

**QUARTERLY REPORT No. 1 of 2021**

**by the**

**TRANSPORT COMPLAINTS UNIT**

**of the**

**TRANSPORT ADVISORY COMMITTEE**

**for the period**

**1 January 2021 – 31 March 2021**

**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.tcu.gov.hk](http://www.tcu.gov.hk)**

**E-mail : [info@tcu.gov.hk](mailto:info@tcu.gov.hk)**

## **CONTENTS**

<b>Chapter</b>	<b>Page</b>
1 Major Areas of Complaints and Suggestions	4-12
2 Major Events and Noteworthy Cases	13-16
3 Feature Article	17-23

## **LIST OF ANNEXES**

<b>Annex</b>		
A	Complaints and Suggestions Received by TCU	24-26
B	Trends of Complaints and Suggestions Received by TCU	27-28
C	Summary of Results of Investigations into Complaints and Suggestions	29-30
D	Public Suggestions Taken on Board by Relevant Government Departments/Public Transport Operator	31-32
E	Complaints and Suggestions on Public Transport Services	33-35
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	36-43
G	Complaints and Suggestions on Taxi Services in the Past Eight Quarters	44
H	Breakdown of Complaints and Suggestions on Taxi Services	45
I	Complaints and Suggestions on Traffic and Road Conditions	46
J	Complaints and Suggestions about Improper Cycling Behaviour	47-48
K	Complaints and Suggestions about Cycling Matters other than Improper Cycling Behaviour	49
L	Complaints and Suggestions about Electric Mobility Devices Matters	50-51

M	The Statistics on Traffic Accidents Involving Bicycles and Cyclist Casualties Since 2019	52
N	How to Make Suggestions and Complaints to the Transport Complaints Unit	53

## Chapter 1                      Major Areas of Complaints and Suggestions<sup>1</sup>

This is the first quarterly report for 2021 covering the period from 1 January to 31 March 2021.

### **Yearly and Quarterly Trends**

2.            During the quarter, the Transport Complaints Unit (TCU) received 5 492<sup>2</sup> complaints and suggestions, including 128<sup>3</sup> pure suggestions. About 79% (4 376) of the cases were received through TCU Complaint/Suggestion Webform and email, 20% (1 087) through telephone, and the remaining cases in the form of fax or letter. The number of cases represents a decrease of 17.2%<sup>2</sup> as compared with 6 632<sup>4</sup> cases in the previous quarter and an increase of 15.2%<sup>2</sup> as compared with 4 767<sup>5</sup> cases in the same quarter in 2020. 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 2017 is at Annex B(ii).

4.            During the current quarter, investigations into 4 762 cases (including

---

<sup>1</sup> The numbers of complaints received from individual complainants, who made more than 100 complaints during a quarter, are given in relevant footnotes.

<sup>2</sup> Among the 5 492 complaints and suggestions, 117 complaints were received from one complainant. The number of complaints not including these cases is 5 375, representing a decrease of 5.9% when compared with 5 711 cases (see footnote 4) in the previous quarter and an increase of 23.6% when compared with 4 347 cases (see footnote 5) in the same quarter in 2020. A breakdown of the complaints not including these cases is at Annex A(i)(b).

<sup>3</sup> Among the 128 pure suggestions, 75 pure suggestions about franchised bus routeing were received from a member of the public. The number of pure suggestions not including these cases is 53.

<sup>4</sup> Among the 6 632 complaints and suggestions, 921 complaints were received from one complainant. The number of complaints not including these cases is 5 711.

<sup>5</sup> Among the 4 767 complaints and suggestions, a total of 420 complaints were received from two complainants. The number of complaints not including these cases is 4 347.

some outstanding cases from previous quarters) were completed. Of these, 3 795 cases (79%) were found to be substantiated, 17 cases (1%) unsubstantiated, and the remaining 950 cases (20%) not pursuable due to lack of evidence. A summary of the results of investigations is at Annex C. If the complainants agree to be witnesses, the cases will be referred to the Police for further investigation. During the period from January to March 2021, the Police reported the latest developments on 393<sup>6</sup> cases previously referred to them. Among these cases, 85<sup>6</sup> drivers were summonsed.

5. During the same period, relevant government departments and public transport operators took on board 11 suggestions made by members of the public who gave proposals to enhance public transport services and improve traffic conditions. A summary of the cases is at Annex D. The Chairman of the TCU Sub-committee has issued appreciation letters to the proponents of these suggestions who provided their contact details.

### **Public Transport Services**

6. Complaints and suggestions on public transport services accounted for 4 374<sup>7</sup> cases, representing an increase of 4.3%<sup>7</sup> as compared with 4 194 cases in the previous quarter and an increase of 20.8%<sup>7</sup> as compared with 3 622<sup>8</sup> cases in the same quarter in 2020. 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 2017 is at Annex E(ii).

---

<sup>6</sup> The figures include the taxi cases in paragraph 22.

<sup>7</sup> Among the 4 374 complaints and suggestions, 117 complaints were received from one complainant. The number of complaints not including these cases is 4 257, representing an increase of 1.5% when compared with 4 194 cases in the previous quarter and an increase of 28.5% when compared with 3 313 cases (see footnote 8) in the same quarter in 2020. A breakdown of the complaints not including these cases is at Annex E(i)(b).

<sup>8</sup> Among the 3 622 complaints and suggestions, 309 complaints were received from one complainant. The number of complaints not including these cases is 3 313.

## ***Franchised Bus Services***

7. A total of 1 943<sup>9</sup> complaints and suggestions on franchised bus services were received during the quarter, representing an increase of 21.4%<sup>9</sup> as compared with 1 601 cases in the previous quarter and an increase of 11.1%<sup>9</sup> as compared with 1 749<sup>10</sup> cases in the same quarter in 2020.

8. There were 901<sup>11</sup> cases on the services of The Kowloon Motor Bus Company (1933) Limited (KMB), as compared with 802 cases in the previous quarter and 1 225<sup>12</sup> cases in the same quarter in 2020. Among the 901<sup>11</sup> cases, 118 (or 13.1%) were about the adequacy of service and 760<sup>11</sup> (or 84.4%) were about the standard of service.

9. There were 277 cases on the services of the Citybus Limited (Franchise for Hong Kong Island and Cross-Harbour Bus Network) (CTB (Franchise 1)), as compared with 131 cases in the previous quarter and 76 cases in the same quarter in 2020. Among the 277 cases, 41 (or 14.8%) were about the adequacy of service while 233 (or 84.1%) were about the standard of service.

10. There were 39 cases on the services of the Citybus Limited (Franchise for Airport and North Lantau Bus Network) (CTB (Franchise 2)), as compared with 38 cases in the previous quarter and 36 cases in the same quarter in 2020. Among the 39 cases, seven (or 17.9%) were about the adequacy of service while 31 (or 79.5%) were about the standard of service.

11. There were 320 cases on the services of the New World First Bus Services Limited (NWFB), as compared with 170 cases in the previous quarter

---

<sup>9</sup> Among the 1 943 complaints and suggestions, 117 complaints were received from one complainant. The number of complaints not including these cases is 1 826, representing an increase of 14.1% when compared with 1 601 cases in the previous quarter and an increase of 26.8% when compared with 1 440 cases (see footnote 10) in the same quarter in 2020.

<sup>10</sup> Among the 1 749 complaints and suggestions, 309 complaints were received from one complainant. The number of complaints not including these cases is 1 440.

<sup>11</sup> Among the 901 complaints and suggestions, 113 complaints (about the standard of service) were received from one complainant. The number of complaints not including these cases is 788.

<sup>12</sup> Among the 1 225 complaints and suggestions, 309 complaints were received from one complainant. The number of complaints not including these cases is 916.

and 66 cases in the same quarter in 2020. Of the 320 cases, 35 (or 10.9%) were about the adequacy of service and 282 (or 88.1%) were about the standard of service.

12. There were 41 cases on the services of the Long Win Bus Company Limited (LWB), as compared with 55 cases in the previous quarter and 89 cases in the same quarter in 2020. Of the 41 cases, 11 (or 26.8%) were about the adequacy of service and 28 (or 68.3%) were about the standard of service.

13. There were 27 cases on the services of the New Lantao Bus Company (1973) Limited (NLB), as compared with 35 cases in the previous quarter and 23 cases in the same quarter in 2020. Of the 27 cases, three (or 11.1%) were about the adequacy of service and 23 (or 85.2%) were about the standard of service.

14. There were 338<sup>13</sup> cases on the cross-harbour bus services<sup>14</sup>, as compared with 370 cases in the previous quarter and 234 cases in the same quarter in 2020. Of the 338<sup>13</sup> cases, 41 (or 12.1%) were about the adequacy of service and 287<sup>13</sup> (or 84.9%) were about the standard of service.

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

### ***Non-Franchised Bus Services***

16. There were 56 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 2020 were 48 and 20 respectively.

---

<sup>13</sup> Among the 338 complaints and suggestions, four complaints (about the standard of service) were received from one complainant. The number of complaints not including these cases is 334.

<sup>14</sup> 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.

### ***Public Light Bus Services***

17. A total of 874 complaints and suggestions on public light bus (PLB) services were received in this quarter, representing a decrease of 7.5% as compared with 945 cases in the previous quarter and an increase of 34.7% as compared with 649 cases in the same quarter in 2020. All of these cases were referred to the Transport Department (TD) or the Police for action.

18. Of the PLB cases received, 93.5% or 817 cases were on green minibus (GMB) services, representing a decrease of 5.9% as compared with 868 cases in the previous quarter and an increase of 39.4% as compared with 586 cases in the same quarter in 2020. Among the 817 cases, 57 (or 7.0%) were about the adequacy of service and 735 (or 90.0%) were about the standard of service.

19. The remaining 6.5% or 57 cases were on the services provided by red minibuses (RMB), representing a decrease of 26.0% as compared with 77 cases in the previous quarter and a decrease of 9.5% as compared with 63 cases in the same quarter in 2020.

### ***Taxi Services***

20. A total of 1 301 cases on taxi services were received in this quarter, representing a decrease of 12.2% as compared with the previous quarter and an increase of 16.4% as compared with the same quarter in 2020. A comparison of the complaints and suggestions on taxi services in the past eight quarters is at Annex G.

21. Of the 1 301 cases received, 1 237 (95.1%) were related to taxi driver malpractice, as compared with 1 405 such cases (94.8%) 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 204 such cases (16.5%) were referred to the Police.

22. During the quarter, the Police reported the latest developments on 188 cases previously referred to them. These cases are categorised as follows –

	<u>No. of Cases</u>		<u>Percentage</u>	
(a) Summoned	26	(25)	14	(11)
(b) Withdrawn by complainants	126	(153)	67	(66)
(c) Evidence considered insufficient by the Police for further processing	36	(52)	19	(23)
	<u>188</u>	<u>(230)</u>	<u>100</u>	<u>(100)</u>

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

It is noted that 86% of these cases could not be further pursued because of withdrawal by complainants or insufficient evidence.

23. Among the 25 summonsed cases in the previous quarter, 20 taxi drivers were convicted of traffic offences by the court<sup>15</sup>. One taxi driver was fined \$600 for not driving to destination by the most direct practicable route. One taxi driver was fined \$450 each for rude manner and failing to display taxi driver identity plate. Two taxi drivers were fined from \$900 to \$1,000 for careless driving.

### ***Rail Services***

24. A total of 181 complaints and suggestions on rail services were received. The corresponding figures for the previous quarter and the same quarter in 2020 were 106 and 74 respectively. Of the 181 cases, 162<sup>16</sup> were on

<sup>15</sup> Results of the remaining summonsed cases were not yet available as at end April 2021.

<sup>16</sup> Among the 162 complaint cases, 77 were against conduct and performance of staff and 40 were related to passenger services and facilities. There were 15 complaints about frequency/carrying capacity in the quarter, as compared with seven cases in the previous quarter and five cases in the same quarter in 2020.

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 2020 were 12.

### **Traffic Conditions**

26. There were 117 complaints recorded in this quarter about traffic congestion, as compared with 209 cases in the previous quarter and 115 cases in the same quarter in 2020. Congestion was reported to have occurred throughout the territory, as illustrated below –

	<b><u>Number of Complaints</u></b>	
Hong Kong Island	24	(31)
Kowloon	36	(86)
New Territories	57	(92)
Others (e.g. general issues and tunnel areas)	-	(-)
<b>Total</b>	<b>117</b>	<b>(209)</b>

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

27. Based on the number of complaints received, districts most affected by traffic congestion were Sha Tin (21 cases), Yau Tsim Mong (11 cases), Sham Shui Po and Tuen Mun (nine cases each). 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 42 complaints and suggestions on traffic management and 18 requests for additional traffic signs and aids in this quarter. As a comparison, there were 45 and 24 such cases in the previous quarter, and 15 and 14 in the same quarter in 2020.

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 74 complaints about road maintenance, as compared with 84 cases in the previous quarter and 23 cases in the same quarter in 2020. Among the 74 cases, 18 cases were related to road conditions and 52 cases were related to traffic signs and aids.

32. Districts which attracted relatively more complaints about road conditions were Kwun Tong and Yau Tsim Mong (three cases each). Districts which attracted relatively more complaints about traffic signs and aids were Central & Western (16 cases), Yau Tsim Mong (nine cases) and Wan Chai (seven cases).

### **Enforcement**

33. There were 814<sup>17</sup> complaints about traffic regulations enforcement in this quarter, representing a decrease of 58.6%<sup>17</sup> when compared with 1 967<sup>18</sup> cases in the previous quarter and a decrease of 13.5%<sup>17</sup> when compared with 941<sup>19</sup> cases in the same quarter in 2020. They were mainly requests for

---

<sup>17</sup> The number of complaints represents a decrease of 25.2% when compared with 1 088 cases (see footnote 18) in the previous quarter and a decrease of 1.9% when compared with 830 cases (see footnote 19) in the same quarter in 2020.

<sup>18</sup> Among the 1 967 complaints and suggestions, 879 complaints were received from one complainant. The number of complaints not including these cases is 1 088.

<sup>19</sup> Among the 941 complaints and suggestions, 111 complaints were received from one complainant. The number of complaints not including these cases is 830.

action against illegal parking (583 cases), cutting lane abruptly/overtaking on solid line (75 cases), disobeying traffic signs/schemes (62 cases) and jumping red light/failing to give way to pedestrians/traffic (43 cases). All these cases were referred to the Police for action. The number of complaints on traffic regulations enforcement broken down by district is at Annex I.

34. Districts which attracted relatively more complaints about illegal parking were Sha Tin (82 cases), Sham Shui Po (67 cases) and Kowloon City (47 cases).

## **Chapter 2                      Major Events and Noteworthy Cases**

### **Transport Complaints Unit Sub-committee Meeting**

At the quarterly meeting of the TCU Sub-committee on 25 February 2021, Members discussed –

- (a) complaints and suggestions about materials on carriageway/pavement;
- (b) complaints and suggestions about road safety matters;
- (c) overview of complaints and suggestions received in 2020; and
- (d) TCU Quarterly Report No. 4 of 2020.

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

- (a) overview of complaints and suggestions received in 2020; and
- (b) TCU Quarterly Report No. 4 of 2020.

### **Concern about road safety at Lung Fu Road in Tuen Mun**

3. A member of the public raised concern about the safety of Lung Fu Road southbound near Lung Fu Road Roundabout. He complained that the speed limit of the concerned section of Lung Fu Road concerned changed from 50 km/h to 70 km/h and then sharply reduced to 50 km/h within a short distance, which would pose danger to road users. He requested the Transport Department (TD) to review the speed limits and traffic signs at the above location so as to provide better guidance to motorists and improve road safety.

4. The case was referred to TD for investigation. TD advised that the Speed Limit Review Working Group (Working Group) was set up to review speed limits regularly. Members of the Working Group comprised

representatives from TD, the Police, the Hong Kong Automobile Association and the Institute of Advanced Motorists Hong Kong. The Working Group would take into account of road conditions, traffic speed and accident records of the roads to review the speed limits. TD noted the complainant's concerns and arranged the Working Group to discuss the relevant issues.

5. TD further advised that it had been closely monitoring the traffic conditions of the roundabout concerned after the commissioning of the Tuen Mun-Chek Lap Kok Tunnel Road. TD worked with the Police and the Highways Department to review and enhance the design of the roundabout. TD advised that a series of short-term traffic improvement measures had been implemented. The measures included providing additional transverse yellow bar markings, "Slow" road markings, "Roundabout ahead" and "Sharp deviation of route to left" warning signs, and starting the speed limit of 50 km/h at 200 metres instead of 100 metres from the roundabout.

6. TD would continue to monitor the traffic conditions of the roads concerned and implement appropriate traffic management measures as and where necessary.

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

### **Concern about the use of electric mobility devices on roads and pavements**

8. Several members of public expressed concern about the safety of using electric mobility devices (EMDs) on roads and pavements.

9. TD advised that according to the Road Traffic Ordinance (Cap. 374) (the Ordinance), "motor vehicle" meant any mechanically propelled vehicle, and all "motor vehicle" must be licensed for use. EMDs (such as e-scooters, e-unicycles, power assisted pedal cycles (PAPCs)) were mechanically propelled and thus caught by the definition of "motor vehicle". However, the designs and configurations of EMDs, in general, failed to meet the statutory safety requirements of motor vehicles. As a result, TD did not register or license

EMDs under the Ordinance, and the use of EMDs on roads constituted violation of the law. Notwithstanding the above, motorised Personal Mobility Aids (PMAs) manufactured for medical purposes had been regarded as medical devices instead of motor vehicles.

10. In recent years, the use of EMDs had become more prevalent in Hong Kong and there had been increasing calls from the community for proper regulation. TD had made reference to the practices and regulatory requirements for EMDs in other jurisdictions/cities as well as studied local situation. TD considered that motorised Personal Mobility Devices (mPMDs) (such as e-scooters and e-unicycles) and PAPCs should not be permitted to use on footpath and carriageway. TD would further study whether they could be used for short-distance commuting on the cycle tracks. Motorised PMAs were for essential mobility of the disabled and the elderly. Their use on footpaths was considered necessary for these people and the impact on pedestrians was expected to be low, provided that their speed was restricted at a certain level.

11. In order to gain the operation experience of the use of mPMDs and PAPCs on cycle tracks and the effectiveness of certain safety requirements, TD conducted site trials in a section of cycle track at Tseung Kwan O and near Science Park in January and February 2021 respectively. The data obtained from the site trials would facilitate the formulation of the regulatory framework details and technical requirements for EMDs. TD had also established an inter-departmental task group to review and formulate the proposed regulatory framework including the technical requirements, feasibility and enforceability of the regulatory framework, etc.

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

### **Complaint about the sound level of electronic audible traffic signal at Shung Ling Street in San Po Kong**

13. A member of the public complained about excessive noise nuisance created by the electronic audible traffic signal (eATS) to nearby residents at

Shung Ling Street in San Po Kong at around 5:00 a.m. The complainant suggested lowering the sound level of the eATS. She also enquired about the sound level of the eATS at different time periods and the current decibel (dB) level at night.

14. The case was referred to TD for follow-up action. TD advised that the eATS had daytime and nighttime settings. The nighttime setting of the eATS at Shung Ling Street was activated from 11:00 p.m. to 7:00 a.m. with the sound level between 50 dB and 70 dB. TD added that the eATS was able to adjust its sound level automatically according to the ambient noise. Its output was automatically higher under noisy environment and lower if the environment was quiet. To minimise noise nuisance to nearby residents, TD lowered the maximum sound level of the nighttime mode of the eATS at the location concerned from 70 dB to 60 dB.

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



### Complaints and Suggestions about Cycling and Electric Mobility Devices Matters

#### **Background**

#### *Cycling Matters*

Hong Kong is densely populated and the Government transport policy places priority on public transport without heavy reliance on private cars. At the same time, the Government endeavours to foster a “bicycle-friendly environment” and promotes cycling for recreation and short-distance commuting where road safety and conditions permit, in particular in new towns and new development areas given that the cycle track networks in these areas are more comprehensive. The Government will continue to enhance existing cycle tracks and bicycle parking facilities in the nine new towns<sup>20</sup>.

2. All cyclists are obliged to follow the regulations applicable to motorists when cycling on the road. They must obey traffic signs, road markings, traffic signal and other traffic rules that apply generally to motor vehicles.

3. With the increased popularity of cycling, there are calls for enhancing cycling safety and improving cycling facilities. TCU has received suggestions and complaints about cycling matters from cyclists and other road users.

---

<sup>20</sup> The nine new towns are Tin Shui Wai, Yuen Long, Tuen Mun, Tsuen Wan, Tung Chung, Tseung Kwan O, Sha Tin/Ma On Shan, Tai Po and Fanling/Sheung Shui.

## ***Electric Mobility Device Matters***

4. The design and configuration of electric mobility devices (EMDs)<sup>21</sup>, in general, fail to meet the statutory safety requirements of motor vehicles. As a result, the Transport Department (TD) does not register or license EMDs under the Ordinance, and the use of EMDs on roads constitutes violation of the law. However, PMAs manufactured for medical purpose(s) have been regarded as medical devices instead of motor vehicles. It is observed that the use of EMDs has become more prevalent in Hong Kong in recent years, thus creating potential road safety hazard to road users. In particular, fatal accidents involving electric scooters and PAPCs have aroused public concern over the safety of using EMDs. The Government thus presented to the Legislative Council Panel on Transport on 19 June 2020 fundamental considerations for the regulatory framework to be proposed for use of EMDs and a plan to conduct two site trials of use of mPMDs and PAPCs on cycle tracks each at Tseung Kwan O and Science Park. The concern of the public is reflected by the rising trend of the number of complaints about EMD matters received by TCU.

## **Complaint Statistics**

### ***Cycling Matters***

#### **Improper Cycling Behaviour**

5. In 2020, TCU received 36 complaints about improper cycling behaviours. This represents an increase of 89.5% as compared with 19 cases received in 2019. They were mainly about cycling on pavements/pedestrian flyovers/subways. Among the 36 cases received, ten cases (28%) were related to takeaway food couriers cycling on roads or pavements. During the period from January to March 2021, 14 cases were received, representing an increase of 100.0% and 600.0% respectively as compared with seven and two cases received in the same period in 2019 and 2020. Among the 14 cases received, six (43%)

---

<sup>21</sup> EMDs can be broadly categorised into three main types: (i) Motorised Personal Mobility Devices (mPMDs); (ii) Power Assisted Pedal Cycles (PAPCs, also known as Pedelects); and (iii) Motorised Personal Mobility Aids (PMAs).

were related to takeaway food couriers cycling on roads or on pavements. The breakdowns of the cases by nature of complaint and district are at [Annex J\(i\)](#) and [Annex J\(ii\)](#).

### ***Matters Other than Improper Cycling Behaviour***

6. In 2020, there were 35 complaints and suggestions about matters other than improper cycling behaviour. The figure represents an increase of 40.0% when compared with 25 cases in 2019. During the period from January to March 2021, TCU received 11 complaints and suggestions, representing an increase of 57.1% and 120.0% as compared with seven and five cases received in the same period in 2019 and 2020. They were mainly related to inconsiderate acts of other road users posing safety hazard to cyclists. A breakdown of the cases received since 2019 is at [Annex K](#).

### ***Electric Mobility Device Matters***

#### ***Use of EMDs***

7. In 2020, TCU received 42 complaints relating to the use of EMDs. This figure represents an increase of 366.7% as compared with nine cases received in 2019. They were mainly about inconsiderate acts of riders posing safety hazard to other road users and illegal use of EMDs on pavements, cycle tracks and carriageways. Among the 42 cases received, four (10%) were related to inconsiderate acts of public transport drivers towards electric wheelchair users. During the period from January to March 2021, four cases about the use of EMDs were received as compared with five and two cases received in the same period in 2019 and 2020. The breakdowns of the cases by nature of complaint and district are at [Annex L\(i\)](#) and [Annex L\(ii\)](#).

### **Bicycle Accidents**

8. There were a total of 2 737 bicycle accidents and 2 623 cyclist casualties in 2020, representing an increase of 57.5% and 61.4% respectively

when compared with 2019. As compared with 2019, the number of killed and seriously injured cyclists in 2020 increased from 167 to 446, which was increased by 167.0%. The statistics on traffic accidents involving bicycles and cyclist casualties since 2019 are set out at Annex M.

### **EMD Accidents**

9. There were a total of 17 casualties involving EMDs in 2020.

### **Measures to Improve the Situation**

10. All the complaints and suggestions on cycling and EMD matters were referred to TD, the Police and other relevant departments for investigation and follow-up actions.

### ***Cycling Safety***

11. The Government adopts an inter-departmental and multi-agency collaboration approach to enhance safety for cyclists and road users. Under this approach, efforts are made in three areas, namely effective enforcement, public engagement (including publicity and education) and enhancement of ancillary facilities for existing cycle tracks. In view of the increase in cycling accidents last year, the Police held a cycling safety press conference in collaboration with TD, the Auxiliary Medical Service (AMS) and the Cycling Association of Hong Kong, China at the end of 2020. In the press conference, the findings of a focus study conducted by the Police on cycling accidents involving fatalities and serious injuries in the first three quarters of 2020, the data on cycling accidents and the first aid services provided by AMS on cycle tracks were released to the public. The public were also reminded not to overstretch themselves, and that they should take sufficient safety measures when riding bicycles and maintain an “attentive, patient and law-abiding” attitude at all times. In addition, the Police will continue to visit various community centres, fast food shops, bicycle rental shops, cycling clubs, automobile associations and driving centres, etc. to promote

the message of safe cycling and remind motorists to pay attention to cyclists on the road while driving.

12. On enhancement of ancillary facilities for cycle tracks, when it comes to the planning and design of cycle tracks, the Government makes reference to relevant guidelines and duly considers the factors of curvature, gradient, width, sightline and continuity, etc. to minimise the need for cyclists to dismount while crossing road junctions and vehicular accesses, and provides appropriate traffic signs, road markings and facilities for ensuring cycling safety. Moreover, the Government has been replacing metal speed reducing bollards with plastic ones at appropriate locations of cycle tracks throughout the territory to minimise accidental injuries to cyclists, and providing new bicycle parking areas at appropriate places.

13. Aside from education and publicity, the Police have also been taking stringent enforcement action against cycling offences, including reckless cycling, careless cycling, negligent riding and riding on footpaths. In 2020, the Police issued 4 018 summons and 740 verbal warnings to cyclists who had breached relevant traffic regulations. In the first three months in 2021, the Police issued 1 425 summons and 194 warnings.

### ***Cycling Facilities***

14. Currently, the total length of cycle tracks in the New Territories is about 240 km. The Civil Engineering and Development Department (CEDD) is currently working on a number of projects with a view to connecting the main trunk of the existing cycle track network in the New Territories by phases with a total length of 82 km from Tsuen Wan to Ma On Shan via Tuen Mun and Sheung Shui – the New Territories Cycle Track Network (NTCTN). The 11 km long cycle track connecting Yuen Long and Sheung Shui was fully completed and opened to public in September 2020, which marked the completion of the entire 60 km long cycle track backbone between Tuen Mun and Ma On Shan. In addition, CEDD commenced the construction of about 2.3 km long cycle track at Tsuen Wan waterfront in September 2018, of which 1.5 km long cycle track was opened to public in April 2021 and the remaining section is scheduled for

completion and opening in mid-2021, and also a 900 meters long cycle track extension alongside Sam Mun Tsai Road commenced works in November 2020 for completion in 2022. CEDD has also been promoting the safe usage of the NTCTN and cycling etiquette through various channels, such as distributing leaflets/banners and videos to raise cycle safety awareness; deploying bicycle ambassadors along the newly constructed cycle tracks to provide guidance and assistance to cyclists and pedestrians; and conducting cycling safety workshops and community engagement events etc. More details can be found in the project website ([www.ntctn.hk](http://www.ntctn.hk)). On the other hand, the Government has been introducing a GreenWay network of about 13 km in length running through promenades and open spaces in the Kai Tak Development (KTD). The GreenWay for shared use by pedestrians and cyclists in the KTD Area will be constructed in two phases. The first phase of 7.5 km is scheduled for completion in 2023, while the remaining 5.5 km will be open for use after 2025.

15. TD completed a study in 2017 on improvement of existing cycling facilities in nine new towns, recommending provision of more bicycle parking spaces and additional safety facilities at sharp bends, steep ramps and pedestrian crossings of the existing cycle tracks in order to enhance safety of cyclists and pedestrians.

16. To follow up on the study, TD, together with the Highways Department (HyD), have been implementing the improvement works in phases. The first batch of improvement works, which involved about 100 sites, was completed in mid-2018. The second batch of improvement works, which involved about 450 sites, commenced in February 2020 for completion by end 2021. As for the third batch of improvement works of about 160 sites which involve more extensive and complicated engineering works, TD will continue to liaise with HyD on the design and construction.

### ***EMD Matters***

17. TD has launched a website to promulgate EMD related matters. In particular, the message about using EMDs on roads may commit an offence under the Road Traffic Ordinance (Cap. 374), its subsidiary legislation and other

relevant legislation has been clearly disseminated to the public. On the other hand, the Government intends to bring the law up-to-date with a view to providing a proper regulatory framework for use of EMDs as well as embracing new technologies and innovations for personal mobility in short-distance commuting. TD is now evaluating the data obtained from the site trials in an attempt to gain better understanding of the operating experience of regulating the use of EMDs on cycle tracks and the effectiveness of certain safety requirements.

18. The Police made 285 arrests in relation to the illegal use of EMDs on roads in 2020. In the first three months in 2021, the number of arrests stood at 30.

19. TCU will continue to monitor and follow up with TD and the Police regarding complaints and suggestions about cycling and EMD matters.

### Complaints and Suggestions Received by TCU

<u>Nature of Complaint/Suggestion</u> <sup>(1)(2)</sup>	<u>Same quarter in 2020 (1.1.20-31.3.20)</u>			<u>Previous quarter (1.10.20-31.12.20)</u>			<u>Current quarter (1.1.21-31.3.21)</u>		
<b>I. Public Transport Services</b>									
(a) Adequacy of service	299	[26]		213	[22]		340	[95]	
(b) Standard of service	3 207	[4]		3 837	[8]		3 897	[13]	
(c) General	116	[7]		144	[2]		137	[2]	
	<b>3 622<sup>(3)</sup></b>	<b>[37]</b>	<b>(76%)</b>	<b>4 194</b>	<b>[32]</b>	<b>(63%)</b>	<b>4 374<sup>(3)</sup></b>	<b>[110]</b>	<b>(80%)</b>
<b>II. Traffic Conditions</b>									
(a) Traffic congestion	115	[3]		209			117		
(b) Traffic management	15	[5]		45	[11]		42	[8]	
(c) Additional traffic signs and aids	14	[5]		24	[8]		18	[7]	
(d) Parking facilities	4			10			11	[1]	
	<b>148</b>	<b>[13]</b>	<b>(3%)</b>	<b>288</b>	<b>[19]</b>	<b>(4%)</b>	<b>188</b>	<b>[16]</b>	<b>(3%)</b>
<b>III. Road Maintenance</b>									
(a) Road conditions	5			30			18	[1]	
(b) Traffic signs and aids	16			51			52	[1]	
(c) Carriageway markings	2			3			4		
	<b>23</b>		<b>(1%)</b>	<b>84</b>		<b>(1%)</b>	<b>74</b>	<b>[2]</b>	<b>(1%)</b>
<b>IV. Enforcement</b>									
(a) Illegal parking	790			1 450			583		
(b) Other enforcement matters	151	[1]		517			231		
	<b>941<sup>(3)</sup></b>	<b>[1]</b>	<b>(19%)</b>	<b>1 967<sup>(3)</sup></b>		<b>(30%)</b>	<b>814</b>		<b>(15%)</b>
<b>V. Miscellaneous</b>	<b>33</b>		<b>(1%)</b>	<b>99<sup>(3)</sup></b>		<b>(2%)</b>	<b>42</b>		<b>(1%)</b>
<b>Total</b>	<b>4 767<sup>(3)</sup></b>	<b>[51]</b>	<b>(100%)</b>	<b>6 632<sup>(3)</sup></b>	<b>[51]</b>	<b>(100%)</b>	<b>5 492<sup>(3)</sup></b>	<b>[128]</b>	<b>(100%)</b>

- 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.

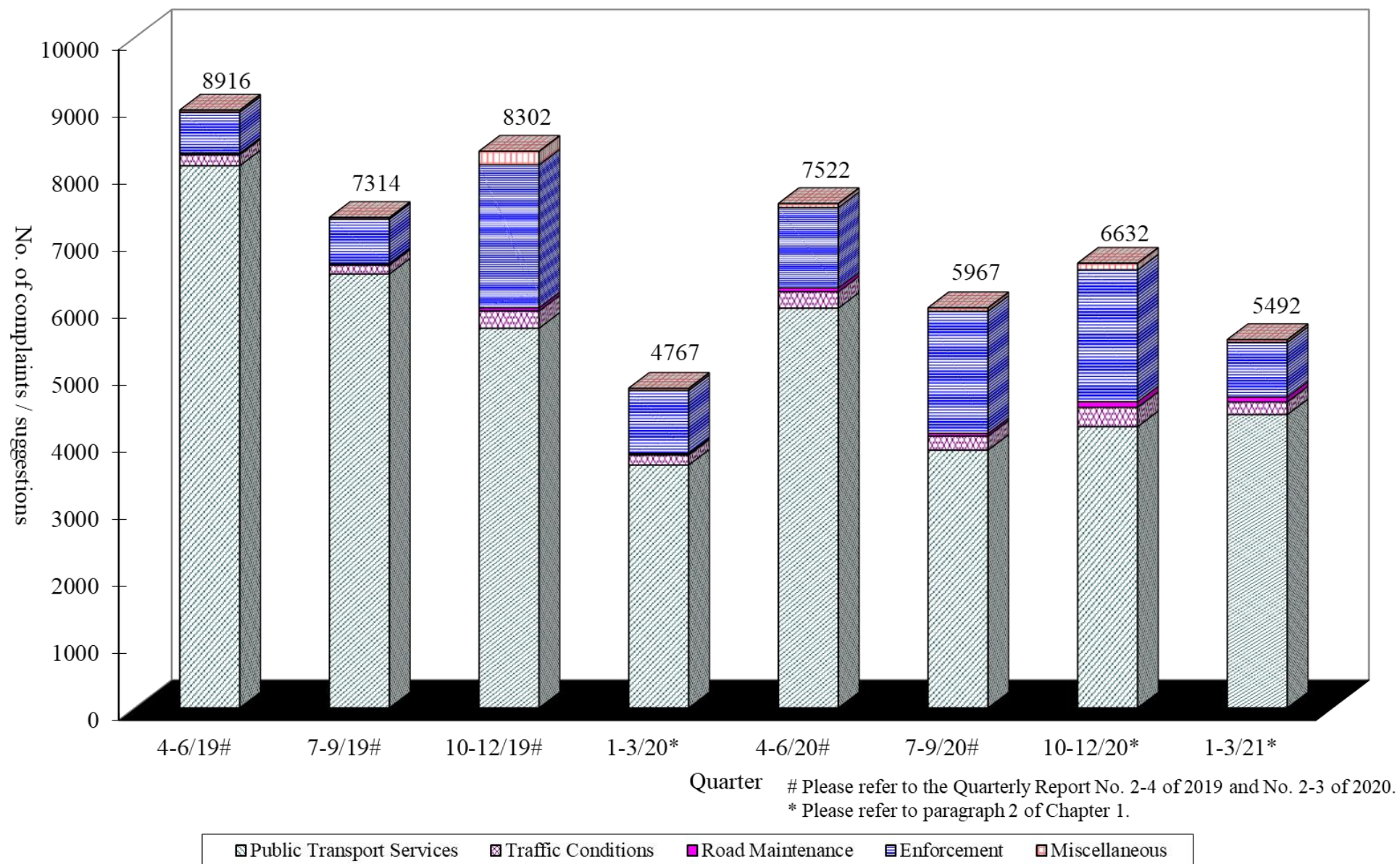


**Complaints and Suggestions Received by TCU<sup>(1)</sup>**

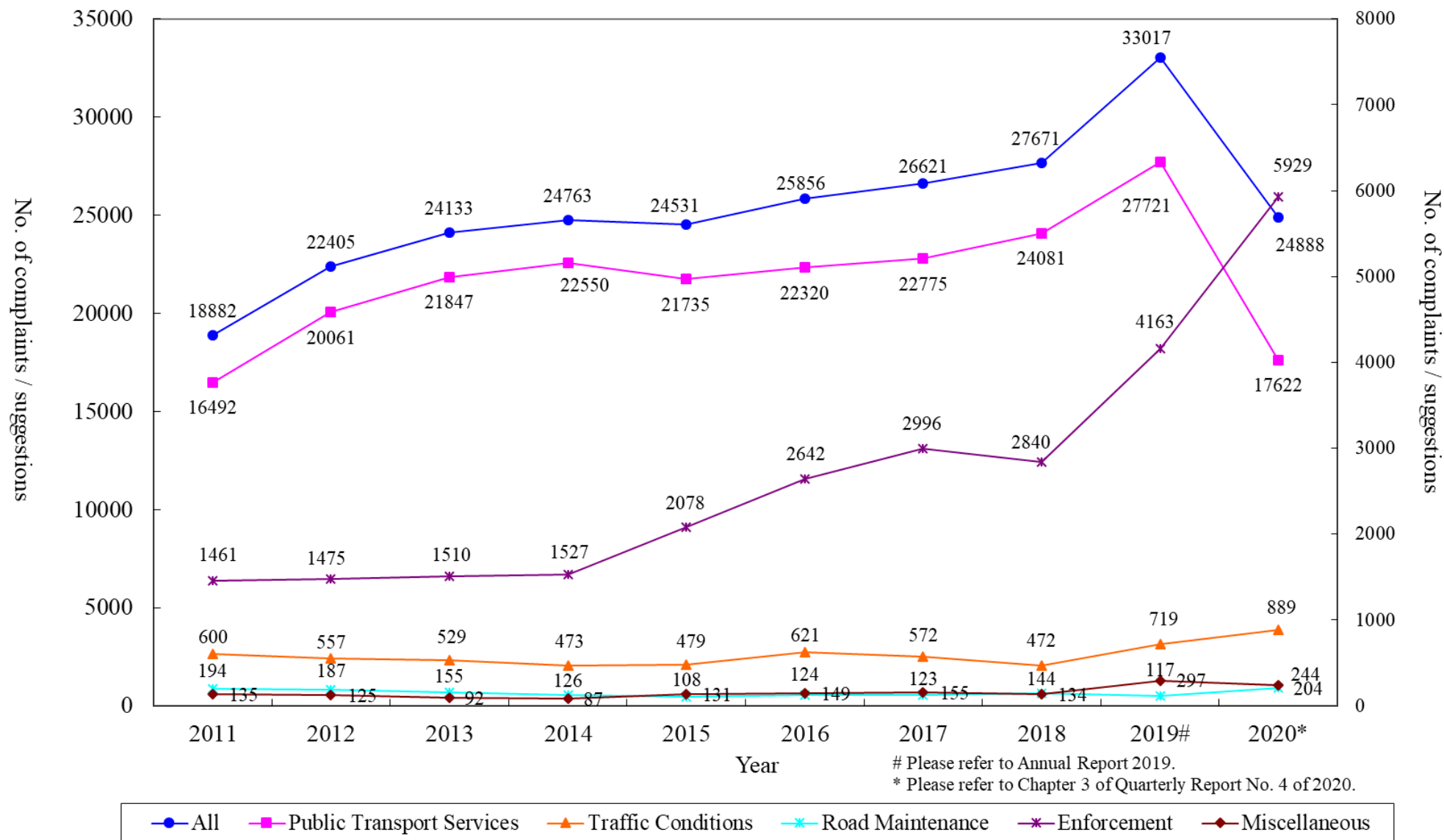
<b><u>Nature of Complaint/Suggestion<sup>(2)(3)</sup></u></b>	<b><u>Same quarter in 2020 (1.1.20-31.3.20)<sup>(6)</sup></u></b>			<b><u>Previous quarter (1.10.20-31.12.20)<sup>(9)</sup></u></b>			<b><u>Current quarter (1.1.21-31.3.21)<sup>(10)</sup></u></b>		
<b>I. Public Transport Services</b>									
(a) Adequacy of service	218	[26]		213	[22]		340	[95]	
(b) Standard of service	2 979	[4]		3 837	[8]		3 780	[13]	
(c) General	116	[7]		144	[2]		137	[2]	
	<b>3 313<sup>(4)</sup></b>	<b>[37]</b>	<b>(76%)</b>	<b>4 194</b>	<b>[32]</b>	<b>(73%)</b>	<b>4 257<sup>(10)</sup></b>	<b>[110]</b>	<b>(79%)</b>
<b>II. Traffic Conditions</b>									
(a) Traffic congestion	115	[3]		209			117		
(b) Traffic management	15	[5]		45	[11]		42	[8]	
(c) Additional traffic signs and aids	14	[5]		24	[8]		18	[7]	
(d) Parking facilities	4			10			11	[1]	
	<b>148</b>	<b>[13]</b>	<b>(3%)</b>	<b>288</b>	<b>[19]</b>	<b>(5%)</b>	<b>188</b>	<b>[16]</b>	<b>(4%)</b>
<b>III. Road Maintenance</b>									
(a) Road conditions	5			30			18	[1]	
(b) Traffic signs and aids	16			51			52	[1]	
(c) Carriageway markings	2			3			4		
	<b>23</b>		<b>(1%)</b>	<b>84</b>		<b>(2%)</b>	<b>74</b>	<b>[2]</b>	<b>(1%)</b>
<b>IV. Enforcement</b>									
(a) Illegal parking	679			795			583		
(b) Other enforcement matters	151	[1]		293			231		
	<b>830<sup>(5)</sup></b>	<b>[1]</b>	<b>(19%)</b>	<b>1 088<sup>(7)</sup></b>		<b>(19%)</b>	<b>814</b>		<b>(15%)</b>
<b>V. Miscellaneous</b>	<b>33</b>		<b>(1%)</b>	<b>57<sup>(8)</sup></b>		<b>(1%)</b>	<b>42</b>		<b>(1%)</b>
<b>Total</b>	<b>4 347<sup>(6)</sup></b>	<b>[51]</b>	<b>(100%)</b>	<b>5 711<sup>(9)</sup></b>	<b>[51]</b>	<b>(100%)</b>	<b>5 375<sup>(10)</sup></b>	<b>[128]</b>	<b>(100%)</b>

- Notes :**
- (1) The complaints received from individual complainants, who made more than 100 complaints in a quarter, were excluded. The figures concerned were given in relevant footnotes. 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) 309 complaints received from one complainant were excluded.
  - (5) 111 complaints received from one complainant were excluded.
  - (6) A total of 420 complaints received from two complainants were excluded.
  - (7) 879 complaints received from one complainant were excluded.
  - (8) 42 complaints received from one complainant were excluded.
  - (9) 921 complaints received from one complainant were excluded.
  - (10) 117 complaints received from one complainant were excluded.

## Complaints and Suggestions Received by TCU

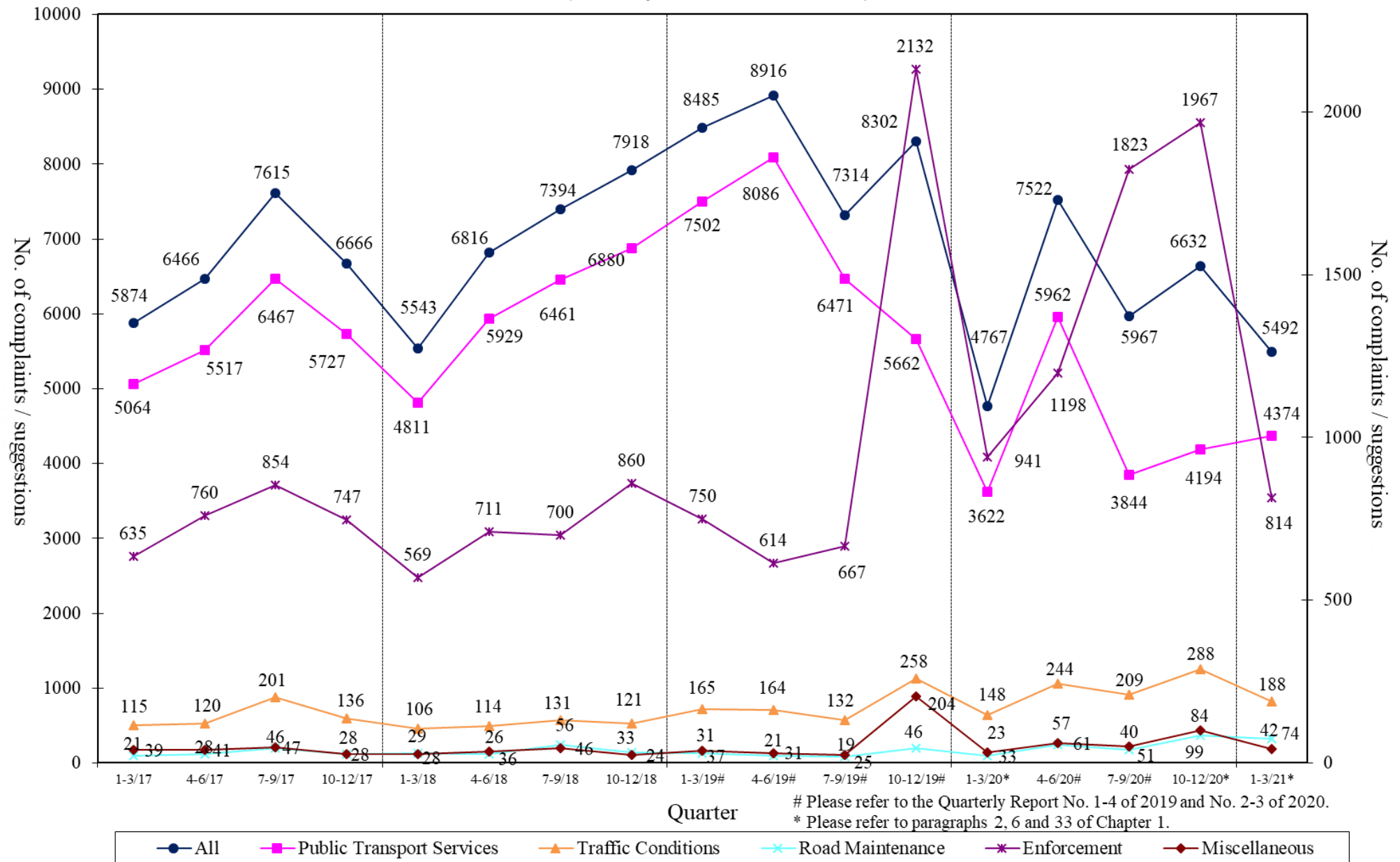


**Trends of Complaints and Suggestions Received by TCU  
(2011 - 2020)**



# **Trends of Complaints and Suggestions Received by TCU** (January 2017 - March 2021)

**Annex B(ii)**



**Summary of Results of Investigations into Complaints and Suggestions**  
**(January – March 2021)**

Outcome of Investigation  Nature of Complaint/ Suggestion	A1	A2	B	C	Total
<b>I. Public Transport Services</b>					
(a) Adequacy of service	13	141	-	-	154
(b) Standard of service	1 101	1 170	15	836	3 122
(c) General	51	72	-	2	125
	<b>1 165</b>	<b>1 383</b>	<b>15</b>	<b>838</b>	<b>3 401</b>
<b>II. Traffic Conditions</b>					
(a) Traffic congestion	52	58	-	1	111
(b) Traffic management	4	22	-	-	26
(c) Additional traffic signs/aids	7	14	-	-	21
(d) Parking facilities	1	9	-	-	10
	<b>64</b>	<b>103</b>	<b>-</b>	<b>1</b>	<b>168</b>
<b>III. Road Maintenance</b>					
(a) Road conditions	14	5	-	-	19
(b) Traffic signs and aids	30	8	-	-	38
(c) Carriageway markings	3	-	1	-	4
	<b>47</b>	<b>13</b>	<b>1</b>	<b>-</b>	<b>61</b>
<b>IV. Enforcement</b>					
(a) Illegal parking	561	188	-	3	752
(b) Other enforcement matters	38	161	1	108	308
	<b>599</b>	<b>349</b>	<b>1</b>	<b>111</b>	<b>1 060</b>
<b>V. Miscellaneous</b>	<b>43</b>	<b>29</b>	<b>-</b>	<b>-</b>	<b>72</b>
<b>Total</b>	<b>1 918</b> <b>(40%)</b>	<b>1 877</b> <b>(39%)</b>	<b>17</b> <b>(1%)</b>	<b>950</b> <b>(20%)</b>	<b>4 762</b> <b>(100%)</b>
	<b>3 795</b> <b>(79%)</b>				

**Legend**

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

**Summary of Results of Investigations into**  
**Complaints and Suggestions on Public Transport Services**  
**(January – March 2021)**

<div>Outcome of Investigation</div> <div>Mode of Transport</div>	A1	A2	B	C	Total
The Kowloon Motor Bus Company (1933) Limited	264	329	1	13	607
Citybus Limited (Franchise 1)	71	32	-	1	104
Citybus Limited (Franchise 2)	19	15	-	-	34
New World First Bus Services Limited	61	72	-	2	135
New Lantao Bus Company (1973) Limited	19	8	-	1	28
Long Win Bus Company Limited	20	31	-	1	52
Cross-harbour Bus Services	147	130	-	5	282
Non-franchised Bus Services	12	28	-	1	41
Green Minibus	414	281	1	13	709
Red Minibus	54	3	4	6	67
Taxi	27	390	6	792	1 215
MTR Corporation Limited (Excluding Light Rail)	30	43	2	3	78
MTR Corporation Limited (Light Rail)	5	6	-	-	11
The Hongkong Tramways Limited	17	9	1	-	27
Sun Ferry Services Company Limited	2	2	-	-	4
The “Star” Ferry Company Limited	1	-	-	-	1
Minor Ferries	2	4	-	-	6
Total	1 165 (34%)	1 383 (41%)	15 (1%)	838 (24%)	3 401 (100%)
	2 548 (75%)				

**Legend**

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

**Public Suggestions Taken on Board by**  
**Relevant Government Departments/Public Transport Operators**  
**(January – March 2021)**

**I. Public Transport Services**

- Add signages at a bus stop at Cheung Wing Road to facilitate passengers queuing.

**II. Traffic Management**

***Hong Kong Island***

- Extend 24-hour “No Stopping” restriction at Queen’s Road Central near HSBC Main Building to prevent vehicle obstruction.
- Add signalised pedestrian crossings at Johnston Road at its junction with Fleming Road to improve road safety.
- Replace an “Ahead Only” traffic sign by a “No Left Turn” traffic sign at Hennessy Road westbound at its junction with Percival Street to remind motorists.
- Impose 24-hour “No Stopping” restriction at Shipyard Lane southbound near King’s Road to prevent vehicle obstruction.

***Kowloon***

- Modify the mode of operation of traffic lights at Fung Mo Street at its junction with Heng Lam Street to facilitate pedestrians crossing the road.
- Add “Turn Left” and “Turn Right” road markings and a warning line at Carnarvon Road near Bristol Avenue to enhance road safety.
- Add “Pedestrian accident blackspot ahead” traffic signs at the junction of Nathan Road and Argyle Street to give warning to pedestrians.

- Increase the vehicular green time of a traffic light at Jat's Incline at its junction with Clear Water Bay Road during daytime to improve traffic flow.

### *New Territories*

- Increase the vehicular green time of a traffic light at Po Wan Road eastbound at its junction with Po Shek Wu Road during daytime to alleviate traffic congestion.
- Increase the vehicular green time of traffic lights along the section of Lung Mun Road westbound between River Trade Terminal Gate 2 and Lung Yiu Street from 10:00 a.m. to 4:00 p.m. to improve traffic flow.



## Complaints and Suggestions on Public Transport Services

(January – March 2021)

Mode Nature of Complaint/Suggestion	Vehicular Transport											Rail Transport			Waterborne Transport			Total/ Sub-total
	Franchised Buses							NFBS	GMB	RMB	Taxi	MTR (Non-LR)	MTR (LR)	HT	SFS	SF	MF	
	KMB	CTB1	CTB2	FB	NLB	LWB	XHT											
(A) Adequacy of Service																		
(1) Frequency/carrying capacity	56	29	3	25	-	3	18	2	47	-	-	14	1	-	-	-	1	199
(2) Routeing	47	8	4	9	3	8	19	4	5	-	-	1	-	-	-	-	-	108
(3) Hours of operation	6	3	-	1	-	-	3	1	1	-	-	-	2	-	-	-	-	17
(4) Provision of stops	9	1	-	-	-	-	1	1	4	-	-	-	-	-	-	-	-	16
Sub-total	118	41	7	35	3	11	41	8	57	-	-	15	3	-	-	-	1	340
(B) Standard of Service																		
(1) Regularity of service	335	175	12	222	3	10	107	6	189	-	-	3	-	-	1	-	5	1068
(2) Adherence to routing	3	1	-	-	2	1	4	2	25	-	270	-	-	-	-	-	-	308
(3) Improper driving behaviour	162	22	7	21	4	5	49	10	192	29	342	3	-	5	-	-	-	851
(4) Conduct & performance of staff (including drivers)	177	24	7	24	8	6	93	16	263	15	516	73	4	2	1	-	1	1230
(5) Overcharging	-	-	-	-	-	1	-	-	17	2	109 *	2	-	-	1	-	-	132
(6) Cleanliness	6	-	-	2	-	-	-	-	13	1	4	2	-	-	1	-	-	29
(7) Conditions of vehicles/vessels	9	2	1	1	4	-	5	2	11	-	7	11	3	1	-	-	1	58
(8) Passenger services & facilities	68	9	4	12	2	5	29	8	25	1	1	37	3	10	-	-	7	221
Sub-total	760	233	31	282	23	28	287	44	735	48	1249	131	10	18	4	-	14	3897
(C) General	23	3	1	3	1	2	10	4	25	9	52	2	1	1	-	-	-	137
Total this quarter	901	277	39	320	27	41	338	56	817	57	1301	148 <sup>#</sup>	14 <sup>#</sup>	19	4	-	15	4374
Grand-total	(1943)							(2231)				(181)			(19)			
Total previous quarter	802	131	38	170	35	55	370	48	868	77	1482	65	11	30	1	2	9	4194
Total same quarter in 2020	1225	76	36	66	23	89	234	20	586	63	1118	63	8	3	6	-	6	3622

## 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
SFS	Sun Ferry Services Company Limited
SF	The 'Star' Ferry Company Limited
MF	Minor Ferries

\* Including taximeter irregularities

# 77 complaints were against conduct and performance of MTR staff and 40 complaints were related to passenger services and facilities.

**Complaints and Suggestions on Franchised Buses Services<sup>(1)(2)</sup>**  
**(January – March 2021)**

**Legend**

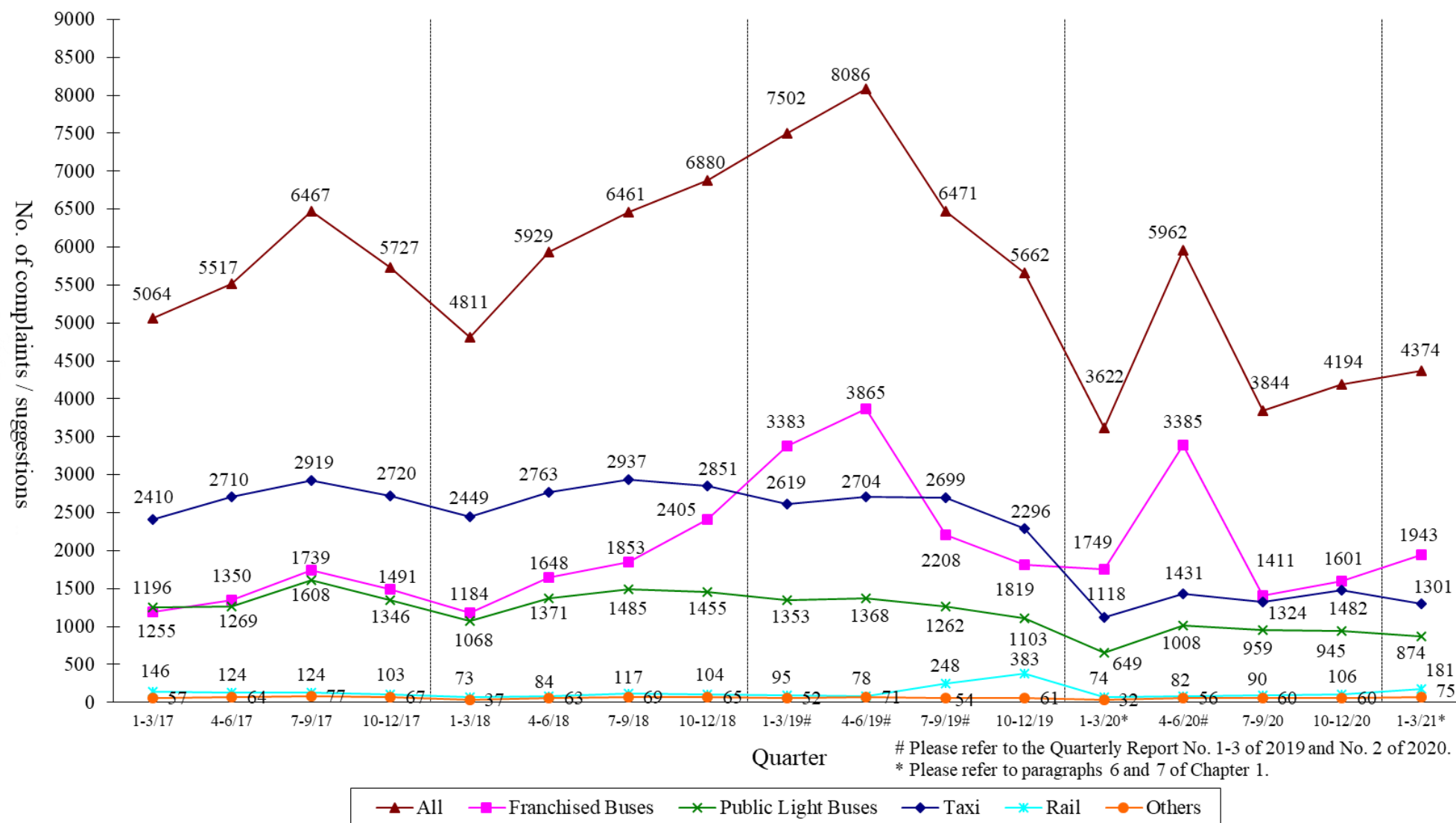
<b>KMB</b>	The Kowloon Motor Bus Company (1933) Limited
<b>CTB1</b>	Citybus Limited (Franchise 1)
<b>CTB2</b>	Citybus Limited (Franchise 2)
<b>FB</b>	New World First Bus Services Limited
<b>NLB</b>	New Lantau Bus Company (1973) Limited
<b>LWB</b>	Long Win Bus Company Limited
<b>XHT</b>	Cross-harbour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

Mode Nature of Complaint/Suggestion	Vehicular Transport							Total/ Sub-total
	Franchised Buses							
	KMB <sup>(1)(2)</sup>	CTB1	CTB2	FB	NLB	LWB	XHT <sup>(1)</sup>	
(A) <u>Adequacy of Service</u>								
(1) Frequency/carrying capacity	56	29	3	25	-	3	18	134
(2) Routeing	47	8	4	9	3	8	19	98
(3) Hours of operation	6	3	-	1	-	-	3	13
(4) Provision of stops	9	1	-	-	-	-	1	11
Sub-total	118	41	7	35	3	11	41	256
(B) <u>Standard of Service</u>								
(1) Regularity of service	222	175	12	222	3	10	103	747
(2) Adherence to routeing	3	1	-	-	2	1	4	11
(3) Improper driving behaviour	162	22	7	21	4	5	49	270
(4) Conduct & performance of staff (including drivers)	177	24	7	24	8	6	93	339
(5) Overcharging	-	-	-	-	-	1	-	1
(6) Cleanliness	6	-	-	2	-	-	-	8
(7) Conditions of vehicles	9	2	1	1	4	-	5	22
(8) Passenger services & facilities	68	9	4	12	2	5	29	129
Sub-total	647	233	31	282	23	28	283	1527
(C) <u>General</u>	23	3	1	3	1	2	10	43
Total this quarter	788	277	39	320	27	41	334	1826
Grand-total	(1826)							
Total previous quarter	802	131	38	170	35	55	370	1601
Total same quarter in 2020	916	76	36	66	23	89	234	1440

**Notes :** (1) 117 complaints (113 about KMB and 4 about XHT) received from one complainant during the quarter were excluded. Please see [Annex E\(i\)\(a\)](#) with these complaints included.

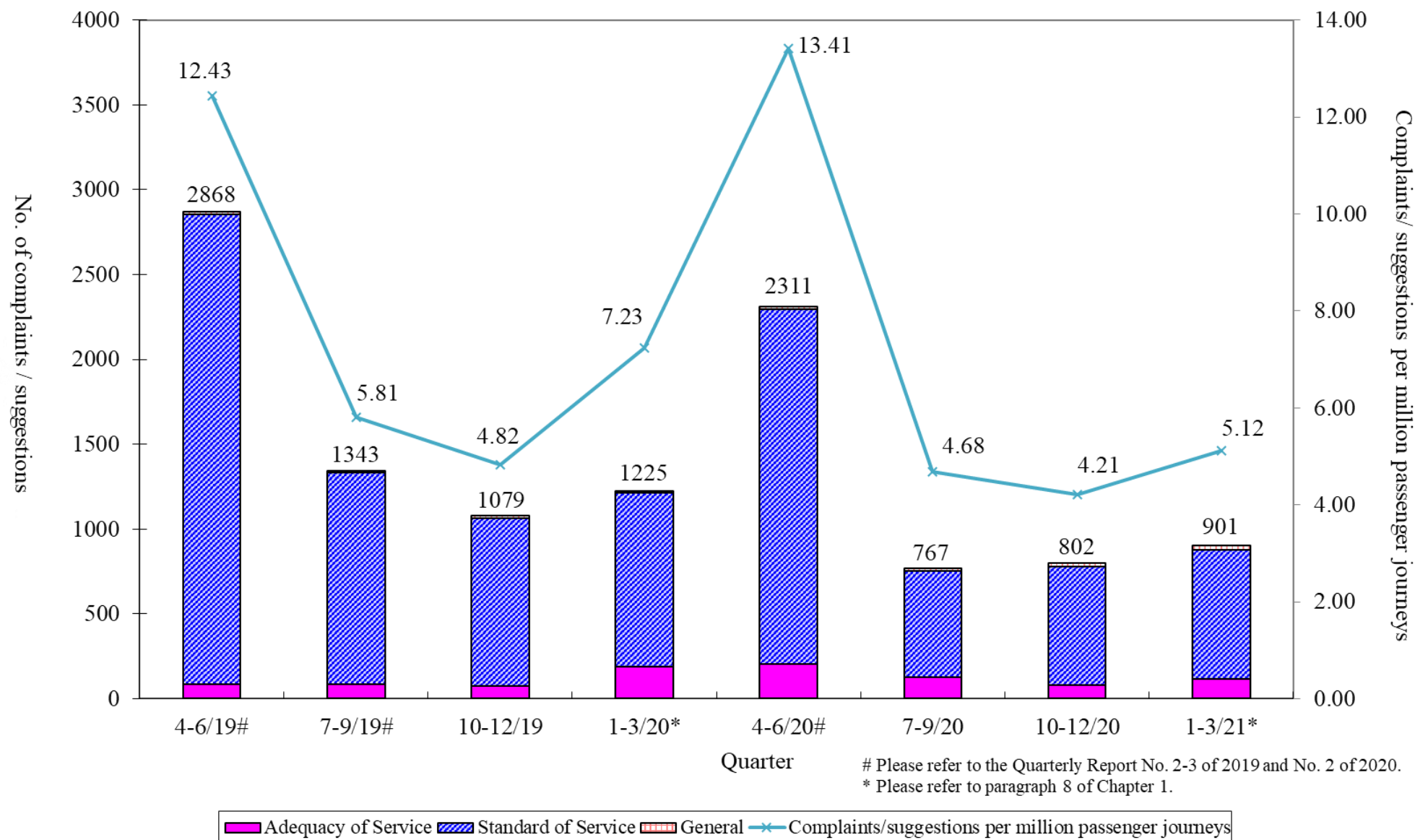
(2) 309 complaints about KMB received from one complainant in the same quarter in 2020 were excluded. Please see [Annex E\(i\)\(a\)](#) with these complaints included.

### Trends of Complaints and Suggestions on Public Transport Services (January 2017 - March 2021)

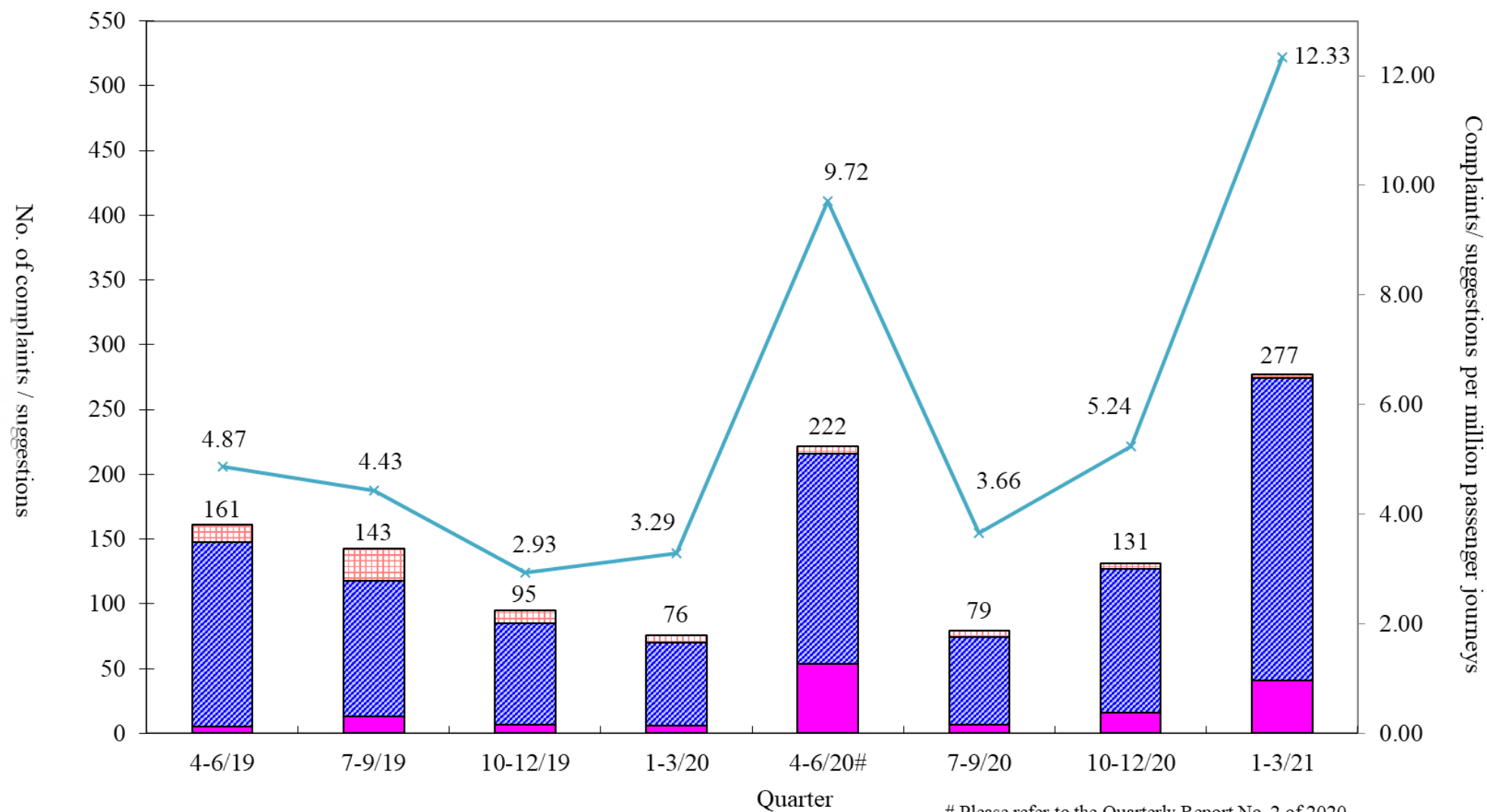


**Annex F(i)**

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

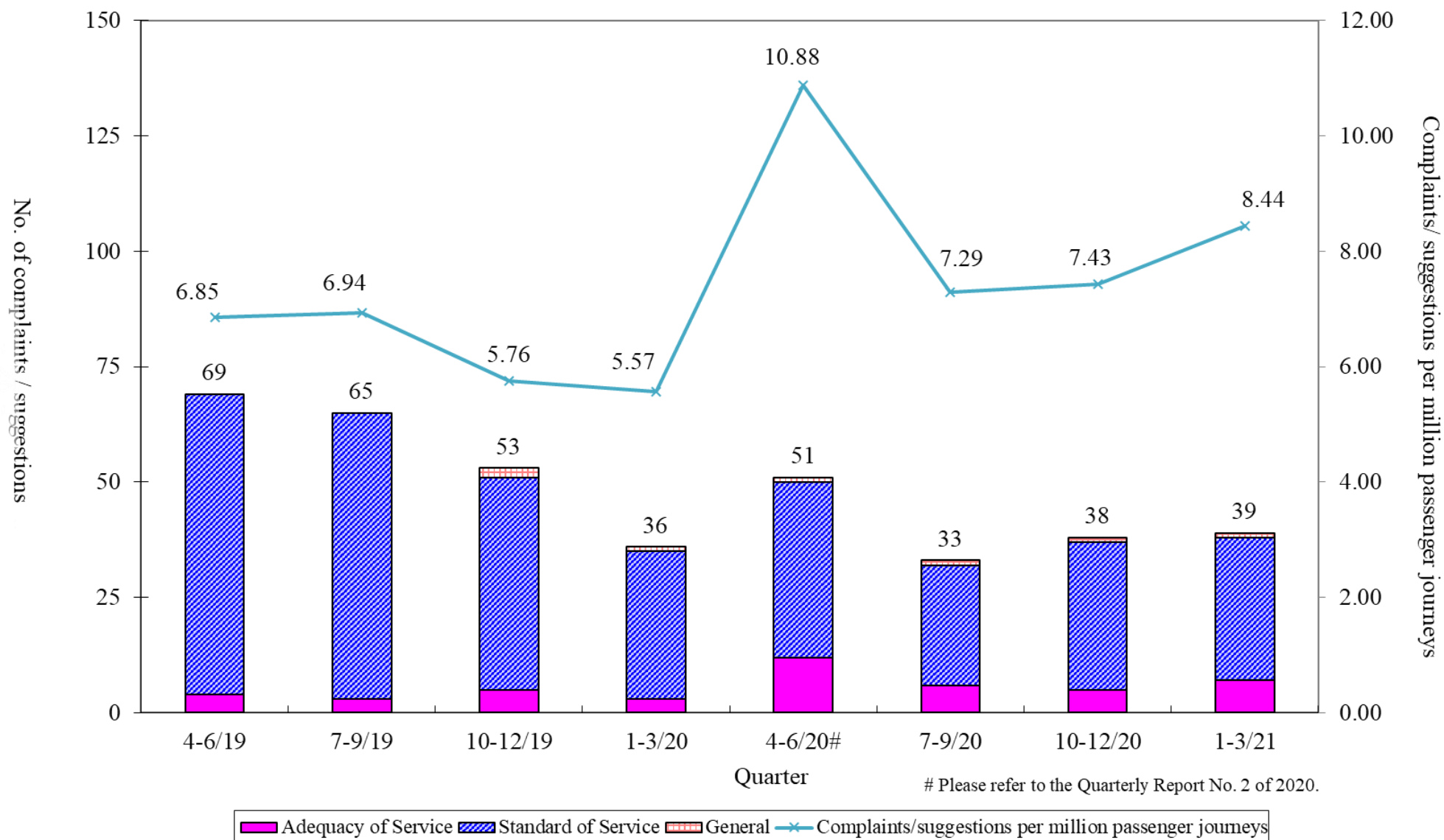


**Complaints and Suggestions on the Services of Citybus Limited (Franchise 1)  
in the Past Eight Quarters**

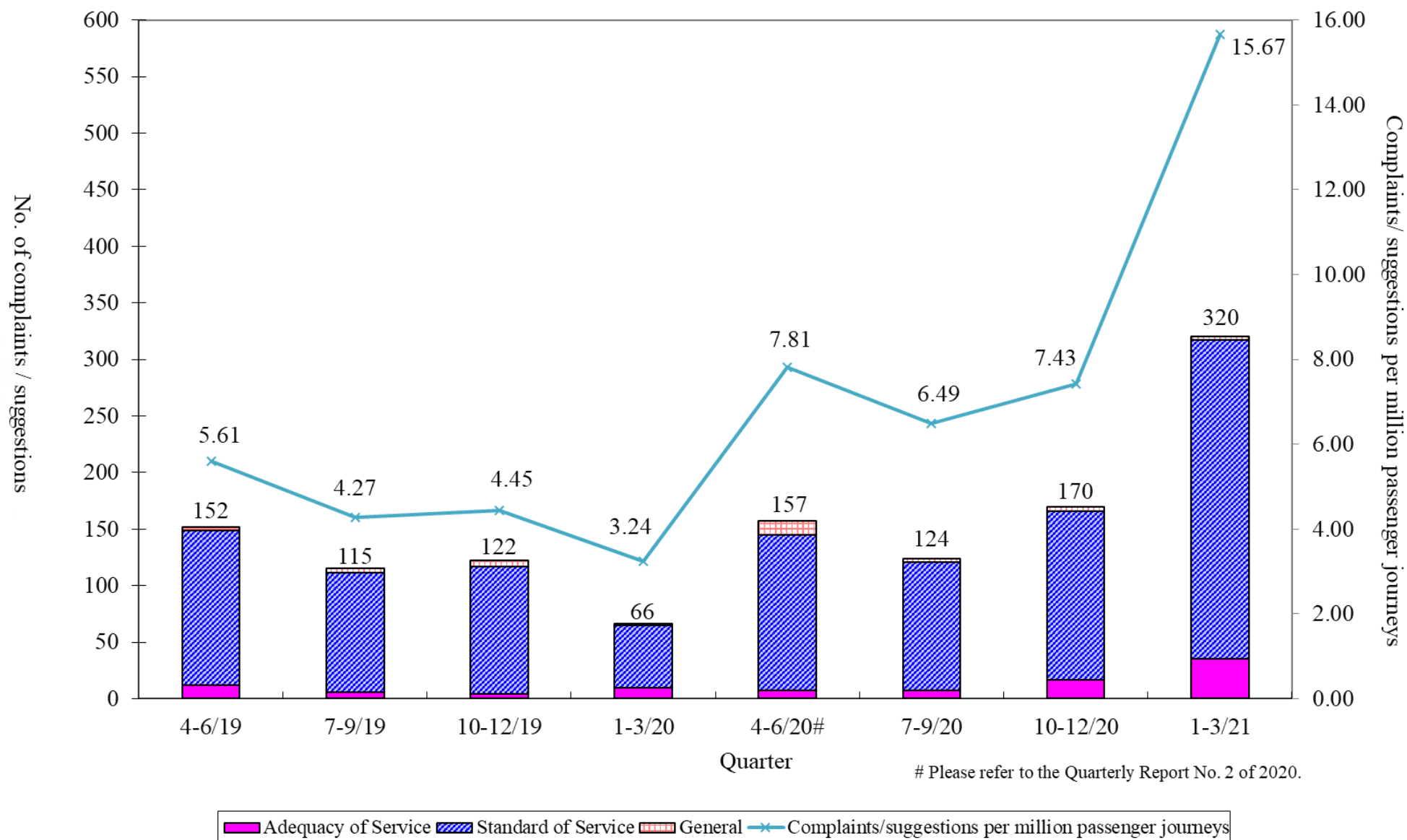


Adequacy of Service
  Standard of Service
  General
 
x
 Complaints/suggestions per million passenger journeys

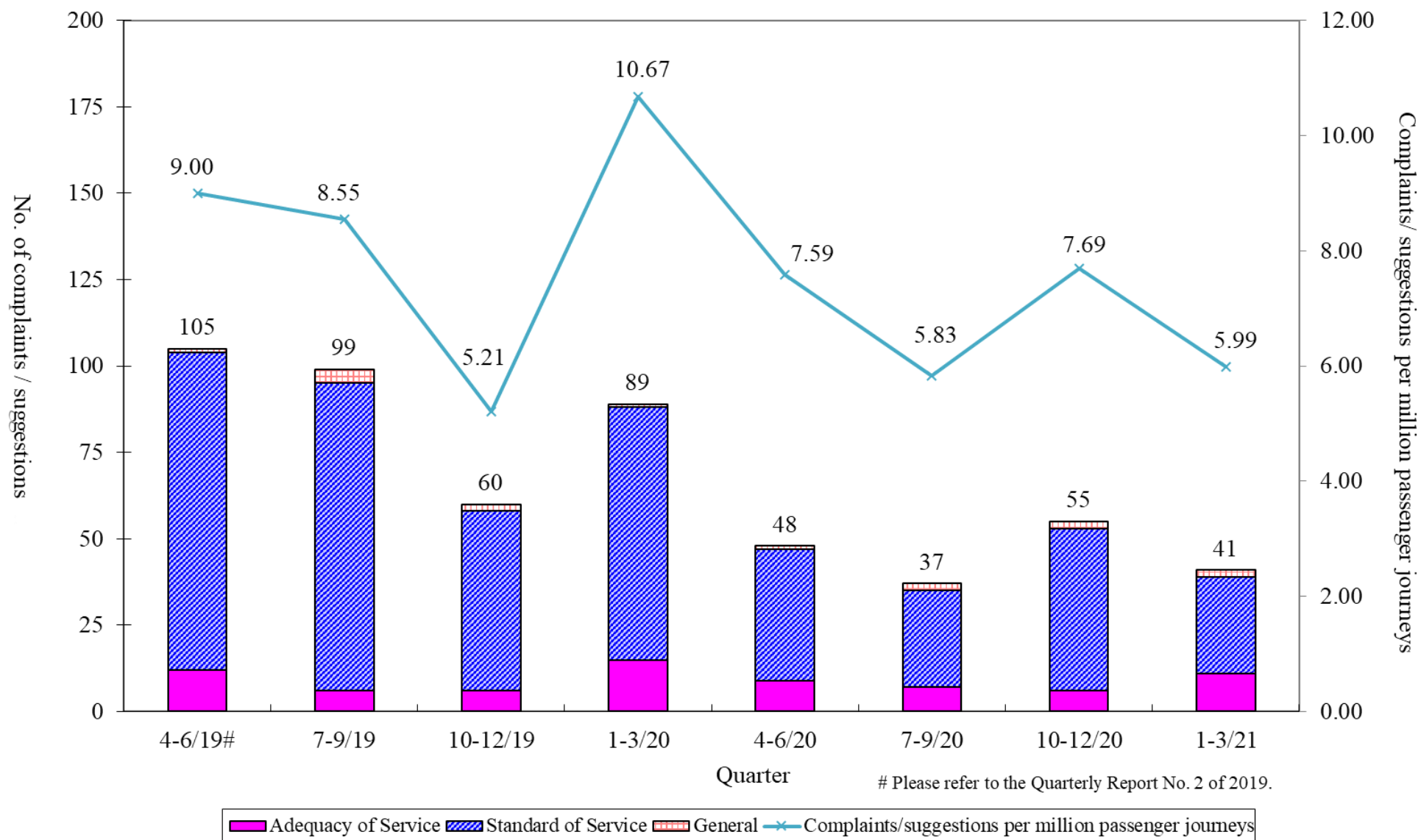
### Complaints and Suggestions on the Services of Citybus Limited (Franchise 2) in the Past Eight Quarters



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

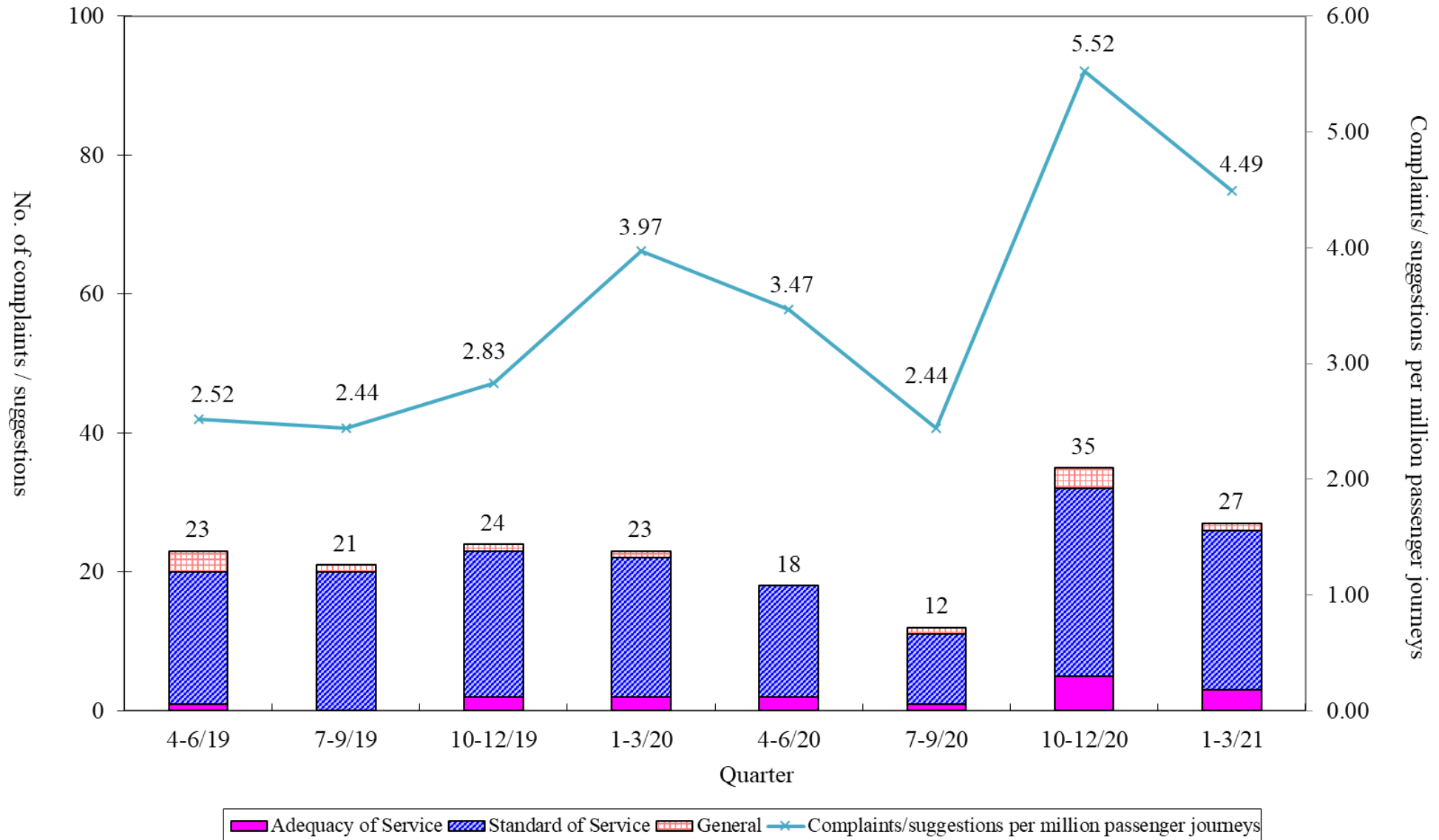


**Complaints and Suggestions on the Services of Long Win Bus Company Limited  
in the Past Eight Quarters**

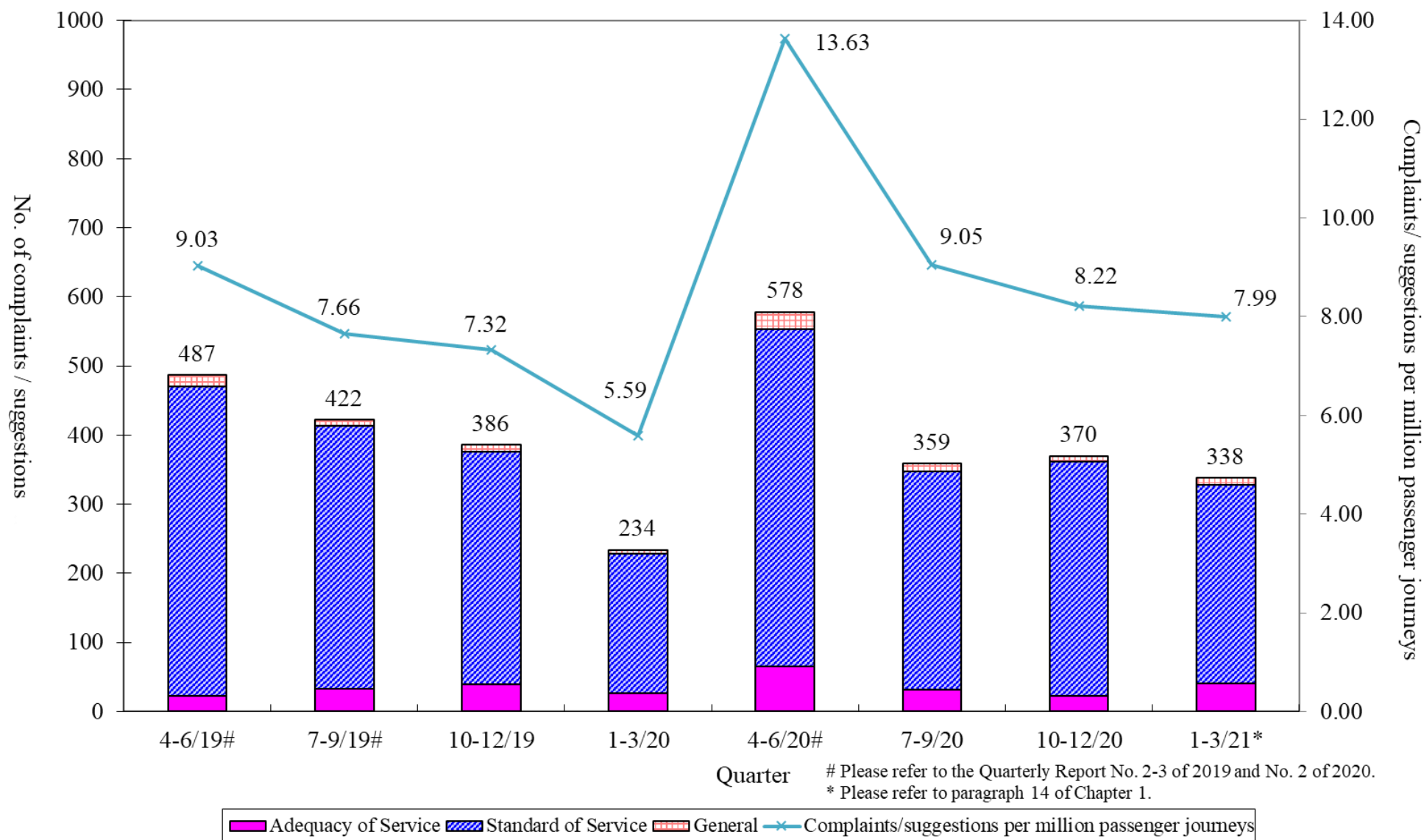




**Complaints and Suggestions on the Services of New Lantao Bus Company (1973) Limited  
in the Past Eight Quarters**



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



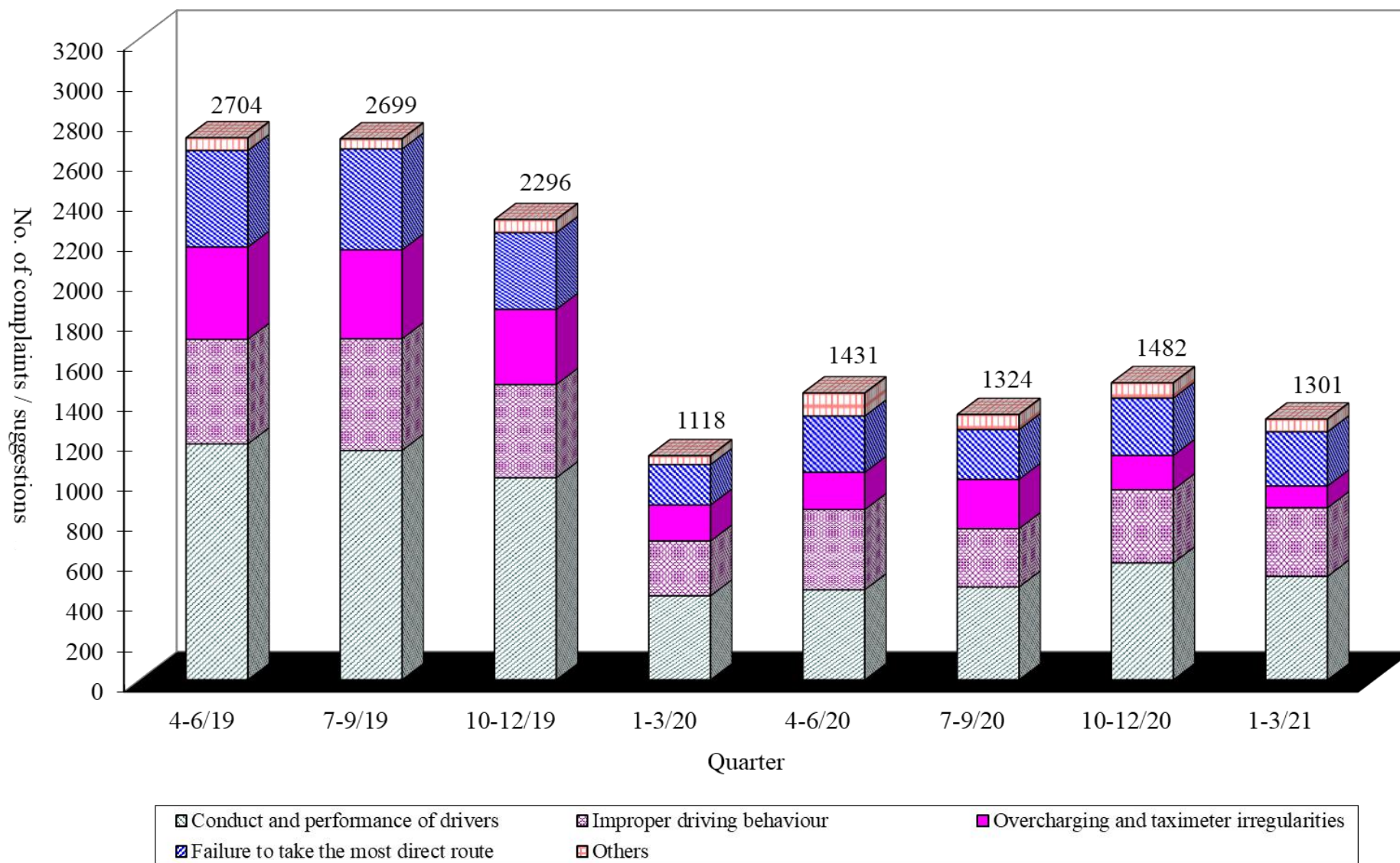
**Breakdown of Complaints and Suggestions on Franchised Bus Services**  
**(January – March 2021)**

<b><u>Bus Company</u></b>	<b><u>Number of complaints/ suggestions<sup>(2)</sup></u></b>	<b><u>Number of complaints/ suggestions per million passenger journeys<sup>(2)</sup></u></b>
The Kowloon Motor Bus Company (1933) Limited (KMB)	901 (788)	5.12 (4.47)
Citybus Limited (Franchise 1) (CTB1)	277	12.33
Citybus Limited (Franchise 2) (CTB2)	39	8.44
New World First Bus Services Limited (NWFB)	320	15.67
New Lantao Bus Company (1973) Limited	27	4.49
Long Win Bus Company Limited	41	5.99
Cross-harbour Bus Services <sup>(1)</sup>	338 (334)	7.99 (7.89)
<b>Total</b>	<b>1 943 (1 826)</b>	<b>6.97 (6.55)</b>

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, CTB1, and NWFB.

(2) 117 complaints (113 about KMB and 4 about cross-harbour bus services) were received from one complainant. The figures not including these cases are in brackets.

### Complaints and Suggestions on Taxi Services in the Past Eight Quarters



**Breakdown of Complaints and Suggestions on Taxi Services**

<b><u>Nature of Complaint/Suggestion</u></b>	<b><u>Same quarter in 2020 (1.1.20-31.3.20)</u></b>	<b><u>Previous quarter (1.10.20-31.12.20)</u></b>	<b><u>Current quarter (1.1.21-31.3.21)</u></b>
<b>(a) Conduct and performance of drivers</b>			
(i) Behaving other than in a civil & orderly manner	171	281	216
(ii) Refusing hire	200	232	239
(iii) Soliciting passengers	2	5	2
(iv) Refusing to drive to destination	38	50	45
(v) Failure to display driver identity plate	7	13	11
(vi) Failure to display driver identity plate properly	1	2	3
Sub-total	419	583	516
(b) Improper driving behaviour	273	365	342
(c) Overcharging	154	138	82
(d) Taximeter irregularities	26	33	27
(e) Failure to take the most direct route	202	286	270
(f) Others*	44	77	64
<b>Total</b>	<b>1 118</b>	<b>1 482</b>	<b>1 301</b>

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

**Complaints and Suggestions on Traffic and Road Conditions**  
**(January – March 2021)**

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	7	6	5	6	8	4	4	9	11	2	6	21	7	9	5	3	1	3	-	117
(b) Traffic management	2	4	-	3	7	-	1	1	1	-	1	10	1	5	2	2	1	1	-	42
(c) Additional traffic signs and aids	-	2	1	-	-	2	1	1	-	1	1	-	3	-	-	2	2	1	1	18
(d) Parking facilities	-	-	1	-	-	2	1	-	-	-	-	2	1	-	-	-	-	1	3	11
Sub-total	9	12	7	9	15	8	7	11	12	3	8	33	12	14	7	7	4	6	4	188
<u>Road Maintenance</u>																				
(a) Road conditions	-	-	1	-	3	-	2	1	3	-	-	1	-	-	-	2	1	-	4	18
(b) Traffic signs & aids	1	7	16	-	6	1	-	3	9	-	-	2	4	-	1	1	-	1	-	52
(c) Carriageway markings	1	-	-	-	-	-	1	-	-	-	-	-	2	-	-	-	-	-	-	4
Sub-total	2	7	17	-	9	1	3	4	12	-	-	3	6	-	1	3	1	1	4	74
<u>Enforcement</u>																				
(a) Illegal parking	35	26	27	10	34	10	47	67	37	17	30	82	44	37	20	29	25	4	2	583
(b) Other enforcement matters	12	10	14	6	12	9	18	14	18	4	13	18	26	11	11	10	17	4	4	231
Sub-total	47	36	41	16	46	19	65	81	55	21	43	100	70	48	31	39	42	8	6	814
Total	58	55	65	25	70	28	75	96	79	24	51	136	88	62	39	49	47	15	14	1076

**Complaints and Suggestions about Improper Cycling Behaviour**

<b><u>Nature of Complaint</u></b>	<b>2019</b>	<b>2020</b>	<b><u>2019 Jan - Mar</u></b>	<b><u>2020 Jan - Mar</u></b>	<b><u>2021 Jan - Mar</u></b>
(a) Cycling on pavements/ pedestrian flyovers/ subways	6	20	2	1	7
(b) Disobeying traffic signs/regulations	7	9	3	1	3
(c) Others (e.g. illegal parking, parking facilities, traffic management)	6	7	2	-	4
<b>Total</b>	<b>19</b>	<b>36</b>	<b>7</b>	<b>2</b>	<b>14</b>

**Complaints about Improper Cycling Behaviour during 2019 – 2020****District**

		<b><u>2019</u></b>	<b><u>2020</u></b>
Hong Kong	- Eastern	-	1
	- Wan Chai	1	2
	- Central & Western	-	-
	- Southern	3	1
Kowloon	- Kwun Tong	-	2
	- Wong Tai Sin	-	-
	- Kowloon City	1	-
	- Sham Shui Po	-	1
	- Yau Tsim Mong	2	4
New Territories	- North	1	1
	- Tai Po	-	7
	- Sha Tin	2	2
	- Yuen Long	2	3
	- Tuen Mun	-	4
	- Tsuen Wan	-	-
	- Kwai Tsing	-	1
	- Sai Kung	5	5
	- Islands	1	-
General		1	2
<b>Total</b>		<b>19</b>	<b>36 (+89.5%)</b>



**Complaints and Suggestions about Cycling Matters  
other than Improper Cycling Behaviour**

<b><u>Nature of Complaint</u></b>	<b>2019</b>	<b>2020</b>	<b><u>2019 Jan - Mar</u></b>	<b><u>2020 Jan - Mar</u></b>	<b><u>2021 Jan - Mar</u></b>
(a) Other road users endangering cyclists	15	25	6	3	6
(b) Public transport services refuse boarding of bicycles	4	2	-	-	2
(c) Miscellaneous (e.g. traffic aids for cyclists)	6	8	1	2	3
<b>Total</b>	<b>25</b>	<b>35</b>	<b>7</b>	<b>5</b>	<b>11</b>

**Complaints and Suggestions about EMD Matters**

<b><u>Nature of Complaint</u></b>	<b>2019</b>	<b>2020</b>	<b><u>2019 Jan - Mar</u></b>	<b><u>2020 Jan - Mar</u></b>	<b><u>2021 Jan - Mar</u></b>
(a) Endangering other road users	3	24	2	-	1
(b) Illegal use of EMDs	2	14	1	-	2
(c) Inconsiderate acts of public transport drivers towards electric wheelchair users	2	4	1	2	-
(d) Miscellaneous (e.g. illegal parking)	2	-	1	-	1
<b>Total</b>	<b>9</b>	<b>42</b>	<b>5</b>	<b>2</b>	<b>4</b>

**Complaints about EMDs during 2019 – 2020****District**

		<b><u>2019</u></b>	<b><u>2020</u></b>
Hong Kong	- Eastern	-	-
	- Wan Chai	-	-
	- Central & Western	-	-
	- Southern	-	-
Kowloon	- Kwun Tong	1	6
	- Wong Tai Sin	-	1
	- Kowloon City	-	-
	- Sham Shui Po	-	-
	- Yau Tsim Mong	1	-
New Territories	- North	-	1
	- Tai Po	-	2
	- Sha Tin	-	2
	- Yuen Long	2	-
	- Tuen Mun	-	2
	- Tsuen Wan	-	1
	- Kwai Tsing	3	1
	- Sai Kung	-	24
	- Islands	1	2
General		1	-
<b>Total</b>		<b>9</b>	<b>42 (+366.7%)</b>

**The Statistics on Traffic Accidents Involving Bicycles  
and Cyclist Casualties Since 2019**

**No. of Accidents involving Bicycles by Severity**

<b>Severity of Accident</b>	<b>2019</b>	<b>2020</b>	<b>Change</b>	<b>2020 Jan - Mar</b>	<b>2021 Jan - Mar*</b>	<b>Change</b>
Fatal	8	17	+9 (+112.5%)	6	3	-3 (-50.0%)
Serious	183	457	+274 (+149.7%)	51	151	+100 (+196.1%)
Slight	1 547	2 263	+716 (+46.3%)	427	636	+209 (+48.9%)
<b>Total</b>	<b>1 738</b>	<b>2 737</b>	<b>+999 (+57.5%)</b>	<b>484</b>	<b>790</b>	<b>+306 (+63.2%)</b>

\* Provisional figures

**No. of Cyclist Casualties by Degree of Injury**

<b>Degree of Injury</b>	<b>2019</b>	<b>2020</b>	<b>Change</b>	<b>2020 Jan - Mar</b>	<b>2021 Jan - Mar*</b>	<b>Change</b>
Killed	7	16	+9 (+128.6%)	5	3	-2 (-40.0%)
Seriously injured	160	430	+270 (+168.8%)	48	145	+97 (+202.1%)
Slightly injured	1 458	2 177	+719 (+49.3%)	412	620	+208 (+50.5%)
<b>Total</b>	<b>1 625</b>	<b>2 623</b>	<b>+998 (+61.4%)</b>	<b>465</b>	<b>768</b>	<b>+303 (+65.2%)</b>

\* Provisional figures

**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.tcu.gov.hk**, through which the public may send their suggestions or complaints to the Unit.