

QUARTERLY REPORT No. 3 of 2020

by the

TRANSPORT COMPLAINTS UNIT

of the

TRANSPORT ADVISORY COMMITTEE

for the period

1 July 2020 – 30 September 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

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Chapter 1 Major Areas of Complaints and Suggestions

This is the third quarterly report for 2020 covering the period from 1 July to 30 September 2020.

Yearly and Quarterly Trends

2. During the quarter, the Transport Complaints Unit (TCU) received 5 967¹ complaints and suggestions, including 51 pure suggestions. About 79% (4 715) of the cases were received through TCU Complaint/Suggestion Webform and email, 20% (1 235) through telephone, and the remaining cases in the form of fax or letter. The number of cases represents a decrease of 20.7%¹ as compared with 7 522² cases in the previous quarter and a decrease of 18.4%¹ as compared with 7 314³ 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 6 224 cases (including some outstanding cases from previous quarters) were completed. Of these, 5 076 cases (81%) were found to be substantiated, 41 cases (1%) unsubstantiated, and the remaining 1 107 cases (18%) not pursuable due to lack

¹ Among the 5 967 complaints and suggestions, 762 complaints were received from one complainant, who made more than 100 complaints during the quarter. The number of complaints not including these cases is 5 205, representing a decrease of 15.9% when compared with 6 191 cases (see footnote 2) in the previous quarter and a decrease of 27.7% when compared with 7 196 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 7 522 complaints and suggestions, a total of 1 331 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 6 191.

³ Among the 7 314 complaints and suggestions, 118 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 7 196.

of evidence. A summary of the results of investigations is at Annex C. If the complainants agree to be witnesses, the cases will be referred to the Police for further investigation. During the period from July to September 2020, the Police reported the latest developments on 446⁴ cases previously referred to them. Among these cases, 64⁴ 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 844⁵ cases, representing a decrease of 35.5%⁵ as compared with 5 962⁶ cases in the previous quarter and a decrease of 40.6%⁵ as compared with 6 471⁷ 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 The number of complaints represents a decrease of 17.0% when compared with 4 631 cases (see footnote 6) in the previous quarter and a decrease of 39.5% when compared with 6 353 cases (see footnote 7) in the same quarter in 2019.

⁶ 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 in the previous quarter. The number of complaints not including these cases is 4 631.

⁷ Among the 6 471 complaints and suggestions, 118 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 6 353.

Franchised Bus Services

7. A total of 1 411⁸ complaints and suggestions on franchised bus services were received during the quarter, representing a decrease of 58.3%⁸ as compared with 3 385⁹ cases in the previous quarter and a decrease of 36.1%⁸ as compared with 2 208¹⁰ cases in the same quarter in 2019.

8. There were 767 cases on the services of The Kowloon Motor Bus Company (1933) Limited (KMB), as compared with 2 311¹¹ cases in the previous quarter and 1 343¹² cases in the same quarter in 2019. Among the 767 cases, 126 (or 16.4%) were about the adequacy of service and 627 (or 81.7%) were about the standard of service.

9. There were 79 cases on the services of the Citybus Limited (Franchise for Hong Kong Island and Cross-Harbour Bus Network) (CTB (Franchise 1)), as compared with 222¹³ cases in the previous quarter and 143 cases in the same quarter in 2019. Among the 79 cases, seven (or 8.9%) were about the adequacy of service while 67 (or 84.8%) were about the standard of service.

10. There were 33 cases on the services of the Citybus Limited (Franchise for Airport and North Lantau Bus Network) (CTB (Franchise 2)), as compared with 51¹⁴ cases in the previous quarter and 65 cases in the same

⁸ The number of complaints represents a decrease of 31.3% when compared with 2 054 cases (see footnote 9) in the previous quarter and a decrease of 32.5% when compared with 2 090 cases (see footnote 10) in the same quarter in 2019.

⁹ 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 in the previous quarter. The number of complaints not including these cases is 2 054.

¹⁰ Among the 2 208 complaints and suggestions, 118 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 2 090.

¹¹ Among the 2 311 complaints and suggestions, 1 127 complaints were received from one complainant, who made more than 100 complaints in the previous quarter.

¹² Among the 1 343 complaints and suggestions, 115 complaints were received from one complainant, who made more than 100 complaints in the same quarter in 2019.

¹³ Among the 222 complaints and suggestions, 125 complaints were received from one complainant, who made more than 100 complaints in the previous quarter.

¹⁴ Among the 51 complaints and suggestions, nine complaints were received from one complainant, who made more than 100 complaints in the previous quarter.

quarter in 2019. Among the 33 cases, six (or 18.2%) were about the adequacy of service while 26 (or 78.8%) were about the standard of service.

11. There were 124 cases on the services of the New World First Bus Services Limited (NWFB), as compared with 157¹⁵ cases in the previous quarter and 115 cases in the same quarter in 2019. Of the 124 cases, seven (or 5.6%) were about the adequacy of service and 114 (or 91.9%) were about the standard of service.

12. There were 37 cases on the services of the Long Win Bus Company Limited (LWB), as compared with 48 cases in the previous quarter and 99 cases in the same quarter in 2019. Of the 37 cases, seven (or 18.9%) were about the adequacy of service and 28 (or 75.7%) were about the standard of service.

13. There were 12 cases on the services of the New Lantao Bus Company (1973) Limited (NLB), as compared with 18 cases in the previous quarter and 21 cases in the same quarter in 2019. Of the 12 cases, ten (or 83.3%) were about the standard of service.

14. There were 359 cases on the cross-harbour bus services¹⁶, as compared with 578¹⁷ cases in the previous quarter and 422¹⁸ cases in the same quarter in 2019. Of the 359 cases, 32 (or 8.9%) were about the adequacy of service and 316 (or 88.0%) 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.

¹⁵ Among the 157 complaints and suggestions, four complaints were received from one complainant, who made more than 100 complaints in the previous quarter.

¹⁶ 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.

¹⁷ Among the 578 complaints and suggestions, a total of 66 complaints were received from two complainants, each of whom made more than 100 complaints in the previous quarter.

¹⁸ Among the 422 complaints and suggestions, three complaints were received from one complainant, who made more than 100 complaints in the same quarter in 2019.

Non-Franchised Bus Services

16. There were 41 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 31 and 47 respectively.

Public Light Bus Services

17. A total of 959 complaints and suggestions on public light bus (PLB) services were received in this quarter, representing a decrease of 4.9% as compared with 1 008 cases in the previous quarter and a decrease of 24.0% as compared with 1 262 cases in 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, 94.2% or 903 cases were on green minibus (GMB) services, representing a decrease of 1.7% as compared with 919 cases in the previous quarter and a decrease of 23.0% as compared with 1 173 cases in the same quarter in 2019. Among the 903 cases, 34 (or 3.8%) were about the adequacy of service and 852 (or 94.4%) were about the standard of service.

19. The remaining 5.8% or 56 cases were on the services provided by red minibuses (RMB), representing a decrease of 37.1% as compared with 89 cases in the previous quarter and the same quarter in 2019.

Taxi Services

20. A total of 1 324 cases on taxi services were received in this quarter, representing a decrease of 7.5% as compared with the previous quarter and a decrease of 50.9% 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 1 324 cases received, 1 248 (94.3%) were related to taxi driver malpractice, as compared with 1 316 such cases (92.0%) 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 (18.2%) were referred to the Police.

22. During the quarter, the Police reported the latest developments on 251 cases previously referred to them. These cases are categorised as follows –

	<u>No. of Cases</u>		<u>Percentage</u>	
(a) Summonsed	17	(69)	7	(15)
(b) Withdrawn by complainants	180	(256)	72	(56)
(c) Evidence considered insufficient by the Police for further processing	54	(133)	21	(29)
	<u>251 (458)</u>		<u>100 (100)</u>	

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

It is noted that 93% of these cases could not be further pursued because of withdrawal by complainants or insufficient evidence.

23. Among the 69 summonsed cases in the previous quarter, 52 taxi drivers were convicted of traffic offences by the court¹⁹. Three taxi drivers were fined from \$1,000 to \$2,000 for overcharging and six taxi drivers were fined from \$400 to \$1,000 for indirect route. Of the eight cases of refusing hire (including failing to accept hire at taxi stand), the taxi drivers were fined from \$320 to \$1,500.

¹⁹ Results of the remaining summonsed cases were not yet available as at end October 2020.

Rail Services

24. A total of 90 complaints and suggestions on rail services were received. The corresponding figures for the previous quarter and the same quarter in 2019 were 82 and 248²⁰ respectively. Of the 90 cases, 79 were on the services of MTRCL.

Ferry Services

25. There were 19 complaints and suggestions on ferry services in this quarter. The corresponding figures for the previous quarter and the same quarter in 2019 were 25 and seven respectively.

Traffic Conditions

26. There were 166 complaints recorded in this quarter about traffic congestion, as compared with 176 cases in the previous quarter and 95 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	22	(28)
Kowloon	73	(85)
New Territories	71	(63)
Others (e.g. general issues and tunnel areas)	-	(-)
Total	166	(176)

(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 (22 cases) and Sham Shui Po (17 cases).

²⁰ Among the 248 complaint cases, 240 concerned MTRCL. Out of the 240 cases, 115 were related to suspension of MTR services.

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 28 complaints and suggestions on traffic management and eight requests for additional traffic signs and aids in this quarter. As a comparison, there were 44 and 18 such cases in the previous quarter, and 21 and 13 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 40 complaints about road maintenance, as compared with 57 cases in the previous quarter and 19 cases in the same quarter in 2019. Among the 40 cases, 22 cases were related to road conditions and 15 cases were related to traffic signs and aids.

32. Districts which attracted relatively more complaints about road conditions were Sai Kung (four cases) and Tuen Mun (three cases).

Enforcement

33. There were 1 823²¹ complaints about traffic regulations enforcement

²¹ Among the 1 823 complaints and suggestions, 762 complaints were received from one complainant, who made more than 100 complaints during the quarter. The number of complaints not including these cases is 1 061, representing a decrease of 11.4% when compared with 1 198 cases in the previous quarter and an increase of 59.1% when compared with 667 cases in the same quarter in 2019. A breakdown of the complaints not including these cases is at Annex I(ii).

in this quarter, representing an increase of 52.2%²¹ when compared with 1 198 cases in the previous quarter and an increase of 173.3%²¹ when compared with 667 cases in the same quarter in 2019. They were mainly requests for action against illegal parking (1 556²² cases), disobeying traffic signs/schemes (86 cases), cutting lane abruptly/overtaking on solid line (60 cases) and jumping red light/failing to give way to pedestrians/traffic (49 cases). All these cases were referred to the Police for action. The number of complaints on traffic regulations enforcement broken down by district is at Annex I(i).

34. Districts which attracted relatively more complaints about illegal parking were Central & Western (791²³ cases), Sha Tin (99 cases), Sham Shui Po (96 cases) and Kwun Tong (81 cases).

²² Among the 1 556 complaints and suggestions, 762 complaints were received from one complainant, who made more than 100 complaints during the quarter. The number of complaints not including these cases is 794.

²³ Among the 791 complaints and suggestions, 762 complaints were received from one complainant, who made more than 100 complaints during the quarter. The number of complaints not including these cases is 29.

Chapter 2

Major Events and Noteworthy Cases

Transport Complaints Unit Sub-committee Meeting

At the quarterly meeting of the TCU Sub-committee on 3 September 2020, Members discussed –

- (a) complaints and suggestions about traffic congestion;
- (b) complaints and suggestions about cycling matters;
- (c) complaints and suggestions on taxi service; and
- (d) TCU Quarterly Report No. 2 of 2020.

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

- (a) complaints and suggestions on taxi service; and
- (b) TCU Quarterly Report No. 2 of 2020.

Complaint about the queueing and operation of a taxi stand at Paterson Street in Causeway Bay

3. A member of the public complained about the queueing and operation of the taxi stand at Paterson Street in Causeway Bay. The complainant observed that since there were no railings at the taxi stand, some passengers jumped the queue for taxi boarding. She also raised concern about the provision of two “Taxi Stand” signs which caused passengers to queue about 15 meters from the first “Taxi Stand” sign. The complainant suggested installation of railings at the taxi stand concerned to prevent passengers from jumping the queue and removal of the second “Taxi Stand” sign to avoid confusion.

4. TD was invited to look into the case. TD replied that to facilitate passenger boarding, TD previously allowed passengers to board the first two taxis at the taxi stand concerned simultaneously. However, as it was later observed that passengers tended to queue for and board taxis at the second boarding place only instead of at both the first and the second boarding places simultaneously, the arrangement was cancelled.

5. Regarding the complainant's suggestion of installing railings at the taxi stand concerned, TD advised that only part of the pavement near the kerb at Paterson Street was government land, and hence there was insufficient space to install railings.

6. TD further advised that the taxi stand at Paterson Street was operating in a designated zone at the front end of the layby within which taxis would stand and ply for hire. As with other taxi stands in Hong Kong, the designated zone for the taxi stand concerned was delineated by means of two "Taxi Stand" signs complemented with appropriate road markings on the road surface. Upstream of the above-mentioned designated zone, a 24-hour "No Stopping" (except taxi drop off) restriction was implemented to facilitate incoming taxis to set down passengers and then move along the queue for subsequent hiring at the designated zone. TD conducted site inspections at the taxi stand concerned and observed that passengers generally queued in an orderly manner. Nevertheless, TD also observed cases where passengers queued up at the wrong side of the designated zone.

7. To improve the queueing and operation of the taxi stand concerned, TD installed additional signs advising waiting passengers to proceed to the front for taxi queueing and boarding. TD would continue to monitor the taxi operation at the location concerned.

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

Concerns about the provision of dual wheelchair parking spaces inside compartments of franchised buses

9. A member of the public raised concern about the increasing number of franchised buses with two wheelchair parking spaces. The complainant enquired how the decision came about and how many franchised buses were so designed. He opined that the elderly and pregnant women needed the accessible seats on the lower deck of franchised buses as they had difficulties in moving into the bus compartment and going upstairs. He requested the suspension of provision of the second wheelchair parking space with immediate effect and reinstatement of priority seats for those in need.

10. The case was referred to TD for consideration. TD replied that access and transport were important issues for persons with disabilities and the elderly. The Government was committed to promoting the rights for accessibility to public transport service and adopted a “Transport for All” Strategy to guide the stakeholders to develop a clear concept of the way ahead for making Hong Kong’s public transport as accessible as practicable.

11. TD advised that among other measures, provision of “double wheelchair spaces” and “priority seats” might allow access to franchised buses for persons with disabilities. Buses with two wheelchair parking spaces were mainly deployed to operate hospital routes (“H” routes) or other routes travelling via hospitals or clinics to cater for the needs of wheelchair users travelling to and from hospitals or clinics.

12. TD added that as of May 2020, there were 291 wheelchair accessible buses with two wheelchair parking spaces. The bus operators had no intention to increase the number of buses with two wheelchair parking spaces as no new “H” routes were being planned.

13. TD further advised that “priority seat” was another measure to provide more convenient bus services to needy passengers. In general, at least four priority seats were designated on the lower deck of a double-deck bus. The provision of priority seats remained the same regardless of the number of wheelchair parking spaces provided. TD would continue to promote a

barrier-free transport system in collaboration with public transport operators and different passenger groups.

14. The complainant was informed of TD's reply and raised no further comment.

Concerns about a mandatory bus stop at Lam Kam Road near Kadoorie Farm

15. A member of the public observed that bus drivers of The Kowloon Motor Bus Company (1933) Limited (KMB) bus route no. 64K (Tai Po bound) always stopped at Kadoorie Farm, Lam Kam Road bus stop even when no passengers requested to board or alight. He complained that it was unnecessary and wasted passengers' time. To reduce the journey time of the route concerned, the complainant considered that bus drivers should skip the stop if no passengers requested to board or alight.

16. The case was referred to TD. TD advised that the stop concerned was designated as a mandatory bus stop for enhancement of bus safety. Bus operators would set up mandatory bus stops at locations with steep gradients as a way to remind bus drivers to decelerate. Such arrangement could reduce the speed of the bus travelling downhill and enable bus drivers to check the proper functioning of the braking system prior to driving down a road with a steep gradient.

17. TD's advice was conveyed to the member of the public and he suggested that KMB should provide relevant information regarding mandatory bus stops on the route map at bus stops, as well as on KMB's mobile application and website. TD passed the suggestion to KMB for consideration.

18. The member of the public was informed of the above and did not make further comment.

Complaints and Suggestions about Improper Driving Behaviour of Public Transport Drivers**Complaint/Suggestion Statistics**

The trend of complaints and suggestions about improper driving behaviour of public transport drivers in the past five years is as follows –

<u>Year</u>	<u>No. of Complaints/Suggestions</u>	<u>Difference</u>
2015	3 056	-
2016	3 774	+23.5%
2017	3 855	+2.1%
2018	4 270	+10.8%
2019	4 625	+8.3%
2020 (up to 30.9.2020)	2 420	-

2. A total of 2 420 complaints and suggestions about improper driving behaviour of public transport drivers were received during the period from January to September 2020. This represents a decrease of 32.2% when compared with 3 570 cases received in the same period in 2019. A breakdown by transport mode is as follows –

<u>Transport Mode</u>	<u>No. of</u> <u>complaints/suggestions</u>		<u>Difference</u>
	<u>2019</u>	<u>2020</u>	
	<u>Jan - Sep</u>	<u>Jan - Sep</u>	
Taxi	1 588	964	-624 (-39.3%)
Franchised bus	991	791	-200 (-20.2%)
GMB	816	524	-292 (-35.8%)
RMB	132	103	-29 (-22.0%)
Non-franchised bus	20	19	-1 (-5.0%)
Tram	12	5	-7 (-58.3%)
Mass Transit Railway (including Light Rail)	11	10	-1 (-9.1%)
Ferry	-	4	+4 -
Total	3 570	2 420	-1 150 (-32.2%)

3. Of these 2 420 cases, the complainants were mostly concerned about the following improper acts –

- (a) driving speedily;
- (b) slow driving;
- (c) picking up/setting down passenger at restricted area/out of line;
- (d) changing lanes abruptly/overtaking on solid line;
- (e) using mobile phone while driving;
- (f) dashing through traffic light; and
- (g) failing to give way to pedestrians/traffic.

A graph showing the trends of the number of cases received concerning the above major improper acts in the past five years (2015 – 2019) is at Annex J(i). Detailed breakdowns by nature of the improper driving behaviours of public transport drivers are at Annexes J(ii) and (iii). Breakdowns by transport modes receiving more complaints are shown in Annexes J(iv) – (vii).

Measures to Improve the Situation

4. All the complaints received about improper driving behaviour of public transport drivers were referred to the respective operators, TD or the Police for investigation.

5. If the complainants agree to be witnesses, the cases will be referred to the Police for further investigation. During the period from January to September 2020, 309 out of the 2 420 cases about improper driving behaviour were referred to the Police for consideration of prosecution action. So far, investigation had been completed on 222 of these cases, the results of which are as follows –

	<u>No. of Cases</u>	<u>Percentage</u>
(a) Summonsed	25	11
(b) Withdrawn by complainants	164	74
(c) Evidence considered insufficient by the Police for further processing	33	15
Total	222	100

Franchised Bus Services

6. To enhance the promotion of bus operation safety, all franchised bus operators have all along been adopting measures to improve their bus captains' driving skills, driving attitude and safety awareness. In addition to training for new recruits, all franchised bus operators provide training for in-service bus captains including refresher courses, new bus route/type training and remedial training, issue staff notices, and hold regular briefings on safe driving and quality service to their in-service bus captains.

7. Further, franchised bus operators use the vehicle operating data captured by the black boxes to monitor bus captains' driving behaviour (such as driving speedily) and facilitate accident investigation. Bus captains found to have improper driving behaviour or involved in serious traffic accidents would

be reminded, coached or even disciplined by the operators. They may also be required to attend additional driving training if necessary.

8. The franchised bus operators continue to arrange their plain-clothed staff to conduct covert checks and on-board monitoring to monitor their bus captains' driving manner, compliance with traffic signals/signs and service manner. The operators will take follow-up disciplinary actions and arrange training for the bus captains concerned if required. TD has also requested all franchised bus operators to further strengthen their internal monitoring systems to monitor bus captains' safe driving and service performance.

9. Apart from the above, TD and the Police continue to jointly organise Road Safety Seminars for bus captains. During the seminars, bus captains will be briefed by the Police on safe driving skills and behaviour with a view to enhancing their awareness of road safety and promoting good driving behaviour among bus captains.

Public Light Bus Services

10. TD attaches great importance to enhancing PLB safety, and has adopted a multi-pronged approach in this regard. In the past few years, the Government introduced a number of new safety-related legislative requirements, including the mandatory installation of electronic data recording device, speed display device and speed limiter, installation of handle at the top corner (facing the aisle) of the aisle seats inside the vehicle compartments for newly registered PLBs, as well as the mandatory pre-service course for all applicants of the PLB driving licence.

11. Moreover, TD has been maintaining close communication with the PLB trade through trade conferences, publication of PLB Newsletters and PLB Road Safety Seminars, etc., with a view to working together in enhancing the safety of PLBs. In 2019, TD worked with the Police to conduct a PLB Road Safety Seminar, with the emphasis on common improper behaviours and malpractices. Specifically pinpointing cases with the highest complaint figures, TD and the Police advised the participants of the serious consequences

of speeding, changing lanes abruptly and dashing through traffic lights by showing accident videos in the Seminar. TD will continue to encourage the PLB operators to arrange more frontline drivers to attend the PLB Road Safety Seminars.

12. Besides, TD will also carry out regular and ad-hoc surveys for RMB and GMB services. If drivers' malpractices jeopardising road safety are found, TD will remind the concerned operator/vehicle owner to rectify the situation and refer the case to the Police to consider stepping up the enforcement action on the routes concerned. TD will examine the safety-related devices on PLBs in the annual inspection and whenever necessary if TD receives complaints related to safety-related devices or finds possible malfunctioning of these devices. For GMB routes with persistent complaints against improper driving behaviour, TD would conduct interviews with the GMB operators and consider issuing warning letters to them as appropriate. TD would also request the GMB operators to submit their action plans for improvement and closely monitor the progress. GMB operators will also be reminded that these malpractices would possibly have bearing on the mid-term review and the duration of the roll-over period of the passenger service licences concerned.

13. With the various measures for enhancing safety of PLBs under the multi-pronged approach implemented, it is noted that the accident rate of PLB decreased from 3.03 per million vehicle-kilometres in 2007 to 2.57 per million vehicle-kilometre in 2016. As an on-going task, TD will continue to maintain close communication with the PLB trade to promote safe and proper driving with a view to enhancing the overall service quality.

Taxi Services

14. TD has been working closely with the leaders of taxi trade to remind taxi drivers to drive safely and properly, as well as to enhance service quality. TD revamped and established a new Committee on Taxi Service Quality

(CTSQ) in January 2018, which serves as a multi-party²⁴ platform to discuss strategies and measures to drive changes to enhance the service quality of taxis. Since the establishment of CTSQ, TD has implemented a number of measures to improve taxi service quality, including publishing and updating the “Hong Kong Taxi Service Standard” and “Hong Kong Taxi Service Guidelines”, which set out the obligations and conduct of taxi drivers. Meanwhile, TD has enhanced its mechanism for handling complaints relating to taxi service, with a view to taking actions against drivers who are the subjects of repeated complaints.

15. On publicity, TD has launched a series of online training courses for in-service taxi drivers, and an enhanced “Taxi Driver Commendation Scheme” to recognise taxi drivers with outstanding service quality so as to enhance the professional image of taxi drivers. Furthermore, TD will continue to publish Taxi Newsletters half-yearly to deliver messages of safe and proper driving and service quality to taxi drivers.

16. Lastly, TD recognises the importance of effective monitoring on drivers’ performance. To assist taxi passengers to offer their views on the performance of taxi drivers, TD will continue to distribute leaflets to taxi passengers at major taxi stands regularly throughout the year to promulgate the major feedback channels (e.g. TCU hotline).

Others

17. TD, in its continuous efforts to enhance driving safety and health awareness of commercial vehicle drivers (including public transport drivers), launches the “Safe Driving and Health Campaign” annually which focuses on five major themes, including “observe good driving attitudes”, “respect other road users”, “no driving after drinking and taking drug”, “maintain good health at all times” and “mutual respect between drivers and passengers”. A wide range of publicity programmes and activities, including radio broadcasts,

²⁴ Non-official members of CTSQ come from the taxi trade, Legislative Council, District Councils, academia, the Consumer Council, the Hong Kong Tourism Board and persons with disabilities groups.

outreach promotion and a dedicated Facebook page with interactive games and prizes, were delivered in the campaign to promote commercial vehicle drivers' awareness of safe driving and maintaining good health.

18. "Road Safety" is one of the Commissioner of Police Operational Priorities. Particular attention is accorded to public transport vehicles including taxis, PLBs and franchised buses as they are major road users. A multi-agency approach of road engineering, public engagement and proactive enforcement has been adopted, which includes enhancing public transport road safety in Hong Kong. Publicity activities with close cooperation of the Road Safety Council are on-going throughout the year, which include the distribution of road safety leaflets to public transport drivers and their passengers. The Police also organise regular road safety educational talks to public transport drivers as well as the trade operators in order to promote a safe driving attitude and to prevent traffic accidents. Regular territory-wide enforcement operations against irresponsible driving behaviour of public transport drivers are also conducted by targeting offences such as "drink driving", "speeding", "traffic light offences", "mobile phone offences", "seat belt offences", "construction and maintenance offences" and "failing to comply with traffic signals". The Police Selected Traffic Enforcement Priorities (STEP) 2020 aims to change the irresponsible behaviour of road users that cause traffic accidents and obstruct traffic flow; address issues of community concern over irresponsible road user behaviour; and make it everyone's responsibility to promote road safety for every road user. In 2019, enforcement was undertaken on 57 367 occasions against public transport drivers and vehicles, representing a decrease of 18.0% when compared with 2018. A breakdown is at Annex J(viii).

19. TCU will continue to closely monitor and follow up with the departments and transport operators concerned regarding complaints about improper driving behaviour of public transport drivers.

Complaints and Suggestions Received by TCU

<u>Nature of Complaint/Suggestion</u> ⁽¹⁾⁽²⁾	Same quarter in 2019 (1.7.19-30.9.19)			Previous quarter (1.4.20-30.6.20)			Current quarter (1.7.20-30.9.20)		
I. Public Transport Services									
(a) Adequacy of service	232	[16]		421	[27]		232	[22]	
(b) Standard of service	6 108	[9]		5 323	[5]		3 488	[5]	
(c) General	131	[3]		218	[6]		124	[4]	
	6 471⁽³⁾	[28]	(88%)	5 962⁽³⁾	[38]	(79%)	3 844	[31]	(64%)
II. Traffic Conditions									
(a) Traffic congestion	95	[2]		176	[5]		166	[4]	
(b) Traffic management	21	[10]		44	[7]		28	[9]	
(c) Additional traffic signs and aids	13	[2]		18	[7]		8	[4]	
(d) Parking facilities	3	[1]		6	[1]		7	[1]	
	132	[15]	(1%)	244	[20]	(3%)	209	[18]	(3%)
III. Road Maintenance									
(a) Road conditions	10			31			22		
(b) Traffic signs and aids	8			24			15	[1]	
(c) Carriageway markings	1			2			3		
	19		(1%)	57		(1%)	40	[1]	(1%)
IV. Enforcement									
(a) Illegal parking	433	[2]		908			1 556	[1]	
(b) Other enforcement matters	234			290	[2]		267		
	667	[2]	(9%)	1 198	[2]	(16%)	1 823⁽³⁾	[1]	(31%)
V. Miscellaneous	25		(1%)	61	[1]	(1%)	51		(1%)
Total	7 314⁽³⁾	[45]	(100%)	7 522⁽³⁾	[61]	(100%)	5 967⁽³⁾	[51]	(100%)

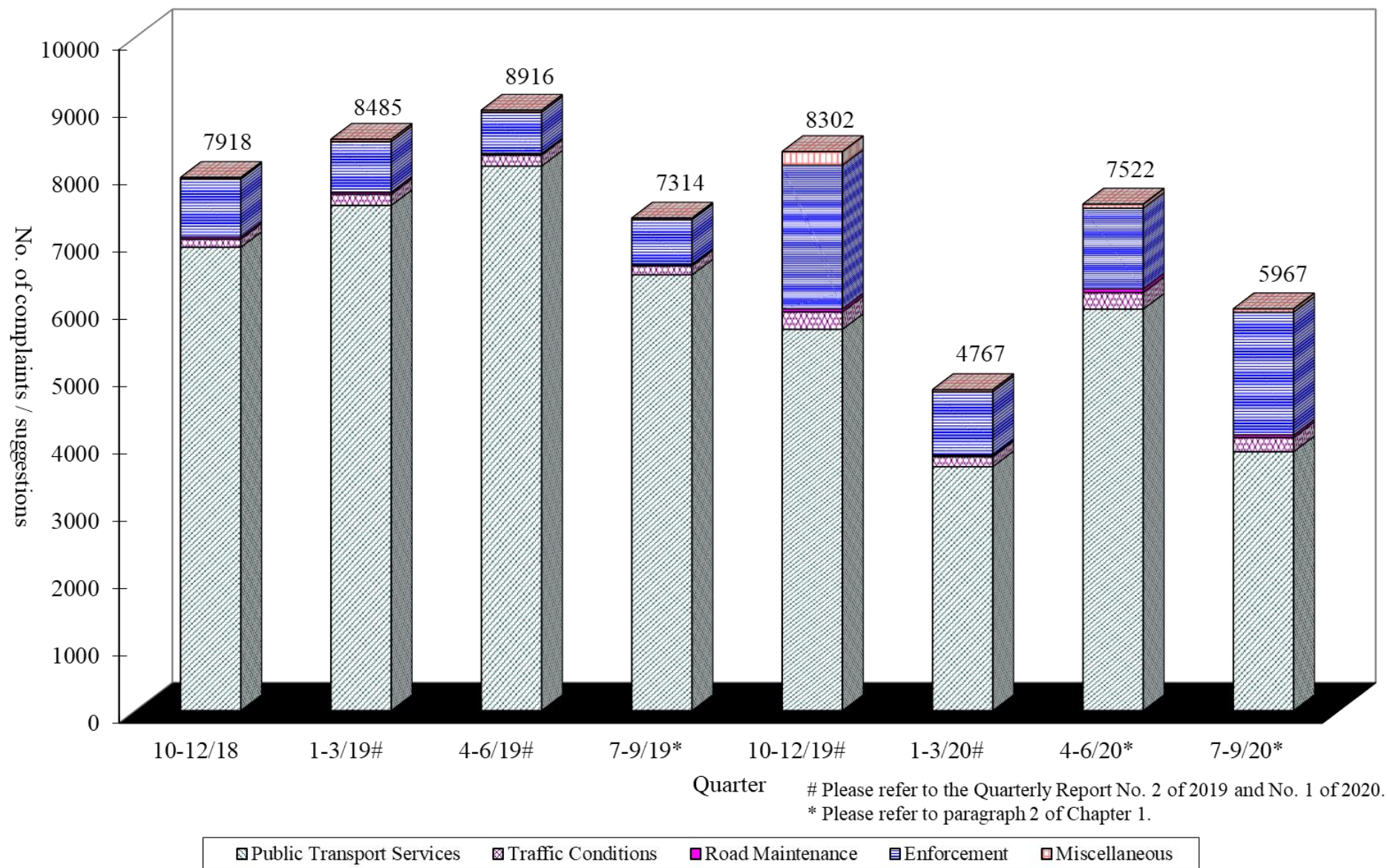
- Notes :** (1) Figures in square brackets are the number of pure suggestions received in the quarter. The figures have been included in the overall number of cases received.
- (2) Percentage figures in brackets represent the proportion of a category of complaints/ suggestions to the total number of cases received in the quarter.
- (3) Please refer to paragraphs 2, 6 and 33 of Chapter 1.

Complaints and Suggestions Received by TCU⁽¹⁾

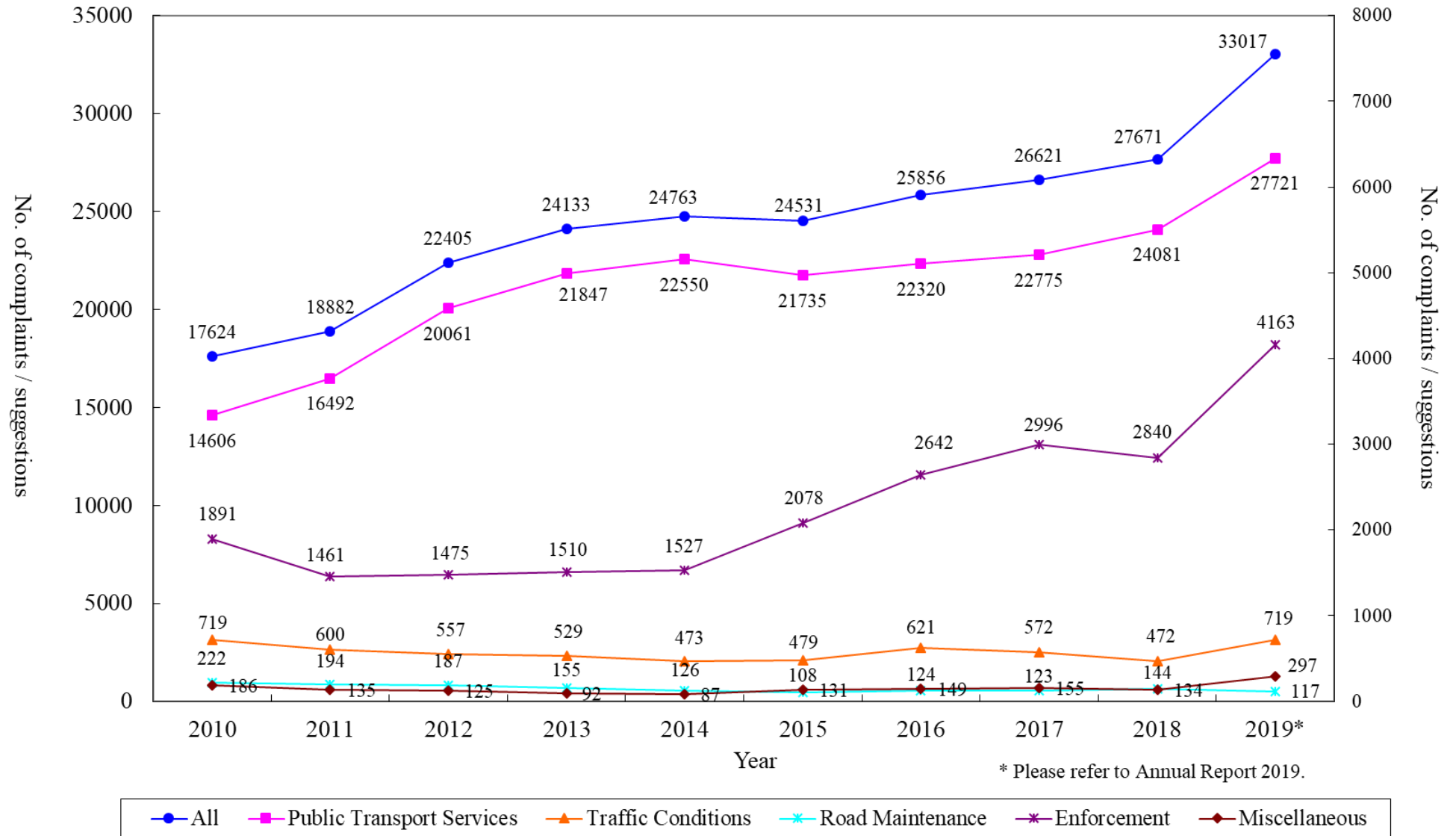
<u>Nature of Complaint/Suggestion</u>⁽²⁾⁽³⁾	Same quarter in 2019 <u>(1.7.19-30.9.19)</u>⁽⁴⁾			Previous quarter <u>(1.4.20-30.6.20)</u>⁽⁵⁾			Current quarter <u>(1.7.20-30.9.20)</u>⁽⁶⁾		
I. Public Transport Services									
(a) Adequacy of service	232	[16]		202	[27]		232	[22]	
(b) Standard of service	5 990	[9]		4 211	[5]		3 488	[5]	
(c) General	131	[3]		218	[6]		124	[4]	
	6 353 ⁽⁴⁾	[28]	(88%)	4 631 ⁽⁵⁾	[38]	(75%)	3 844	[31]	(74%)
II. Traffic Conditions									
(a) Traffic congestion	95	[2]		176	[5]		166	[4]	
(b) Traffic management	21	[10]		44	[7]		28	[9]	
(c) Additional traffic signs and aids	13	[2]		18	[7]		8	[4]	
(d) Parking facilities	3	[1]		6	[1]		7	[1]	
	132	[15]	(1%)	244	[20]	(4%)	209	[18]	(4%)
III. Road Maintenance									
(a) Road conditions	10			31			22		
(b) Traffic signs and aids	8			24			15	[1]	
(c) Carriageway markings	1			2			3		
	19		(1%)	57		(1%)	40	[1]	(1%)
IV. Enforcement									
(a) Illegal parking	433	[2]		908			794	[1]	
(b) Other enforcement matters	234			290	[2]		267		
	667	[2]	(9%)	1 198	[2]	(19%)	1 061 ⁽⁶⁾	[1]	(20%)
V. Miscellaneous	25		(1%)	61	[1]	(1%)	51		(1%)
Total	7 196 ⁽⁴⁾	[45]	(100%)	6 191 ⁽⁵⁾	[61]	(100%)	5 205 ⁽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) 118 complaints received from one complainant, who made more than 100 complaints in the same quarter in 2019, were excluded.
 - (5) A total of 1 331 complaints received from two complainants, each of whom made more than 100 complaints in the previous quarter, were excluded.
 - (6) 762 complaints received from one complainant, who made more than 100 complaints during the quarter, were excluded.

Complaints and Suggestions Received by TCU

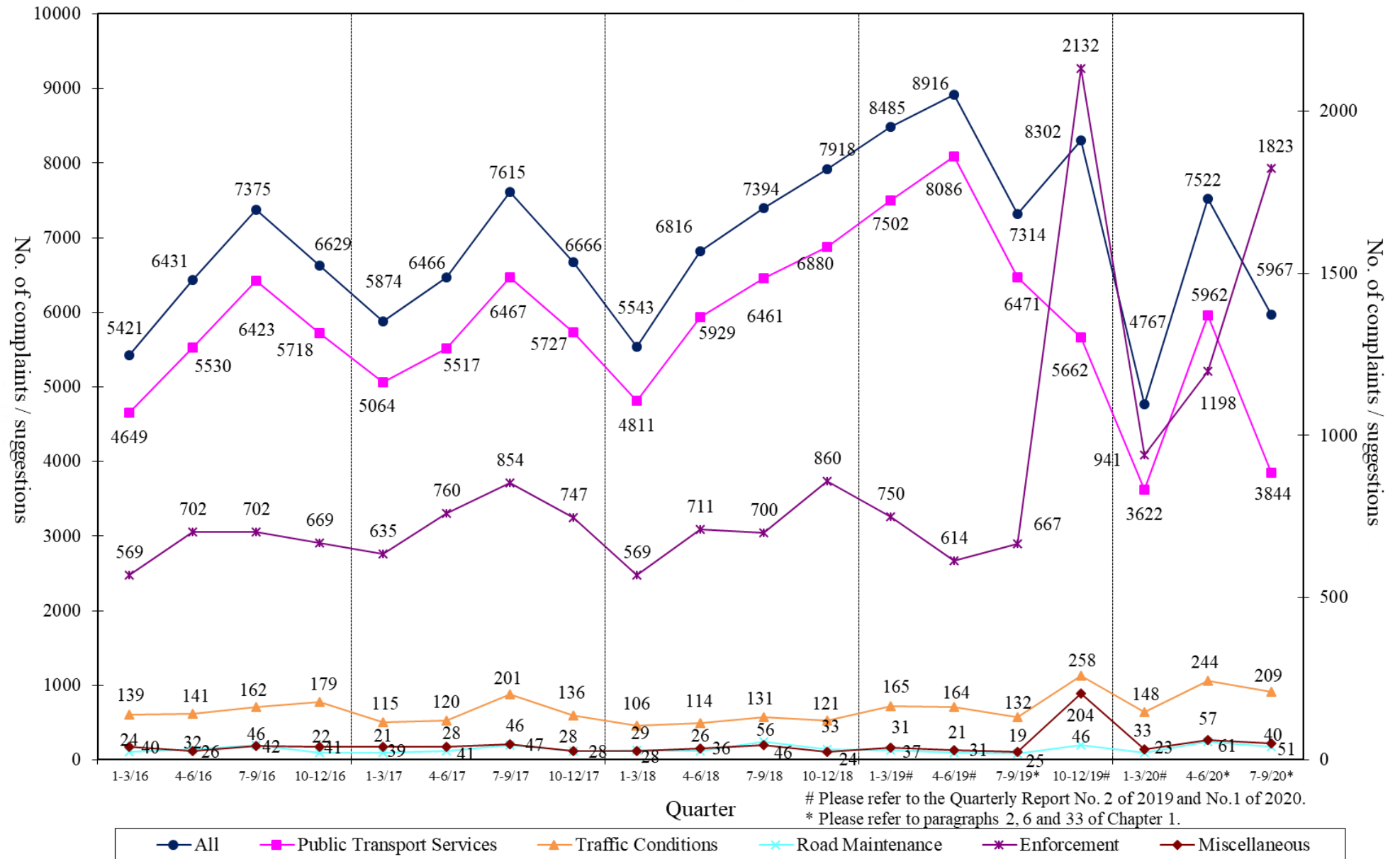


**Trends of Complaints and Suggestions Received by TCU
(2010 - 2019)**



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

Annex B(ii)



Summary of Results of Investigations into Complaints and Suggestions
(July – September 2020)

Outcome of Investigation Nature of Complaint/ Suggestion	A1	A2	B	C	Total
I. Public Transport Services					
(a) Adequacy of service	12	415	-	-	427
(b) Standard of service	1 241	2 043	37	980	4 301
(c) General	70	87	2	6	165
	1 323	2 545	39	986	4 893
II. Traffic Conditions					
(a) Traffic congestion	84	90	-	3	177
(b) Traffic management	7	24	-	1	32
(c) Additional traffic signs/aids	3	15	1	-	19
(d) Parking facilities	-	2	-	-	2
	94	131	1	4	230
III. Road Maintenance					
(a) Road conditions	14	5	-	-	19
(b) Traffic signs and aids	14	4	-	-	18
(c) Carriageway markings	2	-	-	-	2
	30	9	-	-	39
IV. Enforcement					
(a) Illegal parking	605	128	-	3	736
(b) Other enforcement matters	41	100	-	114	255
	646	228	-	117	991
V. Miscellaneous	23	47	1	-	71
Total	2 116 (34%)	2 960 (47%)	41 (1%)	1 107 (18%)	6 224 (100%)
	5 076 (81%)				

Legend

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

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

<div>Outcome of Investigation</div> <div>Mode of Transport</div>	A1	A2	B	C	Total
The Kowloon Motor Bus Company (1933) Limited	302	891	13	22	1 228
Citybus Limited (Franchise 1)	42	169	1	-	212
Citybus Limited (Franchise 2)	21	20	-	-	41
New World First Bus Services Limited	54	96	-	2	152
New Lantao Bus Company (1973) Limited	6	9	-	-	15
Long Win Bus Company Limited	24	42	-	-	66
Cross-harbour Bus Services	176	374	1	1	552
Non-franchised Bus Services	14	20	-	1	35
Green Minibus	557	396	1	15	969
Red Minibus	61	9	6	6	82
Taxi	38	453	15	939	1 445
MTR Corporation Limited (Excluding Light Rail)	12	48	1	-	61
MTR Corporation Limited (Light Rail)	2	6	-	-	8
The Hongkong Tramways Limited	4	2	-	-	6
New World First Ferry Services Limited	3	-	1	-	4
The “Star” Ferry Company Limited	-	-	-	-	-
Minor Ferries	7	10	-	-	17
Total	1 323 (27%)	2 545 (52%)	39 (1%)	986 (20%)	4 893 (100%)
	3 868 (79%)				

Legend

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

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

I. Public Transport Services

- Re-route green minibus route no. 69 via Wong Chuk Hang Road in lieu of Wong Chuk Hang Road Flyover during non-peak hours to meet the demand of passengers.

II. Traffic Management

Hong Kong Island

- Convert part of a double white line at Java Road near North Point Road into solid-cum-broken line to facilitate lane-changing activities.
- Relocate “Give Way” road marking on Wharf Road at its junction with Tong Shui Road to improve the sight-line of motorists.

Kowloon

- Add a “Keep Clear” road marking at the vehicular access of La Salle Court at Dumbarton Road to prevent vehicle obstruction.
- Adjust the signal setting of a traffic light at Argyle Street eastbound at its junction with Princess Margaret Road during morning rush hours from Mondays to Saturdays to improve the traffic flow of Argyle Street eastbound and Waterloo Road northbound.
- Impose 24-hour “No Stopping” restriction at Wing Ting Road near Wealth Garden to deter illegal parking and obstruction.
- Replace the existing cautionary crossing with a signalised pedestrian crossing at Choi Ha Road near Ying Fu House to enhance road safety.

- Increase the vehicular green time of traffic lights along the section of Cheung Sha Wan Road westbound between Hing Wah Street and Butterfly Valley Road during evening rush hours from Mondays to Saturdays to improve traffic flow.

New Territories

- Add a “No Right Turn” traffic sign at the vehicular exit outside Choi Kwai House, Choi Ming Court to enhance road safety.
- Increase the vehicular green time of a traffic light at the junction of Hang Tak Street southbound and Hang Shun Street during morning rush hours to improve traffic flow.
- Increase the vehicular green time of a traffic light at Chong San Road northbound near Fo Chun Road during morning rush hours from Mondays to Saturdays to improve traffic flow.
- Increase the lag time between the vehicular red light and pedestrian green light of a traffic light at Lai King Hill Road eastbound near Ching Lai Commercial Centre to enhance road safety.

Annex E(i)

Complaints and Suggestions on Public Transport Services

(July – September 2020)

Mode Nature of Complaint/Suggestion	Vehicular Transport											Rail Transport			Waterborne Transport			Total/ Sub- total
	Franchised Buses											MTR (Non- LR)	MTR (LR)	HT				
	KMB	CTB1	CTB2	FB	NLB	LWB	XHT											
(A) Adequacy of Service																		
(1) Frequency/carrying capacity	103	2	3	3	1	4	11	1	27	-	-	6	3	-	-	-	1	165
(2) Routeing	16	3	3	1	-	2	9	-	3	-	-	-	-	-	-	-	-	37
(3) Hours of operation	2	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	3
(4) Provision of stops	5	1	-	3	-	1	12	1	4	-	-	-	-	-	-	-	-	27
Sub-total	126	7	6	7	1	7	32	2	34	-	-	6	3	-	-	-	1	232
(B) Standard of Service																		
(1) Regularity of service	160	11	8	45	2	8	74	11	264	-	-	2	-	-	1	-	3	589
(2) Adherence to routeing	5	-	1	2	-	1	4	3	33	-	248	-	-	-	-	-	-	297
(3) Improper driving behaviour	157	24	7	19	4	6	75	10	203	34	291	5	-	1	-	-	-	836
(4) Conduct & performance of staff (including drivers)	191	23	8	34	4	3	98	7	279	12	463	25	-	2	7	1	1	1158
(5) Overcharging	4	1	-	-	-	1	3	1	24	-	246 *	1	-	-	-	-	-	281
(6) Cleanliness	3	-	-	2	-	-	2	-	15	2	4	2	2	-	-	-	-	32
(7) Conditions of vehicles/vessels	19	-	1	-	-	-	4	-	4	1	9	-	-	3	-	-	-	41
(8) Passenger services & facilities	88	8	1	12	-	9	56	4	30	-	4	31	2	5	3	-	1	254
Sub-total	627	67	26	114	10	28	316	36	852	49	1265	66	4	11	11	1	5	3488
(C) General	14	5	1	3	1	2	11	3	17	7	59	-	-	-	-	-	1	124
Total this quarter	767	79	33	124	12	37	359	41	903	56	1324	72	7	11	11	1	7	3844
Grand-total	(1411)							(2324)				(90)			(19)			
Total previous quarter	2311	222	51	157	18	48	578	31	919	89	1431	65	9	8	7	-	18	5962
Total same quarter in 2019	1343	143	65	115	21	99	422	47	1173	89	2699	232 [#]	8	8	4	1	2	6471

Legend

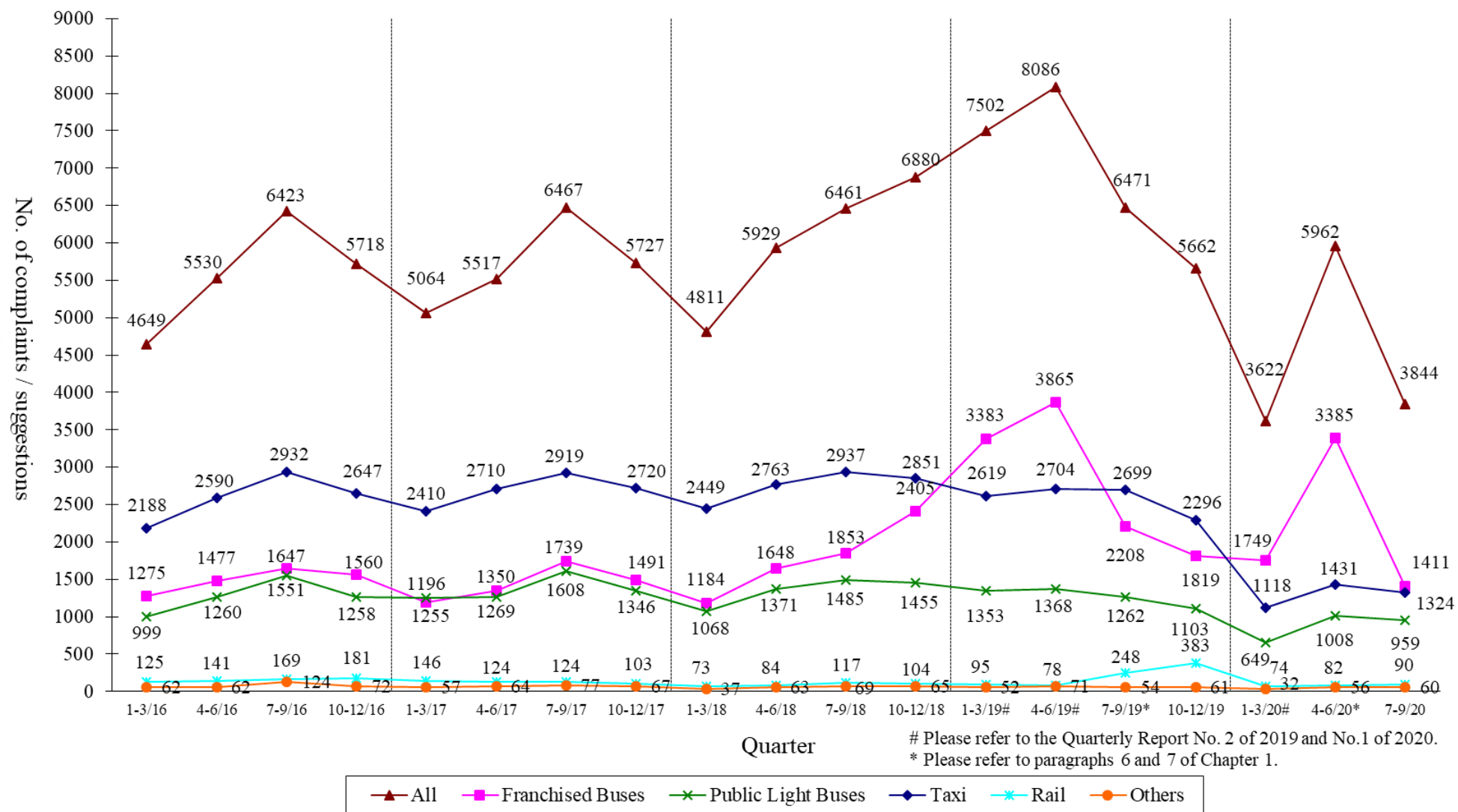
KMB	The Kowloon Motor Bus Company (1933) Limited
CTB1	Citybus Limited (Franchise 1)
CTB2	Citybus Limited (Franchise 2)
FB	New World First Bus Services Limited
NLB	New Lantao Bus Company (1973) Limited
LWB	Long Win Bus Company Limited
XHT	Cross-harbour Bus Services
NFBS	Non-franchised Bus Services
GMB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

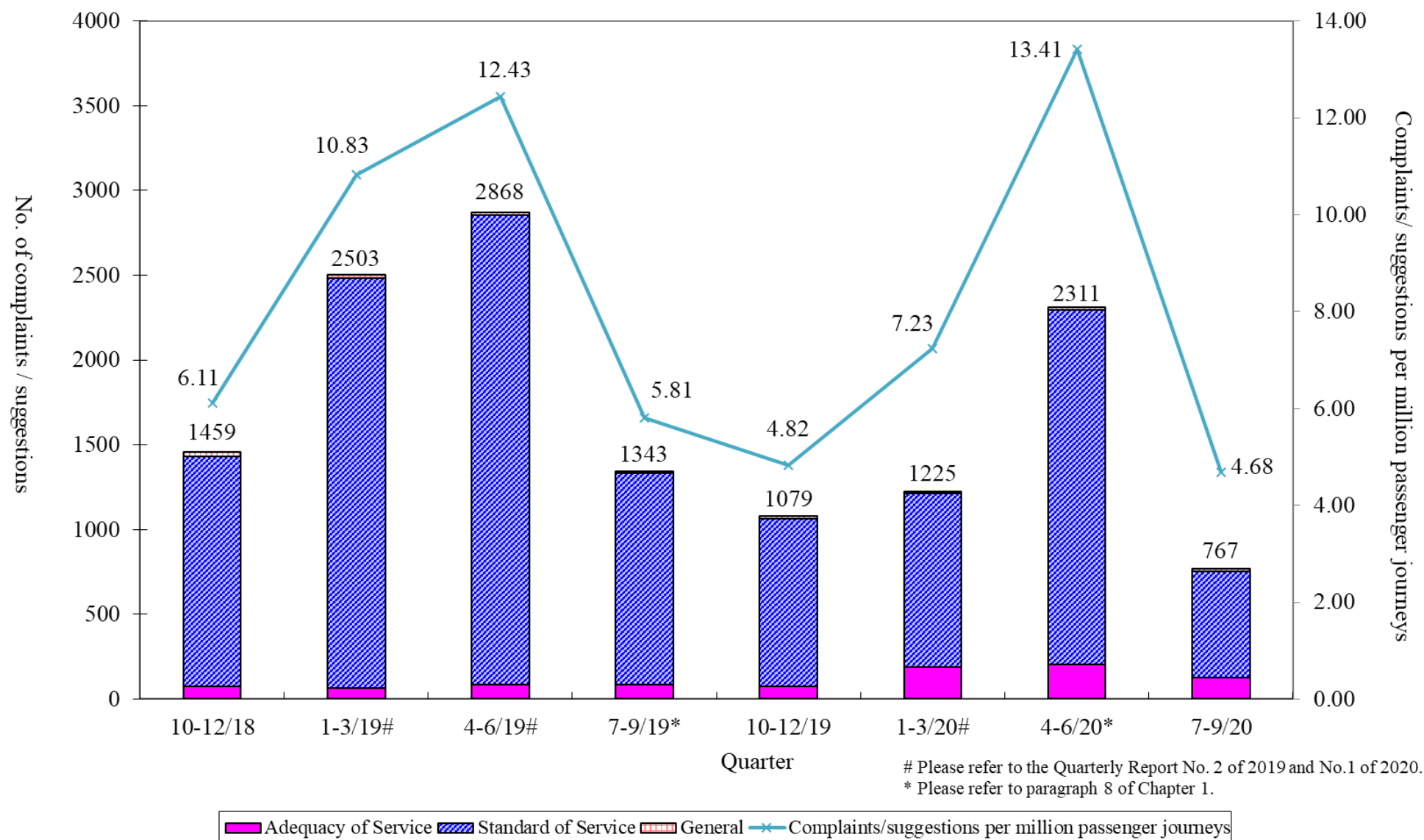
115 complaints were related to suspension of MTR services.

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

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

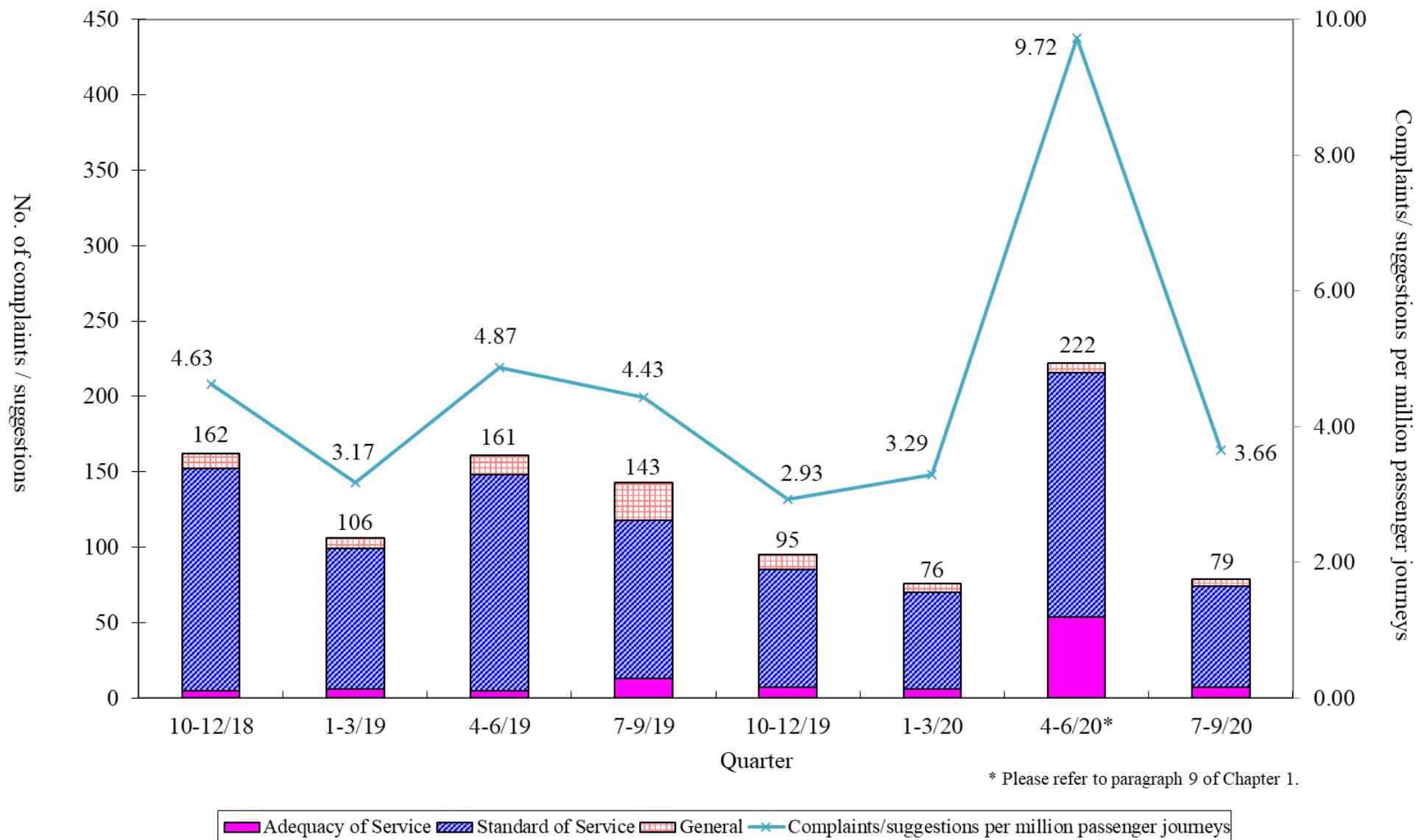


Complaints and Suggestions on the Services of Kowloon Motor Bus Company (1933) Limited in the Past Eight Quarters

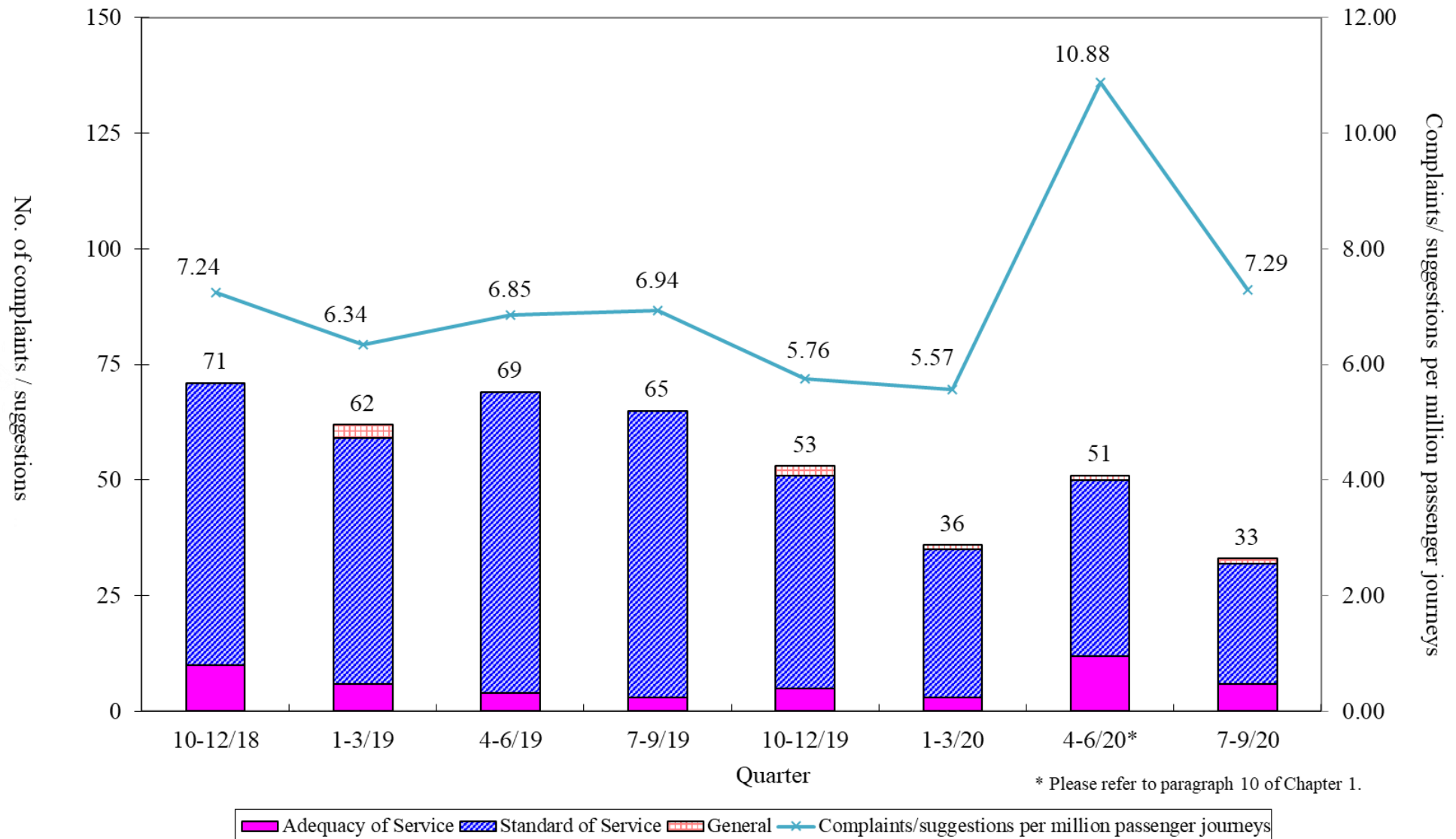


Complaints and Suggestions on the Services of Citybus Limited (Franchise 1) in the Past Eight Quarters

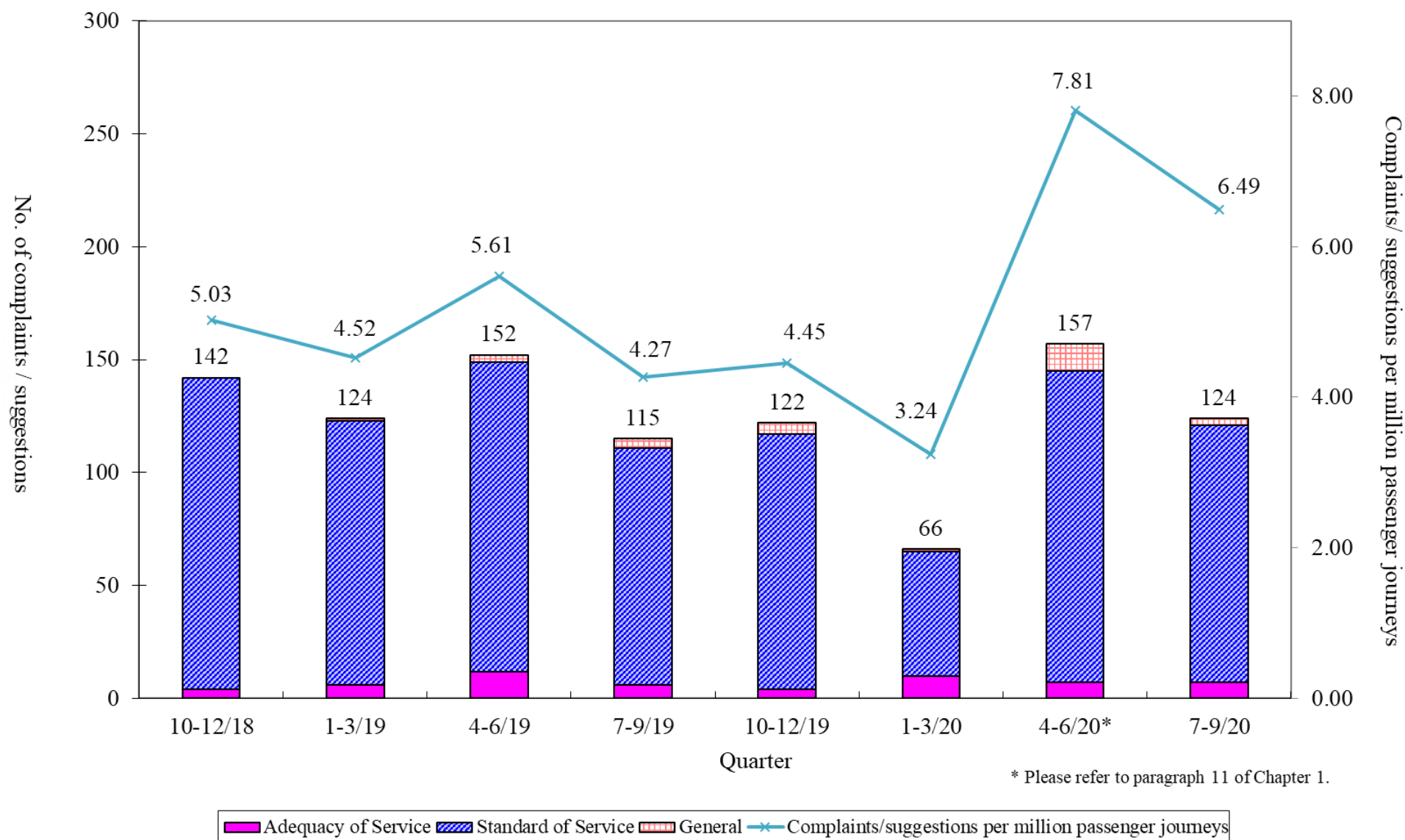
Annex F(ii)



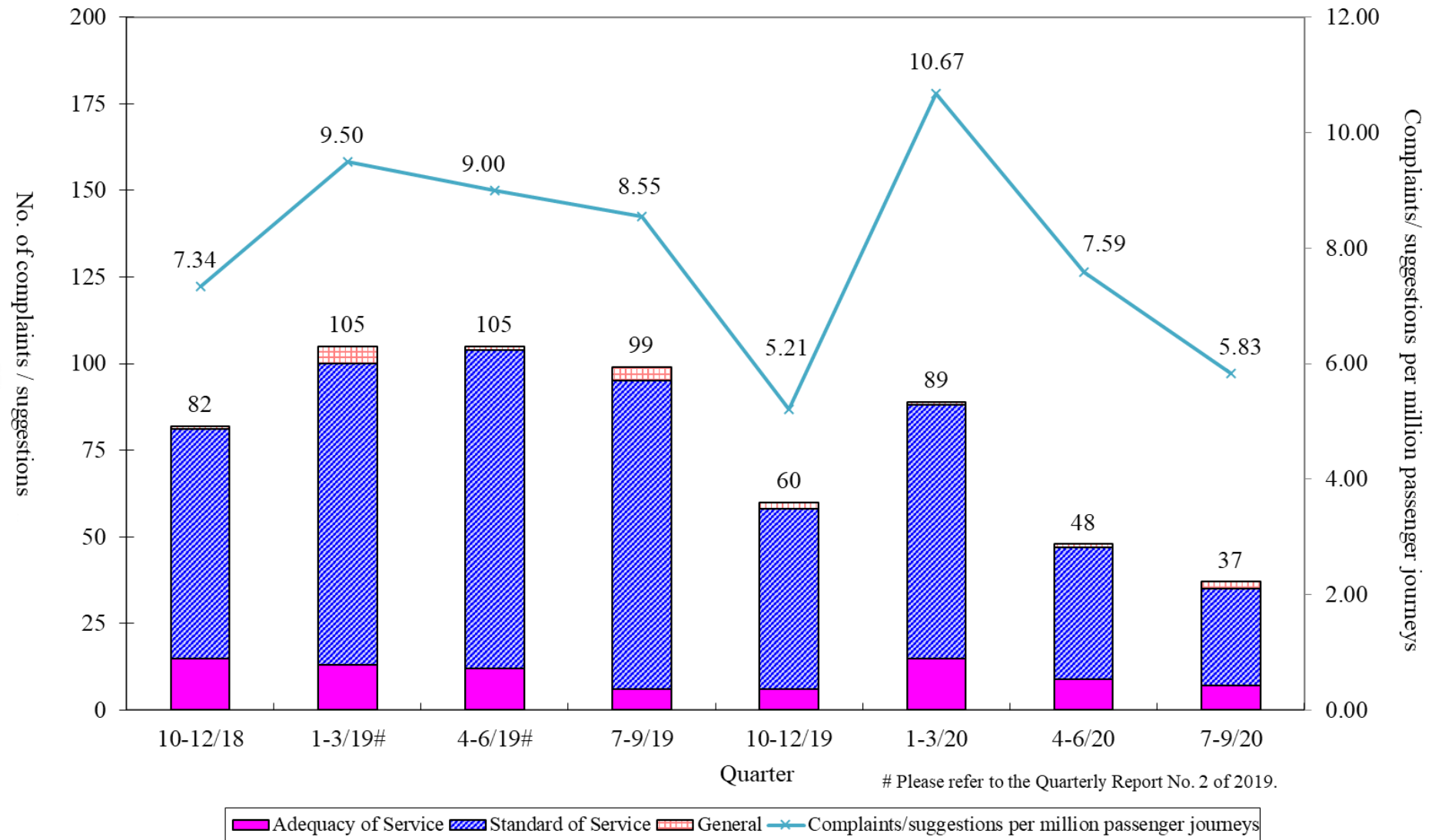
**Complaints and Suggestions on the Services of Citybus Limited (Franchise 2)
in the Past Eight Quarters**



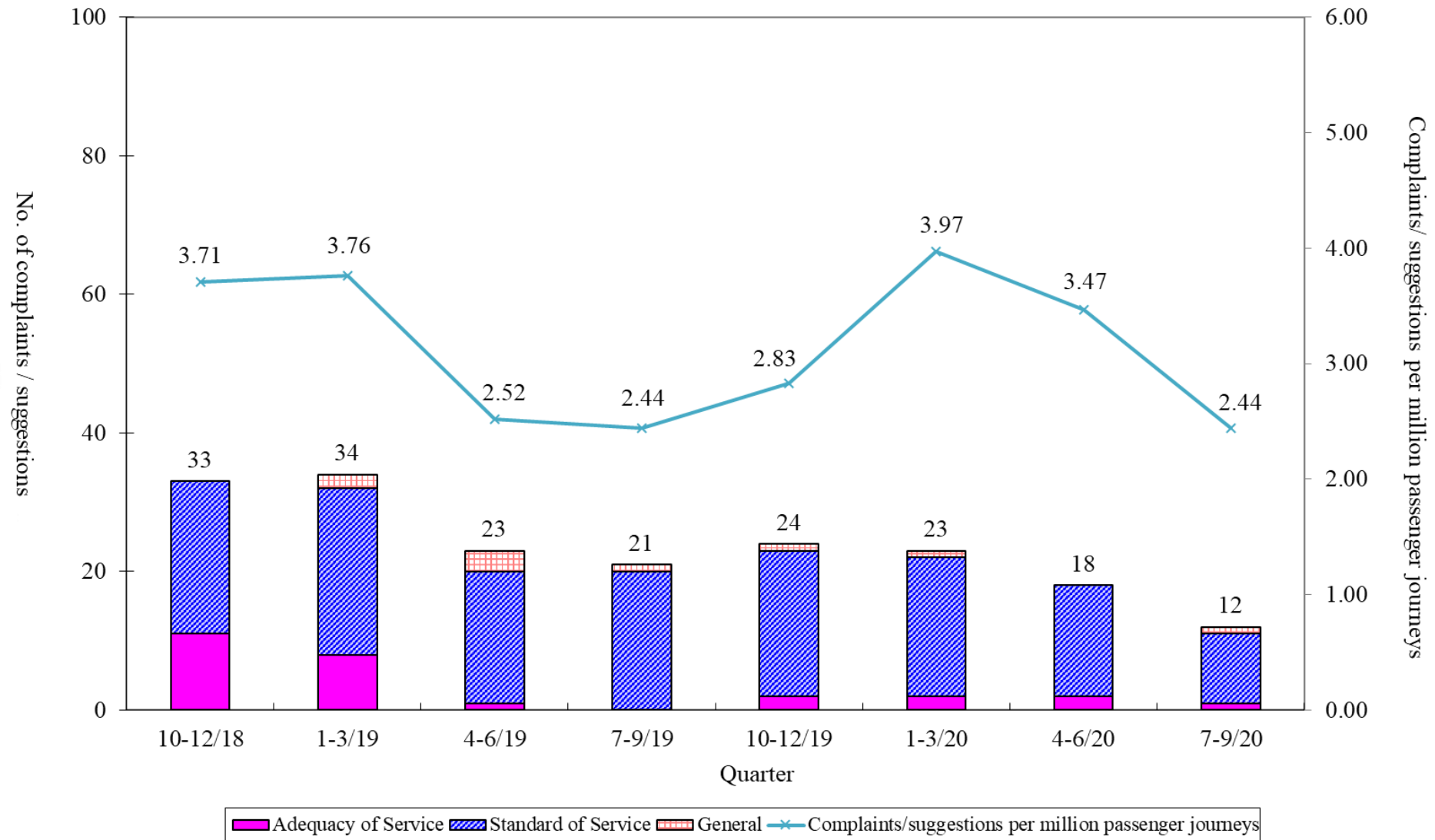
**Complaints and Suggestions on the Services of New World First Bus Services Limited
in the Past Eight Quarters**



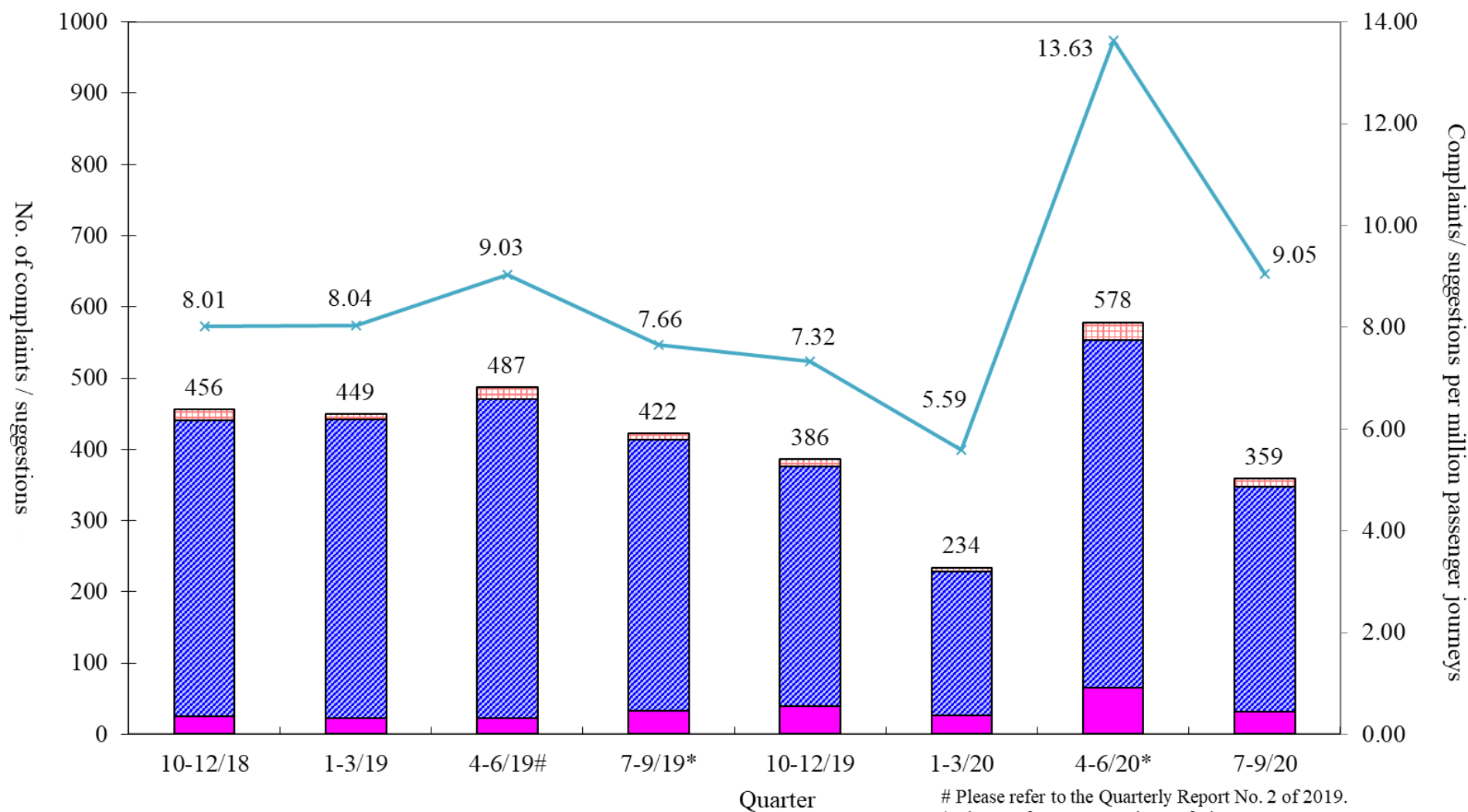
**Complaints and Suggestions on the Services of Long Win Bus Company Limited
in the Past Eight Quarters**



**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**



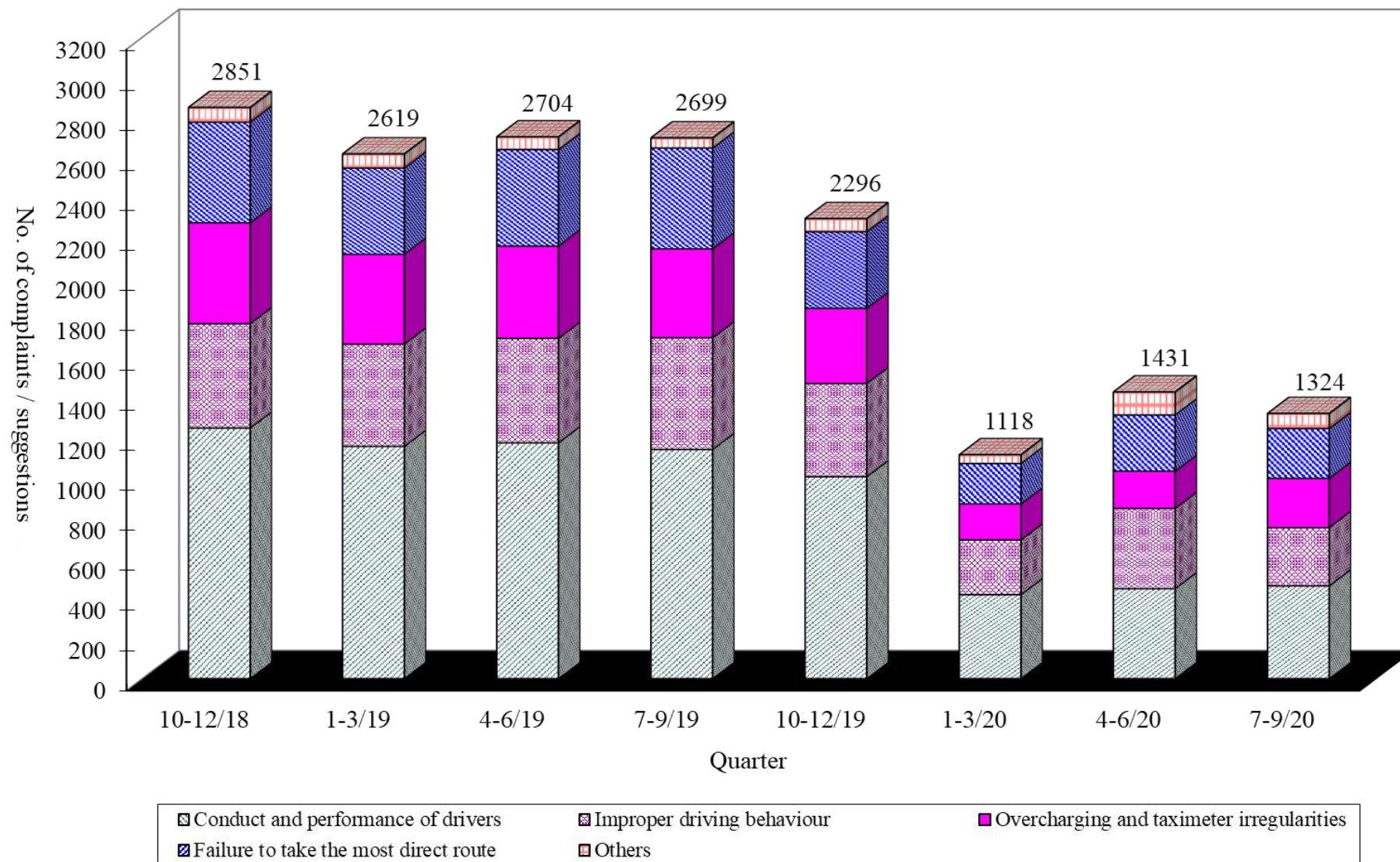
■ Adequacy of Service
 ▨ Standard of Service
 ▨ General
 —x— Complaints/suggestions per million passenger journeys

Breakdown of Complaints and Suggestions on Franchised Bus Services
(July – September 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)	767	4.68
Citybus Limited (Franchise 1) (CB1)	79	3.66
Citybus Limited (Franchise 2) (CB2)	33	7.29
New World First Bus Services Limited (NWFB)	124	6.49
New Lantao Bus Company (1973) Limited	12	2.44
Long Win Bus Company Limited	37	5.83
Cross-harbour Bus Services ⁽¹⁾	359	9.05
Total	1 411	5.43

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.

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 (1.7.19-30.9.19)</u>	<u>Previous quarter (1.4.20-30.6.20)</u>	<u>Current quarter (1.7.20-30.9.20)</u>
(a) Conduct and performance of drivers			
(i) Behaving other than in a civil & orderly manner	415	219	239
(ii) Refusing hire	584	168	162
(iii) Soliciting passengers	10	-	3
(iv) Refusing to drive to destination	117	48	47
(v) Failure to display driver identity plate	16	13	12
(vi) Failure to display driver identity plate properly	2	1	-
Sub-total	1 144	449	463
(b) Improper driving behaviour	557	400	291
(c) Overcharging	391	157	209
(d) Taximeter irregularities	53	29	37
(e) Failure to take the most direct route	503	281	248
(f) Others*	51	115	76
Total	2 699	1 431	1 324

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

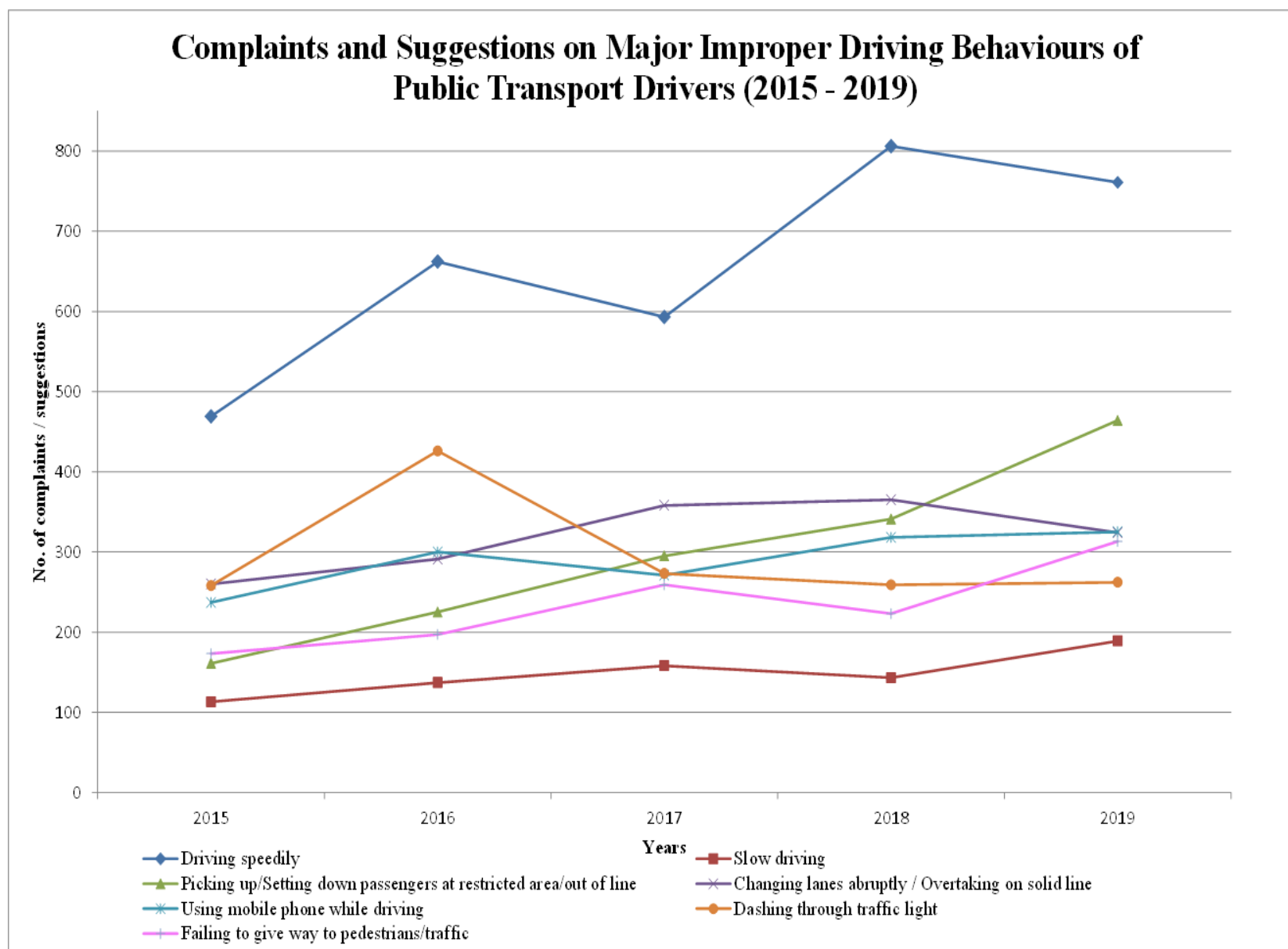
Complaints and Suggestions on Traffic and Road Conditions
(July – September 2020)

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	5	4	11	2	22	6	15	17	13	3	7	9	12	11	16	8	5	-	166
(b) Traffic management	2	2	2	-	1	2	2	2	2	1	2	2	3	2	1	2	-	-	28
(c) Additional traffic signs and aids	-	1	-	-	2	1	-	-	-	1	-	1	-	-	-	2	-	-	8
(d) Parking facilities	-	-	4	-	-	-	-	-	-	-	-	-	-	-	3	-	-	-	7
Sub-total	7	7	17	2	25	9	17	19	15	5	9	12	15	13	20	12	5	-	209
<u>Road Maintenance</u>																			
(a) Road conditions	1	-	2	1	2	1	-	1	1	-	1	2	-	3	-	2	4	1	22
(b) Traffic signs & aids	-	1	-	-	3	1	1	1	3	1	3	-	-	-	1	-	-	-	15
(c) Carriageway markings	1	-	1	-	-	-	-	-	-	1	-	-	-	-	-	-	-	-	3
Sub-total	2	1	3	1	5	2	1	2	4	2	4	2	-	3	1	2	4	1	40
<u>Enforcement</u>																			
(a) Illegal parking	39	31	791	10	81	23	43	96	68	28	40	99	41	58	39	30	32	7	1556
(b) Other enforcement matters	10	20	14	1	22	10	19	12	27	4	11	19	25	22	17	7	18	8	267
Sub-total	49	51	805	11	103	33	62	108	95	32	51	118	66	80	56	37	50	15	1823
Total	58	59	825	14	133	44	80	129	114	39	64	132	81	96	77	51	59	16	2072

Complaints and Suggestions on Traffic and Road Conditions⁽¹⁾
(July – September 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	5	4	11	2	22	6	15	17	13	3	7	9	12	11	16	8	5	-	166
(b) Traffic management	2	2	2	-	1	2	2	2	2	1	2	2	3	2	1	2	-	-	28
(c) Additional traffic signs and aids	-	1	-	-	2	1	-	-	-	1	-	1	-	-	-	2	-	-	8
(d) Parking facilities	-	-	4	-	-	-	-	-	-	-	-	-	-	-	3	-	-	-	7
Sub-total	7	7	17	2	25	9	17	19	15	5	9	12	15	13	20	12	5	-	209
<u>Road Maintenance</u>																			
(a) Road conditions	1	-	2	1	2	1	-	1	1	-	1	2	-	3	-	2	4	1	22
(b) Traffic signs & aids	-	1	-	-	3	1	1	1	3	1	3	-	-	-	1	-	-	-	15
(c) Carriageway markings	1	-	1	-	-	-	-	-	-	1	-	-	-	-	-	-	-	-	3
Sub-total	2	1	3	1	5	2	1	2	4	2	4	2	-	3	1	2	4	1	40
<u>Enforcement</u>																			
(a) Illegal parking	39	31	29	10	81	23	43	96	68	28	40	99	41	58	39	30	32	7	794
(b) Other enforcement matters	10	20	14	1	22	10	19	12	27	4	11	19	25	22	17	7	18	8	267
Sub-total	49	51	43	11	103	33	62	108	95	32	51	118	66	80	56	37	50	15	1061
Total	58	59	63	14	133	44	80	129	114	39	64	132	81	96	77	51	59	16	1310

Note : (1) 762 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.



**Breakdown of Complaints and Suggestions about
Improper Driving Behaviour of Public Transport Drivers**

<u>Nature of Complaint/Suggestion</u>	<u>2018</u>	<u>2019</u>	<u>Difference</u>	
1. Driving speedily	806	761	-45	(-5.6%)
2. Picking up/Setting down passengers at restricted area/out of line	341	464	+123	(+36.1%)
3. Using mobile phone while driving	318	325	+7	(+2.2%)
4. Changing lanes abruptly / Overtaking on solid line	365	324	-41	(-11.2%)
5. Failing to give way to pedestrians/traffic	223	313	+90	(+40.4%)
6. Starting before passengers safely alighted/boarded	279	308	+29	(+10.4%)
7. Dashing through traffic light	259	262	+3	(+1.2%)
8. Braking suddenly	177	243	+66	(+37.3%)
9. Trapping passengers with door	202	215	+13	(+6.4%)
10. Disobeying traffic signs / schemes	180	195	+15	(+8.3%)
11. Picking up/setting down passengers at a distance from bus stop	134	194	+60	(+44.8%)
12. Slow driving	143	189	+46	(+32.2%)
13. Jerky driving	159	130	-29	(-18.2%)
14. Listening to audio programmes / Watching audio-visual programmes while driving	50	96	+46	(+92.0%)
15. Talking while driving	47	89	+42	(+89.4%)
16. Drowsing while driving	66	70	+4	(+6.1%)
17. Overloading	72	67	-5	(-6.9%)
18. Opening door while vehicle in motion	54	45	-9	(-16.7%)
19. Driving too close to another vehicle	51	40	-11	(-21.6%)
20. Straddling between 2 lanes	23	29	+6	(+26.1%)
21. Others	321	266	-55	(-17.1%)
Total	4 270	4 625	+355	(+8.3%)

**Breakdown of Complaints and Suggestions about
Improper Driving Behaviour of Public Transport Drivers**

<u>Nature of Complaint/Suggestion</u>	<u>2019 Jan - Sep</u>	<u>2020 Jan - Sep</u>	<u>Difference</u>	
1. Driving speedily	615	300	-315	(-51.2%)
2. Slow driving	140	234	+94	(+67.1%)
3. Picking up/Setting down passengers at restricted area/out of line	347	215	-132	(-38.0%)
4. Changing lanes abruptly / Overtaking on solid line	248	194	-54	(-21.8%)
5. Using mobile phone while driving	262	178	-84	(-32.1%)
6. Dashing through traffic light	196	165	-31	(-15.8%)
7. Failing to give way to pedestrians/traffic	235	147	-88	(-37.4%)
8. Starting before passengers safely alighted/boarded	243	139	-104	(-42.8%)
9. Braking suddenly	188	111	-77	(-41.0%)
10. Disobeying traffic signs / schemes	144	110	-34	(-23.6%)
11. Jerky driving	101	107	+6	(+5.9%)
12. Picking up/setting down passengers at a distance from bus stop	157	81	-76	(-48.4%)
13. Trapping passengers with door	174	72	-102	(-58.6%)
14. Talking while driving	59	46	-13	(-22.0%)
15. Listening to audio programmes / Watching audio-visual programmes while driving	68	42	-26	(-38.2%)
16. Overloading	49	34	-15	(-30.6%)
17. Driving too close to another vehicle	32	26	-6	(-18.8%)
18. Opening door while vehicle in motion	30	25	-5	(-16.7%)
19. Drowsing while driving	60	24	-36	(-60.0%)
20. Turning on radio too loud	17	22	+5	(+29.4%)
21. Others	205	148	-57	(-27.8%)
Total	3 570	2 420	-1 150	(-32.2%)

**Breakdown of Complaints and Suggestions about
Improper Driving Behaviour of Franchised Bus Drivers**

<u>Nature of Complaint/Suggestion</u>	<u>2019 Jan - Sep</u>	<u>2020 Jan - Sep</u>	<u>Difference</u>	
1. Slow driving	85	181	+96	(+112.9%)
2. Picking up/Setting down passengers at restricted area/out of line	126	95	-31	(-24.6%)
3. Changing lanes abruptly / Overtaking on solid line	70	62	-8	(-11.4%)
4. Driving speedily	93	57	-36	(-38.7%)
5. Braking suddenly	81	52	-29	(-35.8%)
6. Picking up/setting down passengers at a distance from bus stop	113	51	-62	(-54.9%)
7. Failing to give way to pedestrians/traffic	54	39	-15	(-27.8%)
8. Dashing through traffic light	49	37	-12	(-24.5%)
9. Starting before passengers safely alighted/boarded	48	33	-15	(-31.3%)
10. Jerky driving	21	29	+8	(+38.1%)
11. Disobeying traffic signs / schemes	37	26	-11	(-29.7%)
12. Talking while driving	35	25	-10	(-28.6%)
13. Trapping passengers with door	84	23	-61	(-72.6%)
14. Using mobile phone while driving	14	23	+9	(+64.3%)
15. Others	81	58	-23	(-28.4%)
Total	991	791	-200	(-20.2%)

**Breakdown of Complaints and Suggestions about
Improper Driving Behaviour of Green Minibus Drivers**

Nature of Complaint/Suggestion	2019	2020	<u>Difference</u>	
	<u>Jan - Sep</u>	<u>Jan - Sep</u>		
1. Starting before passengers safely alighted/boarded	120	70	-50	(-41.7%)
2. Driving speedily	111	70	-41	(-36.9%)
3. Picking up/Setting down passengers at restricted area/out of line	95	56	-39	(-41.1%)
4. Changing lanes abruptly / Overtaking on solid line	65	37	-28	(-43.1%)
5. Dashing through traffic light	42	32	-10	(-23.8%)
6. Using mobile phone while driving	47	29	-18	(-38.3%)
7. Picking up/setting down passengers at a distance from bus stop	42	27	-15	(-35.7%)
8. Jerky driving	16	22	+6	(+37.5%)
9. Failing to give way to pedestrians/traffic	39	20	-19	(-48.7%)
10. Trapping passengers with door	47	19	-28	(-59.6%)
11. Overloading	19	18	-1	(-5.3%)
12. Talking while driving	23	18	-5	(-21.7%)
13. Braking suddenly	31	17	-14	(-45.2%)
14. Slow driving	9	16	+7	(+77.8%)
15. Turning on radio too loud	11	14	+3	(+27.3%)
16. Others	99	59	-40	(-40.4%)
Total	816	524	-292	(-35.8%)

**Breakdown of Complaints and Suggestions about
Improper Driving Behaviour of Red Minibus Drivers**

Nature of Complaint/Suggestion		<u>2019 Jan - Sep</u>	<u>2020 Jan - Sep</u>	<u>Difference</u>	
1.	Picking up/Setting down passengers at restricted area/out of line	4	17	+13	(+325.0%)
2.	Driving speedily	33	15	-18	(-54.5%)
3.	Disobeying traffic signs / schemes	10	14	+4	(+40.0%)
4.	Changing lanes abruptly / Overtaking on solid line	7	10	+3	(+42.9%)
5.	Overloading	8	8	-	-
6.	Dashing through traffic light	13	7	-6	(-46.2%)
7.	Starting before passengers safely alighted/boarded	11	6	-5	(-45.5%)
8.	Failing to give way to pedestrians/traffic	4	5	+1	(+25.0%)
9.	Using mobile phone while driving	12	5	-7	(-58.3%)
10.	Others	30	16	-14	(-46.7%)
Total		132	103	-29	(-22.0%)

**Breakdown of Complaints and Suggestions about
Improper Driving Behaviour of Taxi Drivers**

Nature of Complaint/Suggestion	2019	2020	<u>Difference</u>	
	<u>Jan - Sep</u>	<u>Jan - Sep</u>		
1. Driving speedily	374	152	-222	(-59.4%)
2. Using mobile phone while driving	187	119	-68	(-36.4%)
3. Dashing through traffic light	91	88	-3	(-3.3%)
4. Changing lanes abruptly / Overtaking on solid line	103	83	-20	(-19.4%)
5. Failing to give way to pedestrians/traffic	134	81	-53	(-39.6%)
6. Disobeying traffic signs / schemes	75	61	-14	(-18.7%)
7. Jerky driving	60	55	-5	(-8.3%)
8. Picking up/Setting down passengers at restricted area/out of line	120	44	-76	(-63.3%)
9. Braking suddenly	73	39	-34	(-46.6%)
10. Slow driving	43	34	-9	(-20.9%)
11. Listening to audio programmes / Watching audio-visual programmes while driving	43	29	-14	(-32.6%)
12. Starting before passengers safely alighted/boarded	61	29	-32	(-52.5%)
13. Trapping passengers with door	35	25	-10	(-28.6%)
14. Opening door while taxi in motion	21	18	-3	(-14.3%)
15. Drowsing while driving	35	16	-19	(-54.3%)
16. Driving too close to another vehicle	12	12	-	-
17. Others	121	79	-42	(-34.7%)
Total	1 588	964	-624	(-39.3%)

**Breakdown of Enforcement Actions Taken against Drivers/Vehicles
of Taxi, Public Light Bus and Bus**

Transport Mode	<u>2018</u>	<u>2019</u>	<u>Difference</u>
Taxi	57 064	46 929	-10 135 (-17.8%)
Public Light Bus	5 220	3 990	-1 230 (-23.6%)
Bus (Including Franchised and Non-Franchised)	7 672	6 448	-1 224 (-16.0%)
Total	69 956	57 367	-12 589 (-18.0%)

**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.