

QUARTERLY REPORT No. 2 of 2021

by the

TRANSPORT COMPLAINTS UNIT

of the

TRANSPORT ADVISORY COMMITTEE

for the period

1 April 2021 – 30 June 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

E-mail : info@tcu.gov.hk

CONTENTS

Chapter	Page
1 Major Areas of Complaints and Suggestions	3-11
2 Major Events and Noteworthy Cases	12-16
3 Feature Article	17-23

LIST OF ANNEXES

Annex		
A	Complaints and Suggestions Received by TCU	24-25
B	Trends of Complaints and Suggestions Received by TCU	26-27
C	Summary of Results of Investigations into Complaints and Suggestions	28-29
D	Public Suggestions Taken on Board by Relevant Government Departments/Public Transport Operator	30-31
E	Complaints and Suggestions on Public Transport Services	32-33
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	34-41
G	Complaints and Suggestions on Taxi Services in the Past Eight Quarters	42
H	Breakdown of Complaints and Suggestions on Taxi Services	43
I	Complaints and Suggestions on Traffic and Road Conditions	44
J	Complaints and Suggestions about Vehicle Obstruction	45-48
K	How to Make Suggestions and Complaints to the Transport Complaints Unit	49

Chapter 1 Major Areas of Complaints and Suggestions¹

This is the second quarterly report for 2021 covering the period from 1 April to 30 June 2021.

Yearly and Quarterly Trends

2. During the quarter, the Transport Complaints Unit (TCU) received 8 268² complaints and suggestions, including 272³ pure suggestions. About 77% (6 359) of the cases were received through TCU Complaint/Suggestion Webform and email, 22% (1 883) through telephone, and the remaining cases in the form of fax or letter. The number of cases represents an increase of 50.5%² as compared with 5 492⁴ cases in the previous quarter and an increase of 9.9%² as compared with 7 522⁵ 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 7 182 cases (including some outstanding cases from previous quarters) were completed. Of these, 5 911 cases (82%) were found to be substantiated, 23 cases (1%) unsubstantiated,

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

² The number of complaints represents an increase of 53.8% when compared with 5 375 cases (see footnote 4) in the previous quarter and an increase of 33.5% when compared with 6 191 cases (see footnote 5) in the same quarter in 2020.

³ Among the 272 pure suggestions, 188 pure suggestions about public transport routeing were received from a member of the public. The number of pure suggestions not including these cases is 84.

⁴ 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.

⁵ Among the 7 522 complaints and suggestions, a total of 1 331 complaints were received from two complainants. The number of complaints not including these cases is 6 191.

and the remaining 1 248 cases (17%) 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 April to June 2021, the Police reported the latest developments on 472⁶ cases previously referred to them. Among these cases, 66⁶ 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 6 732⁷ cases, representing an increase of 53.9%⁷ as compared with 4 374⁸ cases in the previous quarter and an increase of 12.9%⁷ as compared with 5 962⁹ 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).

⁶ The figures include the taxi cases in paragraph 22.

⁷ The number of complaints represents an increase of 58.1% when compared with 4 257 cases (see footnote 8) in the previous quarter and an increase of 45.4% when compared with 4 631 cases (see footnote 9) in the same quarter in 2020.

⁸ 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.

⁹ Among the 5 962 complaints and suggestions, a total of 1 331 complaints were received from two complainants. The number of complaints not including these cases is 4 631.

Franchised Bus Services

7. A total of 2 870¹⁰ complaints and suggestions on franchised bus services were received during the quarter, representing an increase of 47.7%¹⁰ as compared with 1 943¹¹ cases in the previous quarter and a decrease of 15.2%¹⁰ as compared with 3 385¹² cases in the same quarter in 2020.

8. There were 1 232 cases on the services of The Kowloon Motor Bus Company (1933) Limited (KMB), as compared with 901¹³ cases in the previous quarter and 2 311¹⁴ cases in the same quarter in 2020. Among the 1 232 cases, 174 (or 14.1%) were about the adequacy of service and 1 028 (or 83.4%) were about the standard of service.

9. There were 279 cases on the services of the Citybus Limited (Franchise for Hong Kong Island and Cross-Harbour Bus Network) (CTB (Franchise 1)), as compared with 277 cases in the previous quarter and 222¹⁵ cases in the same quarter in 2020. Among the 279 cases, 57 (or 20.4%) were about the adequacy of service while 213 (or 76.3%) were about the standard of service.

10. There were 46 cases on the services of the Citybus Limited (Franchise for Airport and North Lantau Bus Network) (CTB (Franchise 2)), as compared with 39 cases in the previous quarter and 51¹⁶ cases in the same quarter in 2020. Among the 46 cases, six (or 13.0%) were about the adequacy of service while 40 (or 87.0%) were about the standard of service.

¹⁰ The number of complaints represents an increase of 57.2% when compared with 1 826 cases (see footnote 11) in the previous quarter and an increase of 39.7% when compared with 2 054 cases (see footnote 12) in the same quarter in 2020.

¹¹ 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.

¹² Among the 3 385 complaints and suggestions, a total of 1 331 complaints were received from two complainants. The number of complaints not including these cases is 2 054.

¹³ Among the 901 complaints and suggestions, 113 complaints were received from one complainant. The number of complaints not including these cases is 788.

¹⁴ Among the 2 311 complaints and suggestions, 1 127 complaints were received from one complainant. The number of complaints not including these cases is 1 184.

¹⁵ Among the 222 complaints and suggestions, 125 complaints were received from one complainant. The number of complaints not including these cases is 97.

¹⁶ Among the 51 complaints and suggestions, nine complaints were received from one complainant. The number of complaints not including these cases is 42.

11. There were 652 cases on the services of the New World First Bus Services Limited (NWFB), as compared with 320 cases in the previous quarter and 157¹⁷ cases in the same quarter in 2020. Of the 652 cases, 64 (or 9.8%) were about the adequacy of service and 585 (or 89.7%) were about the standard of service.

12. There were 114 cases on the services of the Long Win Bus Company Limited (LWB), as compared with 41 cases in the previous quarter and 48 cases in the same quarter in 2020. Of the 114 cases, 66 (or 57.9%) were about the adequacy of service and 45 (or 39.5%) 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 27 cases in the previous quarter and 18 cases in the same quarter in 2020. Of the 27 cases, one (or 3.7%) were about the adequacy of service and 25 (or 92.6%) were about the standard of service.

14. There were 520 cases on the cross-harbour bus services¹⁸, as compared with 338¹⁹ cases in the previous quarter and 578²⁰ cases in the same quarter in 2020. Of the 520 cases, 86 (or 16.5%) were about the adequacy of service and 420 (or 80.8%) 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.

¹⁷ Among the 157 complaints and suggestions, four complaints were received from one complainant. The number of complaints not including these cases is 153.

¹⁸ 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.

¹⁹ Among the 338 complaints and suggestions, four complaints were received from one complainant. The number of complaints not including these cases is 334.

²⁰ Among the 578 complaints and suggestions, 66 complaints were received from two complainants. The number of complaints not including these cases is 512.

Non-Franchised Bus Services

16. There were 80 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 56 and 31 respectively.

Public Light Bus Services

17. A total of 1 491 complaints and suggestions on public light bus (PLB) services were received in this quarter, representing an increase of 70.6% as compared with 874 cases in the previous quarter and an increase of 47.9% as compared with 1 008 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, 92.8% or 1 383 cases were on green minibus (GMB) services, representing an increase of 69.3% as compared with 817 cases in the previous quarter and an increase of 50.5% as compared with 919 cases in the same quarter in 2020. Among the 1 383 cases, 121 (or 8.7%) were about the adequacy of service and 1 233 (or 89.2%) were about the standard of service.

19. The remaining 7.2% or 108 cases were on the services provided by red minibuses (RMB), representing an increase of 89.5% as compared with 57 cases in the previous quarter and an increase of 21.3% as compared with 89 cases in the same quarter in 2020.

Taxi Services

20. A total of 2 087 cases on taxi services were received in this quarter, representing an increase of 60.4% as compared with the previous quarter and an increase of 45.8% 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 2 087 cases received, 2 028 (97.2%) were related to taxi driver malpractice, as compared with 1 237 such cases (95.1%) in the previous quarter. Complaints about driver malpractice included drivers behaving other than in a civil and orderly manner, refusing hire, improper driving behaviour, overcharging, taximeter irregularities and failure to take the most direct and practicable route, etc. A detailed breakdown of the nature of complaints and suggestions on taxi services is at Annex H. Reports on taxi driver malpractice were referred to the Police for further investigation if the complainants agreed to be witnesses. During the quarter, a total of 388 such cases (19.1%) were referred to the Police.

22. During the quarter, the Police reported the latest developments on 267 cases previously referred to them. These cases are categorised as follows –

	<u>No. of Cases</u>		<u>Percentage</u>	
(a) Summonsed	24	(26)	9	(14)
(b) Withdrawn by complainants	184	(126)	69	(67)
(c) Evidence considered insufficient by the Police for further processing	59	(36)	22	(19)
	<u>267 (188)</u>		<u>100 (100)</u>	

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

It is noted that 91% of these cases could not be further pursued because of withdrawal by complainants or insufficient evidence.

23. Among the 26 summonsed cases in the previous quarter, 18 taxi drivers were convicted of traffic offences by the court²¹. One taxi driver was fined \$800 for overcharging. Three taxi drivers were fined from \$300 to \$500 for failing to display taxi driver identity plate. While one taxi driver was fined \$1,200 for refusing hire, another taxi driver was fined \$1,000 for failing to accept hire at taxi stand.

²¹ Results of the remaining summonsed cases were not yet available as at end July 2021.

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 181 and 82 respectively. Of the 181 cases, 166 were on the services of MTRCL.

Ferry Services

25. There were 23 complaints and suggestions on ferry services in this quarter. The corresponding figures for the previous quarter and the same quarter in 2020 were 19 and 25 respectively.

Traffic Conditions

26. There were 211 complaints recorded in this quarter about traffic congestion, as compared with 117 cases in the previous quarter and 176 cases in the same quarter in 2020. Congestion was reported to have occurred throughout the territory, as illustrated below –

	<u>Number of Complaints</u>	
Hong Kong Island	54	(24)
Kowloon	79	(36)
New Territories	78	(57)
Others (e.g. general issues and tunnel areas)	-	(-)
Total	211	(117)

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

27. Based on the number of complaints received, districts most affected by traffic congestion were Eastern and Tsuen Wan (21 cases each), Kwun Tong (20 cases) and Wan Chai (19 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 and traffic engineering matters (e.g. traffic light phasing, traffic lane arrangements and restricted zones).

29. There were 57 complaints and suggestions on traffic management and 23 requests for additional traffic signs and aids in this quarter. As a comparison, there were 42 and 18 such cases in the previous quarter, and 44 and 18 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 66 complaints about road maintenance, as compared with 74 cases in the previous quarter and 57 cases in the same quarter in 2020. Among the 66 cases, 23 cases were related to road conditions and 40 cases were related to traffic signs and aids.

32. Districts which attracted relatively more complaints about road conditions were Kowloon City, Tai Po, Sha Tin and Yuen Long (three cases each). Districts which attracted relatively more complaints about traffic signs and aids were Tuen Mun (five cases), Wan Chai and Yau Tsim Mong (four cases each).

Enforcement

33. There were 1 069 complaints about traffic regulations enforcement in this quarter, representing an increase of 31.3% when compared with 814 cases in the previous quarter and a decrease of 10.8% when compared with 1 198 cases in the same quarter in 2020. They were mainly requests for action against illegal parking (727 cases), cutting lane abruptly/overtaking on solid line (110 cases), disobeying traffic signs/schemes (70 cases) and jumping red light/failing to give way to pedestrians/traffic (69 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 (103 cases), Sham Shui Po (78 cases) and Kwun Tong (69 cases).

Chapter 2

Major Events and Noteworthy Cases

Transport Complaints Unit Sub-committee Meeting

At the quarterly meeting of the TCU Sub-committee on 27 May 2021, Members discussed –

- (a) complaints and suggestions on rail services;
 - (b) complaints and suggestions about road works and road maintenance;
 - (c) complaints and suggestions about cycling and electric mobility devices matters; and
 - (d) TCU Quarterly Report No. 1 of 2021.
2. Members agreed that the following should be submitted to the Transport Advisory Committee –
- (a) complaints and suggestions about cycling and electric mobility devices matters; and
 - (b) TCU Quarterly Report No. 1 of 2021.

Complaint about the metered parking facilities at Lockhart Road in Wan Chai

3. A member of the public observed that the longest parking period of the metered parking spaces at a section of Lockhart Road between O'Brien Road and Arsenal Street had recently been reduced from two hours to half an hour. He complained that the new parking period was too short. With high demand but limited parking spaces in car parks nearby, the new parking arrangement caused inconvenience to motorists. He also enquired why the Transport Department (TD) made such change.

4. The case was referred to TD for consideration. TD advised that the aim of providing on-street parking spaces is to address motorists' short-term parking needs. To assist motorists in finding vacant parking spaces near their destinations and to reduce the traffic burden arising from vehicles circulating on road looking for parking spaces, TD set a target of achieving 15% vacancy of on-street parking spaces (i.e. for every 10 spaces, there would be on average one to two spaces vacant at any one time). TD regularly reviewed the situation of on-street parking spaces, including the need for adjustment of the longest parking period, so as to increase the turnover of on-street parking spaces.

5. Regarding the on-street parking spaces at the section of Lockhart Road concerned, which was in a busy area, its utilisation maintained at more than 85% for most of the time. TD considered that the adjustment of the longest parking period (i.e. from two hours to half an hour) necessary to cater for the high demand for short-term parking in the area concerned.

6. In addition, TD had installed new parking meters at on-street parking spaces at the road section concerned and in the vicinity (e.g. Jaffe Road and Luard Road). Real-time information would be disseminated to motorists through TD's mobile application "HKeMeter", the mobile/web version of "HKeMobility" and the website of "DATA.GOV.HK", to assist motorists in finding vacant parking spaces. Motorists could also use "HKeMeter" to extend the parking time remotely, up to a total of two sessions of "longest parking period for each transaction" (including the first purchase) on a parking meter.

7. TD had been closely monitoring the parking needs of Wan Chai district. TD understood that there was a huge demand for parking spaces, and would continue to take forward various measures to increase the provision of car parking spaces, including requiring new developments to adopt as far as possible the higher end of the parking standards under the Hong Kong Planning Standards and Guidelines; opening up more parking spaces at government buildings for public use during non-office hours; following the principle of "single site, multiple uses" to provide public car parking spaces in suitable "Government, Institution or Community" facilities and public open space projects, etc.

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

Concern about the night parking area for franchised buses at Kiu Fat Street in Tin Shui Wai

9. A member of the public complained about excessive noise nuisance created by night parking of franchised buses at Kiu Fat Street in Tin Shui Wai to nearby residents at around 5:00 a.m. everyday. He enquired about the rationale of allowing franchised buses to park overnight at Kiu Fat Street and urged the relevant department to solve the noise problem.

10. The case was referred to TD for follow-up action. TD advised that access to Kiu Fat Street and Kiu Cheong Road was currently restricted to authorised vehicles only in order to meet the operational needs of bus services. The Kowloon Motor Bus Company (1933) Limited (KMB) and Long Win Bus Company Limited (LWB) had applied to park their franchised buses for Tin Shui Wai and Yuen Long districts at the roads concerned. Having reviewed their operational needs, TD permitted KMB and LWB to park 16 and five buses at Kiu Fat Street and Kiu Cheong Road respectively between 11:00 p.m. and 7:00 a.m. on the following day, starting from 7 January 2021. The arrangement would enable KMB and LWB to reduce unnecessary journeys and thereby improve the stability and operational efficiency of bus services provided to passengers.

11. TD noted the concerns of nearby residents and reviewed the parking arrangements at Kiu Fat Street. To minimise the impact of night parking of franchised buses on nearby residents, TD reduced the number of KMB's buses permitted to park overnight at Kiu Fat Street and Kiu Cheong Road from 16 to seven. Besides, TD adjusted the permitted parking time to between 8:00 p.m. and 8:00 a.m. on the following day and instructed the bus companies to avoid arranging buses to access the roads concerned late at night and early in morning as far as possible. Furthermore, internal notices were issued by the bus companies to remind bus captains to carefully control the bus accelerator, drive away as soon as possible after starting the engine, and avoid talking loudly when parking buses at the roads concerned late at night and early in morning. In

addition, in view of unauthorised parking of vehicles other than franchised buses at Kiu Fat Street and Kiu Cheong Road and the nuisance so caused to nearby residents, TD planned to replace the “Authorised Vehicles Only” traffic sign with “Franchised Buses Only” traffic sign to remind motorists of the restriction.

12. TD added that it was necessary for the bus companies to park buses near their operating areas in order to maintain stable bus services. TD would closely monitor the situation and requested the bus companies to review and adjust the parking arrangements when necessary. In the long run, TD would continue to work with relevant departments and bus companies to find suitable parking spaces for the franchised buses.

13. The complainant was informed of TD’s reply and raised no further comment.

Suggestion about provision of real-time arrival information system for green minibuses

14. A member of the public proposed to provide real-time arrival information for green minibus (GMB). He considered that a mobile application (app) could facilitate passengers’ trip planning. Having noted that TD would launch the Real-time Arrival Information System (the System) for GMBs, he enquired about the implementation details.

15. The suggestion was referred to TD for consideration. TD advised that in order to facilitate trip planning by GMBs passengers, TD would install location detection devices on all GMBs to enable passengers to access the real-time arrival information of GMBs through TD’s mobile application “HKeMobility”. The relevant data was also released in machine-readable format for free public use via “DATA.GOV.HK”. TD has conducted a test-launch of the System on three Hong Kong Island GMB routes (Nos. 69, 69A and 69X) starting from 31 December 2020, and has further disseminated the real-time arrival information of 75 GMBs routes in total from 25 March 2021.

16. TD would continue to closely monitor the operation of the System,

and liaise with the system contractor and GMB trades on the implementation of the System for the remaining GMB routes in phases, with a view to achieving full implementation in 2022. TD would announce the implementation arrangements of next phase in due course.

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

Complaints and Suggestions about Vehicle Obstruction

Complaint and Suggestion Statistics

The number of complaints and suggestions concerning vehicle obstruction in the past five years has been on a rising trend in general, as tabulated below –

<u>Year</u>	<u>No. of Complaints/Suggestions</u>	<u>Difference</u>
2016	1 506	-
2017	1 749	+243 (+16.1%)
2018	1 513	-236 (-13.5%)
2019	2 804 ²²	+1 291 (+85.3%) ²²
2020	2 738 ²³	-66 (-2.4%) ²³
2021 (up to 30.6.2021)	1 012	-

A majority of the complainants raised that vehicle obstruction was largely caused by illegal parking and prolonged waiting of vehicles.

2. In 2020, 2 738²³ complaints and suggestions about vehicle obstruction were received. While this represents a slight decrease of 2.4%²³ when compared with 2 804²² cases in 2019, it represents an increase of 64.9% if the repeated

²² Among the 2 804 complaints and suggestions, 1 241 complaints were received from one complainant. The number of complaints not including these cases is 1 563, representing an increase of 3.3% when compared with 1 513 cases in 2018.

²³ Among the 2 738 complaints and suggestions, 161 complaints were received from one complainant. The number of complaints not including these cases is 2 577, representing an increase of 64.9% when compared with 1 563 cases (see footnote 22) in 2019.

complaints are discounted (footnote 22 refers). A breakdown by districts is at Annex J(i). Districts which attracted relatively more complaints were –

<u>No. of Complaints/Suggestions</u>			
<u>District</u>	<u>2019</u>	<u>2020</u>	<u>Difference</u>
Central & Western	744 ²⁴	291 ²⁵	-60.9% ²⁵
Sham Shui Po	110	288	+161.8%
Kwun Tong	143	273	+90.9%
Yau Tsim Mong	194 ²⁶	187 ²⁷	-3.6% ²⁷

3. During the period from January to June 2021, TCU received 1 012²⁸ complaints and suggestions about vehicle obstruction, representing a decrease of 27.1%²⁸ as compared with 1 388²⁹ cases received in the same period in 2020. A breakdown by districts is at Annex J(ii). Districts which attracted relatively more complaints were –

<u>No. of Complaints/Suggestions</u>			
<u>District</u>	<u>2020 Jan - Jun</u>	<u>2021 Jan - Jun</u>	<u>Difference</u>
Sham Shui Po	122	92	-24.6%
Tuen Mun	65	87	+33.8%
Kwun Tong	143	86	-39.9%
Sha Tin	93	77	-17.2%

²⁴ Among the 744 complaints and suggestions, 667 complaints were received from one complainant. The number of complaints not including these cases is 77.

²⁵ Among the 291 complaints and suggestions, 160 complaints were received from one complainant. The number of complaints not including these cases is 131, representing an increase of 70.1% when compared with 77 cases (see footnote 24) in 2019.

²⁶ Among the 194 complaints and suggestions, eight complaints were received from one complainant. The number of complaints not including these cases is 186.

²⁷ The 187 cases represents an increase of 0.5% when compared with 186 cases (see footnote 26) in 2019.

²⁸ The 1 012 cases represents a decrease of 20.8% when compared with 1 278 cases (see footnote 29) in the same period in 2020.

²⁹ Among the 1 388 complaints and suggestions, 110 complaints were received from one complainant. The number of complaints not including these cases is 1 278.

4. Among vehicle obstruction cases, on average about 95% and 5% of them in the past five years related to vehicle obstruction on carriageway and pavement respectively. Major issues caused by vehicle obstruction raised by the complainants were summarized below –

- (a) the number of traffic lanes that could be used by vehicles were reduced, thus causing congestion. On occasions, vehicles were forced to straddle the traffic lane for the opposite traffic due to vehicle obstruction;
- (b) sightline of pedestrians and motorists was blocked, which posed safety issues to road users;
- (c) vehicle obstruction involving lorries and other heavy vehicles often caused serious obstruction to the traffic and generated congestion;
- (d) entrances/exits of car parks were blocked;
- (e) pedestrians and wheelchair users had to walk/ride on the carriageway, which posed safety issues to them and motorists; and
- (f) about one third of vehicle obstruction cases were found at bus stops and minibus stops (bus stops).

5. Among the 1 012 complaints and suggestions received concerning vehicle obstruction during the period from January to June 2021, there were 351 cases concerning vehicle obstruction at bus stops, representing a decrease of 34.6% as compared with 537 cases received in the same period in 2020. A breakdown on vehicle obstruction at bus stops by vehicle types is as follows –

<u>Types of vehicles</u>	<u>No. of Complaints/Suggestions</u>		
	<u>2019</u>	<u>2020</u>	<u>2021[#]</u>
Public transport (bus/minibus/taxi)	144	267	95

Private car	191	264	87
Lorry	60	52	26
Tourist coach	40	12	6
Dual purpose van	5	13	6
Container goods vehicle	1	1	-
Other vehicles *	278	384	131
Total	719	993	351

Up to 30.6.2021

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

6. The majority of the 351 cases of vehicle obstruction at bus stops received during the period from January to June 2021 were caused by public transport vehicles (including taxis, buses and minibuses) (95 cases) and private cars (87 cases). A breakdown by districts is at [Annex J\(iii\)](#). Districts which attracted relatively more complaints were –

<u>District</u>	<u>No. of</u> <u>Complaints/Suggestions</u>		<u>Difference</u>
	<u>2020</u> <u>Jan - Jun</u>	<u>2021</u> <u>Jan - Jun</u>	
Kwun Tong	57	42	-26.3%
Sha Tin	35	32	-8.6%
Tuen Mun	32	29	-9.4%
Sham Shui Po	61	26	-57.4%

7. Regarding vehicle obstruction at bus stops, the majority of complainants raised that this led to the problem of picking up/setting down passengers at a distance from the bus stops and caused safety issues and inconvenience. For example, passengers had to alight from a bus/minibus in the second lane (instead of the leftmost lane) and cross one lane to return to the pavement. On some occasions, buses and minibuses bypassed the obstructed bus stops and failed to pick up passengers. On the other hand, some motorists

complained that the picking up/setting down of passengers in the middle lane caused traffic congestion. Some complainants also raised that vehicles parked at bus stops obstructed the boarding/alighting of wheelchair users.

Measures to Improve the Situation

8. All the complaints concerning vehicle obstruction were referred to the Transport Department (TD), the Police and other relevant departments for consideration and follow-up action.

9. Road Safety is one of Commissioner of Police's Operational Priority and the enforcement element is addressed via Selected Traffic Enforcement Priorities (STEP). The Police has all along been taking stringent enforcement action against STEP offences, including those causing traffic congestions, to change the irresponsible behaviours of road users that cause traffic accidents or obstruct traffic flow. In recent years, the Police adopted E-ticketing and Mobile Video Teams (MVT) to enhance the accuracy and efficiency of traffic enforcement.

10. For E-ticketing, in March 2020, the Police launched the Pilot Scheme for offences against illegal parking under the Fixed Penalty (Traffic Contraventions) Ordinance (Cap. 237). In tandem with the launch of the Pilot Scheme, TD has been issuing vehicle licences with encrypted QR code to new or renewal applicants since April 2020. Under the Pilot Scheme, frontline law enforcement officers use their mobile devices to input data of an illegally parked vehicle or extract relevant data through scanning the encrypted QR code printed on the vehicle licence displayed. The frontline law enforcement officers would also take photographs of the incident scene as evidence of illegal parking, print the electronic Fixed Penalty Notices (e-FPNs) instantly and fix them on vehicle's windscreen. All the details captured would then be uploaded to the backend system for further processing. The Pilot Scheme reduces human errors in issuance of handwritten Fixed Penalty Notices (FPNs) and manual data input, thereby enhancing the overall enforcement accuracy.

11. MVT is a new initiative in tackling traffic congestion against moving

traffic offences. Since the second quarter of 2019, MVT has been in full operation and has been deployed to conduct operations against moving traffic offences with video recordings captured. The videos, together with information on the offending vehicles, will be sent to Regional Traffic Formations for backend processing and FPNs will then be issued by posts without direct contact with the offending drivers. The initiative has tremendously enhanced the overall efficiency of traffic enforcement actions.

12. In line with the HK Smart Mobility of Smart City Blueprint, consideration should be given to using technology to assist traffic enforcement, and the current people-based enforcement mode may be transited to a technology-based mode. For example, data analytic tools can be applied on Red Light Cameras / Speed Enforcement Cameras to accurately and effectively capture evidence of vehicles committing traffic offences, thereby significantly enhancing enforcement and saving resources. While not directly related to vehicle obstruction complaints, the deterrent effect of applying technology in traffic enforcement would help change the behaviours of irresponsible drivers which would in turn improve the overall traffic conditions and road safety. The Police will work with the Transport and Housing Bureau (THB) and TD to further explore different means in taking forward the initiatives.

13. Apart from stepping up enforcement by the Police, TD has also considered appropriate measures to improve the situation of vehicle obstruction on a case-by-case basis depending on the actual site and traffic conditions, e.g. imposing no-stopping restrictions at locations where loading and unloading activities are causing road safety or traffic circulation problems, providing lay-bys, reviewing the location and length of bus stops and the extent of “bus stop” road marking, reducing the width of those carriageways with excessive width, etc., while adequate room will be provided for roadside loading and unloading to meet the local demand.

14. In order to optimise the use of road space for traffic circulation and kerbside activities and to enhance road environment, TD has been actively pursuing different measures to increase the supply of off-street parking, loading and unloading spaces, including but not limited to the following –

- (a) requiring developers to provide parking, loading and unloading spaces at the higher end of the current parking standards under the Hong Kong Planning Standards and Guidelines (HKPSG) for new developments before the promulgation of the updated parking standards as detailed in (b) below as far as practicable;
- (b) updating the respective standards on parking, loading and unloading spaces for commercial vehicles as well as the standards on parking spaces for private cars stipulated in HKPSG, which was promulgated on 12 August 2021, and thereby increasing the number of parking spaces for private cars in future private and subsidised housing developments and the number and type of parking spaces for commercial vehicles in future subsidised housing developments;
- (c) providing public parking spaces in suitable “Government, Institution or Community” facilities and public open space projects in line with the “single site, multiple uses” principle; and
- (d) encouraging schools to allow student service vehicles to park within school premises after school hours.

15. TD has been working in collaboration with the Road Safety Council (RSC) and the Police in launching publicity and educational activities to promote road safety, which include strengthening motorists’ law-abiding awareness and instilling in motorists the safety implications of illegal parking via various channels, such as the RSC’s social media platforms, TV and radio announcement in the public interest (API), Road Safety Bulletins, pop-up advertisements at HKeMobility app and press releases.

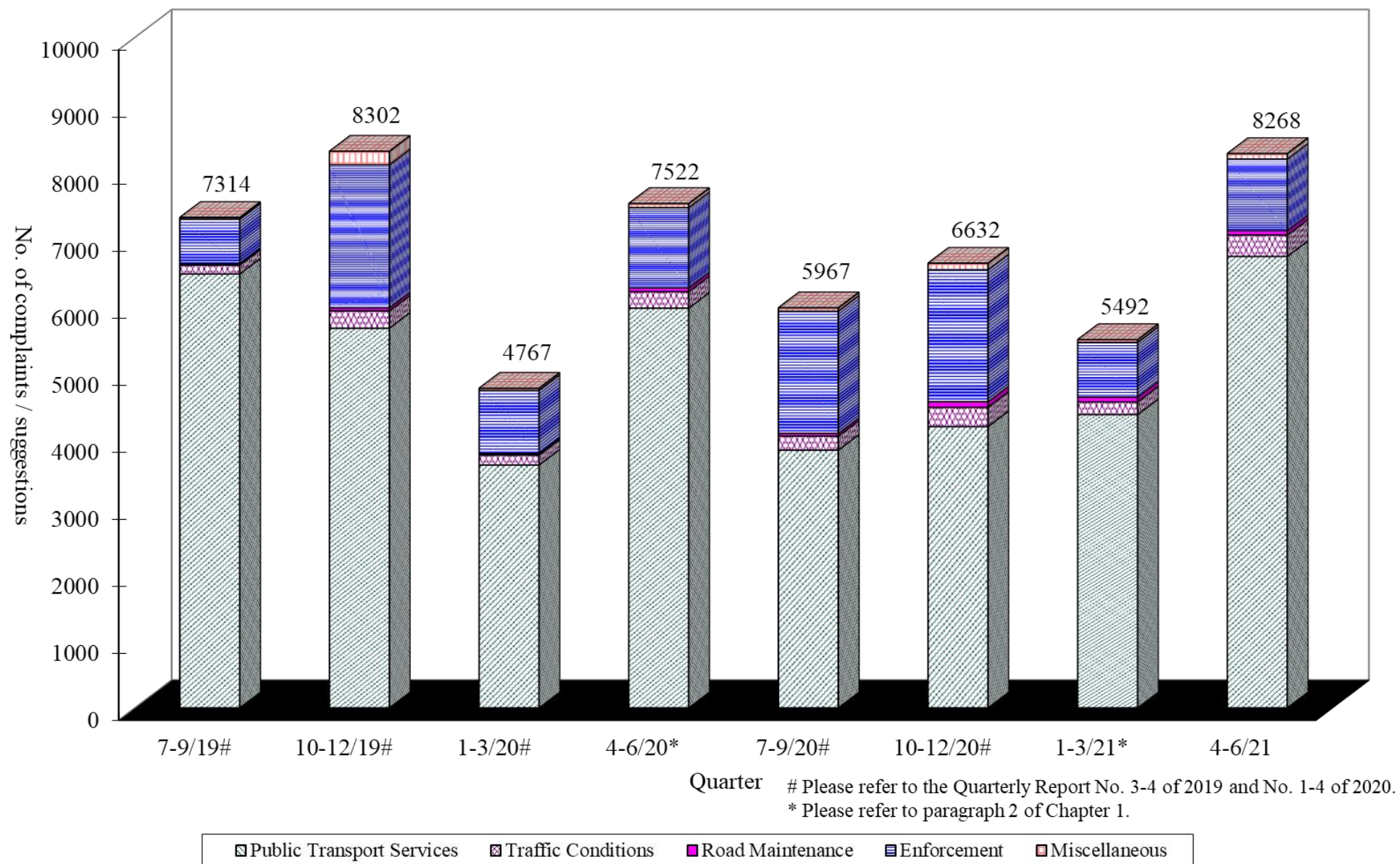
16. TCU will continue to closely monitor and follow up with the departments concerned regarding complaints about vehicle obstruction.

Complaints and Suggestions Received by TCU

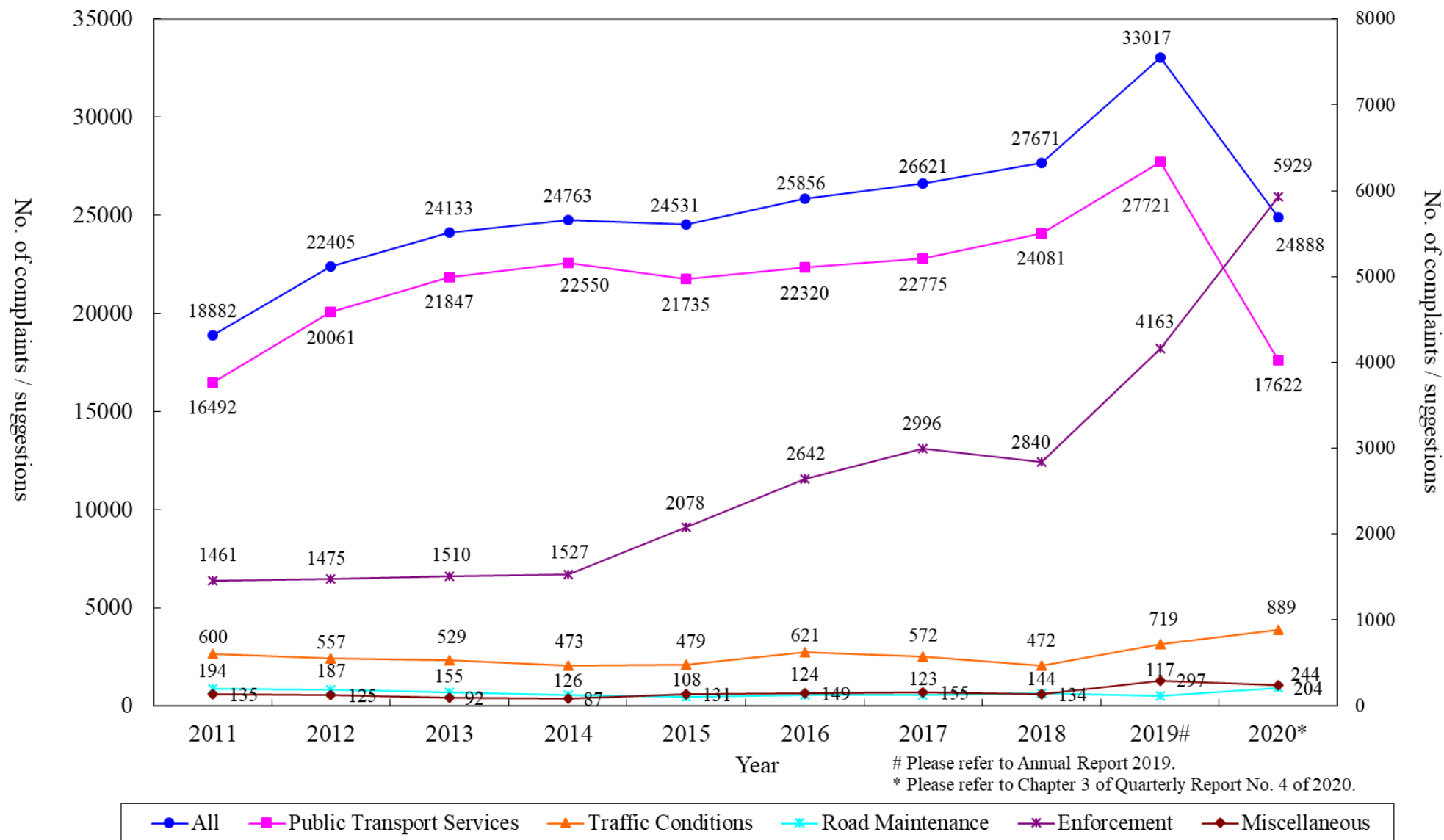
<u>Nature of Complaint/Suggestion</u> ⁽¹⁾⁽²⁾	<u>Same quarter in 2020 (1.4.20-30.6.20)</u>			<u>Previous quarter (1.1.21-31.3.21)</u>			<u>Current quarter (1.4.21-30.6.21)</u>		
I. Public Transport Services									
(a) Adequacy of service	421	[27]		340	[95]		606	[228]	
(b) Standard of service	5 323	[5]		3 897	[13]		5 978	[8]	
(c) General	218	[6]		137	[2]		148	[3]	
	5 962⁽³⁾	[38]	(79%)	4 374⁽³⁾	[110]	(80%)	6 732	[239]	(81%)
II. Traffic Conditions									
(a) Traffic congestion	176	[5]		117			211	[6]	
(b) Traffic management	44	[7]		42	[8]		57	[14]	
(c) Additional traffic signs and aids	18	[7]		18	[7]		23	[2]	
(d) Parking facilities	6	[1]		11	[1]		28	[3]	
	244	[20]	(3%)	188	[16]	(3%)	319	[25]	(4%)
III. Road Maintenance									
(a) Road conditions	31			18	[1]		23	[1]	
(b) Traffic signs and aids	24			52	[1]		40	[1]	
(c) Carriageway markings	2			4			3		
	57		(1%)	74	[2]	(1%)	66	[2]	(1%)
IV. Enforcement									
(a) Illegal parking	908			583			727	[3]	
(b) Other enforcement matters	290	[2]		231			342	[1]	
	1 198	[2]	(16%)	814		(15%)	1 069	[4]	(13%)
V. Miscellaneous	61	[1]	(1%)	42		(1%)	82	[2]	(1%)
Total	7 522⁽³⁾	[61]	(100%)	5 492⁽³⁾	[128]	(100%)	8 268	[272]	(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 6 of Chapter 1.

Complaints and Suggestions Received by TCU

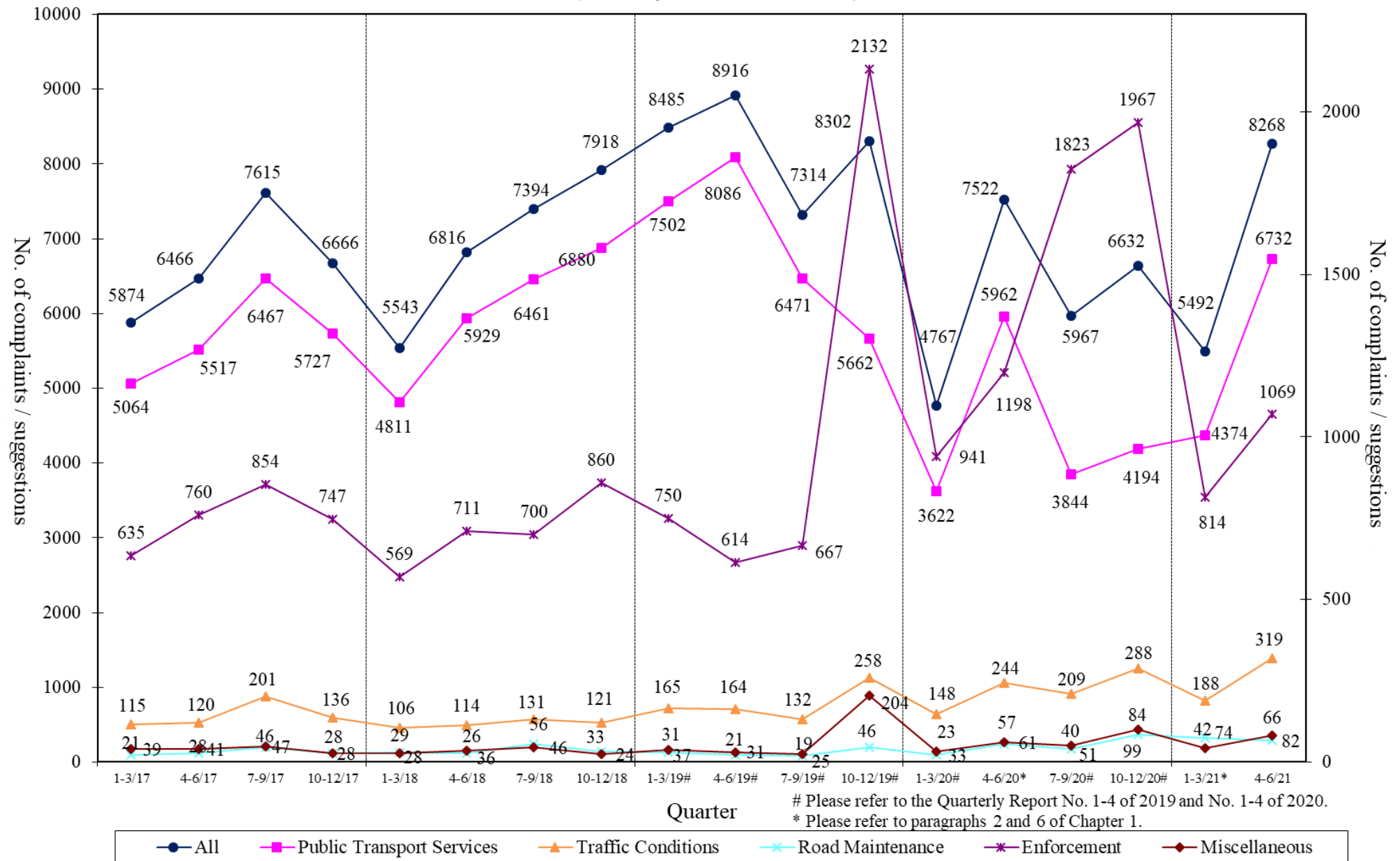


**Trends of Complaints and Suggestions Received by TCU
(2011 - 2020)**



Trends of Complaints and Suggestions Received by TCU (January 2017 - June 2021)

Annex B(ii)



Summary of Results of Investigations into Complaints and Suggestions
(April – June 2021)

Outcome of Investigation Nature of Complaint/ Suggestion	A1	A2	B	C	Total
I. Public Transport Services					
(a) Adequacy of service	17	476	3	-	496
(b) Standard of service	1 536	2 508	12	1 107	5 163
(c) General	52	99	1	3	155
	1 605	3 083	16	1 110	5 814
II. Traffic Conditions					
(a) Traffic congestion	50	113	1	-	164
(b) Traffic management	11	44	-	-	55
(c) Additional traffic signs/aids	10	15	1	-	26
(d) Parking facilities	3	5	-	-	8
	74	177	2	-	253
III. Road Maintenance					
(a) Road conditions	15	4	-	-	19
(b) Traffic signs and aids	35	7	1	-	43
(c) Carriageway markings	3	1	-	-	4
	53	12	1	-	66
IV. Enforcement					
(a) Illegal parking	524	196	-	5	725
(b) Other enforcement matters	23	110	4	132	269
	547	306	4	137	994
V. Miscellaneous	18	36	-	1	55
Total	2 297 (32%)	3 614 (50%)	23 (1%)	1 248 (17%)	7 182 (100%)
	5 911 (82%)				

Legend

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

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

<div>Outcome of Investigation</div> <div>Mode of Transport</div>	A1	A2	B	C	Total
The Kowloon Motor Bus Company (1933) Limited	347	742	5	13	1 107
Citybus Limited (Franchise 1)	72	310	-	2	384
Citybus Limited (Franchise 2)	19	27	-	-	46
New World First Bus Services Limited	73	683	2	2	760
New Lantao Bus Company (1973) Limited	18	16	-	-	34
Long Win Bus Company Limited	18	31	-	-	49
Cross-harbour Bus Services	185	251	-	1	437
Non-franchised Bus Services	39	33	1	-	73
Green Minibus	681	376	1	19	1 077
Red Minibus	67	4	2	5	78
Taxi	18	463	3	1 067	1 551
MTR Corporation Limited (Excluding Light Rail)	48	108	1	-	157
MTR Corporation Limited (Light Rail)	1	15	-	-	16
The Hongkong Tramways Limited	14	5	-	1	20
Sun Ferry Services Company Limited	2	5	-	-	7
The “Star” Ferry Company Limited	-	-	-	-	-
Minor Ferries	3	14	1	-	18
Total	1 605 (27%)	3 083 (53%)	16 (1%)	1 110 (19%)	5 814 (100%)
	4 688 (80%)				

Legend

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

Public Suggestions Taken on Board by
Relevant Government Departments/Public Transport Operators
(April – June 2021)

I. Public Transport Services

- Increase the frequency of bus route no. 249X (Pok Hong bound) during afternoon rush hours on weekdays to meet the demand of passengers.
- Add a taxi pick-up/drop-off point at Mut Wah Street to facilitate passengers.
- Convert the alighting-only en-route stop of bus route no. 798 (Fo Tan bound) at Sha Tin Station Public Transport Interchange to a boarding/alighting en-route stop for the convenience of passengers.

II. Traffic Management

Hong Kong Island

- Increase the vehicular green time of a traffic light at Tai Tam Road northbound at its junction with Chai Wan Road to improve traffic flow.
- Impose 24-hour “No Stopping” restriction at the access road leading from Lok Man Road to Chai Wan Laundry to deter illegal parking and improve the sight-line of pedestrians.
- Replace the “Give Way” traffic sign and road markings with a “Stop” traffic sign and road markings at Mount Austin Road eastbound near Peak Road to improve road safety.

Kowloon

- Increase the vehicular green time of traffic lights for right turn traffic from Berwick Street onto Shek Kip Mei Street during morning rush hours from Mondays to Fridays to alleviate traffic congestion.

- Erect bollards on pavement at the junction of Yen Chow Street West and Wholesale Market Street to deter illegal parking.
- Increase the vehicular green time of traffic lights at San Shan Road eastbound at its junction with To Kwa Wan Road to alleviate traffic congestion.

New Territories

- Impose 24-hour “No Stopping” restriction at the access road from Wai Tau Tsuen to Tai Wo Service Road West to deter illegal parking.
- Increase the vehicular green time of a traffic light at Ming Kum Road southbound at its junction with Tin King Road during daytime to improve traffic flow.
- Increase the vehicular green time of a traffic light at Sha Tin Wai Road eastbound at its junction with Ngau Pei Sha Street during daytime to improve traffic flow.

Complaints and Suggestions on Public Transport Services
(April – June 2021)

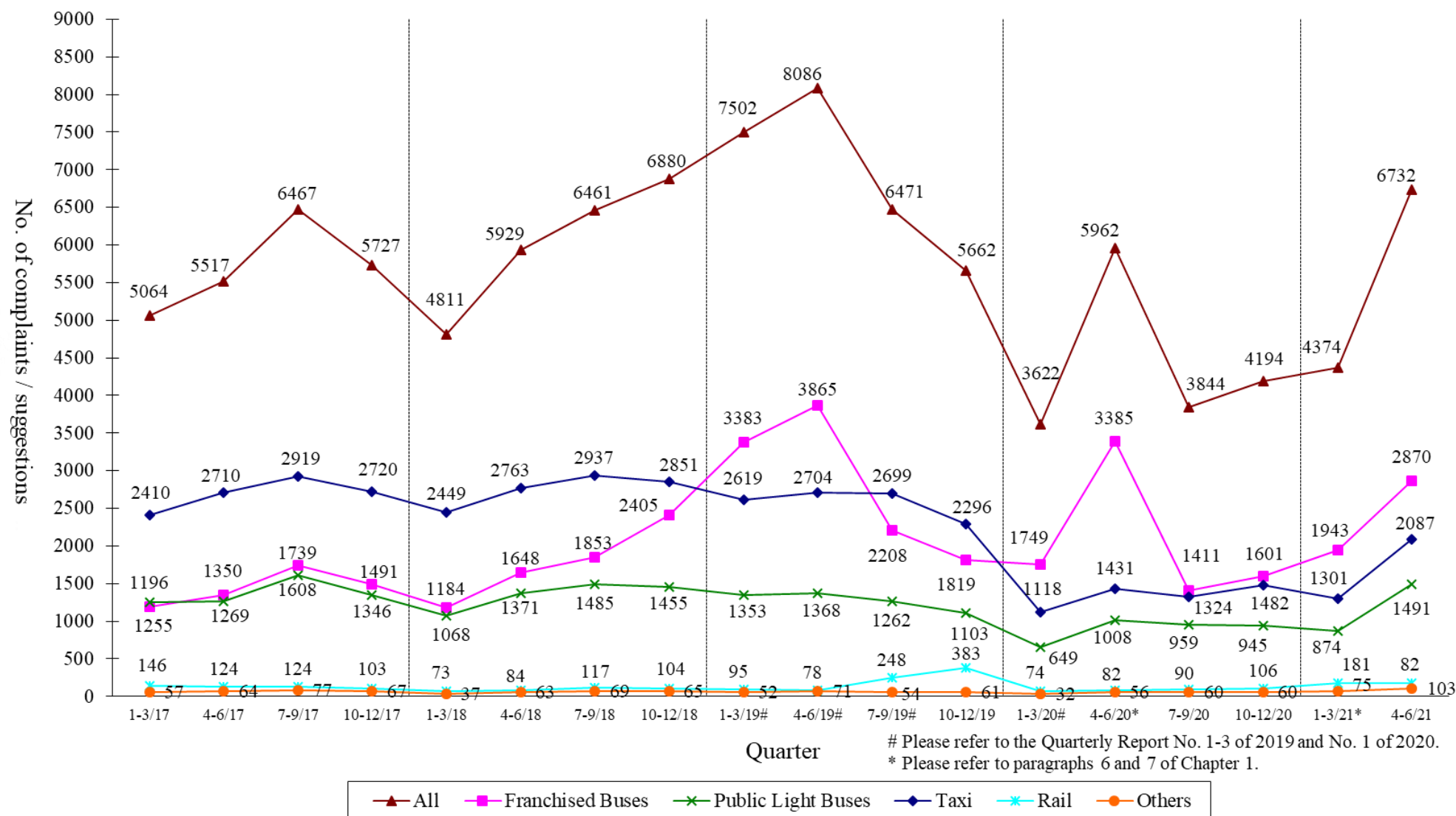
Mode Nature of Complaint/Suggestion	Vehicular Transport											Rail Transport			Waterborne Transport			Total/ Sub-total
	Franchised Buses							NFBS	GMB	RMB	Taxi	MTR (Non-LR)	MTR (LR)	HT	SFS	SF	MF	
	KMB	CTB1	CTB2	FB	NLB	LWB	XHT											
(A) Adequacy of Service																		
(1) Frequency/carrying capacity	56	42	3	44	-	8	16	3	101	-	-	16	-	1	1	-	1	292
(2) Routeing	104	13	2	20	-	52	63	2	13	-	-	1	1	-	-	-	1	272
(3) Hours of operation	5	2	1	-	-	1	4	-	2	-	-	-	-	-	-	-	-	15
(4) Provision of stops	9	-	-	-	1	5	3	4	5	-	-	-	-	-	-	-	-	27
Sub-total	174	57	6	64	1	66	86	9	121	-	-	17	1	1	1	-	2	606
(B) Standard of Service																		
(1) Regularity of service	416	108	9	466	4	19	131	11	355	-	-	6	-	-	1	1	4	1531
(2) Adherence to routeing	7	-	-	1	1	5	2	1	67	-	426	-	-	1	-	-	-	511
(3) Improper driving behaviour	238	29	13	54	5	9	112	13	294	51	518	11	3	4	1	-	-	1355
(4) Conduct & performance of staff (including drivers)	220	40	13	43	8	3	99	38	414	36	905	43	2	-	2	2	1	1869
(5) Overcharging	2	2	-	-	-	-	2	-	29	2	179 *	-	-	-	-	-	-	216
(6) Cleanliness	3	2	-	-	1	-	4	1	20	9	8	1	2	-	-	-	-	51
(7) Conditions of vehicles/vessels	14	2	1	1	2	-	5	-	26	-	6	12	6	4	2	-	-	81
(8) Passenger services & facilities	128	30	4	20	4	9	65	6	28	-	4	48	8	5	2	-	3	364
Sub-total	1028	213	40	585	25	45	420	70	1233	98	2046	121	21	14	8	3	8	5978
(C) General	30	9	-	3	1	3	14	1	29	10	41	5	1	-	-	-	1	148
Total this quarter	1232	279	46	652	27	114	520	80	1383	108	2087	143	23	15	9	3	11	6732
Grand-total	(2870)							(3658)				(181)			(23)			
Total previous quarter	901	277	39	320	27	41	338	56	817	57	1301	148	14	19	4	-	15	4374
Total same quarter in 2020	2311	222	51	157	18	48	578	31	919	89	1431	65	9	8	7	-	18	5962

Legend

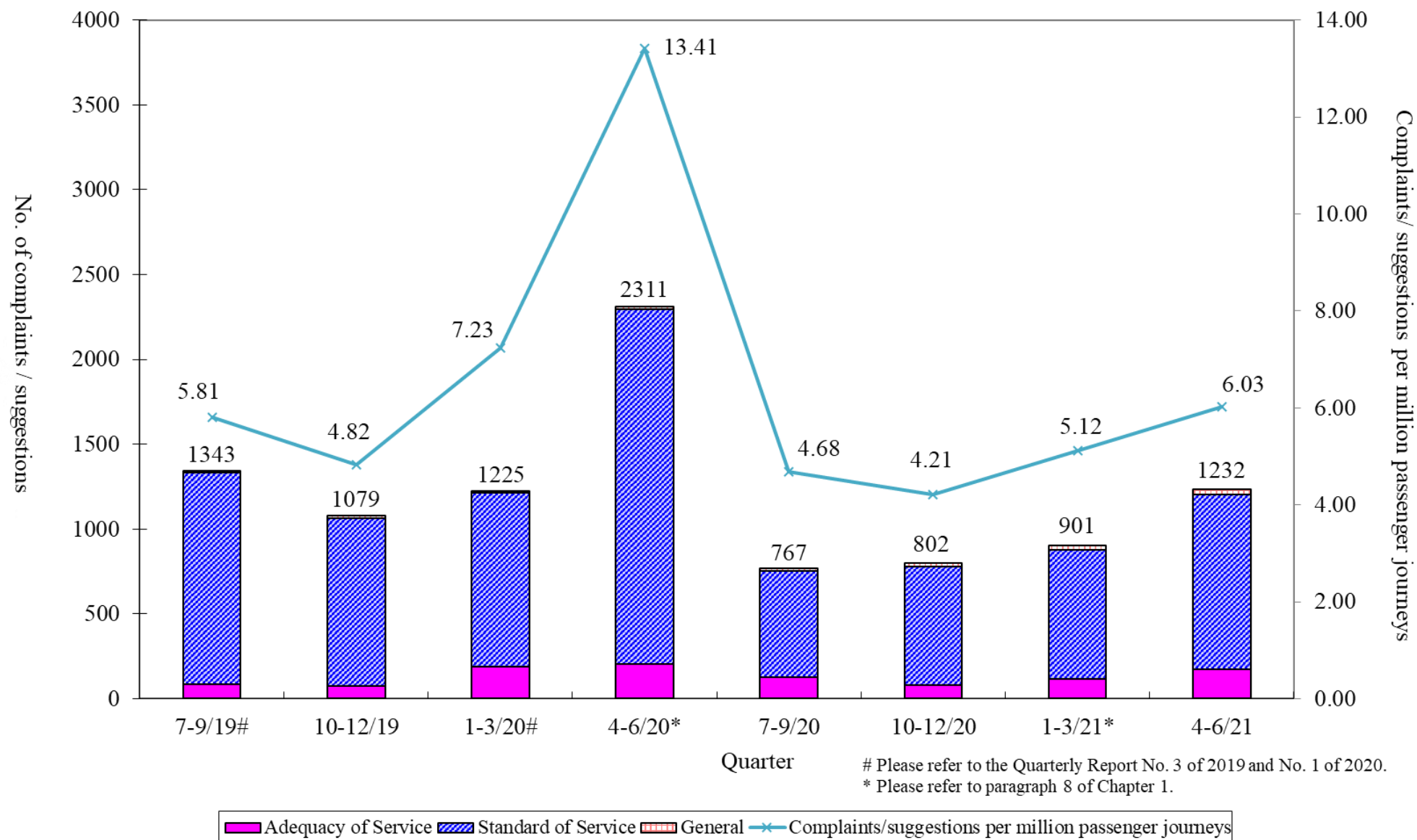
KMB	The Kowloon Motor Bus Company (1933) Limited
CTB1	Citybus Limited (Franchise 1)
CTB2	Citybus Limited (Franchise 2)
FB	New World First Bus Services Limited
NLB	New Lantao Bus Company (1973) Limited
LWB	Long Win Bus Company Limited
XHT	Cross-harbour Bus Services
NFBS	Non-franchised Bus Services
GMB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

* Including taximeter irregularities

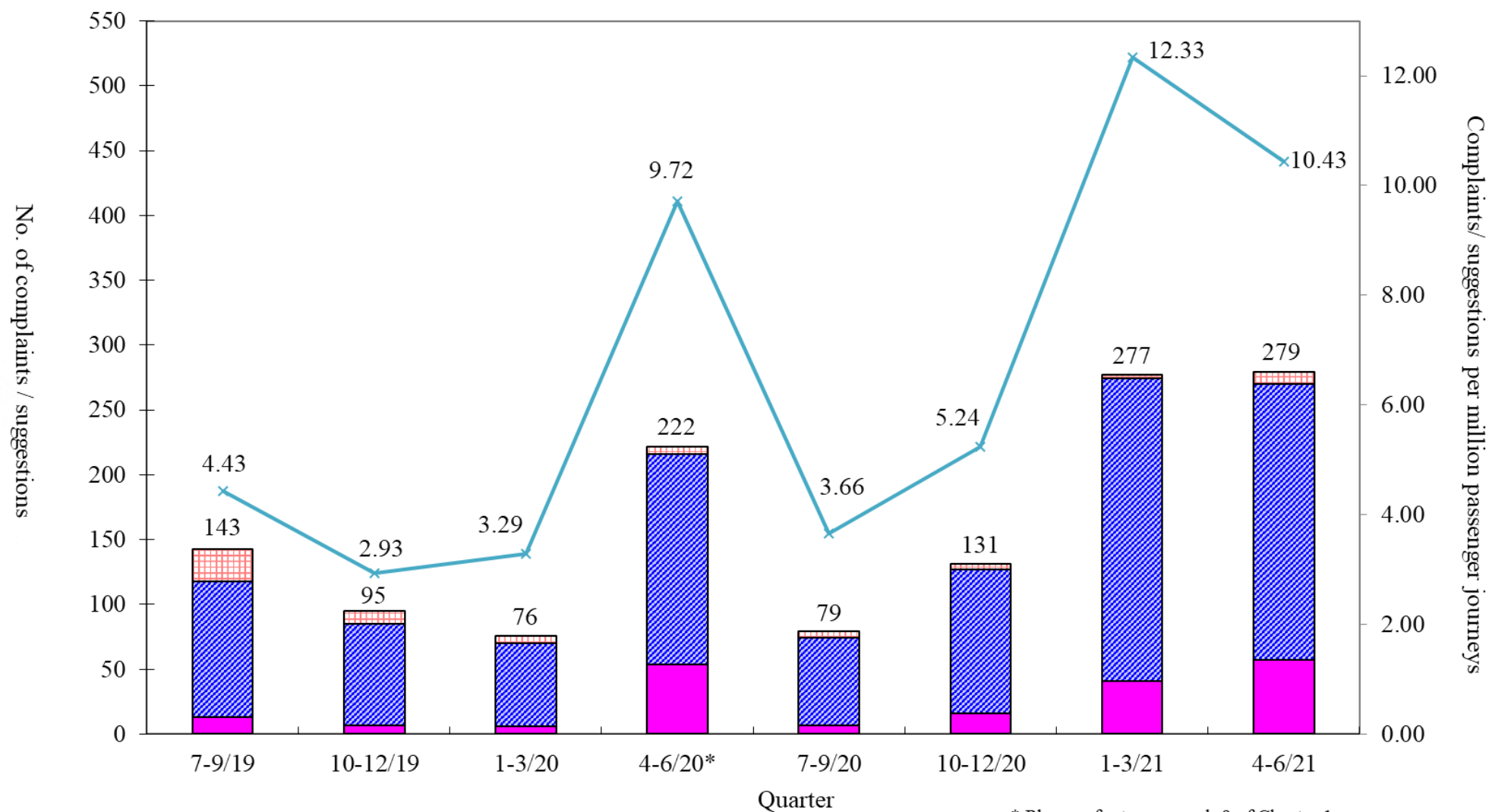
Trends of Complaints and Suggestions on Public Transport Services (January 2017 - June 2021)



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



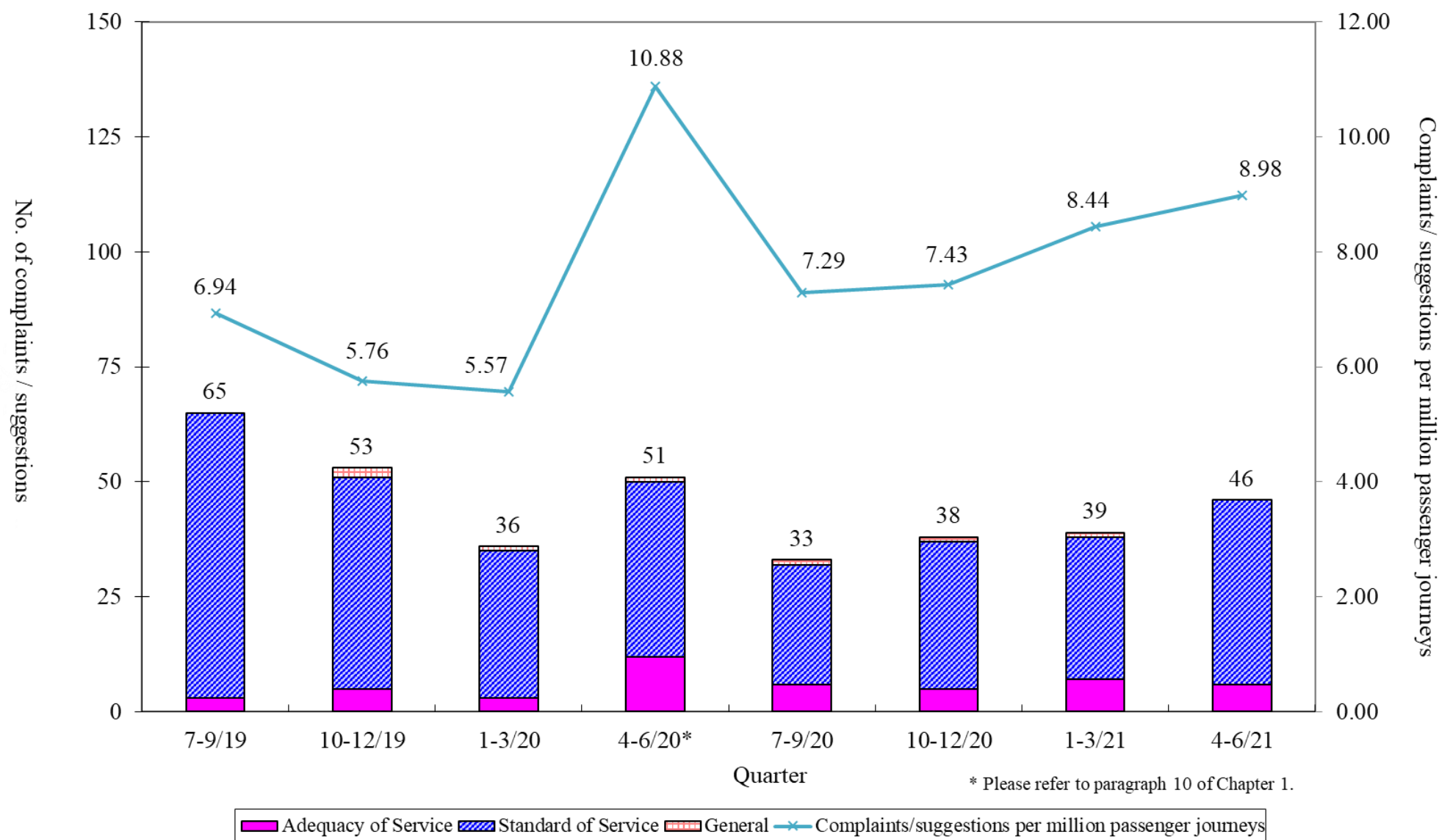
**Complaints and Suggestions on the Services of Citybus Limited (Franchise 1)
in the Past Eight Quarters**



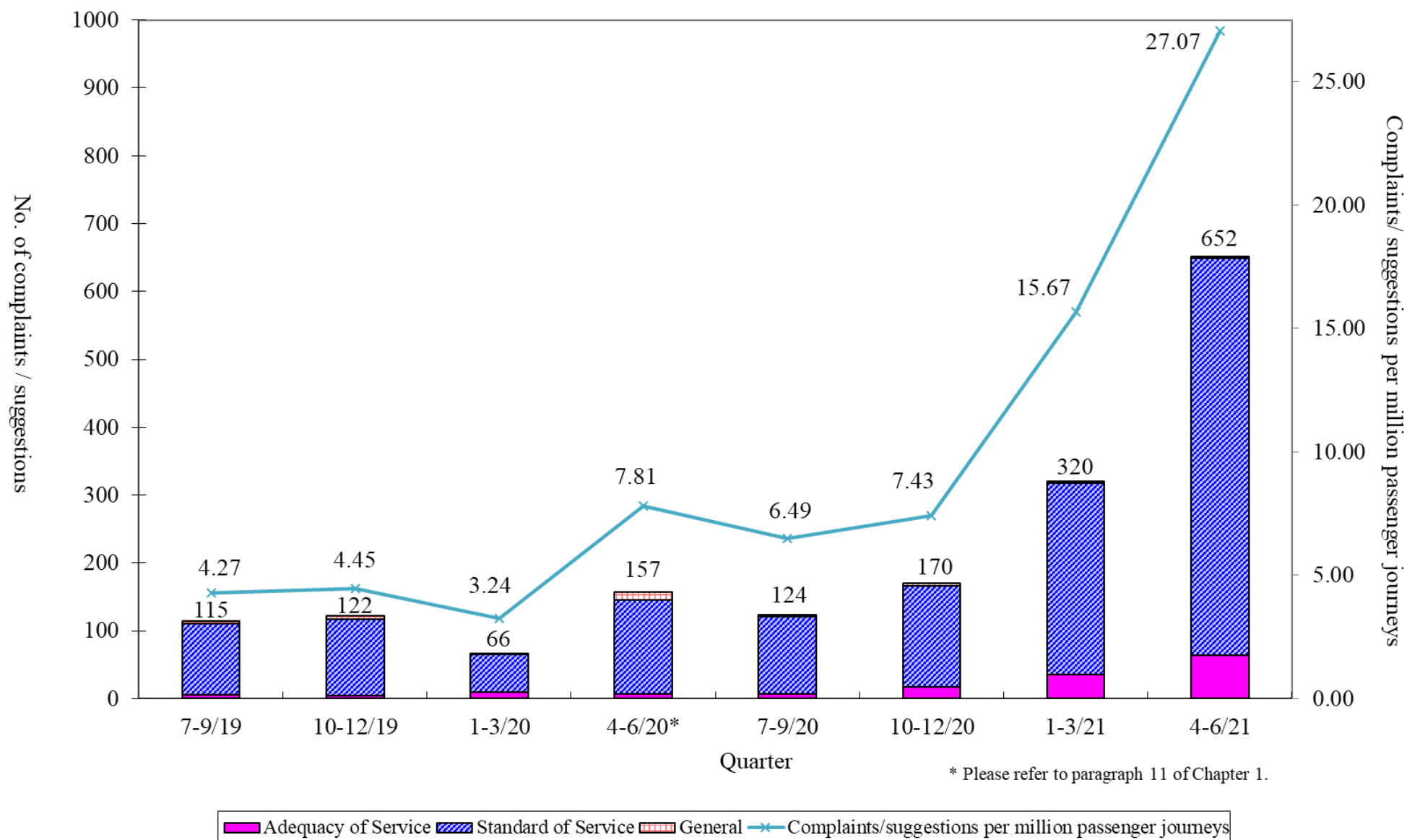
* Please refer to paragraph 9 of Chapter 1.

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

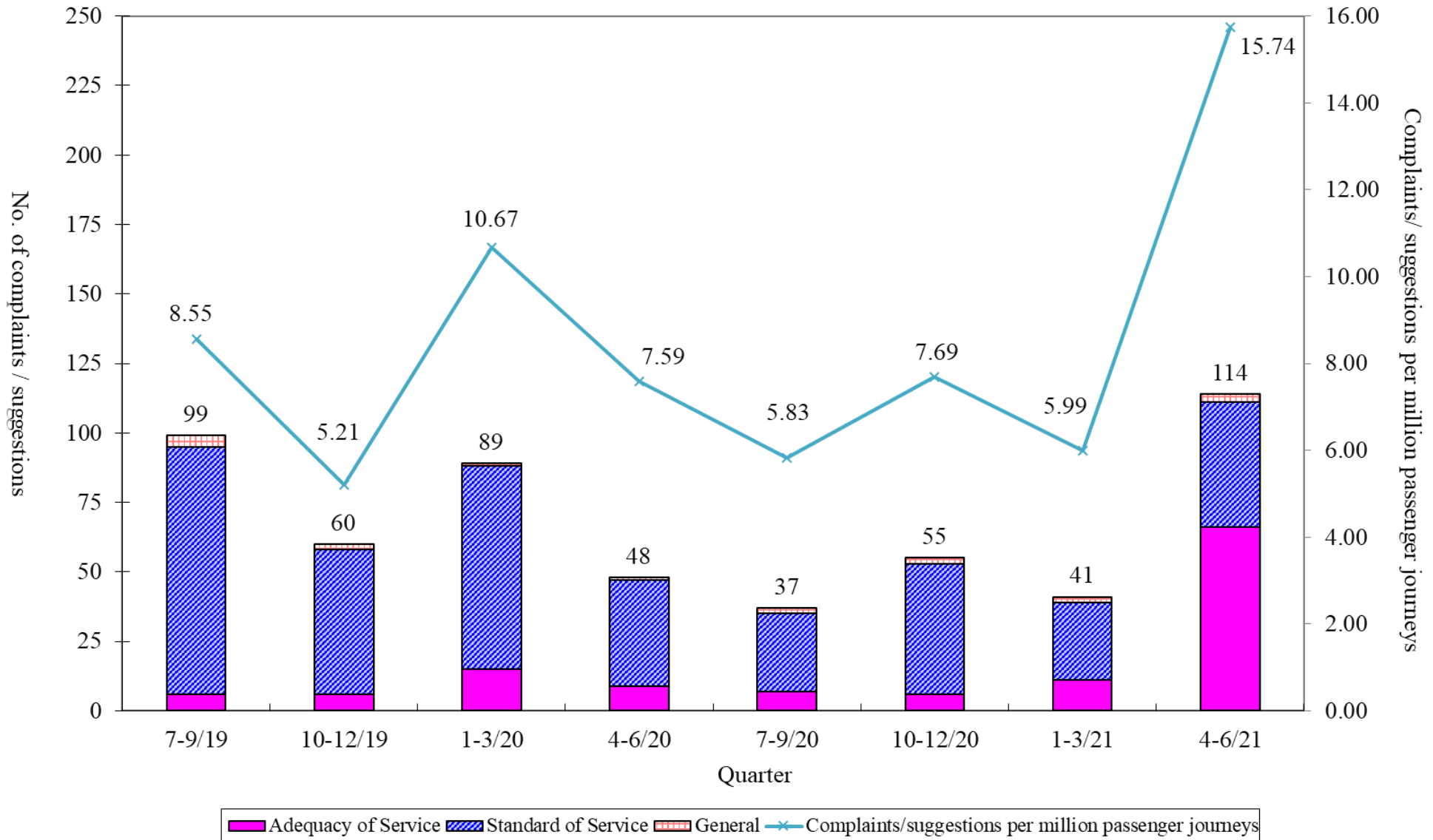
**Complaints and Suggestions on the Services of Citybus Limited (Franchise 2)
in the Past Eight Quarters**



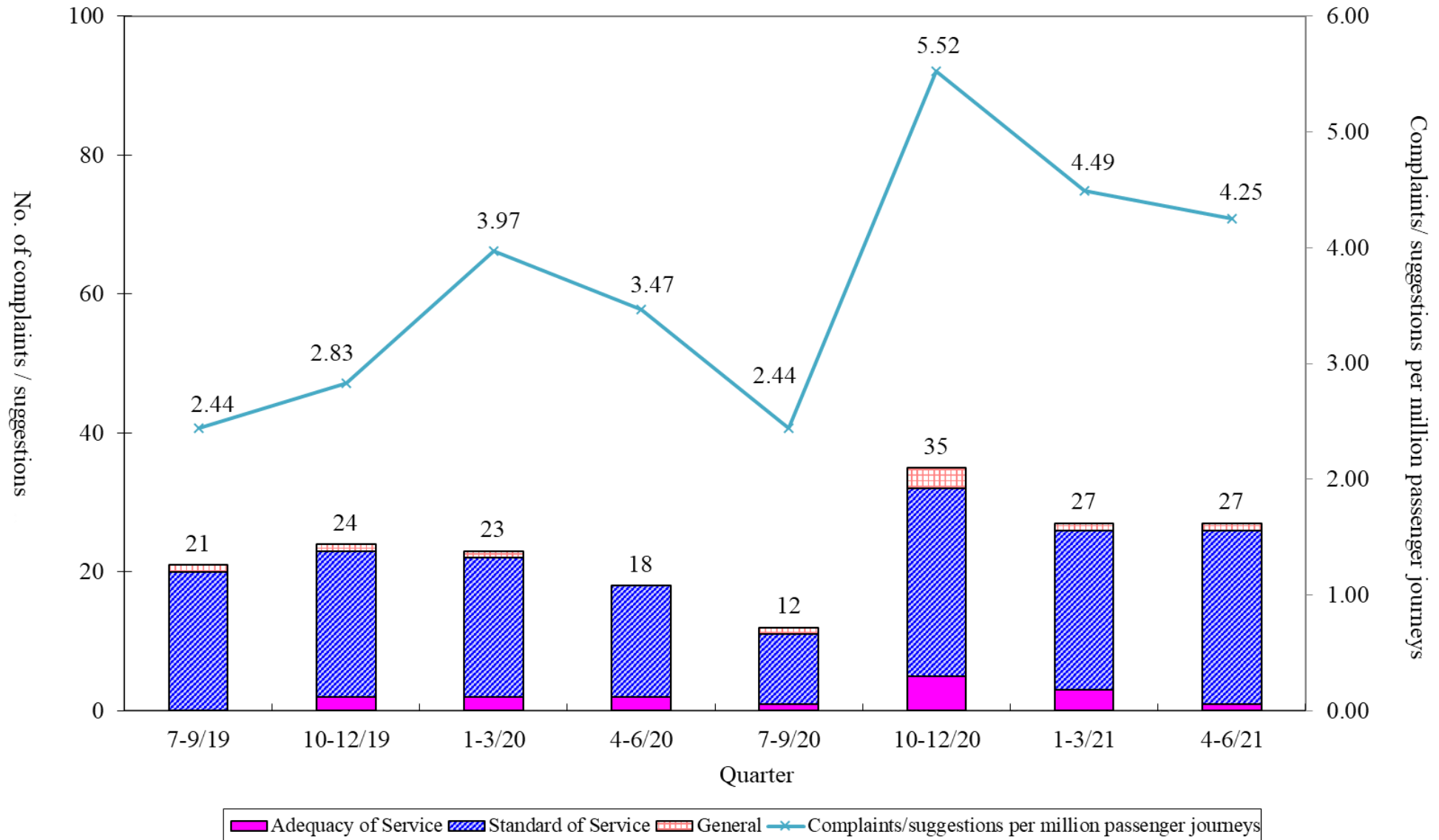
**Complaints and Suggestions on the Services of New World First Bus Services Limited
in the Past Eight Quarters**



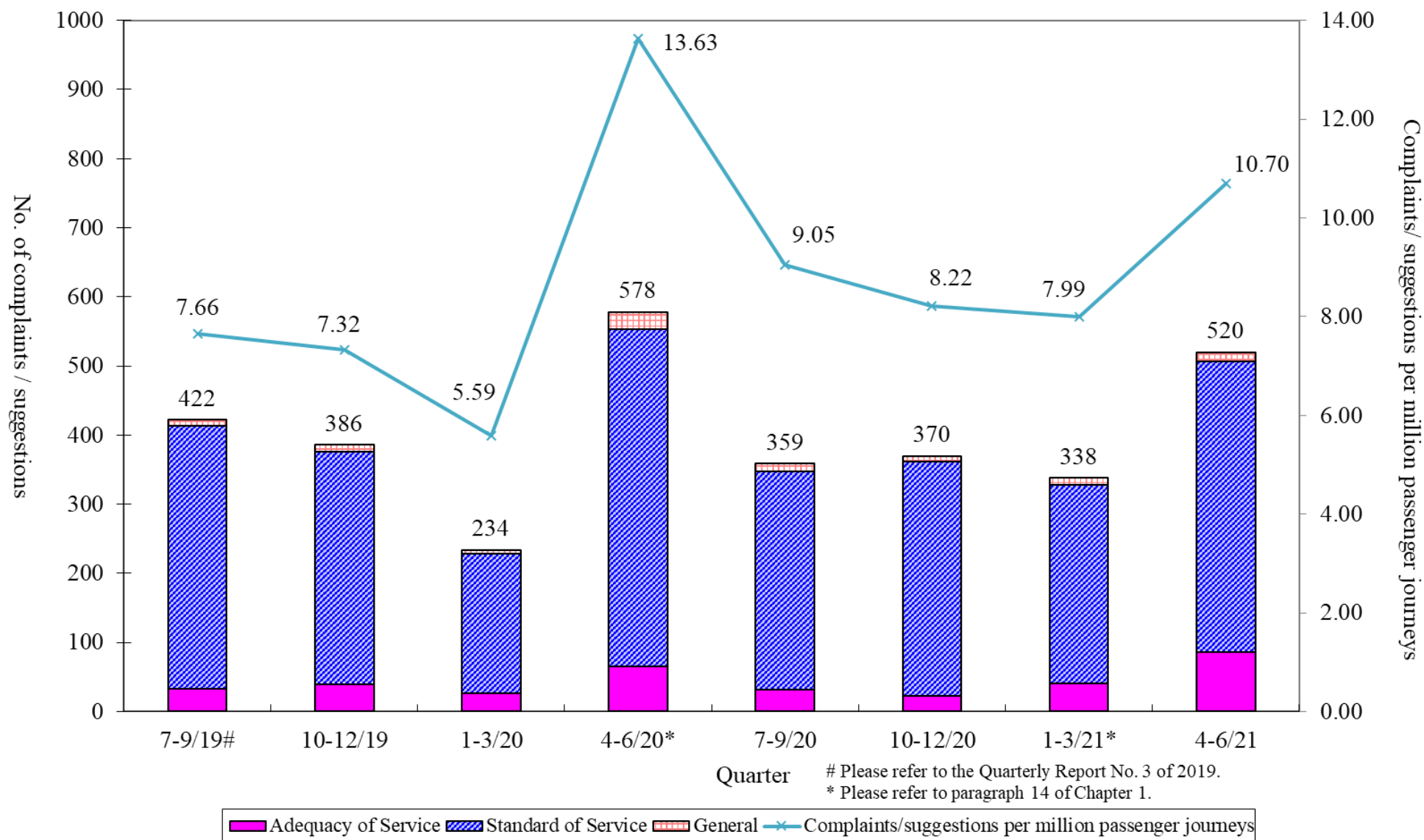
**Complaints and Suggestions on the Services of Long Win Bus Company Limited
in the Past Eight Quarters**



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



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

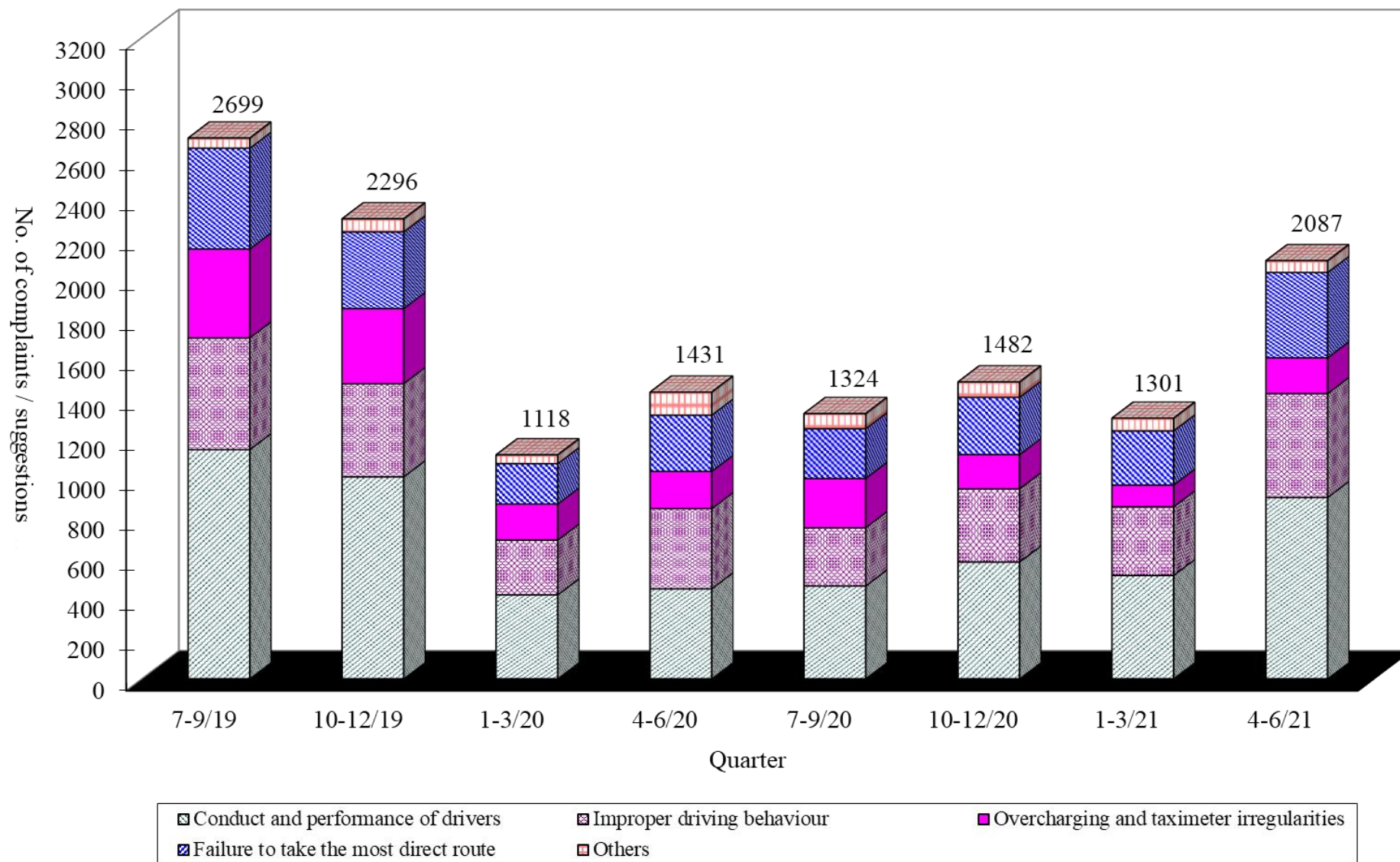


Breakdown of Complaints and Suggestions on Franchised Bus Services
(April – June 2021)

<u>Bus Company</u>	<u>Number of complaints/ suggestions</u>	<u>Number of complaints/ suggestions per million passenger journeys</u>
The Kowloon Motor Bus Company (1933) Limited (KMB)	1 232	6.03
Citybus Limited (Franchise 1) (CTB1)	279	10.43
Citybus Limited (Franchise 2) (CTB2)	46	8.98
New World First Bus Services Limited (NWFB)	652	27.07
New Lantao Bus Company (1973) Limited	27	4.25
Long Win Bus Company Limited	114	15.74
Cross-harbour Bus Services ⁽¹⁾	520	10.70
Total	2 870	8.90

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.

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 2020 (1.4.20-30.6.20)</u>	<u>Previous quarter (1.1.21-31.3.21)</u>	<u>Current quarter (1.4.21-30.6.21)</u>
(a) Conduct and performance of drivers			
(i) Behaving other than in a civil & orderly manner	219	216	354
(ii) Refusing hire	168	239	457
(iii) Soliciting passengers	-	2	1
(iv) Refusing to drive to destination	48	45	80
(v) Failure to display driver identity plate	13	11	9
(vi) Failure to display driver identity plate properly	1	3	4
Sub-total	449	516	905
(b) Improper driving behaviour	400	342	518
(c) Overcharging	157	82	128
(d) Taximeter irregularities	29	27	51
(e) Failure to take the most direct route	281	270	426
(f) Others*	115	64	59
Total	1 431	1 301	2 087

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

Complaints and Suggestions on Traffic and Road Conditions
(April – June 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	21	19	9	5	20	8	18	15	18	5	7	13	9	13	21	3	7	-	211
(b) Traffic management	2	-	3	1	5	-	6	3	2	1	1	7	3	3	8	5	1	4	57
(c) Additional traffic signs and aids	1	-	-	-	2	-	4	1	-	1	1	3	-	1	5	1	2	-	23
(d) Parking facilities	1	3	1	-	7	1	-	-	2	-	-	2	1	-	4	2	2	1	28
Sub-total	25	22	13	6	34	9	28	19	22	7	9	25	13	17	38	11	12	5	319
<u>Road Maintenance</u>																			
(a) Road conditions	-	2	1	2	2	-	3	1	-	-	3	3	3	1	-	-	-	-	23
(b) Traffic signs & aids	1	4	2	-	2	-	3	2	4	2	2	3	3	5	3	2	1	1	40
(c) Carriageway markings	-	2	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	3
Sub-total	1	8	3	2	5	-	6	3	4	2	5	6	6	6	3	2	1	1	66
<u>Enforcement</u>																			
(a) Illegal parking	43	38	33	12	69	21	47	78	60	21	26	103	52	55	18	25	16	8	727
(b) Other enforcement matters	18	20	10	13	27	16	25	22	32	7	15	21	30	17	19	13	21	5	342
Sub-total	61	58	43	25	96	37	72	100	92	28	41	124	82	72	37	38	37	13	1069
Total	87	88	59	33	135	46	106	122	118	37	55	155	101	95	78	51	50	19	1454

Complaints and Suggestions about Vehicle Obstruction

<u>District</u>		<u>No. of Complaints</u>			
		<u>2019</u>	<u>2020</u>	<u>Difference</u>	
Hong Kong	- Eastern	102	139	+37	(+36.3%)
	- Wan Chai	143 ⁽²⁾	180 ⁽²⁾	+37	(+25.9%) ⁽²⁾
	- Central & Western	744 ⁽³⁾	291 ⁽³⁾	-453	(-60.9%) ⁽³⁾
	- Southern	57	71	+14	(+24.6%)
Kowloon	- Kwun Tong	143	273	+130	(+90.9%)
	- Wong Tai Sin	54	95	+41	(+75.9%)
	- Kowloon City	121	132	+11	(+9.1%)
	- Sham Shui Po	110	288	+178	(+161.8%)
	- Yau Tsim Mong	194 ⁽⁴⁾	187	-7	(-3.6%) ⁽⁴⁾
New Territories	- North	60	74	+14	(+23.3%)
	- Tai Po	54	116	+62	(+114.8%)
	- Sha Tin	111	181	+70	(+63.1%)
	- Yuen Long	108	159	+51	(+47.2%)
	- Tuen Mun	81	144	+63	(+77.8%)
	- Tsuen Wan	70	122	+52	(+74.3%)
	- Kwai Tsing	83	139	+56	(+67.5%)
	- Sai Kung	51	125	+74	(+145.1%)
	- Islands	17	17	-	-
General ⁽¹⁾		501 ⁽⁵⁾	5	-496	(-99.0%) ⁽⁵⁾
Total		2 804⁽⁶⁾	2 738⁽⁶⁾	-66	(-2.4%)⁽⁶⁾

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

(2) Among the 143 complaints and suggestions, 77 complaints were received from one complainant. The number of complaints not including these cases is 66. Among the 180 complaints and suggestions, one complaint was received from one complainant. The number of complaints not including these cases is 179, representing an increase of 171.2% when compared with 66 cases in 2019.

(3) Among the 744 complaints and suggestions, 667 complaints were received from one complainant. The number of complaints not including these cases is 77. Among the 291 complaints and suggestions, 160 complaints were received from one complainant. The number of complaints not including these cases is 131, representing an increase of 70.1% when compared with 77 cases in 2019.

(4) Among the 194 complaints and suggestions, eight complaints were received from one complainant. The number of complaints not including these cases is 186. There were 187 cases received in 2020, representing an increase of 0.5% when compared with 186 cases in 2019.

Notes: (5) Among the 501 complaints and suggestions, 489 complaints were received from one complainant. The number of complaints not including these cases is 12. There were five cases received in 2020, representing a decrease of 58.3% when compared with 12 cases in 2019.

(6) Among the 2 804 complaints and suggestions, 1 241 complaints were received from one complainant. The number of complaints not including these cases is 1 563. Among the 2 738 complaints and suggestions, 161 complaints were received from one complainant. The number of complaints not including these cases is 2 577, representing an increase of 64.9% when compared with 1 563 cases in 2019.

Complaints and Suggestions about Vehicle Obstruction

<u>District</u>	<u>No. of Complaints</u>			
	<u>2020</u>	<u>2021</u>	<u>Difference</u>	
	<u>Jan – Jun</u>	<u>Jan – Jun</u>		
Hong Kong	- Eastern	74	75	+1 (+1.4%)
	- Wan Chai	57	56	-1 (-1.8%)
	- Central & Western	180 ⁽²⁾	54	-126 (-70.0%) ⁽²⁾
	- Southern	44	35	-9 (-20.5%)
Kowloon	- Kwun Tong	143	86	-57 (-39.9%)
	- Wong Tai Sin	54	34	-20 (-37.0%)
	- Kowloon City	63	68	+5 (+7.9%)
	- Sham Shui Po	122	92	-30 (-24.6%)
	- Yau Tsim Mong	101	75	-26 (-25.7%)
New Territories	- North	31	32	+1 (+3.2%)
	- Tai Po	56	42	-14 (-25.0%)
	- Sha Tin	93	77	-16 (-17.2%)
	- Yuen Long	89	66	-23 (-25.8%)
	- Tuen Mun	65	87	+22 (+33.8%)
	- Tsuen Wan	61	39	-22 (-36.1%)
	- Kwai Tsing	70	46	-24 (-34.3%)
	- Sai Kung	72	35	-37 (-51.4%)
	- Islands	8	7	-1 (-12.5%)
General ⁽¹⁾	5	6	+1	(+20.0%)
Total	1 388⁽³⁾	1 012⁽⁴⁾	-376	(-27.1%)⁽⁴⁾

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

(2) Among the 180 complaints and suggestions, 110 complaints were received from one complainant. The number of complaints not including these cases is 70. There were 54 cases received in the same period in 2021, representing a decrease of 22.9% when compared with 70 cases received in the same period in 2020.

(3) Among the 1 388 complaints and suggestions, 110 complaint was received from one complainant. The number of complaints not including these cases is 1 278.

(4) The 1 012 cases represents a decrease of 20.8% when compared with 1 278 cases (see note (3)) in the same period in 2020.

Complaints and Suggestions about Vehicle Obstruction at Bus Stops

<u>District</u>	<u>No. of Complaints</u>			
		<u>2020</u>	<u>2021</u>	
		<u>Jan – Jun</u>	<u>Jan – Jun</u>	<u>Difference</u>
Hong Kong	- Eastern	28	24	-4 (-14.3%)
	- Wan Chai	26	4	-22 (-84.6%)
	- Central & Western	29	20	-9 (-31.0%)
	- Southern	15	11	-4 (-26.7%)
Kowloon	- Kwun Tong	57	42	-15 (-26.3%)
	- Wong Tai Sin	22	17	-5 (-22.7%)
	- Kowloon City	17	15	-2 (-11.8%)
	- Sham Shui Po	61	26	-35 (-57.4%)
	- Yau Tsim Mong	41	25	-16 (-39.0%)
New Territories	- North	17	14	-3 (-17.6%)
	- Tai Po	16	15	-1 (-6.3%)
	- Sha Tin	35	32	-3 (-8.6%)
	- Yuen Long	45	22	-23 (-51.1%)
	- Tuen Mun	32	29	-3 (-9.4%)
	- Tsuen Wan	26	16	-10 (-38.5%)
	- Kwai Tsing	32	23	-9 (-28.1%)
	- Sai Kung	32	13	-19 (-59.4%)
	- Islands	3	2	-1 (-33.3%)
General ⁽¹⁾		3	1	-2 (-66.7%)
Total		537	351	-186 (-34.6%)

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

**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.