

QUARTERLY REPORT No. 4 of 2020

by the

TRANSPORT COMPLAINTS UNIT

of the

TRANSPORT ADVISORY COMMITTEE

for the period

1 October 2020 – 31 December 2020

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

Hotline : 2889 9999

Faxline No. : 2577 1858

Website : www.info.gov.hk/tcu

E-mail : info@tcu.gov.hk

CONTENTS

Chapter	Page
1 Major Areas of Complaints and Suggestions	4-12
2 Major Events and Noteworthy Cases	13-16
3 Feature Article	17-29

LIST OF ANNEXES

Annex		
A	Complaints and Suggestions Received by TCU	30-32
B	Trends of Complaints and Suggestions Received by TCU	33-34
C	Summary of Results of Investigations into Complaints and Suggestions	35-36
D	Public Suggestions Taken on Board by Relevant Government Departments/Public Transport Operator	37-38
E	Complaints and Suggestions on Public Transport Services	39-40
F	Complaints and Suggestions on the Services of Kowloon Motor Bus, Citybus (Franchise 1 & 2), New World First Bus, Long Win Bus, New Lantao Bus and Cross-harbour Bus Services in the Past Eight Quarters	41-48
G	Complaints and Suggestions on Taxi Services in the Past Eight Quarters	49
H	Breakdown of Complaints and Suggestions on Taxi Services	50
I	Complaints and Suggestions on Traffic and Road Conditions	51-52
J	Complaints and Suggestions Received by TCU during 2016-2020	53-54
K	Complaints and Suggestions on Franchised Bus Services	55-56
L	Complaints and Suggestions on Non-franchised Bus Services	57
M	Complaints and Suggestions on Green Minibus Services	58

N	Complaints and Suggestions on Red Minibus Services	59
O	Complaints and Suggestions on Taxi Services	60
P	Complaints and Suggestions on Rail Services	61
Q	Complaints and Suggestions on Ferry Services	62
R	Complaints about Traffic Congestion during 2016-2020	63
S	Complaints about Illegal Parking during 2016-2020	64
T	Complaints about Enforcement Matters (other than Illegal Parking) during 2016-2020	65
U	How to Make Suggestions and Complaints to the Transport Complaints Unit	66

Chapter 1

Major Areas of Complaints and Suggestions

This is the fourth quarterly report for 2020 covering the period from 1 October to 31 December 2020.

Yearly and Quarterly Trends

2. During the quarter, the Transport Complaints Unit (TCU) received 6 632¹ complaints and suggestions, including 51 pure suggestions. About 79% (5 278) of the cases were received through TCU Complaint/Suggestion Webform and email, 20% (1 332) through telephone, and the remaining cases in the form of fax or letter. The number of cases represents an increase of 11.1%¹ as compared with 5 967² cases in the previous quarter and a decrease of 20.1%¹ as compared with 8 302³ 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 (2011-2020) 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 7 949 cases (including some outstanding cases from previous quarters) were completed. Of these, 6 692 cases (84%) were found to be substantiated, 35 cases (1%) unsubstantiated, and the remaining 1 222 cases (15%) not pursuable due to lack of evidence.

¹ Among the 6 632 complaints and suggestions, 921 complaints were received from one complainant, who made more than 100 complaints during the quarter. The number of complaints not including these cases is 5 711, representing an increase of 9.7% when compared with 5 205 cases (see footnote 2) in the previous quarter and a decrease of 19.1% when compared with 7 061 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 5 967 complaints and suggestions, 762 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 5 205.

³ Among the 8 302 complaints and suggestions, 1 241 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 7 061.

A summary of the results of investigations is at Annex C. If the complainants agree to be witnesses, the cases will be referred to the Police for further investigation. During the period from October to December 2020, the Police reported the latest developments on 449⁴ 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 4 194 cases, representing an increase of 9.1% as compared with 3 844 cases in the previous quarter and a decrease of 25.9% as compared with 5 662 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).

Franchised Bus Services

7. A total of 1 601 complaints and suggestions on franchised bus services were received during the quarter, representing an increase of 13.5% as compared with 1 411 cases in the previous quarter and a decrease of 12.0% as compared with 1 819 cases in the same quarter in 2019.

8. There were 802 cases on the services of The Kowloon Motor Bus Company (1933) Limited (KMB), as compared with 767 cases in the previous quarter and 1 079 cases in the same quarter in 2019. Among the 802 cases, 81 (or 10.1%) were about the adequacy of service and 699 (or 87.2%) were about

⁴ The figures include the taxi cases in paragraph 22.

the standard of service.

9. There were 131 cases on the services of the Citybus Limited (Franchise for Hong Kong Island and Cross-Harbour Bus Network) (CTB (Franchise 1)), as compared with 79 cases in the previous quarter and 95 cases in the same quarter in 2019. Among the 131 cases, 16 (or 12.2%) were about the adequacy of service while 111 (or 84.7%) were about the standard of service.

10. There were 38 cases on the services of the Citybus Limited (Franchise for Airport and North Lantau Bus Network) (CTB (Franchise 2)), as compared with 33 cases in the previous quarter and 53 cases in the same quarter in 2019. Among the 38 cases, five (or 13.2%) were about the adequacy of service while 32 (or 84.2%) were about the standard of service.

11. There were 170 cases on the services of the New World First Bus Services Limited (NWFB), as compared with 124 cases in the previous quarter and 122 cases in the same quarter in 2019. Of the 170 cases, 17 (or 10.0%) were about the adequacy of service and 149 (or 87.6%) were about the standard of service.

12. There were 55 cases on the services of the Long Win Bus Company Limited (LWB), as compared with 37 cases in the previous quarter and 60 cases in the same quarter in 2019. Of the 55 cases, six (or 10.9%) were about the adequacy of service and 47 (or 85.5%) were about the standard of service.

13. There were 35 cases on the services of the New Lantau Bus Company (1973) Limited (NLB), as compared with 12 cases in the previous quarter and 24 cases in the same quarter in 2019. Of the 35 cases, five (or 14.3%) were about the adequacy of service and 27 (or 77.1%) were about the standard of service.

14. There were 370 cases on the cross-harbour bus services⁵, as compared with 359 cases in the previous quarter and 386 cases in the same quarter in 2019. Of the 370 cases, 22 (or 5.9%) were about the adequacy of service and 339 (or

⁵ 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.

91.6%) 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 48 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 41 and 49 respectively.

Public Light Bus Services

17. A total of 945 complaints and suggestions on public light bus (PLB) services were received in this quarter, representing a decrease of 1.5% as compared with 959 cases in the previous quarter and a decrease of 14.3% as compared with 1 103 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, 91.9% or 868 cases were on green minibus (GMB) services, representing a decrease of 3.9% as compared with 903 cases in the previous quarter and a decrease of 14.2% as compared with 1 012 cases in the same quarter in 2019. Among the 868 cases, 48 (or 5.5%) were about the adequacy of service and 799 (or 92.1%) were about the standard of service.

19. The remaining 8.1% or 77 cases were on the services provided by red minibuses (RMB), representing an increase of 37.5% as compared with 56 cases in the previous quarter and a decrease of 15.4% as compared with 91 cases in the same quarter in 2019.

Taxi Services

20. A total of 1 482 cases on taxi services were received in this quarter, representing an increase of 11.9% as compared with the previous quarter and a decrease of 35.5% 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 1 482 cases received, 1 405 (94.8%) were related to taxi driver malpractice, as compared with 1 248 such cases (94.3%) 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 215 such cases (15.3%) were referred to the Police.

22. During the quarter, the Police reported the latest developments on 230 cases previously referred to them. These cases are categorised as follows –

	<u>No. of Cases</u>		<u>Percentage</u>	
(a) Summonsed	25	(17)	11	(7)
(b) Withdrawn by complainants	153	(180)	66	(72)
(c) Evidence considered insufficient by the Police for further processing	52	(54)	23	(21)
	<u>230 (251)</u>		<u>100 (100)</u>	

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

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

23. Among the 17 summonsed cases in the previous quarter, 14 taxi drivers were convicted of traffic offences by the court⁶. Of the four cases of refusing hire, the taxi drivers were fined from \$300 to \$1,200. One taxi driver was fined \$600 and \$320 for not driving to destination by the most direct practicable route and failing to display taxi driver identity plate. Three taxi drivers were fined from \$1,500 to \$2,000 for careless driving.

Rail Services

24. A total of 106 complaints and suggestions on rail services were received. The corresponding figures for the previous quarter and the same quarter in 2019 were 90 and 383⁷ respectively. Of the 106 cases, 76 were on the services of MTRCL.

Ferry Services

25. There were 12 complaints and suggestions on ferry services in this quarter. The corresponding figures for the previous quarter and the same quarter in 2019 were 19 and 12 respectively.

Traffic Conditions

26. There were 209 complaints recorded in this quarter about traffic congestion, as compared with 166 cases in the previous quarter and 179 cases in the same quarter in 2019. Congestion was reported to have occurred throughout the territory, as illustrated below –

⁶ Results of the remaining summonsed cases were not yet available as at end January 2021.

⁷ Among the 383 complaint cases, 381 concerned MTRCL. Out of the 381 cases, 161 were against a MTR staff member and 95 were related to suspension of MTR services.

	<u>Number of Complaints</u>	
Hong Kong Island	31	(22)
Kowloon	86	(73)
New Territories	92	(71)
Others (e.g. general issues and tunnel areas)	-	(-)
Total	209	(166)

(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 (27 cases), Sha Tin (24 cases) and Sham Shui Po (22 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 45 complaints and suggestions on traffic management and 24 requests for additional traffic signs and aids in this quarter. As a comparison, there were 28 and eight such cases in the previous quarter, and 60 and 15 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 84 complaints about road maintenance, as compared with 40 cases in the previous quarter and 46 cases in the same quarter in 2019. Among the 84 cases, 30 cases were related to road conditions and 51 cases were related to traffic signs and aids.

32. Districts which attracted relatively more complaints about road conditions were Kowloon City and Tuen Mun (six cases each). Districts which attracted relatively more complaints about traffic signs and aids were Central & Western (11 cases), Wan Chai (seven cases) and Yuen Long (six cases).

Enforcement

33. There were 1 967⁸ complaints about traffic regulations enforcement in this quarter, representing an increase of 7.9%⁸ when compared with 1 823⁹ cases in the previous quarter and a decrease of 7.7%⁸ when compared with 2 132¹⁰ cases in the same quarter in 2019. They were mainly requests for action against illegal parking (1 450¹¹ cases), disobeying traffic signs/schemes (88 cases), cutting lane abruptly/overtaking on solid line (59 cases) and jumping red light/failing to give way to pedestrians/traffic (39 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 (680¹² cases), Sham Shui Po (107 cases) and

⁸ Among the 1 967 complaints and suggestions, 879 complaints were received from one complainant, who made more than 100 complaints during the quarter. The number of complaints not including these cases is 1 088, representing an increase of 2.5% when compared with 1 061 cases (see footnote 9) in the previous quarter and an increase of 22.1% when compared with 891 cases (see footnote 10) in the same quarter in 2019. A breakdown of the complaints not including these cases is at Annex I(ii).

⁹ Among the 1 823 complaints and suggestions, 762 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 1 061.

¹⁰ Among the 2 132 complaints and suggestions, 1 241 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 891.

¹¹ Among the 1 450 complaints and suggestions, 655 complaints were received from one complainant, who made more than 100 complaints during the quarter. The number of complaints not including these cases is 795.

¹² Among the 680 complaints and suggestions, 652 complaints were received from one complainant, who made more than 100 complaints during the quarter. The number of complaints not including these cases is 28.

Wan Chai (95¹³ cases).

¹³ Among the 95 complaints and suggestions, one complaint was received from one complainant, who made more than 100 complaints during the quarter. The number of complaints not including this case is 94.

Chapter 2

Major Events and Noteworthy Cases

Transport Complaints Unit Sub-committee Meeting

At the quarterly meeting of the TCU Sub-committee on 5 November 2020, Members discussed –

- (a) complaints about the use of mobile phone or telecommunications;
 - (b) complaints and suggestions about parking facilities;
 - (c) complaints and suggestions on improper driving behaviour of public transport drivers; and
 - (d) TCU Quarterly Report No. 3 of 2020.
2. Members agreed that the following should be submitted to the Transport Advisory Committee –
- (a) complaints and suggestions on improper driving behaviour of public transport drivers; and
 - (b) TCU Quarterly Report No. 3 of 2020.

Enhancement of road safety of pedestrian crossing at Holy Cross Path near Shau Kei Wan Road

3. A member of the public complained that a green minibus (GMB) driver failed to give way to her and kept sounding the horn when she was crossing Holy Cross Path near Shau Kei Wan Road. For the safety of pedestrians, the complainant suggested installation of traffic lights at the junction.

4. The case was referred to the Transport Department (TD) for investigation. TD requested the relevant GMB operator to investigate and follow up with the driver concerned. The GMB operator instructed the driver

concerned to pay attention to road conditions and drive safely and carefully in accordance with the traffic regulations so as to ensure the safety of pedestrians, passengers and other road users.

5. TD conducted site inspection at the concerned location. After consulting relevant government departments, TD implemented several measures to enhance road safety of pedestrian crossing at the junction. The footpath of Holy Cross Path at the junction concerned was widened to provide better sightline for both pedestrians and motorists. To further enhance the safety of pedestrians crossing the road, railings were installed on the footpath near the junction. Tactile warning strips were also placed at the dropped kerbs of the pedestrian crossings to facilitate people with visual impairment.

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

Concerns about carrying personal hand baggage on public light buses

7. A member of the public raised concerns about carrying personal hand baggage on public light buses (PLB). He was refused to board a green minibus (GMB) while carrying a suitcase (about 80cm x 40cm). The complainant queried whether PLB operators were allowed to impose a limit on the size of baggage that might be carried by a passenger by posting a notice. He further enquired about the authority of deciding the size limit of passengers' hand baggage and the relevant regulation in allowing GMB drivers to refuse boarding of passengers with a hand baggage.

8. The case was referred to TD for investigation. TD was concerned about the situation encountered by the complainant and requested in writing the GMB operator concerned to investigate and follow-up. TD advised that the GMB operator implemented a clear arrangement about the size limit for passengers' hand baggage of 60cm x 40cm x 30cm on the GMB route concerned. The operator reviewed the notice and reminded the drivers to treat passengers in a polite manner. The operator further explained that the routing of GMB route concerned had many uphill and downhill sections and no luggage storage

facilities (such as luggage racks) were installed inside the compartment. Therefore, it was necessary to restrict the size of personal hand baggage so as to ensure the safety of passengers.

9. TD advised that the current regulations did not impose a limit on the size of personal hand baggage that might be carried by a PLB passenger. According to regulation 46(1)(m) of the Road Traffic (Public Service Vehicles) Regulations (Cap. 374D), a passenger or intending passenger on a public light bus shall not bring any article into or onto the vehicle without the permission of the driver, or place such article in any place in which such driver might have requested him not to place such article. Anyone who violated the regulation without reasonable excuse shall be guilty of an offence. According to regulation 56 of Cap. 374D, the driver of a PLB might refuse entry to his vehicle or might order any person to remove himself from the vehicle where he has reasonable grounds to believe that such person has committed or is about to commit an offense against the regulations in Cap. 374D.

10. TD added that GMB operators might set the size limit for passengers' personal hand baggage according to the operational condition. The drivers were responsible for assessing the baggage placed on a PLB, and could refuse passengers with personal hand baggage that might affect the safety of the vehicle to board in accordance with Cap. 374D to ensure the safety of passengers. TD would continue to monitor the operations of the concerned route.

11. The member of the public was informed of TD's reply and did not make further comment.

Driving on Lantau Link under strong wind conditions

12. A member of the public expressed concern about driving on Lantau Link within Tsing Ma Control Area under strong wind conditions. The motorcyclist drove on the Tsing Ma Bridge (Kowloon bound) at around 9:00 a.m. on the date of incident under a speed limit of 50 kilometers per hour (kph). His motorcycle was blown from the slow lane to the middle lane by strong wind which almost caused a traffic accident. He enquired why the lower deck of the

Tsing Ma Bridge was not opened for motorists.

13. The case was referred to TD for investigation. TD advised that high wind management measures would be implemented in phases commensurate with prescribed wind speed in order to maintain smooth traffic and ensure the safety of motorists. In accordance with the established mechanism, Pre-stage of high wind management measures would be implemented that the speed limit would be reduced to 50 kph when the 10-minute mean wind speed is in excess of 40 kph on the Lantau Link (including the Tsing Ma Bridge). The middle lane (both directions) of the Lantau Link would be closed when the 10-minute mean wind speed exceeds 50 kph.

14. Regarding the arrangements on the date and time of incident, the operator of the Tsing Ma Control Area checked against their records and advised that the Pre-stage of high wind management measures were implemented during the said period. The lower deck of the Lantau Link was indeed opened for both directions from 7:40 a.m. to 10:00 a.m. on the date of incident. The operator informed motorists of this arrangement through the variable message signs.

15. TD's reply was conveyed to the member of the public who raised no further comment.

Overview of Complaints and Suggestions Received in 2020

Overall Trend

TCU received 24 888¹⁴ complaints and suggestions in 2020. Among these, 214 were pure suggestions. The number of cases recorded a decrease of 24.6%¹⁴ when compared with 33 017¹⁵ cases received in 2019. A breakdown of the complaints and suggestions received by TCU in the past five years is at Annex J(i)¹⁴. A breakdown of the cases received in 2020 by category is as follows –

<u>Nature of Complaint/Suggestion</u>	<u>2019</u>	<u>2020</u>	<u>Difference</u>
Public Transport Services	27 721 ¹⁶	17 622 ¹⁷	-36.4% ¹⁷
Traffic Conditions	719	889	+23.6%
Road Maintenance	117	204	+74.4%
Enforcement	4 163 ¹⁸	5 929 ¹⁹	+42.4% ¹⁹

¹⁴ Among the 24 888 complaints and suggestions, a total of 3 434 complaints were received from three complainants, each of whom made more than 100 complaints within a quarter. The number of complaints not including these cases is 21 454, representing a decrease of 24.6% when compared with 28 435 cases (see footnote 15) in 2019. A breakdown of the complaints not including these cases is at Annex J(ii).

¹⁵ Among the 33 017 complaints and suggestions, a total of 4 582 complaints were received from three complainants, each of whom made more than 100 complaints within a quarter. The number of complaints not including these cases is 28 435.

¹⁶ Among the 27 721 complaints and suggestions, a total of 3 341 complaints were received from two complainants, each of whom made more than 100 complaints within a quarter. The number of complaints not including these cases is 24 380.

¹⁷ Among the 17 622 complaints and suggestions, a total of 1 640 complaints were received from two complainants, each of whom made more than 100 complaints within a quarter. The number of complaints not including these cases is 15 982, representing a decrease of 34.4% when compared with 24 380 cases (see footnote 16) in 2019.

¹⁸ Among the 4 163 complaints and suggestions, 1 241 complaints were received from one complainant who made more than 100 complaints within a quarter. The number of complaints not including these cases is 2 922.

¹⁹ Among the 5 929 complaints and suggestions, 1 752 complaints were received from one complainant who made more than 100 complaints within a quarter. The number of complaints not including these cases is 4 177, representing an increase of 43.0% when compared with 2 922 cases (see footnote 18) in 2019.

Miscellaneous	297 ²⁰	244 ²¹	-17.8% ²¹
Total	33 017¹⁵	24 888¹⁴	-24.6%¹⁴

Public Transport Services

2. Public transport services remained the major area of concern. In 2020, 17 622¹⁷ complaints and suggestions were received, accounting for 71% of the total number of cases. Among these, 138 were pure suggestions. The number of cases in this category recorded a decrease of 36.4%¹⁷ as compared with 27 721¹⁶ cases in 2019. A breakdown of the complaints and suggestions by mode of transport is as follows –

<u>Mode of Transport</u>	<u>2019</u>	<u>2020</u>	<u>Difference</u>
Franchised Buses	11 275 ²²	8 146 ²³	-27.8% ²³
Non-franchised Buses	206	140	-32.0%
Green Minibuses	4 752	3 276	-31.1%
Red Minibuses	334	285	-14.7%
Taxis	10 318	5 355	-48.1%
Rail Transport	804	352	-56.2%
Ferries	32	68	+112.5%
Total	27 721¹⁶	17 622¹⁷	-36.4%¹⁷

²⁰ These are mainly related to general transport matters such as road safety. Among the 297 complaints and suggestions, 163 cases were related to public order events such as safety issues of roads underneath footbridges.

²¹ These are mainly related to general transport matters such as carriageway and pavement obstruction by materials. Among the 244 complaints and suggestions, 42 complaints were received from one complainant who made more than 100 complaints within a quarter. The number of complaints not including these cases is 202, representing a decrease of 32.0% when compared with 297 cases in 2019.

²² Among the 11 275 complaints and suggestions, a total of 3 341 complaints were received from two complainants, each of whom made more than 100 complaints within a quarter. The number of complaints not including these cases is 7 934.

²³ Among the 8 146 complaints and suggestions, a total of 1 640 complaints were received from two complainants, each of whom made more than 100 complaints within a quarter. The number of complaints not including these cases is 6 506, representing a decrease of 18.0% when compared with 7 934 cases (see footnote 22) in 2019.

Franchised Bus Services

3. There were 8 146²³ cases on franchised bus services in 2020, representing a decrease of 27.8%²³ as compared with 11 275²² cases in 2019. Most complaints are about regularity of service, conduct and performance of staff and improper driving behaviour. The breakdowns of the 8 146²³ cases by individual franchised bus companies (FBCs) and nature of complaint/suggestion are at Annex K.

4. There was an increase in the number of complaints about frequency of service (from 384²⁴ cases in 2019 to 723²⁵ cases in 2020, representing an increase of 88.3%²⁵). Complaints about hours of operation have also increased from 13 cases in 2019 to 28²⁶ cases in 2020, representing an increase of 115.4%²⁶. It might be due to the reduction of franchised bus services given the significant drop in patronage under the COVID-19 pandemic. Under the established practice, FBCs are required to apply to TD for any service adjustments. When considering FBCs' applications, TD takes into account factors such as the extent of the patronage drop of the routes concerned, occupancy, impact of the proposed service adjustment on passengers' waiting time, efficient use of bus resources and public acceptability of the proposed frequency adjustment. FBCs are required to closely monitor passenger demand and enhance their services when necessary in a timely manner. TD has also been closely monitoring FBCs' service provision and travel patterns of the public so that timely adjustments would be made in response to the changing passenger demand.

²⁴ Among the 384 complaints and suggestions, 21 complaints were received from one complainant who made more than 100 complaints within a quarter. The number of complaints not including these cases is 363.

²⁵ Among the 723 complaints and suggestions, a total of 296 complaints were received from two complainants, each of whom made more than 100 complaints within a quarter. The number of complaints not including these cases is 427, representing an increase of 17.6% when compared with 363 cases (see footnote 24) in 2019.

²⁶ Among the 28 complaints and suggestions, four complaints were received from one complainant who made more than 100 complaints within a quarter. The number of complaints not including these cases is 24, representing an increase of 84.6% when compared with 13 cases in 2019.

5. Although regularity of service, conduct and performance of staff and improper driving behaviour still contributed most complaints in 2020, the number of cases of the three categories has decreased by 40.4%, 13.2% and 33.0% respectively. The decrease was in line with the decrease in the overall number of complaints (-27.8%) on franchised bus services in 2020.

Non-franchised Bus Services

6. There were 140 cases on non-franchised bus (NFB) services in 2020, representing a decrease of 32.0% as compared with 206 cases in 2019. A detailed breakdown of the 140 cases received in 2020 is at Annex L. TD noted that the complaints on the North-west Transit Service Area Feeder Buses increased by 2.3%. The major complaints were about the conduct and performance of staff, following by regularity of services. To address the issue, TD has issued letters to MTRCL for follow-up action and MTRCL was requested to keep monitoring the performance of their drivers and the service level accordingly.

Public Light Bus Services

7. A total of 3 561 complaints and suggestions on public light bus (PLB) services were received in 2020, representing a decrease of 30.0% as compared with 5 086 cases in 2019.

8. There were 3 276 cases on green minibus (GMB) services, representing a decrease of 31.1% when compared with 4 752 cases in 2019. The decrease was mainly attributable to the decrease in complaints on conduct and performance of staff, regularity of service and improper driving behaviour. A detailed breakdown of the 3 276 cases is at Annex M.

9. There were 285 cases on red minibus (RMB) services, representing a decrease of 14.7% when compared with 334 cases in 2019. A detailed breakdown of the 285 cases is at Annex N.

10. All the complaints and suggestions on PLB services were referred to TD or the Police for follow-up actions as appropriate. The decrease in number of complaints against conduct and performance of staff and improper driving behaviour may be attributable to TD's continuous effort in working with the GMB trade on measures such as the pre-service training course for new drivers. The decreasing number of complaints against regularity of service can be explained by the increased number of 19-seater in the PLB fleet and the demand of service more adequately met. As at the end of 2020, over 35% of the PLB fleet was replaced with new 19-seater PLBs. TD will continue to look into each complaint case and, if necessary, conduct ad hoc surveys to ascertain the service level of the route(s) concerned and to follow up with the operators to rectify the problems. TD will also issue warning letters to the operators who failed to comply with the Schedule of Service, including non-compliance with timetable and routings, etc. The warning letters issued will be taken into account in the mid-term appraisal of the GMB operators and their roll-over period for the passenger service licences may be shortened if poor performance is observed.

11. For RMB cases, the largest decrease in number of complaints against improper driving behaviour may be attributable to TD's continuous effort in working with the RMB trade on measures such as the pre-service training course for new drivers. On the other hand, the gradual replacement of the aged vehicles by the trade may lead to a decrease in the number of complaints against conditions of vehicles.

12. Besides, TD continued to implement various measures in 2020 to promote the provision of safe, quality and customer-oriented PLB services. It is also anticipated that the increasing number of 19-seater in the PLB fleet will continue to improve the PLB service level, particularly during peak hours. To enhance accessibility and service quality of PLBs, TD also implemented the mandatory requirement for all newly registered PLBs to install extra handrails and passenger call bells with indication lights. There are also other on-going measures to enhance safe driving and customer-oriented services, including appeals to the PLB associations and operators to promote safe driving and provision of quality service, the Safe Driving and Health Campaign for professional drivers and the publication of the PLB Newsletter.

Taxi Services

13. There were 5 355 cases on taxi services in 2020, representing a decrease of 48.1% when compared with 10 318 cases in 2019. The decrease was mainly due to the decrease in complaints on refusing hire, overcharging and failure to take the most direct route despite that there was an increase in the number of complaints about taxi obstruction. A detailed breakdown of the 5 355 cases is at Annex O.

14. The Police have been taking enforcement actions against taxi malpractices. Key tasks include enhancing patrols at black spots and conducting intelligence-led operations. If members of the public encounter any taxi malpractice, such as overcharging, refusing hire and soliciting passengers, they are strongly encouraged to report the incident to the Police with details, such as date, time, location and taxi registration numbers, for investigation. The Police will take prosecution action if there is sufficient evidence.

15. It was noted that as impacted by the epidemic development, the demand for taxi service has declined by about 23% as compared with 2019. It was believed that the drop in patronage of taxis might lead to the decrease in number of complaints against taxi drivers. To enhance taxi service quality, TD has developed an internal complaint database. It assists in grasping the overall taxi service quality more effectively, analysing whether there is a rising trend of complaints against individual vehicles or those vehicles owned by individual companies, as well as taking appropriate follow-up actions having regard to the circumstances of individual cases. Moreover, TD launched a series of online training courses for in-service taxi drivers, and Taxi Service Commendation Scheme to recognise taxi drivers who provided outstanding service and taxi service management teams so as to enhance the professional image of taxi operators. TD will continue to maintain close communication and collaboration with the taxi trade to work together to enhance taxi service quality.

16. Regarding complaints about taxi obstruction, most of the complaints received were related to the taxis waiting at bus stops / roadside for hire and illegal parking. TD has requested the Police to take enforcement actions at black spots, such as Hennessey Road outside SOGO department store.

Rail Services

17. There were 352 cases on rail services in 2020, which represents a decrease of 56.2% when compared with 804 cases in 2019. There was a decrease in the number of complaints about services of the MTR Corporation Limited (MTRCL) (from 775²⁷ cases in 2019 to 300 cases in 2020, representing a decrease of 61.3%). A breakdown of the 352 cases by individual railway companies is at Annex P.

18. The complaints against the services of MTRCL in 2020 decreased as compared with that in 2019, especially in the aspects of conduct and performance of staff as well as passenger services and facilities. TD will continue to closely monitor the MTR train service performance.

19. For tram services, the number of complaints received was 52 in 2020, which represents an increase of 79.3% when compared with 29 cases in 2019. The majority of the complaints were about the passenger services and facilities (such as malfunctioning of electronic destination display panels) and improper driving behaviour. The Hong Kong Tramways Limited had been reminded to investigate into the complaints and worked with the manufacturer to rectify the display panel issue as soon as possible.

²⁷ Among the 775 cases, 210 were related to suspension of MTR services (including Light Rail) due to public order events and 161 were against a MTR staff member.

Ferry Services

20. There were 68 cases on ferry services in 2020, representing an increase of 112.5% when compared with 32 cases in 2019. A breakdown of the 68 cases by individual ferry companies is at Annex Q. The increase in complaints was mainly attributed to the regularity of service and conduct and performance of staff. The increase in complaints about the regularity of service could be caused by the temporary frequency reduction during the outbreak of COVID-19 which passengers might not be aware of in advance. Furthermore, the increase in complaints on conduct and performance of staff was mainly arising from the implementation of preventive measures against transmission of COVID-19, such as the Prevention and Control of Disease (Wearing of Mask) Regulation (Cap. 599I), during which arguments between crew members and passengers took place.

21. TD has reminded the operators to post advance notices regarding service changes and requested the operators to strengthen the COVID-19 preventive measures including reminding passengers to wear masks when taking ferry services and explaining patiently to passengers the legal requirements under relevant regulations.

Traffic Conditions

22. In 2020, 889 complaints and suggestions about traffic conditions were received, accounting for about 3% of the total number of cases. The number of cases in this category recorded an increase of 23.6% as compared with 719 cases in 2019.

Traffic Congestion

23. Of the 889 cases received, 666 (75%) were related to traffic congestion. This represents an increase of 53.1% as compared with 435 cases in 2019. A breakdown of the complaints about traffic congestion by district is at Annex R. In 2020, districts which attracted relatively more complaints are –

<u>District</u>	<u>No. of Complaints</u>		<u>Difference</u>
	<u>2019</u>	<u>2020</u>	
Kwun Tong	52	92	+76.9%
Sham Shui Po	25	79	+216.0%
Yau Tsim Mong	29	57	+96.6%

24. Factors contributing to the complaints about traffic congestion in 2020 are broken down as follows –

<u>Factor</u>	<u>No. of Complaints</u>		<u>Difference</u>
	<u>2019</u>	<u>2020</u>	
Vehicle obstruction	245	488	+99.2%
Traffic management	131	112	-14.5%
Road works	23	26	+13.0%
Others	36	40	+11.1%
Total	435	666	+53.1%

25. All the complaints and suggestions concerning traffic congestion were referred to TD, the Police, the Highways Department and other relevant departments for consideration and follow-up actions. Of the 666 cases received, 488 (73%) were related to vehicle obstruction causing traffic congestion. The number of cases represents an increase of 99.2% as compared with 245 cases in 2019. In 2020, TD continued to implement the following measures to alleviate traffic congestion –

- (a) vetting proposals on and monitoring the effectiveness of temporary traffic arrangements to minimise congestion caused by road works;
- (b) installation of new traffic lights and adjustment of existing traffic signals;
- (c) re-routeing of traffic to improve circulation;

- (d) introduction of traffic restrictions;
- (e) realignment of carriageways and adjustment of road junction layouts; and
- (f) provision of lay-bys to facilitate loading/unloading activities.

Traffic Management

26. In 2020, there were 132 complaints and suggestions on traffic management matters (excluding those causing congestion). These cases were related to traffic light phasing, traffic lane arrangements and restricted zones. The number of cases represents a decrease of 33.3% as compared with 198 cases in 2019.

Additional Traffic Signs and Aids

27. TCU received 64 requests for additional traffic signs and aids in 2020, 3.0% less than that of 2019.

Parking Facilities

28. There were 27 complaints and suggestions on parking facilities in 2020. This represents an increase of 35.0% as compared with 20 cases in 2019.

Road Maintenance

29. In 2020, 204 complaints and suggestions about road maintenance were received, accounting for less than 1% of the total number of cases. The number of cases in this category recorded an increase of 74.4% as compared with 117 cases in 2019.

Enforcement

30. In 2020, 5 929¹⁹ complaints about enforcement matters were received, accounting for about 24% of the total number of cases. A comparison between the complaints received in 2019 and 2020 is as follows –

<u>Category</u>	<u>No. of Complaints</u>		<u>Difference</u>
	<u>2019</u>	<u>2020</u>	
Illegal parking	3 182 ²⁸	4 704 ²⁹	+47.8% ²⁹
Other enforcement matters	981	1 225 ³⁰	+24.9% ³⁰
Total	4 163¹⁸	5 929¹⁹	+42.4%¹⁹

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

²⁸ Among the 3 182 complaints and suggestions, 1 241 complaints were received from one complainant who made more than 100 complaints within a quarter. The number of complaints not including these cases is 1 941.

²⁹ Among the 4 704 complaints and suggestions, 1 528 complaints were received from one complainant who made more than 100 complaints within a quarter. The number of complaints not including these cases is 3 176, representing an increase of 63.6% when compared with 1 941 cases (see footnote 28) in 2019.

³⁰ Among the 1 225 complaints and suggestions, 224 complaints concerning engine idling were received from one complainant who made more than 100 complaints within a quarter. The number of complaints not including these cases is 1 001, representing an increase of 2.0% when compared with 981 cases in 2019.

Illegal Parking

31. In 2020, districts which attracted relatively more complaints about illegal parking are –

<u>District</u>	<u>No. of Complaints</u>		<u>Difference</u>
	<u>2019</u>	<u>2020</u>	
Central & Western	754 ³¹	1 647 ³²	+118.4% ³²
Sham Shui Po	167	355	+112.6%
Kwun Tong	188	343	+82.4%
Sha Tin	143	305	+113.3%

32. The Police continually monitor illegal parking and other traffic related issues throughout the year and deploy appropriate resources to take enforcement action and maintain road safety commensurate with other commitments. Also, the Police has launched a pilot scheme on e-Ticketing since April 2020 to enhance overall enforcement accuracy and efficiency. Apart from enforcement action, the Police also engage the community through publicity and other activities with a view to increasing their awareness of other road users' safety and changing irresponsible behaviour and attitudes that may cause accidents or obstruct traffic flow.

33. To tackle the problem of shortage of parking facilities, developers are requested to provide parking spaces at the higher end of parking standards under the Hong Kong Planning Standards and Guidelines to meet the long-term parking demand. The Government would also consider requesting developers to provide public parking spaces if planning/site conditions allow and relevant departments agree. In addition, the Government will continue to search for suitable sites to provide night-time on-street parking spaces as well as stipulating the provision of a specific number of parking spaces for goods vehicles and

³¹ Among the 754 complaints and suggestions, 667 complaints were received from one complainant who made more than 100 complaints within a quarter. The number of complaints not including these cases is 87.

³² Among the 1 647 complaints and suggestions, 1 524 complaints were received from one complainant who made more than 100 complaints within a quarter. The number of complaints not including these cases is 123, representing an increase of 41.4% when compared with 87 cases (see footnote 31) in 2019.

coaches at suitable short-term tenancy car parks. Furthermore, the Government will follow the principle of “single site, multiple uses” to provide public parking spaces in suitable “Government, Institution or Community” facilities and public open space projects.

Other Enforcement Matters

34. In 2020, districts which attracted relatively more complaints about motorists/pedestrians failing to comply with traffic regulations are –

<u>District</u>	<u>No. of Complaints</u>		<u>Difference</u>
	<u>2019</u>	<u>2020</u>	
Central & Western	62	276 ³³	+345.2% ³³
Yuen Long	86	87	+1.2%
Yau Tsim Mong	108	85	-21.3%
Tuen Mun	58	79	+36.2%
Sai Kung	44	79	+79.5%

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

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

³³ Among the 276 complaints and suggestions, 221 complaints concerning engine idling were received from one complainant who made more than 100 complaints within a quarter. The number of complaints not including these cases is 55, representing a decrease of 11.3% when compared with 62 cases in 2019.

Complaints and Suggestions Received by TCU

<u>Nature of Complaint/Suggestion</u> ⁽¹⁾⁽²⁾	<u>Same quarter in 2019 (1.10.19-31.12.19)</u>			<u>Previous quarter (1.7.20-30.9.20)</u>			<u>Current quarter (1.10.20-31.12.20)</u>		
I. Public Transport Services									
(a) Adequacy of service	224	[17]		232	[22]		213	[22]	
(b) Standard of service	5 327	[7]		3 488	[5]		3 837	[8]	
(c) General	111			124	[4]		144	[2]	
	5 662	[24]	(68%)	3 844	[31]	(64%)	4 194	[32]	(63%)
II. Traffic Conditions									
(a) Traffic congestion	179	[3]		166	[4]		209		
(b) Traffic management	60	[3]		28	[9]		45	[11]	
(c) Additional traffic signs and aids	15	[7]		8	[4]		24	[8]	
(d) Parking facilities	4			7	[1]		10		
	258	[13]	(3%)	209	[18]	(3%)	288	[19]	(4%)
III. Road Maintenance									
(a) Road conditions	8	[1]		22			30		
(b) Traffic signs and aids	38			15	[1]		51		
(c) Carriageway markings	-			3			3		
	46	[1]	(1%)	40	[1]	(1%)	84		(1%)
IV. Enforcement									
(a) Illegal parking	1 894			1 556	[1]		1 450		
(b) Other enforcement matters	238	[1]		267			517		
	2 132⁽³⁾	[1]	(26%)	1 823⁽³⁾	[1]	(31%)	1 967⁽³⁾		(30%)
V. Miscellaneous	204	[1]	(2%)	51		(1%)	99		(2%)
Total	8 302⁽³⁾	[40]	(100%)	5 967⁽³⁾	[51]	(100%)	6 632⁽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.

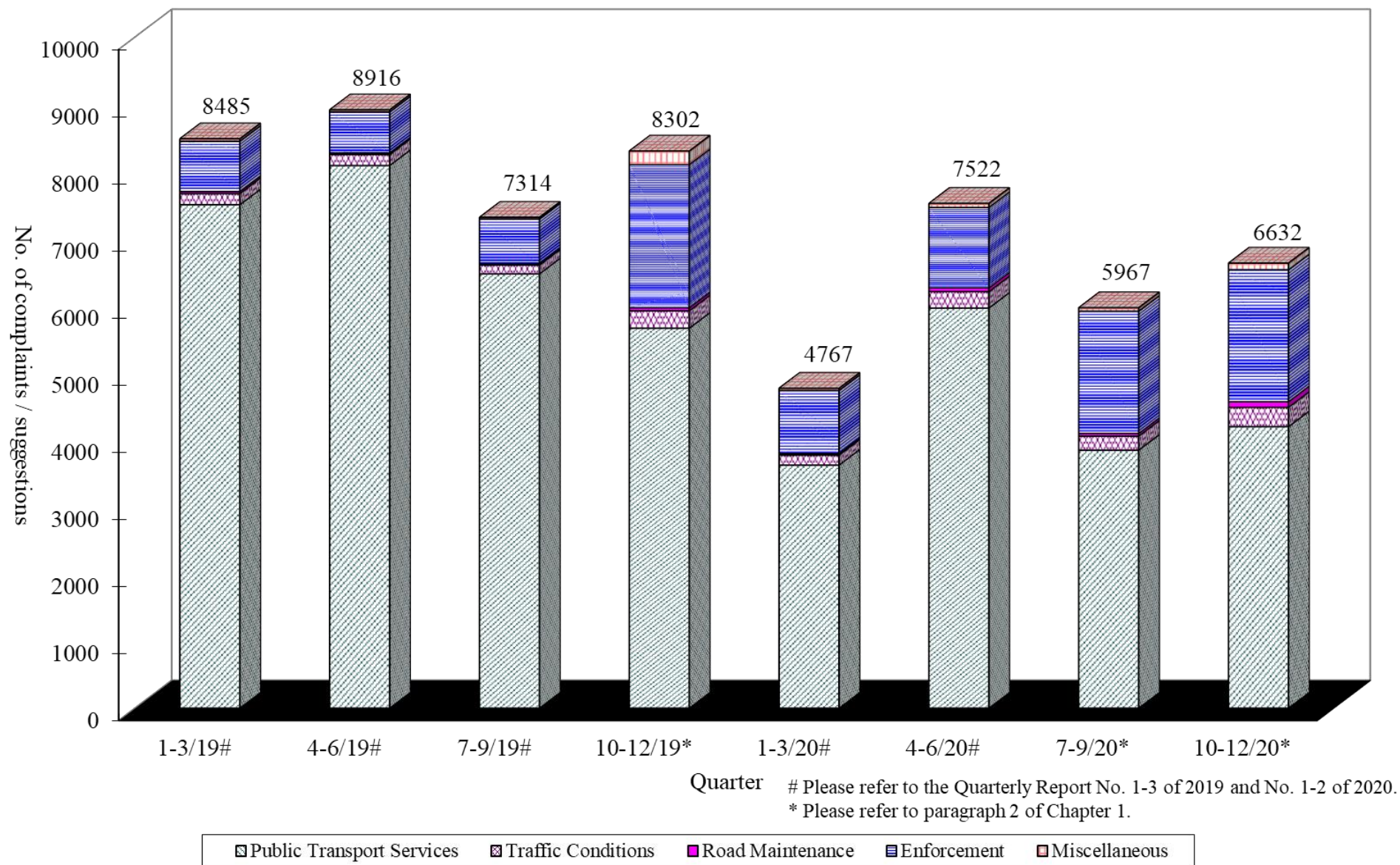
(3) Please refer to paragraphs 2 and 33 of Chapter 1.

Complaints and Suggestions Received by TCU⁽¹⁾

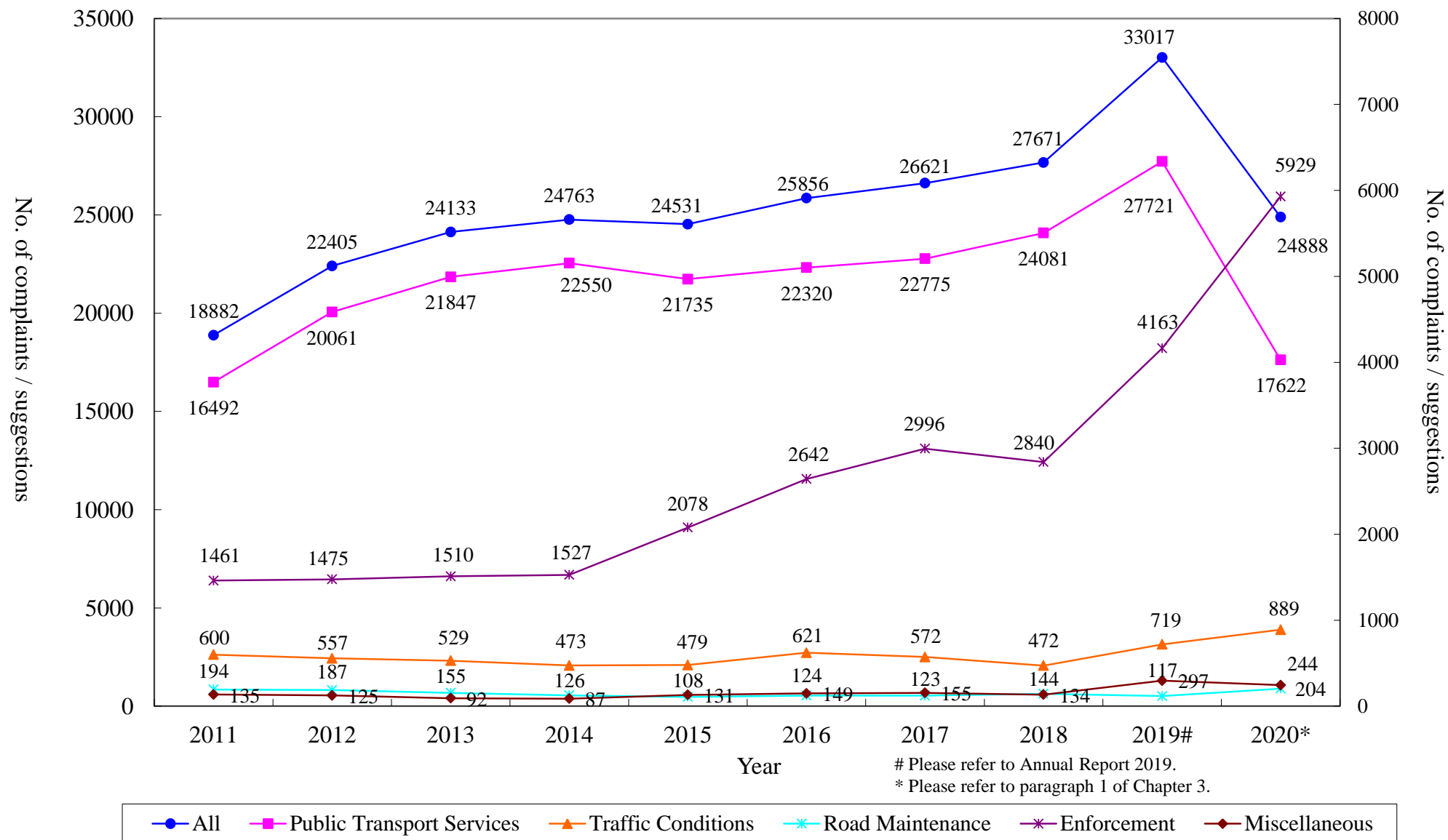
<u>Nature of Complaint/Suggestion</u>⁽²⁾⁽³⁾	<u>Same quarter in 2019 (1.10.19-31.12.19)⁽⁴⁾</u>			<u>Previous quarter (1.7.20-30.9.20)⁽⁵⁾</u>			<u>Current quarter (1.10.20-31.12.20)⁽⁸⁾</u>		
I. Public Transport Services									
(a) Adequacy of service	224	[17]		232	[22]		213	[22]	
(b) Standard of service	5 327	[7]		3 488	[5]		3 837	[8]	
(c) General	111			124	[4]		144	[2]	
	5 662	[24]	(80%)	3 844	[31]	(74%)	4 194	[32]	(73%)
II. Traffic Conditions									
(a) Traffic congestion	179	[3]		166	[4]		209		
(b) Traffic management	60	[3]		28	[9]		45	[11]	
(c) Additional traffic signs and aids	15	[7]		8	[4]		24	[8]	
(d) Parking facilities	4			7	[1]		10		
	258	[13]	(4%)	209	[18]	(4%)	288	[19]	(5%)
III. Road Maintenance									
(a) Road conditions	8	[1]		22			30		
(b) Traffic signs and aids	38			15	[1]		51		
(c) Carriageway markings	-			3			3		
	46	[1]	(1%)	40	[1]	(1%)	84		(2%)
IV. Enforcement									
(a) Illegal parking	653			794	[1]		795		
(b) Other enforcement matters	238	[1]		267			293		
	891⁽⁴⁾	[1]	(12%)	1 061⁽⁵⁾	[1]	(20%)	1 088⁽⁶⁾		(19%)
V. Miscellaneous	204	[1]	(3%)	51		(1%)	57⁽⁷⁾		(1%)
Total	7 061⁽⁴⁾	[40]	(100%)	5 205⁽⁵⁾	[51]	(100%)	5 711⁽⁸⁾	[51]	(100%)

- Notes :**
- (1) The complaints received from individual complainants, who made more than 100 complaints in a quarter, were excluded. Please see Annex A(i)(a) with these complaints included.
 - (2) Figures in square brackets are the number of pure suggestions received in the quarter. The figures have been included in the overall number of cases received.
 - (3) Percentage figures in brackets represent the proportion of a category of complaints/suggestions to the total number of cases received in the quarter.
 - (4) 1 241 complaints received from one complainant, who made more than 100 complaints in the same quarter in 2019, were excluded.
 - (5) 762 complaints received from one complainant, who made more than 100 complaints in the previous quarter, were excluded.
 - (6) 879 complaints received from one complainant, who made more than 100 complaints during the quarter, were excluded.
 - (7) 42 complaints received from one complainant, who made more than 100 complaints during the quarter, were excluded.
 - (8) 921 complaints received from one complainant, who made more than 100 complaints during the quarter, were excluded.

Complaints and Suggestions Received by TCU

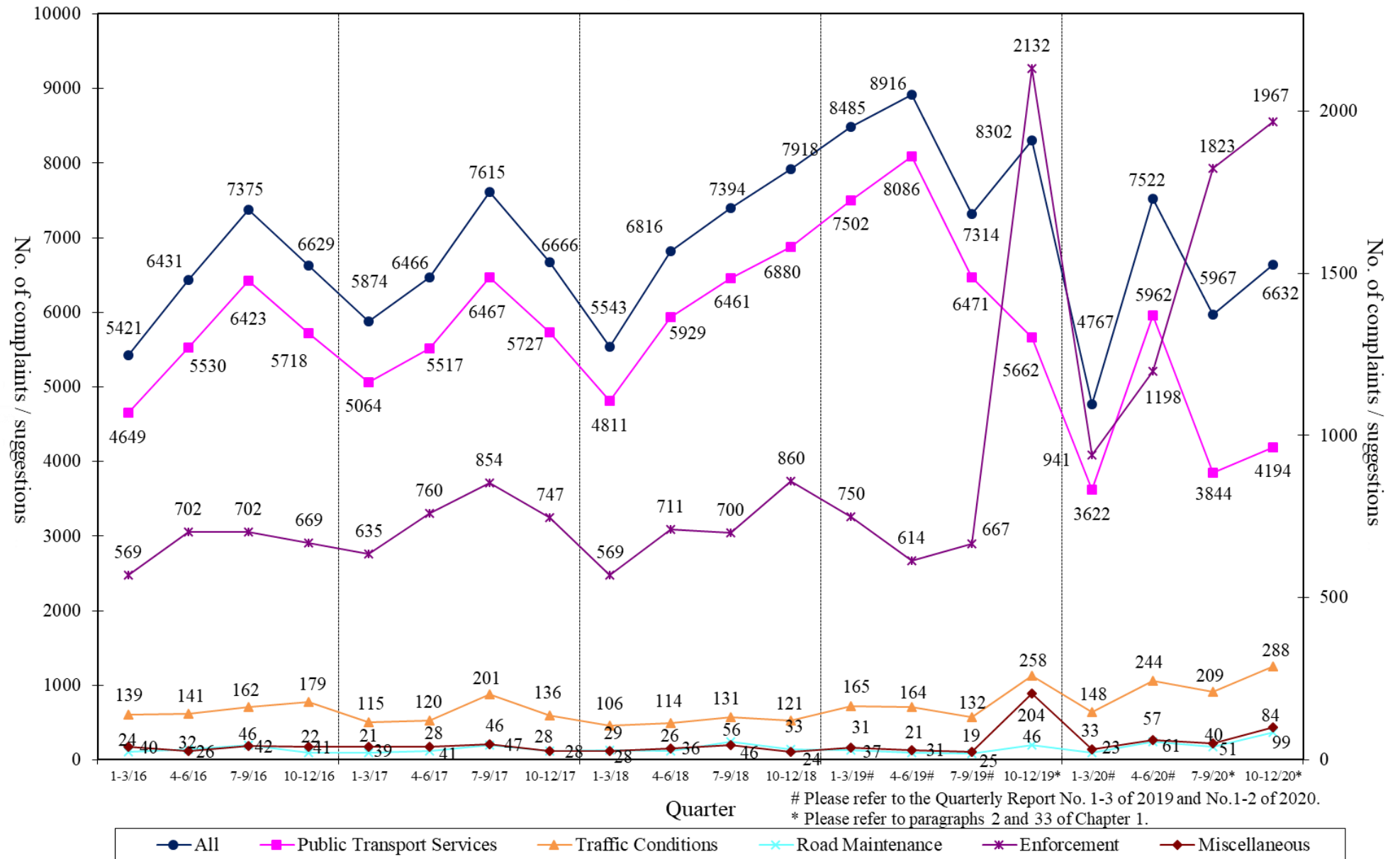


**Trends of Complaints and Suggestions Received by TCU
(2011 - 2020)**



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

Annex B(ii)



Summary of Results of Investigations into Complaints and Suggestions
(October – December 2020)

Outcome of Investigation Nature of Complaint/ Suggestion	A1	A2	B	C	Total
I. Public Transport Services					
(a) Adequacy of service	21	188	-	-	209
(b) Standard of service	1 524	1 703	26	1 081	4 334
(c) General	55	91	4	6	156
	1 600	1 982	30	1 087	4 699
II. Traffic Conditions					
(a) Traffic congestion	121	123	-	-	244
(b) Traffic management	18	32	1	1	52
(c) Additional traffic signs/aids	3	10	1	-	14
(d) Parking facilities	4	9	-	-	13
	146	174	2	1	323
III. Road Maintenance					
(a) Road conditions	24	10	1	-	35
(b) Traffic signs and aids	23	10	-	-	33
(c) Carriageway markings	2	1	-	-	3
	49	21	1	-	71
IV. Enforcement					
(a) Illegal parking	2 170	114	1	5	2 290
(b) Other enforcement matters	250	116	-	128	494
	2 420	230	1	133	2 784
V. Miscellaneous	42	28	1	1	72
Total	4 257 (53%)	2 435 (31%)	35 (1%)	1 222 (15%)	7 949 (100%)
	6 692 (84%)				

Legend

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

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

<div>Outcome of Investigation</div> <div>Mode of Transport</div>	A1	A2	B	C	Total
The Kowloon Motor Bus Company (1933) Limited	375	565	1	51	992
Citybus Limited (Franchise 1)	80	27	-	5	112
Citybus Limited (Franchise 2)	21	15	-	-	36
New World First Bus Services Limited	66	78	2	4	150
New Lantao Bus Company (1973) Limited	14	10	2	-	26
Long Win Bus Company Limited	18	25	1	-	44
Cross-harbour Bus Services	238	216	-	6	460
Non-franchised Bus Services	15	28	-	-	43
Green Minibus	639	423	2	15	1 079
Red Minibus	65	6	4	10	85
Taxi	28	512	18	995	1 553
MTR Corporation Limited (Excluding Light Rail)	25	57	-	1	83
MTR Corporation Limited (Light Rail)	2	7	-	-	9
The Hongkong Tramways Limited	5	2	-	-	7
New World First Ferry Services Limited	6	4	-	-	10
The “Star” Ferry Company Limited	1	1	-	-	2
Minor Ferries	2	6	-	-	8
Total	1 600 (34%)	1 982 (42%)	30 (1%)	1 087 (23%)	4 699 (100%)
	3 582 (76%)				

Legend

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

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

I. Public Transport Services

- Add a direction sign at Hennessy Road near East Point Road to guide passengers to taxi stands.

II. Traffic Management

Hong Kong Island

- Increase the vehicular green time of a traffic light at Queen's Road West at its junction with Eastern Street on weekdays and Sundays to improve traffic flow.
- Increase the vehicular green time of a traffic light at Man Yiu Street northbound near Lung Wo Road from Mondays to Saturdays to improve traffic flow.
- Relocate motorcycle parking spaces and relevant traffic sign outside the entrance of a building at New Street for the convenience of residents thereat.

Kowloon

- Increase the vehicular green time of a traffic light at Fu Mei Street eastbound at its junction with Wang Tau Hom East Road during morning rush hours from Mondays to Saturdays to improve traffic flow.
- Adjust the coordination of traffic lights at the junctions of Kai Cheung Road westbound/Wang Kwong Road southbound and Wang Kwong Road southbound/Lam Hing Street during morning rush hours on weekdays to improve traffic flow.
- Increase the vehicular green time of a traffic light at Shanghai Street southbound at its junction with Jordan Road in the evenings of Saturdays to improve traffic flow.

- Increase the vehicular green time of a traffic light at Canton Road northbound at its junction with Saigon Street in the afternoons to improve traffic flow.

New Territories

- Increase the vehicular green time of a traffic light at Tai Chung Kiu Road southbound near On Sum Street during morning rush hours from Mondays to Saturdays to improve traffic flow.
- Increase the vehicular green time of a traffic light at Tsun Wen Road westbound at its junction with Ming Kum Road during morning rush hours to improve traffic flow.
- Increase the vehicular green time of a traffic light at Wo Mun Street southbound at its junction with Luen On Street during morning and evening rush hours to improve traffic flow.
- Increase the vehicular green time of a traffic light at Ho Chung Road eastbound at its junction with Hiram's Highway during morning rush hours from Mondays to Fridays to improve traffic flow.

Annex E(i)

Complaints and Suggestions on Public Transport Services

(October – December 2020)

Legend

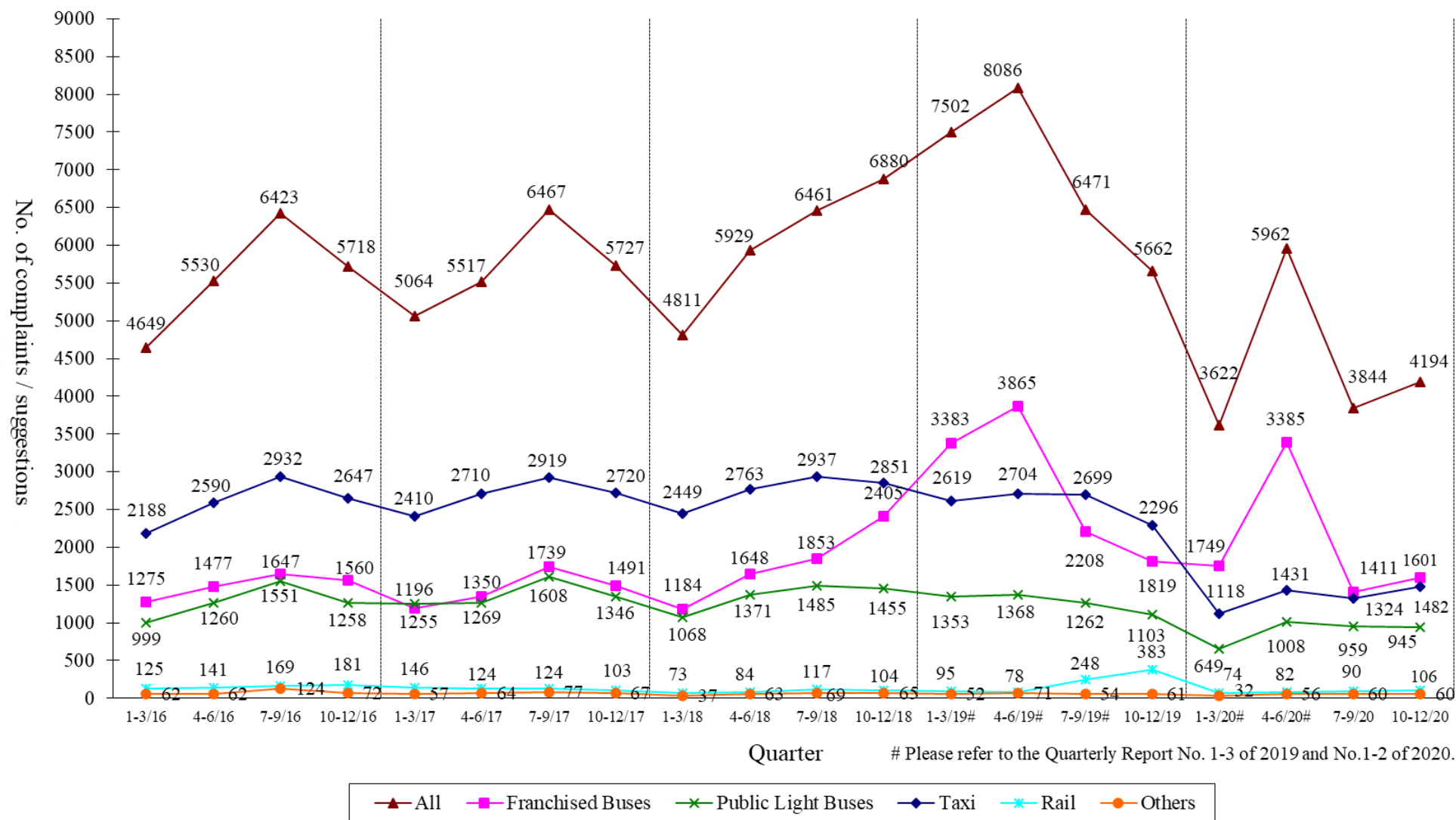
KMB	The Kowloon Motor Bus Company (1933) Limited
CTB1	Citybus Limited (Franchise 1)
CTB2	Citybus Limited (Franchise 2)
FB	New World First Bus Services Limited
NLB	New Lantao Bus Company (1973) Limited
LWB	Long Win Bus Company Limited
XHT	Cross-harbour Bus Services
NFBS	Non-franchised Bus Services
GMB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

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	43	13	4	9	2	4	11	3	38	-	-	7	-	-	-	-	1	135
(2) Routeing	18	2	1	6	3	1	7	2	3	-	-	-	-	-	-	-	-	43
(3) Hours of operation	5	-	-	-	-	-	1	-	2	-	-	-	-	-	-	-	-	8
(4) Provision of stops	15	1	-	2	-	1	3	-	5	-	-	-	-	-	-	-	-	27
Sub-total	81	16	5	17	5	6	22	5	48	-	-	7	-	-	-	-	1	213
(B) Standard of Service																		
(1) Regularity of service	234	21	9	66	5	18	89	14	239	-	-	4	2	-	-	-	2	703
(2) Adherence to routeing	2	1	3	1	2	2	4	2	26	-	286	-	-	-	-	-	-	329
(3) Improper driving behaviour	171	39	8	33	5	8	80	7	205	39	365	4	3	2	-	-	-	969
(4) Conduct & performance of staff (including drivers)	184	39	9	35	8	13	114	10	260	20	583	31	2	1	1	1	2	1313
(5) Overcharging	2	-	-	-	-	-	1	-	16	2	171 *	-	-	-	-	-	-	192
(6) Cleanliness	8	2	-	-	-	-	1	1	14	3	6	-	-	-	-	-	1	36
(7) Conditions of vehicles/vessels	23	2	-	-	1	-	10	1	11	-	11	1	1	-	-	-	-	61
(8) Passenger services & facilities	75	7	3	14	6	6	40	5	28	2	-	16	2	27	-	1	2	234
Sub-total	699	111	32	149	27	47	339	40	799	66	1422	56	10	30	1	2	7	3837
(C) General	22	4	1	4	3	2	9	3	21	11	60	2	1	-	-	-	1	144
Total this quarter	802	131	38	170	35	55	370	48	868	77	1482	65	11	30	1	2	9	4194
Grand-total	(1601)							(2475)				(106)			(12)			
Total previous quarter	767	79	33	124	12	37	359	41	903	56	1324	72	7	11	11	1	7	3844
Total same quarter in 2019	1079	95	53	122	24	60	386	49	1012	91	2296	357 [#]	24	2	6	-	6	5662

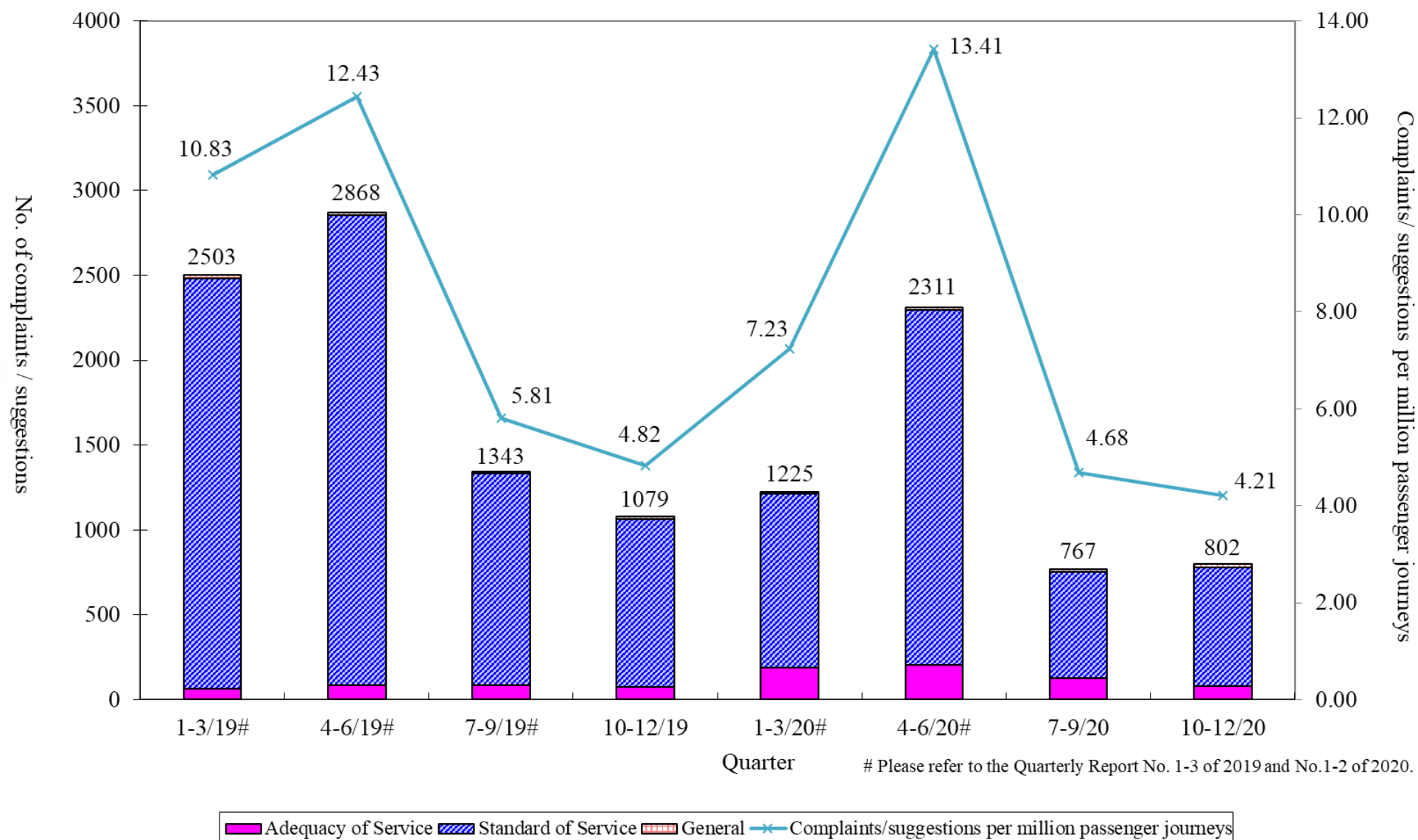
* Including taximeter irregularities

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

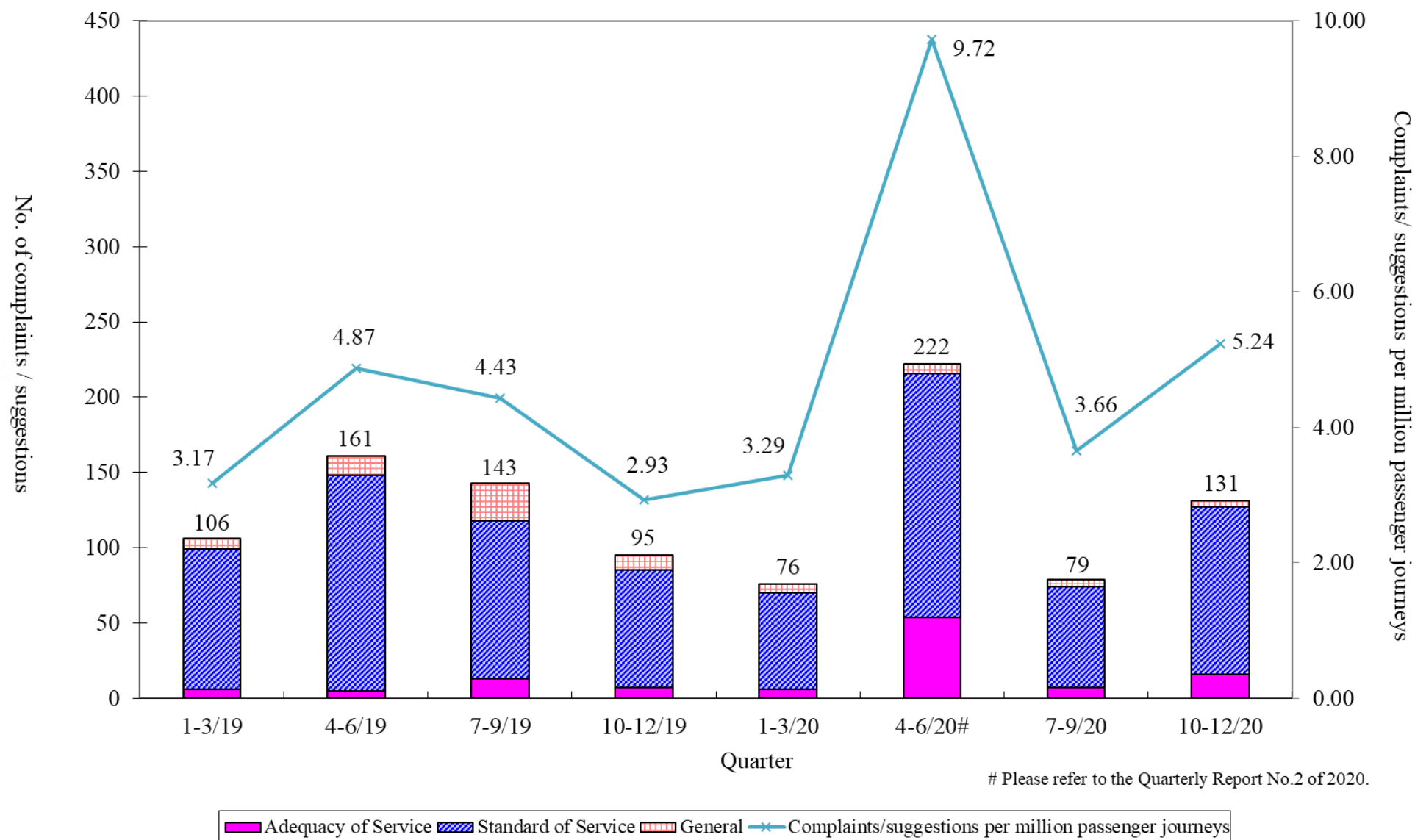
Trends of Complaints and Suggestions on Public Transport Services (January 2016 - December 2020)



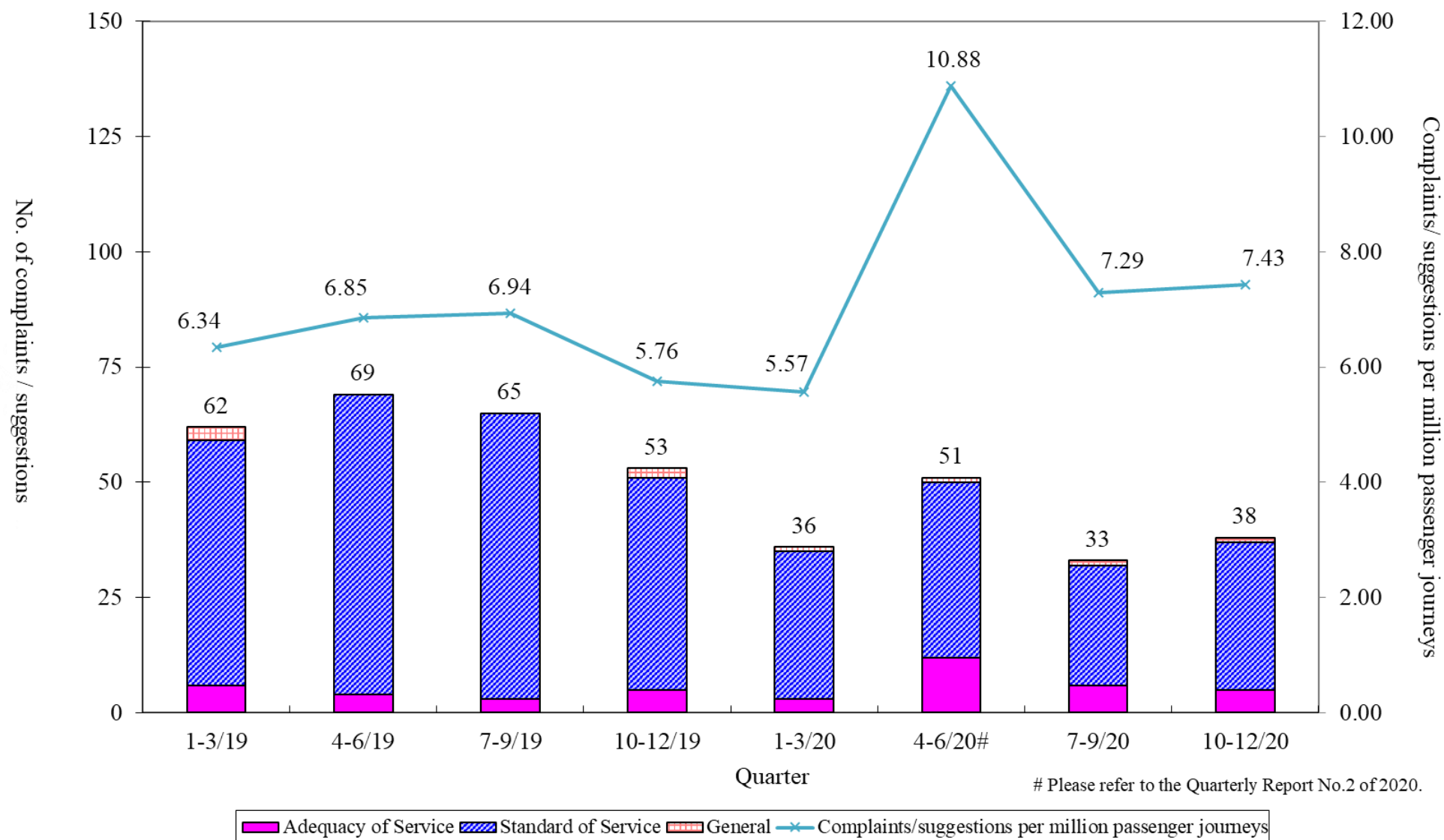
Complaints and Suggestions on the Services of Kowloon Motor Bus Company (1933) Limited in the Past Eight Quarters



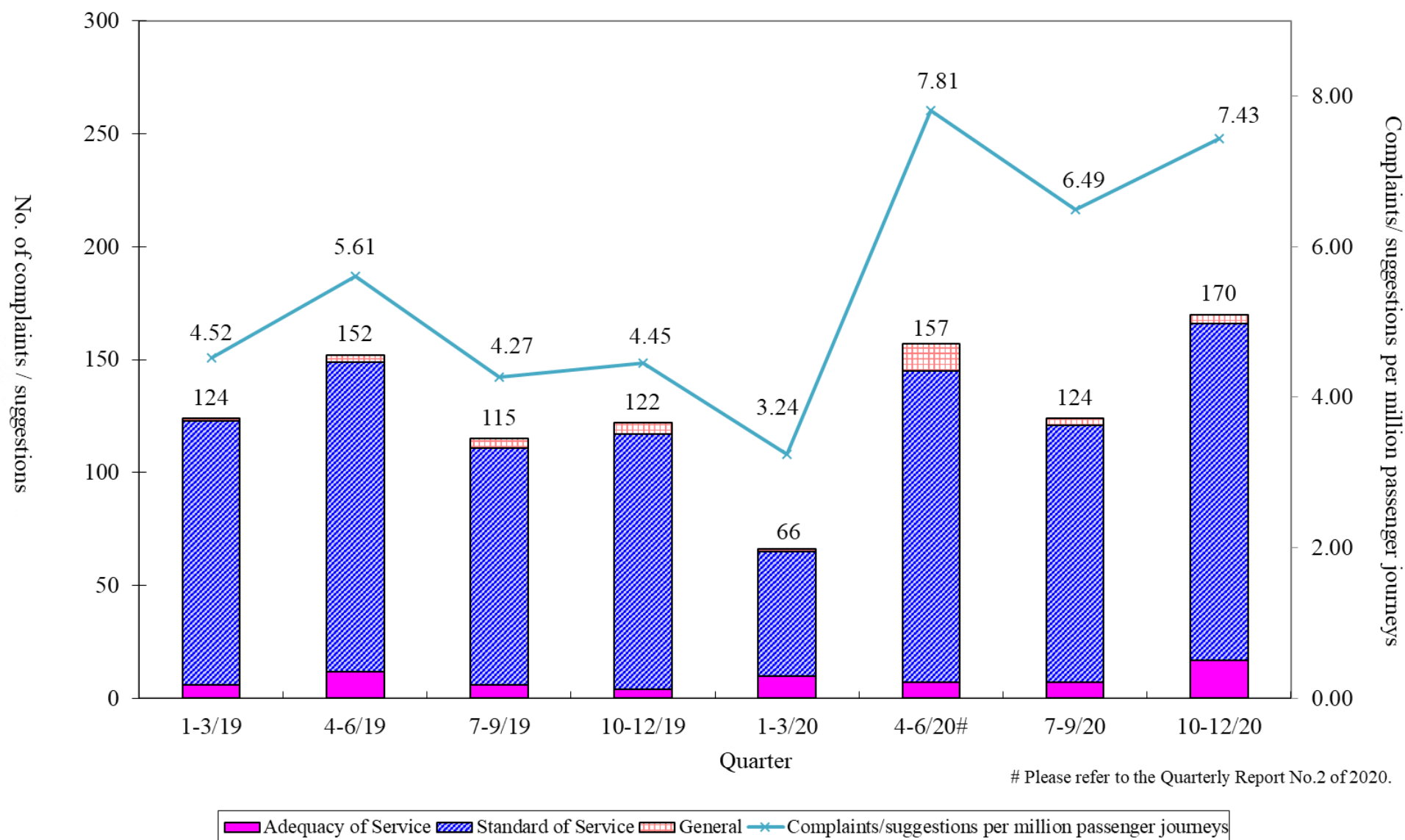
**Complaints and Suggestions on the Services of Citybus Limited (Franchise 1)
in the Past Eight Quarters**



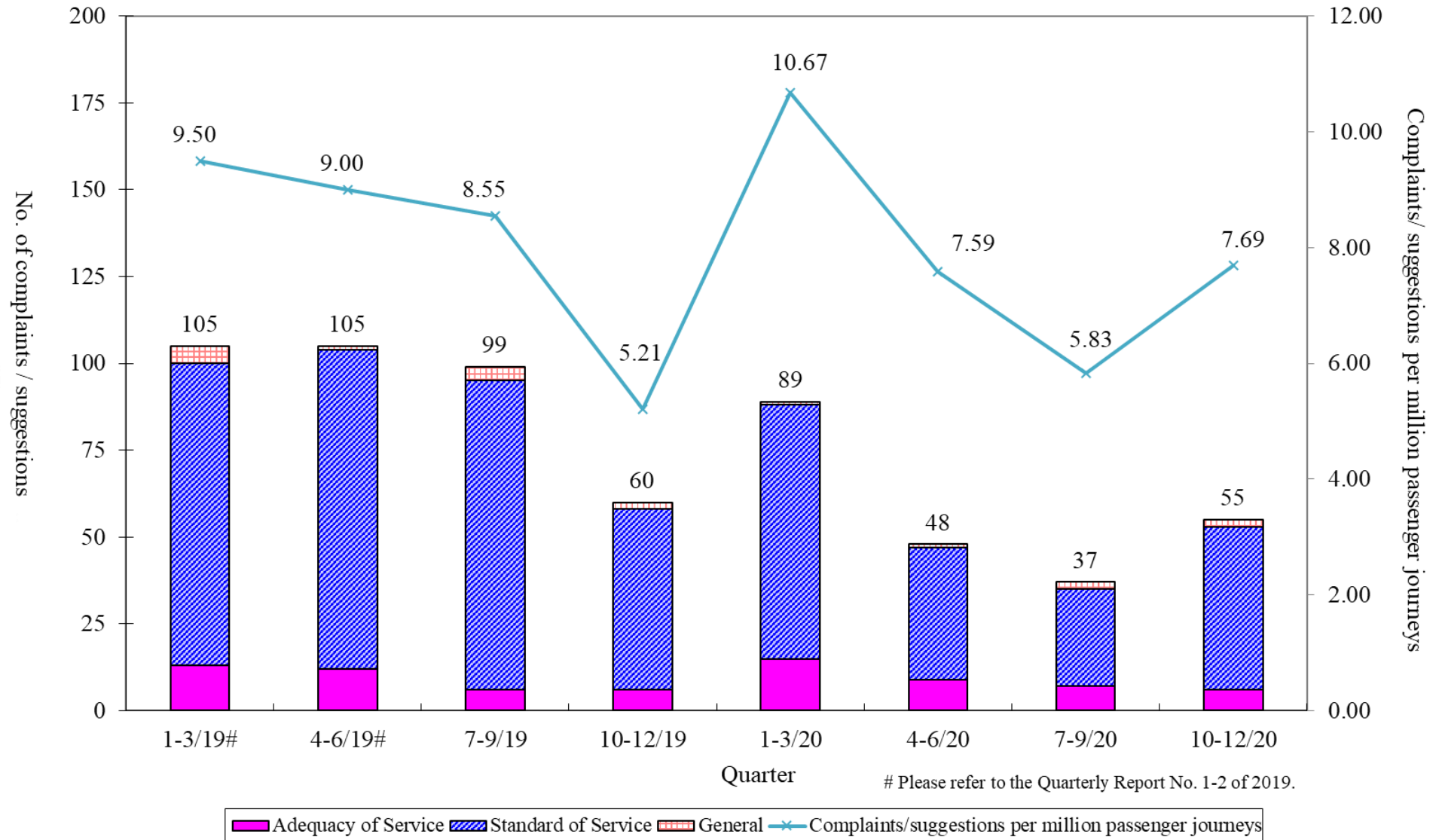
**Complaints and Suggestions on the Services of Citybus Limited (Franchise 2)
in the Past Eight Quarters**



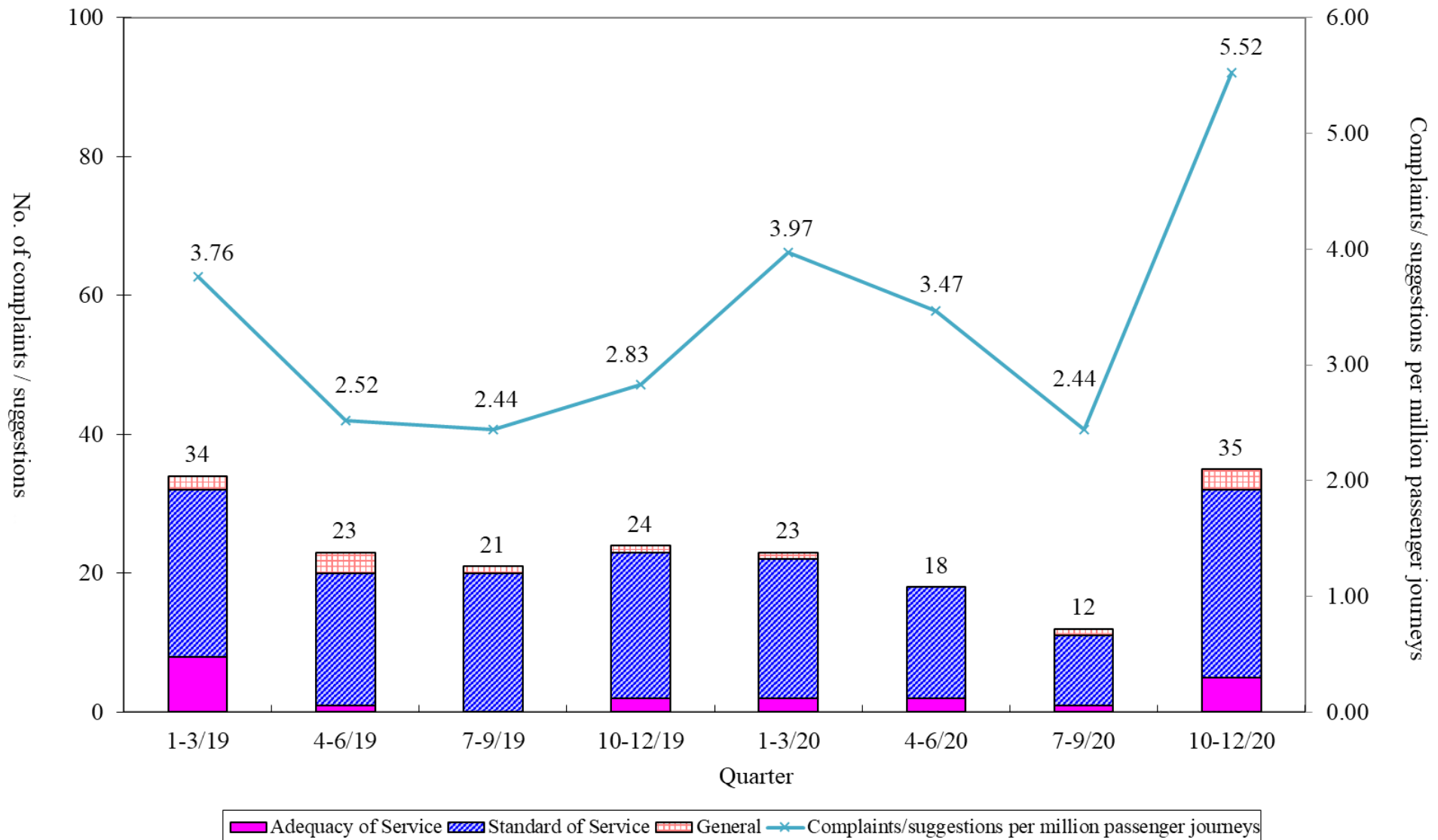
**Complaints and Suggestions on the Services of New World First Bus Services Limited
in the Past Eight Quarters**



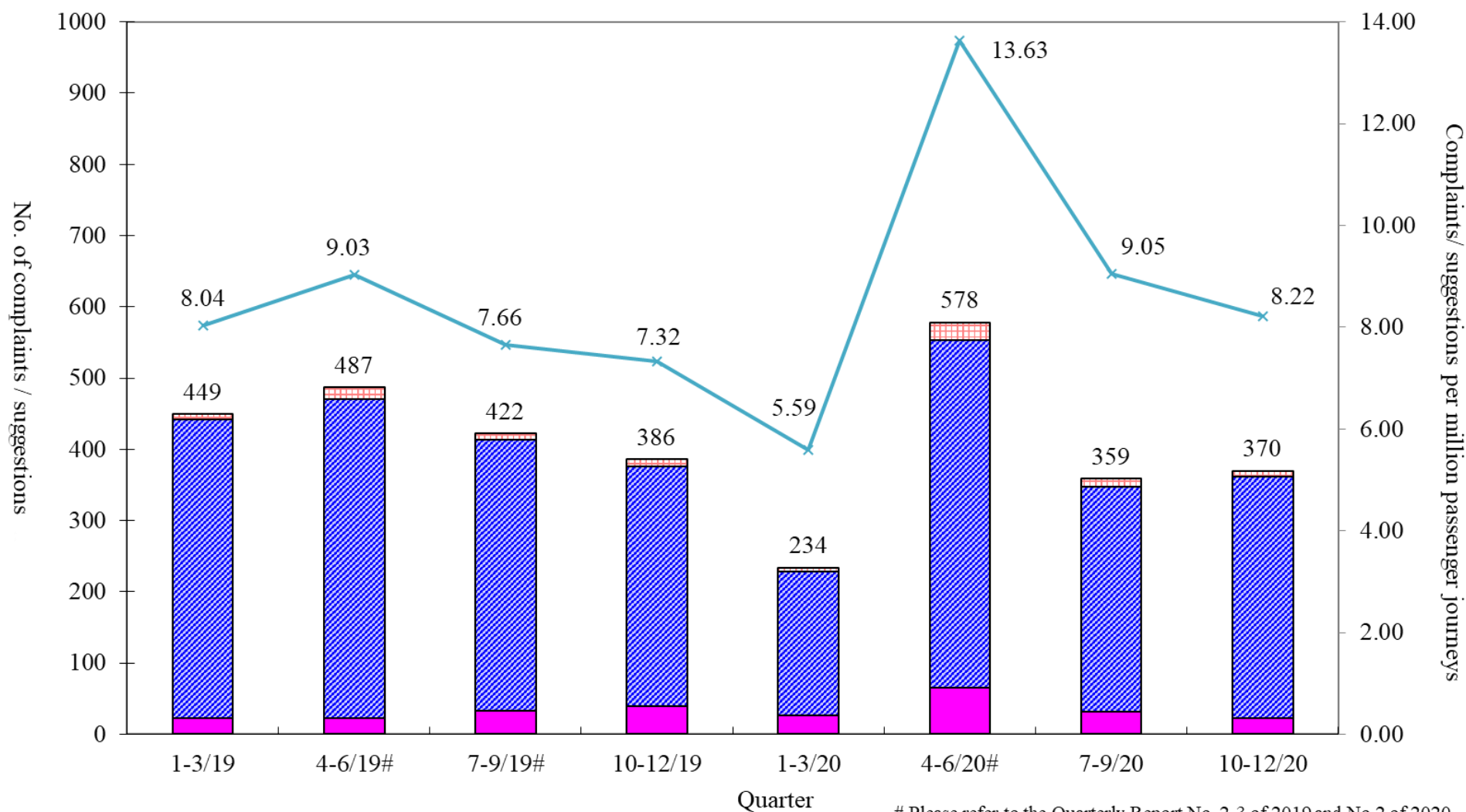
**Complaints and Suggestions on the Services of Long Win Bus Company Limited
in the Past Eight Quarters**



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



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

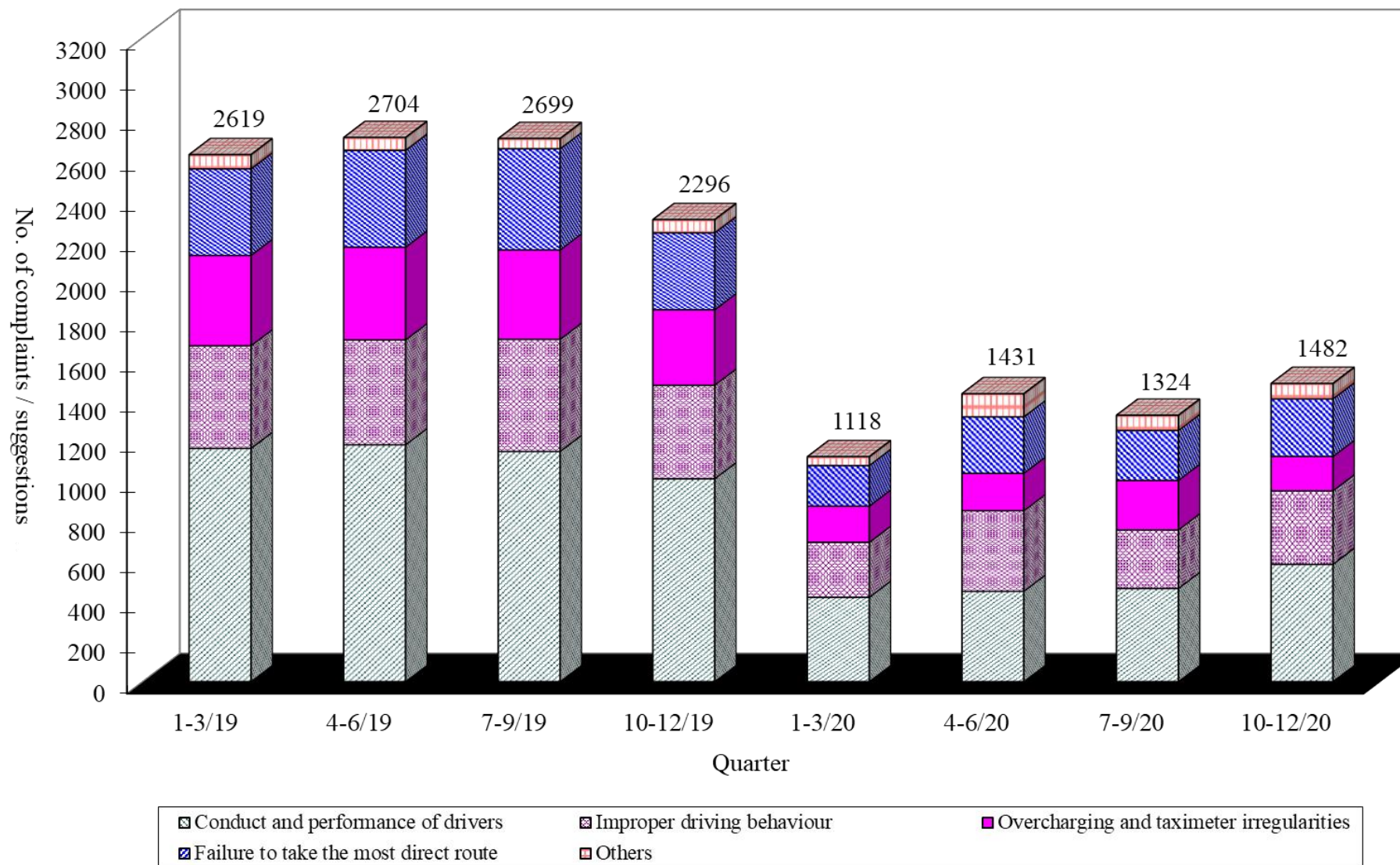


Breakdown of Complaints and Suggestions on Franchised Bus Services
(October – December 2020)

<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)	802	4.21
Citybus Limited (Franchise 1) (CB1)	131	5.24
Citybus Limited (Franchise 2) (CB2)	38	7.43
New World First Bus Services Limited (NWFB)	170	7.43
New Lantao Bus Company (1973) Limited	35	5.52
Long Win Bus Company Limited	55	7.69
Cross-harbour Bus Services ⁽¹⁾	370	8.22
Total	1 601	5.30

Note : (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 (1.10.19-31.12.19)</u>	<u>Previous quarter (1.7.20-30.9.20)</u>	<u>Current quarter (1.10.20-31.12.20)</u>
(a) Conduct and performance of drivers			
(i) Behaving other than in a civil & orderly manner	333	239	281
(ii) Refusing hire	566	162	232
(iii) Soliciting passengers	16	3	5
(iv) Refusing to drive to destination	75	47	50
(v) Failure to display driver identity plate	18	12	13
(vi) Failure to display driver identity plate properly	-	-	2
Sub-total	1 008	463	583
(b) Improper driving behaviour	465	291	365
(c) Overcharging	339	209	138
(d) Taximeter irregularities	36	37	33
(e) Failure to take the most direct route	382	248	286
(f) Others*	66	76	77
Total	2 296	1 324	1 482

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

Complaints and Suggestions on Traffic and Road Conditions
(October – December 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	3	15	9	4	27	6	16	22	15	6	7	24	18	10	10	6	10	1	-	209
(b) Traffic management	4	-	3	1	3	2	3	2	3	3	2	4	2	4	3	2	2	2	-	45
(c) Additional traffic signs and aids	2	-	1	-	3	1	-	-	1	1	2	3	-	3	3	1	1	1	1	24
(d) Parking facilities	-	1	-	1	-	1	1	-	2	-	1	-	1	-	-	1	-	1	-	10
Sub-total	9	16	13	6	33	10	20	24	21	10	12	31	21	17	16	10	13	5	1	288
<u>Road Maintenance</u>																				
(a) Road conditions	-	-	-	1	-	-	6	5	1	-	1	1	1	6	1	3	3	-	1	30
(b) Traffic signs & aids	1	7	11	1	1	3	4	-	3	-	1	3	6	2	4	3	-	1	-	51
(c) Carriageway markings	-	-	-	1	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	3
Sub-total	1	7	11	3	1	3	11	5	5	-	2	4	7	8	5	6	3	1	1	84
<u>Enforcement</u>																				
(a) Illegal parking	38	95	680	15	61	17	45	107	53	34	38	66	48	43	28	43	33	5	1	1450
(b) Other enforcement matters	20	17	240	5	20	7	17	18	30	3	9	17	25	20	11	12	32	5	9	517
Sub-total	58	112	920	20	81	24	62	125	83	37	47	83	73	63	39	55	65	10	10	1967
Total	68	135	944	29	115	37	93	154	109	47	61	118	101	88	60	71	81	16	12	2339

Complaints and Suggestions on Traffic and Road Conditions⁽¹⁾
(October – December 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	3	15	9	4	27	6	16	22	15	6	7	24	18	10	10	6	10	1	-	209
(b) Traffic management	4	-	3	1	3	2	3	2	3	3	2	4	2	4	3	2	2	2	-	45
(c) Additional traffic signs and aids	2	-	1	-	3	1	-	-	1	1	2	3	-	3	3	1	1	1	1	24
(d) Parking facilities	-	1	-	1	-	1	1	-	2	-	1	-	1	-	-	1	-	1	-	10
Sub-total	9	16	13	6	33	10	20	24	21	10	12	31	21	17	16	10	13	5	1	288
<u>Road Maintenance</u>																				
(a) Road conditions	-	-	-	1	-	-	6	5	1	-	1	1	1	6	1	3	3	-	1	30
(b) Traffic signs & aids	1	7	11	1	1	3	4	-	3	-	1	3	6	2	4	3	-	1	-	51
(c) Carriageway markings	-	-	-	1	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	3
Sub-total	1	7	11	3	1	3	11	5	5	-	2	4	7	8	5	6	3	1	1	84
<u>Enforcement</u>																				
(a) Illegal parking	38	94	28	15	61	17	43	107	53	34	38	66	48	43	28	43	33	5	1	795
(b) Other enforcement matters	20	17	19	4	20	7	15	18	30	3	9	17	25	20	11	12	32	5	9	293
Sub-total	58	111	47	19	81	24	58	125	83	37	47	83	73	63	39	55	65	10	10	1088
Total	68	134	71	28	115	37	89	154	109	47	61	118	101	88	60	71	81	16	12	1460

Note : (1) 879 complaints received from one complainant, who made more than 100 complaints during the quarter, were excluded. Please see Annex I(i) with these complaints included.

Complaints and Suggestions Received by TCU during 2016 - 2020

<u>Nature of Complaint/Suggestion</u>	<u>2016</u>	<u>2017</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>
I. Public Transport Services					
(a) Adequacy of service	915 [74]	975 [51]	967 [59]	941 [76]	1 165 [97]
(b) Standard of service	20 818 [17]	21 237 [23]	22 558 [25]	26 235 [23]	15 855 [22]
(c) General	587 [22]	563 [13]	556 [10]	545 [6]	602 [19]
	22 320 [113]	22 775 [87]	24 081 [94]	27 721 [105]	17 622 [138]
II. Traffic Conditions					
(a) Traffic congestion	283 [5]	234 [5]	220 [9]	435 [7]	666 [12]
(b) Traffic management	191 [24]	209 [47]	149 [30]	198 [39]	132 [32]
(c) Additional traffic signs and aids	96 [28]	82 [29]	69 [17]	66 [19]	64 [24]
(d) Parking facilities	51 [6]	47 [5]	34 [4]	20 [4]	27 [2]
	621 [63]	572 [86]	472 [60]	719 [69]	889 [70]
III. Road maintenance					
(a) Road conditions	79 [3]	69	77	40 [1]	88
(b) Traffic signs and aids	35	45 [1]	57	72 [1]	106 [1]
(c) Carriageway markings	10 [1]	9	10	5	10
	124 [4]	123 [1]	144	117 [2]	204 [1]
IV. Enforcement					
(a) Illegal parking	1 919 [1]	2 043 [3]	1 719 [3]	3 182 [4]	4 704 [1]
(b) Other enforcement matters	723 [5]	953 [3]	1 121 [6]	981 [5]	1 225 [3]
	2 642 [6]	2 996 [6]	2 840 [9]	4 163 [9]	5 929 [4]
V. Miscellaneous	149 [6]	155 [5]	134 [10]	297 [2]	244 [1]
Total	25 856 [192]	26 621 [185]	27 671 [173]	33 017 [187]	24 888 [214]

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

Complaints and Suggestions Received by TCU during 2016 - 2020⁽¹⁾

<u>Nature of Complaint/Suggestion⁽²⁾</u>	<u>2016</u>		<u>2017</u>		<u>2018</u>		<u>2019</u>		<u>2020</u>	
I. Public Transport Services										
(a) Adequacy of service	915	[74]	975	[51]	967	[59]	918	[76]	865	[97]
(b) Standard of service	20 818	[17]	21 237	[23]	22 558	[25]	22 917	[23]	14 515	[22]
(c) General	587	[22]	563	[13]	556	[10]	545	[6]	602	[19]
	22 320	[113]	22 775	[87]	24 081	[94]	24 380 ⁽³⁾	[105]	15 982 ⁽⁶⁾	[138]
II. Traffic Conditions										
(a) Traffic congestion	283	[5]	234	[5]	220	[9]	435	[7]	666	[12]
(b) Traffic management	191	[24]	209	[47]	149	[30]	198	[39]	132	[32]
(c) Additional traffic signs and aids	96	[28]	82	[29]	69	[17]	66	[19]	64	[24]
(d) Parking facilities	51	[6]	47	[5]	34	[4]	20	[4]	27	[2]
	621	[63]	572	[86]	472	[60]	719	[69]	889	[70]
III. Road maintenance										
(a) Road conditions	79	[3]	69		77		40	[1]	88	
(b) Traffic signs and aids	35		45	[1]	57		72	[1]	106	[1]
(c) Carriageway markings	10	[1]	9		10		5		10	
	124	[4]	123	[1]	144		117	[2]	204	[1]
IV. Enforcement										
(a) Illegal parking	1 919	[1]	2 043	[3]	1 719	[3]	1 941 ⁽⁴⁾	[4]	3 176 ⁽⁷⁾	[1]
(b) Other enforcement matters	723	[5]	953	[3]	1 121	[6]	981	[5]	1 001 ⁽⁸⁾	[3]
	2 642	[6]	2 996	[6]	2 840	[9]	2 922	[9]	4 177	[4]
V. Miscellaneous	149	[6]	155	[5]	134	[10]	297	[2]	202 ⁽⁹⁾	[1]
Total	25 856	[192]	26 621	[185]	27 671	[173]	28 435⁽⁵⁾	[187]	21 454⁽¹⁰⁾	[214]

- Notes :** (1) For 2019 and 2020, complaints received from individual complainants, who made more than 100 complaints within a quarter, were excluded. Please see Annex J(i) with these complaints included.
- (2) Figures in square brackets are the number of pure suggestions received in the year. The figures have been included in the overall number of cases received.
- (3) 3 341 complaints received from two complainants, each of whom made more than 100 complaints within a quarter, were excluded. Please see Annex J(i) with these complaints included.
- (4) 1 241 complaints received from one complainant who made more than 100 complaints within a quarter, were excluded. Please see Annex J(i) with these complaints included.
- (5) 4 582 complaints received from three complainants, each of whom made more than 100 complaints within a quarter were excluded. Please see Annex J(i) with these complaints included.
- (6) 1 640 complaints received from two complainants, each of whom made more than 100 complaints within a quarter, were excluded. Please see Annex J(i) with these complaints included.
- (7) 1 528 complaints received from one complainant who made more than 100 complaints within a quarter, were excluded. Please see Annex J(i) with these complaints included.
- (8) 224 complaints received from one complainant who made more than 100 complaints within a quarter, were excluded. Please see Annex J(i) with these complaints included.
- (9) 42 complaints received from one complainant who made more than 100 complaints within a quarter, were excluded. Please see Annex J(i) with these complaints included.
- (10) 3 434 complaints received from three complainants, each of whom made more than 100 complaints within a quarter, were excluded. Please see Annex J(i) with these complaints included.

Complaints and Suggestions on Franchised Bus Services⁽¹⁾

<u>Bus Company</u>	<u>2019</u>	<u>2020</u>	<u>Difference</u>
The Kowloon Motor Bus Company (1933) Limited (KMB)	7 793 ⁽³⁾ (4 498)	5 105 ⁽⁷⁾ (3 669)	-34.5% (-18.4%)
Citybus Limited (Franchise 1) (Citybus)	505	508 ⁽⁸⁾ (383)	+0.6% (-24.2%)
Citybus Limited (Franchise 2) (Citybus)	249	158 ⁽⁹⁾ (149)	-36.5% (-40.2%)
New World First Bus Services Limited (NWFB)	513	517 ⁽¹⁰⁾ (513)	+0.8% (-)
New Lantao Bus Company (1973) Limited	102	88	-13.7%
Long Win Bus Company Limited	369 ⁽⁴⁾ (352)	229	-37.9% (-34.9%)
Cross-harbour Bus Services ⁽²⁾	1 744 ⁽⁵⁾ (1 715)	1 541 ⁽¹¹⁾ (1 475)	-11.6% (-14.0%)
Total	11 275⁽⁶⁾ (7 934)	8 146⁽¹²⁾ (6 506)	-27.8% (-18.0%)

- Notes :**
- (1) The figures not including complaints received from individual complainants, who made more than 100 complaints within a quarter, are in brackets.
 - (2) Complaints and suggestions on cross-harbour bus services cannot be further broken down by bus company as the services are jointly operated by KMB, Citybus and NWFB.
 - (3) Among the 7 793 complaints and suggestions, 3 295 complaints were received from two complainants, each of whom made more than 100 complaints within a quarter.
 - (4) Among the 369 complaints and suggestions, 17 complaints were received from one complainant who made more than 100 complaints within a quarter.
 - (5) Among the 1 744 complaints and suggestions, 29 complaints were received from two complainants, each of whom made more than 100 complaints within a quarter.
 - (6) Among the 11 275 complaints and suggestions, 3 341 complaints were received from two complainants, each of whom made more than 100 complaints within a quarter.
 - (7) Among the 5 105 complaints and suggestions, 1 436 complaints were received from one complainant who made more than 100 complaints within a quarter.
 - (8) Among the 508 complaints and suggestions, 125 complaints were received from one complainant who made more than 100 complaints within a quarter.
 - (9) Among the 158 complaints and suggestions, nine complaints were received from one complainant who made more than 100 complaints within a quarter.
 - (10) Among the 517 complaints and suggestions, four complaints were received from one complainant who made more than 100 complaints within a quarter.
 - (11) Among the 1 541 complaints and suggestions, 66 complaints were received from two complainants, each of whom made more than 100 complaints within a quarter.
 - (12) Among the 8 146 complaints and suggestions, 1 640 complaints were received from two complainants, each of whom made more than 100 complaints within a quarter.

Complaints and Suggestions on Franchised Bus Services

<u>Nature of Complaint/Suggestion</u>	<u>2019</u>	<u>2020</u>	<u>Difference</u>
(A) Adequacy of Service			
(1) Frequency	384	723	+88.3%
(2) Routeing	94	120	+27.7%
(3) Hours of operation	13	28	+115.4%
(4) Provision of stops	63	69	+9.5%
Sub-total	554	940	+69.7%
(B) Standard of Service			
(1) Regularity of service	5 830	3 472	-40.4%
(2) Adherence to routeing	79	59	-25.3%
(3) Improper driving behaviour	1 308	1 135	-13.2%
(4) Conduct and performance of staff (including drivers)	2 091	1 401	-33.0%
(5) Overcharging	37	23	-37.8%
(6) Cleanliness	19	55	+189.5%
(7) Conditions of vehicles	73	91	+24.7%
(8) Passenger services and facilities	1 085	803	-26.0%
Sub-total	10 522	7 039	-33.1%
(C) General⁽¹⁾	199	167	-16.1%
Total	11 275⁽²⁾	8 146⁽³⁾	-27.8%

Notes : (1) These are mainly related to obstruction caused by franchised buses.

(2) Among the 11 275 complaints and suggestions, a total of 3 341 complaints were received from two complainants, each of whom made more than 100 complaints within a quarter. The number of complaints not including these cases is 7 934.

(3) Among the 8 146 complaints and suggestions, a total of 1 640 complaints were received from two complainants, each of whom made more than 100 complaints within a quarter. The number of complaints not including these cases is 6 506, representing a decrease of 18.0% when compared with 7 934 cases (see note 2) in 2019.

Complaints and Suggestions on Non-franchised Bus Services

<u>Nature of Complaint/Suggestion</u>	<u>2019</u>	<u>2020</u>	<u>Difference</u>
(A) Adequacy of Service			
(1) Frequency	30	11	-63.3%
(2) Routeing	-	5	-
(3) Hours of operation	2	-	-100.0%
(4) Provision of stops	6	2	-66.7%
Sub-total	38	18	-52.6%
(B) Standard of Service			
(1) Regularity of service	55	37	-32.7%
(2) Adherence to routeing	6	8	+33.3%
(3) Improper driving behaviour	32	26	-18.8%
(5) Conduct and performance of staff (including drivers)	29	20	-31.0%
(5) Overcharging	1	1	-
(6) Cleanliness	3	1	-66.7%
(7) Conditions of vehicles	7	3	-57.1%
(8) Passenger services and facilities	25	13	-48.0%
Sub-total	158	109	-31.0%
(C) General⁽¹⁾	10	13	+30.0%
Total	206	140	-32.0%

Note : (1) These are mainly related to obstruction caused by non-franchised buses.

Complaints and Suggestions on Green Minibus Services

<u>Nature of Complaint/Suggestion</u>	<u>2019</u>	<u>2020</u>	<u>Difference</u>
(A) Adequacy of Service			
(1) Frequency	256	129	-49.6%
(2) Routeing	11	11	-
(3) Hours of operation	19	5	-73.7%
(4) Provision of stops	27	17	-37.0%
Sub-total	313	162	-48.2%
(B) Standard of Service			
(1) Regularity of service	1 337	930	-30.4%
(2) Adherence to routeing	196	114	-41.8%
(3) Improper driving behaviour	1 031	729	-29.3%
(4) Conduct and performance of staff (including drivers)	1 452	1 002	-31.0%
(5) Overcharging	101	64	-36.6%
(6) Cleanliness	74	49	-33.8%
(7) Conditions of vehicles	55	33	-40.0%
(8) Passenger services and facilities	80	99	+23.8%
Sub-total	4 326	3 020	-30.2%
(C) General⁽¹⁾	113	94	-16.8%
Total	4 752	3 276	-31.1%

Note : (1) These are mainly related to obstruction caused by green minibuses.

Complaints and Suggestions on Red Minibus Services

<u>Nature of Complaint/Suggestion</u>	<u>2019</u>	<u>2020</u>	<u>Difference</u>
(A) Adequacy of Service	-	-	-
(B) Standard of Service			
(1) Regularity of service	-	-	-
(2) Adherence to routeing	-	-	-
(3) Improper driving behaviour	177	142	-19.8%
(4) Conduct and performance of staff (including drivers)	89	72	-19.1%
(5) Overcharging	10	10	-
(6) Cleanliness	2	8	+300.0%
(7) Conditions of vehicles	3	5	+66.7%
(8) Passenger services and facilities	3	2	-33.3%
Sub-total	284	239	-15.8%
(C) General⁽¹⁾	50	46	-8.0%
Total	334	285	-14.7%

Note : (1) These are mainly related to obstruction caused by red minibuses.

Complaints and Suggestions on Taxi Services

<u>Nature of Complaint/Suggestion</u>	<u>2019</u>	<u>2020</u>	<u>Difference</u>
Taxi driver malpractice			
(a) Conduct and performance of drivers			
(i) Behaving other than in a civil & orderly manner	1 619	910	-43.8%
(ii) Refusing hire	2 346	762	-67.5%
(iii) Soliciting passengers	38	10	-73.7%
(iv) Refusing to drive to destination	424	183	-56.8%
(v) Failure to display driver identity plate	54	45	-16.7%
(vi) Failure to display driver identity plate properly	7	4	-42.9%
	4 488	1 914	-57.4%
(b) Improper driving behaviour	2 053	1 329	-35.3%
(c) Overcharging	1 550	658	-57.5%
(d) Taximeter irregularities	179	125	-30.2%
(e) Failure to take the most direct route	1 796	1 017	-43.4%
Sub-total	10 066	5 043	-50.0%
Others			
(a) Taxi obstruction	138	248	+79.7%
(b) Miscellaneous ⁽¹⁾	114	64	-43.9%
Sub-total	252	312	+23.8%
Total	10 318	5 355	-48.1%

Note : (1) These are mainly related to condition of vehicle and compartment.

Complaints and Suggestions on Rail Services

<u>Railway Company</u>	<u>2019</u>	<u>2020</u>	<u>Difference</u>
Mass Transit Railway Corporation Limited (Excluding Light Rail)	728 ⁽¹⁾	265	-63.6%
Mass Transit Railway Corporation Limited (Light Rail)	47 ⁽¹⁾	35	-25.5%
The Hongkong Tramways Limited	29	52	+79.3%
Total	804	352	-56.2%

Note : (1) Among the 775 (728 + 47) cases, 210 were related to suspension of MTR services (including Light Rail).

Complaints and Suggestions on Ferry Services

<u>Ferry Company</u>	<u>2019</u>	<u>2020</u>	<u>Difference</u>
New World First Ferry Services Limited	17	25	+47.1%
The 'Star' Ferry Company Limited	2	3	+50.0%
Minor Ferries	13	40	+207.7%
Total	32	68	+112.5%

Complaints about Traffic Congestion during 2016 - 2020

<u>District</u>		<u>No. of Complaints</u>				
		<u>2016</u>	<u>2017</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>
Hong Kong	- Eastern	11	10	11	27	25
	- Wan Chai	12	12	17	17	31
	- Central & Western	14	16	8	33	32
	- Southern	7	8	13	11	7
Kowloon	- Kwun Tong	22	16	10	52	92
	- Wong Tai Sin	9	14	8	14	18
	- Kowloon City	25	20	19	28	53
	- Sham Shui Po	13	15	3	25	79
	- Yau Tsim Mong	32	21	38	29	57
New Territories	- North	35	17	11	36	14
	- Tai Po	7	6	4	11	30
	- Sha Tin	17	22	15	43	46
	- Yuen Long	18	8	15	33	42
	- Tuen Mun	19	13	12	23	30
	- Tsuen Wan	9	9	9	16	43
	- Kwai Tsing	8	6	13	12	28
	- Sai Kung	15	10	8	18	34
	- Islands	8	7	5	2	5
Others		2	4	1	5	-
Total		283	234	220	435	666

Complaints about Illegal Parking during 2016 – 2020⁽¹⁾

<u>District</u>		<u>2016</u>	<u>2017</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>
Hong Kong	- Eastern	177	150	115	108	155
	- Wan Chai	87	79	90	153(76)	176(175)
	- Central & Western	91	99	84	754(87)	1 647(123)
	- Southern	40	46	52	36	47
Kowloon	- Kwun Tong	208	177	141	188	343
	- Wong Tai Sin	62	60	66	68	123
	- Kowloon City	129	161	133	168	188(186)
	- Sham Shui Po	144	176	128	167	355
	- Yau Tsim Mong	150	180	147	189(181)	226
New Territories	- North	47	56	53	76	103
	- Tai Po	60	80	105	102	151
	- Sha Tin	135	316	131	143	305
	- Yuen Long	129	102	115	183	225
	- Tuen Mun	117	95	118	104	189
	- Tsuen Wan	97	86	95	70	126
	- Kwai Tsing	83	81	59	93	166
	- Sai Kung	142	81	73	63	151
	- Islands	18	15	8	24	21
Others ⁽²⁾		3	3	6	493(4)	7(6)
Total		1 919	2 043	1 719	3 182 (1 941)	4 704 (3 176)

Notes : (1) The figures not including complaints received from individual complainants, who made more than 100 complaints within a quarter, are in brackets.

(2) These are mainly related to illegal parking (without specification on the locations) from one complainant who had made more than 100 complaints within a quarter.

Complaints about Enforcement Matters (other than Illegal Parking)
during 2016 – 2020⁽¹⁾

<u>District</u>		<u>2016</u>	<u>2017</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>
Hong Kong	- Eastern	51	41	66	48	61
	- Wan Chai	75	94	72	60	66
	- Central & Western	31	67	90	62	276(55)
	- Southern	27	29	28	28	18(17)
Kowloon	- Kwun Tong	44	76	94	61	68
	- Wong Tai Sin	26	40	43	37	34
	- Kowloon City	56	64	89	69	66(64)
	- Sham Shui Po	34	54	56	60	53
	- Yau Tsim Mong	75	98	107	108	85
New Territories	- North	24	16	20	25	12
	- Tai Po	22	33	53	42	37
	- Sha Tin	47	57	79	74	74
	- Yuen Long	51	53	76	86	87
	- Tuen Mun	46	55	61	58	79
	- Tsuen Wan	32	75	50	46	55
	- Kwai Tsing	25	33	39	40	36
	- Sai Kung	24	38	46	44	79
	- Islands	14	13	38	18	21
Others		19	17	14	15	18
Total		723	953	1 121	981	1 225 (1 001)

Note : (1) The figures not including complaints received from individual complainants, who made more than 100 complaints within a quarter, are in 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.