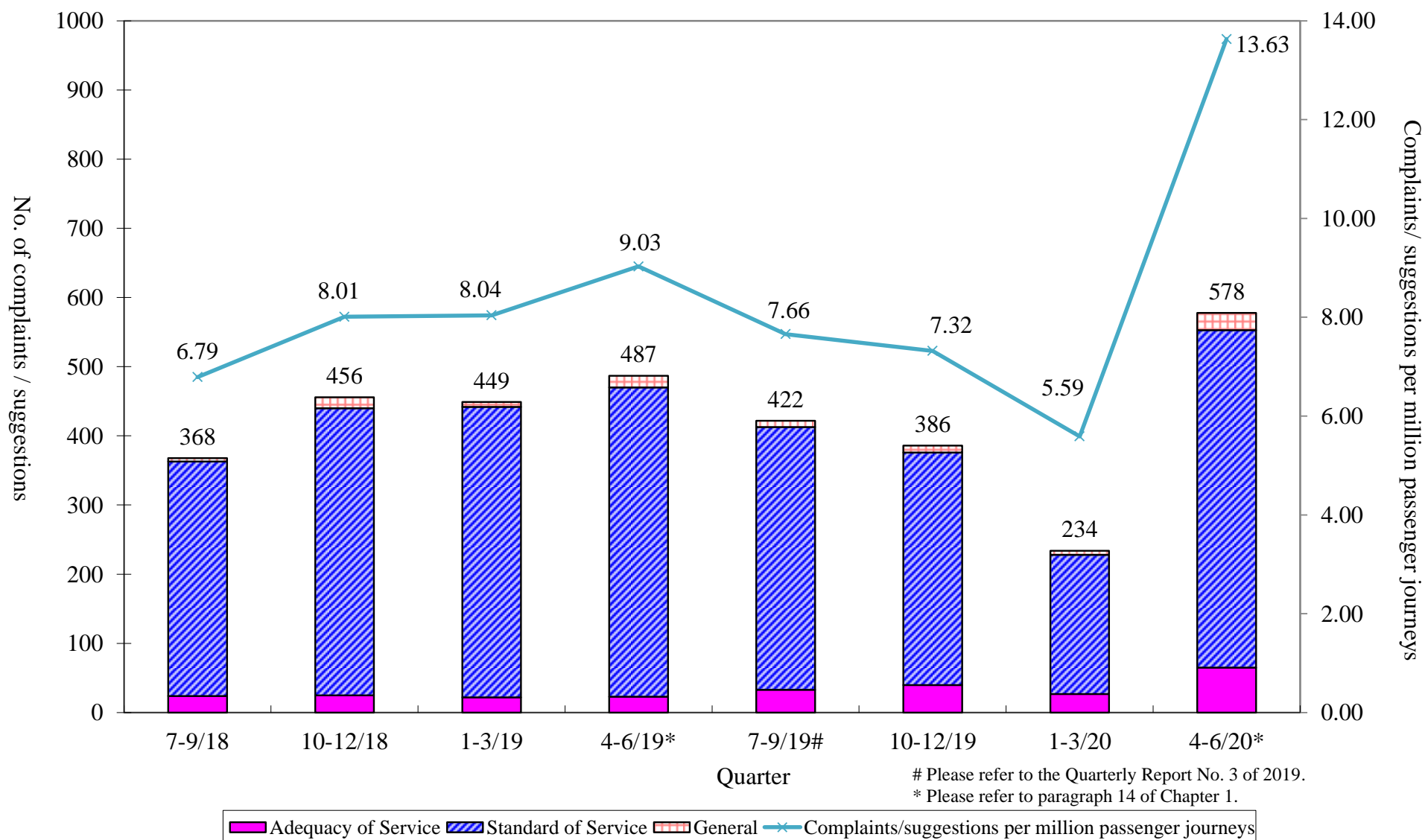
**Complaints and Suggestions on the Services of Long Win Bus Company Limited
in the Past Eight Quarters**



**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**



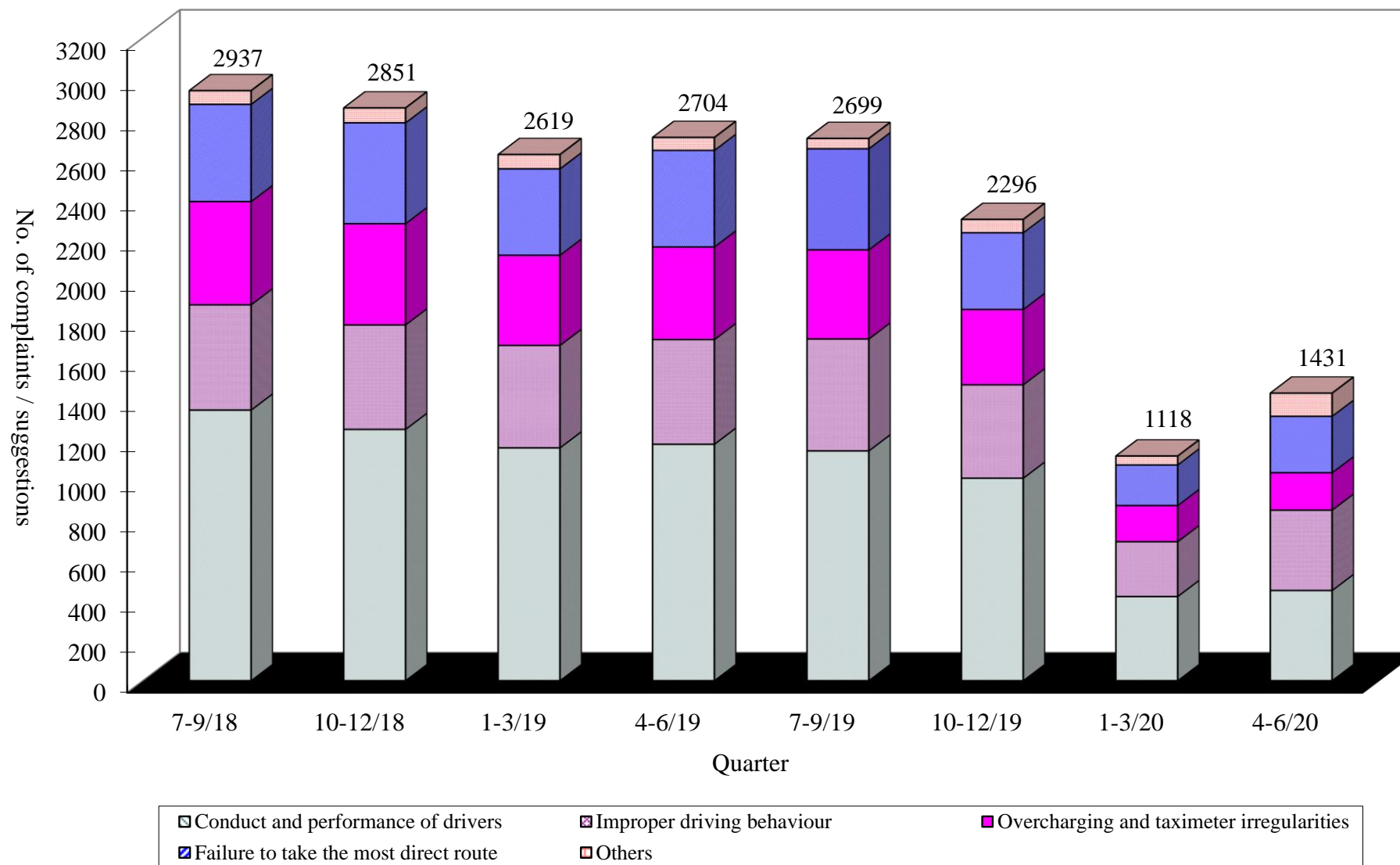
Breakdown of Complaints and Suggestions on Franchised Bus Services
(April – June 2020)

<u>Bus Company</u>	<u>Number of complaints/ suggestions</u> ⁽²⁾	<u>Number of complaints/ suggestions per million passenger journeys</u> ⁽²⁾
The Kowloon Motor Bus Company (1933) Limited (KMB)	2 311 (1 184)	13.41 (6.87)
Citybus Limited (Franchise 1) (CB1)	222 (97)	9.72 (4.25)
Citybus Limited (Franchise 2) (CB2)	51 (42)	10.88 (8.96)
New World First Bus Services Limited (NWFB)	157 (153)	7.81 (7.62)
New Lantao Bus Company (1973) Limited	18	3.47
Long Win Bus Company Limited	48	7.59
Cross-harbour Bus Services ⁽¹⁾	578 (512)	13.63 (12.07)
Total	3 385 (2 054)	12.36 (7.50)

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, CB1, and NWFB.

(2) A total of 1 331 complaints (1 127 about KMB, 125 about CB1, 9 about CB2, 4 about NWFB and 66 about cross-harbour bus services) were received from two complainants, each of whom 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



Breakdown of Complaints and Suggestions on Taxi Services

<u>Nature of Complaint/Suggestion</u>	<u>Same quarter in 2019 (1.4.19-30.6.19)</u>	<u>Previous quarter (1.1.20-31.3.20)</u>	<u>Current quarter (1.4.20-30.6.20)</u>
(a) Conduct and performance of drivers			
(i) Behaving other than in a civil & orderly manner	438	171	219
(ii) Refusing hire	600	200	168
(iii) Soliciting passengers	4	2	-
(iv) Refusing to drive to destination	124	38	48
(v) Failure to display driver identity plate	8	7	13
(vi) Failure to display driver identity plate properly	3	1	1
Sub-total	1 177	419	449
(b) Improper driving behaviour	521	273	400
(c) Overcharging	417	154	157
(d) Taximeter irregularities	44	26	29
(e) Failure to take the most direct route	481	202	281
(f) Others*	64	44	115
Total	2 704	1 118	1 431

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

Complaints and Suggestions on Traffic and Road Conditions
(April – June 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	11	9	8	-	23	1	14	25	22	2	10	7	8	5	10	7	12	2	-	176
(b) Traffic management	5	4	2	-	6	-	1	1	4	1	-	4	4	3	2	3	2	2	-	44
(c) Additional traffic signs and aids	3	-	-	1	5	-	-	2	1	2	-	-	2	-	1	-	1	-	-	18
(d) Parking facilities	-	-	1	2	1	-	-	-	1	-	-	-	-	-	-	-	-	1	-	6
Sub-total	19	13	11	3	35	1	15	28	28	5	10	11	14	8	13	10	15	5	-	244
<u>Road Maintenance</u>																				
(a) Road conditions	-	2	1	-	2	1	1	5	1	-	3	3	3	2	3	1	1	1	1	31
(b) Traffic signs & aids	-	3	1	-	1	2	3	-	4	1	-	2	1	2	-	-	2	2	-	24
(c) Carriageway markings	-	-	-	-	-	-	-	-	-	1	-	1	-	-	-	-	-	-	-	2
Sub-total	-	5	2	-	3	3	4	5	5	2	3	6	4	4	3	1	3	3	1	57
<u>Enforcement</u>																				
(a) Illegal parking	49	29	43	14	100	41	55	88	48	21	44	80	87	55	40	46	60	7	1	908
(b) Other enforcement matters	21	21	11	8	16	8	15	18	20	4	12	24	27	30	12	8	25	4	6	290
Sub-total	70	50	54	22	116	49	70	106	68	25	56	104	114	85	52	54	85	11	7	1198
Total	89	68	67	25	154	53	89	139	101	32	69	121	132	97	68	65	103	19	8	1499

Complaints and Suggestions on Taxi Services**Nature of Complaint/Suggestion**

Taxi driver malpractice	<u>2019</u> <u>Jan - Jun</u>	<u>2020</u> <u>Jan - Jun</u>	<u>Difference</u>
(a) Conduct and performance of drivers			
(i) Behaving other than in a civil and orderly manner	871	390	(-55.2%)
(ii) Refusing hire	1 196	368	(-69.2%)
(iii) Soliciting passengers	12	2	(-83.3%)
(iv) Refusing to drive to destination	232	86	(-62.9%)
(v) Failure to display driver identity plate	20	20	-
(vi) Failure to display driver identity plate properly	5	2	(-60.0%)
	2 336	868	(-62.8%)
(b) Improper driving behaviour	1 031	673	(-34.7%)
(c) Overcharging	820	311	(-62.1%)
(d) Taximeter irregularities	90	55	(-38.9%)
(e) Failure to take the most direct route	911	483	(-47.0%)
Sub-total	5 188	2 390	(-53.9%)
Others			
(a) Taxi obstruction	87	134	(+54.0%)
(b) Miscellaneous	48	25	(-47.9%)
Sub-total	135	159	(+17.8%)
Total⁽¹⁾	5 323	2 549	(-52.1%)
	[33.68]	[21.14]	[-37.2%]

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

**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.