

QUARTERLY REPORT No. 3 of 2021

by the

TRANSPORT COMPLAINTS UNIT

of the

TRANSPORT ADVISORY COMMITTEE

for the period

1 July 2021 – 30 September 2021

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Chapter 1 Major Areas of Complaints and Suggestions¹

This is the third quarterly report for 2021 covering the period from 1 July to 30 September 2021.

Yearly and Quarterly Trends

2. During the quarter, the Transport Complaints Unit (TCU) received 10 344² complaints and suggestions, including 372³ pure suggestions. About 76% (7 880) of the cases were received through TCU Complaint/Suggestion Webform and email, 23% (2 434) through telephone, and the remaining cases in the form of fax or letter. The number of cases represents an increase of 25.1%² as compared with 8 268 cases in the previous quarter and an increase of 73.4%² as compared with 5 967⁴ 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 7 704 cases (including some outstanding cases from previous quarters) were completed. Of these, 5 962 cases (77%) were found to be substantiated, 19 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 Among the 10 344 complaints and suggestions, 682 complaints were received from one complainant. The number of complaints not including these cases is 9 662, representing an increase of 16.9% when compared with 8 268 cases in the previous quarter and an increase of 85.6% when compared with 5 205 cases (see footnote 4) in the same quarter in 2020. A breakdown of the complaints not including these cases is at Annex A(i)(b).

³ Among the 372 pure suggestions, 267 pure suggestions about public transport routeing were received from a member of the public. The number of pure suggestions not including these cases is 105.

⁴ Among the 5 967 complaints and suggestions, 762 complaints were received from one complainant. The number of complaints not including these cases is 5 205.

and the remaining 1 723 cases (22%) 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 July to September 2021, the Police reported the latest developments on 617⁵ cases previously referred to them. Among these cases, 63⁵ drivers were summonsed.

5. During the same period, relevant government departments and public transport operators took on board 10 suggestions made by members of the public who gave proposals to enhance public transport services and improve traffic conditions. A summary of the cases is at Annex D. The Chairman of the TCU Sub-committee has issued appreciation letters to the proponents of these suggestions who provided their contact details.

Public Transport Services

6. Complaints and suggestions on public transport services accounted for 8 367⁶ cases, representing an increase of 24.3%⁶ as compared with 6 732 cases in the previous quarter and an increase of 117.7%⁶ as compared with 3 844 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).

⁵ The figures include the taxi cases in paragraph 22.

⁶ Among the 8 367 complaints and suggestions, 682 complaints were received from one complainant. The number of complaints not including these cases is 7 685, representing an increase of 14.2% when compared with 6 732 cases in the previous quarter and an increase of 99.9% when compared with 3 844 cases in the same quarter in 2020. A breakdown of the complaints not including these cases is at Annex E(i)(b).

Franchised Bus Services

7. A total of 3 571⁷ complaints and suggestions on franchised bus services were received during the quarter, representing an increase of 24.4%⁷ as compared with 2 870 cases in the previous quarter and an increase of 153.1%⁷ as compared with 1 411 cases in the same quarter in 2020.

8. There were 1 482 cases on the services of The Kowloon Motor Bus Company (1933) Limited (KMB), as compared with 1 232 cases in the previous quarter and 767 cases in the same quarter in 2020. Among the 1 482 cases, 313 (or 21.1%) were about the adequacy of service and 1 127 (or 76.0%) were about the standard of service.

9. There were 412⁸ cases on the services of the Citybus Limited (Franchise for Hong Kong Island and Cross-Harbour Bus Network) (CTB (Franchise 1)), as compared with 279 cases in the previous quarter and 79 cases in the same quarter in 2020. Among the 412⁸ cases, 149⁸ (or 36.2%) were about the adequacy of service while 250⁸ (or 60.7%) were about the standard of service.

10. There were 79 cases on the services of the Citybus Limited (Franchise for Airport and North Lantau Bus Network) (CTB (Franchise 2)), as compared with 46 cases in the previous quarter and 33 cases in the same quarter in 2020. Among the 79 cases, 18 (or 22.8%) were about the adequacy of service while 60 (or 75.9%) were about the standard of service.

11. There were 619⁹ cases on the services of the New World First Bus Services Limited (NWFB), as compared with 652 cases in the previous quarter and 124 cases in the same quarter in 2020. Of the 619⁹ cases, 140⁹ (or 22.6%)

⁷ Among the 3 571 complaints and suggestions, 682 complaints were received from one complainant. The number of complaints not including these cases is 2 889, representing an increase of 0.7% when compared with 2 870 cases in the previous quarter and an increase of 104.7% when compared with 1 411 cases in the same quarter in 2020.

⁸ Among the 412 complaints and suggestions, 136 complaints (93 were about the adequacy of service and 43 were about the standard of service) were received from one complainant. The number of complaints not including these cases is 276.

⁹ Among the 619 complaints and suggestions, 340 complaints (35 were about the adequacy of service and 305 were about the standard of service) were received from one complainant. The number of complaints not including these cases is 279.

were about the adequacy of service and 472⁹ (or 76.3%) were about the standard of service.

12. There were 143 cases on the services of the Long Win Bus Company Limited (LWB), as compared with 114 cases in the previous quarter and 37 cases in the same quarter in 2020. Of the 143 cases, 27 (or 18.9%) were about the adequacy of service and 113 (or 79.0%) were about the standard of service.

13. There were 42 cases on the services of the New Lantao Bus Company (1973) Limited (NLB), as compared with 27 cases in the previous quarter and 12 cases in the same quarter in 2020. Of the 42 cases, one (or 2.4%) was about the adequacy of service and 41 (or 97.6%) were about the standard of service.

14. There were 794¹⁰ cases on the cross-harbour bus services¹¹, as compared with 520 cases in the previous quarter and 359 cases in the same quarter in 2020. Of the 794¹⁰ cases, 280¹⁰ (or 35.3%) were about the adequacy of service and 502¹⁰ (or 63.2%) 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 87 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 80 and 41 respectively.

¹⁰ Among the 794 complaints and suggestions, 206 complaints (170 were about the adequacy of service and 36 were about the standard of service) were received from one complainant. The number of complaints not including these cases is 588.

¹¹ 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 1 740 complaints and suggestions on public light bus (PLB) services were received in this quarter, representing an increase of 16.7% as compared with 1 491 cases in the previous quarter and an increase of 81.4% as compared with 959 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, 94.2% or 1 639 cases were on green minibus (GMB) services, representing an increase of 18.5% as compared with 1 383 cases in the previous quarter and an increase of 81.5% as compared with 903 cases in the same quarter in 2020. Among the 1 639 cases, 160 (or 9.8%) were about the adequacy of service and 1 450 (or 88.5%) were about the standard of service.

19. The remaining 5.8% or 101 cases were on the services provided by red minibuses (RMB), representing a decrease of 6.5% as compared with 108 cases in the previous quarter and an increase of 80.4% as compared with 56 cases in the same quarter in 2020.

Taxi Services

20. A total of 2 744 cases on taxi services were received in this quarter, representing an increase of 31.5% as compared with the previous quarter and an increase of 107.3% 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 2 744 cases received, 2 649 (96.5%) were related to taxi driver malpractice, as compared with 2 028 such cases (97.2%) 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 480 such cases (18.1%) were referred to the Police.

22. During the quarter, the Police reported the latest developments on 371 cases previously referred to them. These cases are categorised as follows –

	<u>No. of Cases</u>		<u>Percentage</u>	
(a) Summonsed	16	(24)	4	(9)
(b) Withdrawn by complainants	279	(184)	75	(69)
(c) Evidence considered insufficient by the Police for further processing	76	(59)	21	(22)
	<hr/> 371 (267) <hr/>		<hr/> 100 (100) <hr/>	

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

It is noted that 96% of these cases could not be further pursued because of withdrawal by complainants or insufficient evidence.

23. Among the 24 summonsed cases in the previous quarter, 16 taxi drivers were convicted of traffic offences by the court¹². One taxi driver was fined \$1,000 for refusing to drive to destination. One taxi driver was fined \$800 for not driving to destination by most direct practicable route. While one taxi driver was fined \$500 for refusing hire, another taxi driver was fined \$300 for failing to display taxi driver identity plate.

Rail Services

24. A total of 193 complaints and suggestions on rail services were received. The corresponding figures for the previous quarter and the same quarter in 2020 were 181 and 90 respectively. Of the 193 cases, 184 were on the services of MTRCL.

¹² Results of the remaining summonsed cases were not yet available as at end October 2021.

Ferry Services

25. There were 32 complaints and suggestions on ferry services in this quarter. The corresponding figures for the previous quarter and the same quarter in 2020 were 23 and 19 respectively.

Traffic Conditions

26. There were 263 complaints recorded in this quarter about traffic congestion, as compared with 211 cases in the previous quarter and 166 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	56	(54)
Kowloon	102	(79)
New Territories	104	(78)
Others (e.g. general issues and tunnel areas)	1	(-)
Total	263	(211)

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

27. Based on the number of complaints received, districts most affected by traffic congestion were Sham Shui Po (27 cases), Kwun Tong (26 cases) and Yau Tsim Mong (25 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, inappropriate traffic engineering management measures and insufficient enforcement (e.g. illegal parking, unauthorised obstruction, traffic light phasing, traffic lane arrangements, road works and restricted zones).

29. There were 60 complaints and suggestions on traffic management and 23 requests for additional traffic signs and aids in this quarter. As a comparison,

there were 57 and 23 such cases in the previous quarter, and 28 and 8 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 87 complaints about road maintenance, as compared with 66 cases in the previous quarter and 40 cases in the same quarter in 2020. Among the 87 cases, 27 cases were related to road conditions and 58 cases were related to traffic signs and aids.

32. Districts which attracted relatively more complaints about road conditions were Wan Chai (five cases), Central & Western, Kwun Tong and Yuen Long (three cases each). Districts which attracted relatively more complaints about traffic signs and aids were Yuen Long (10 cases), Wong Tai Sin (six cases), Eastern and Yau Tsim Mong (five cases each).

Enforcement

33. There were 1 456¹³ complaints about traffic regulations enforcement in this quarter, representing an increase of 36.2% when compared with 1 069 cases in the previous quarter and a decrease of 20.1%¹³ when compared with 1 823¹⁴ cases in the same quarter in 2020. They were mainly requests for action against illegal parking (1 010 cases), disobeying traffic signs/schemes (113 cases), cutting lane abruptly/overtaking on solid line (109 cases) and jumping red light/failing to give way to pedestrians/traffic (98 cases). All these cases were referred to the Police for action. The number of complaints on traffic

¹³ The number of complaints represents an increase of 37.2% when compared with 1 061 cases (see footnote 14) in the same quarter in 2020.

¹⁴ Among the 1 823 complaints and suggestions, 762 complaints were received from one complainant. The number of complaints not including these cases is 1 061.

regulations enforcement broken down by district is at Annex I.

34. Districts which attracted relatively more complaints about illegal parking were Sha Tin (124 cases), Sham Shui Po and Central & Western (121 cases each).

Chapter 2 Major Events and Noteworthy Cases

Transport Complaints Unit Sub-committee Meeting

At the quarterly meeting of the TCU Sub-committee on 21 September 2021, Members discussed –

- (a) complaints and suggestions about Parking Facilities for Disabled Drivers;
 - (b) complaints and suggestions on Taxi Services;
 - (c) complaints and suggestions about Vehicle Obstruction; and
 - (d) TCU Quarterly Report No. 2 of 2021.
2. Members agreed that the following should be submitted to the Transport Advisory Committee –
- (a) complaints and suggestions about Vehicle Obstruction; and
 - (b) TCU Quarterly Report No. 2 of 2021.

Concerns about inadequate motorcycle parking spaces in Wan Chai

3. A member of the public raised concerns about the inadequacy of motorcycle parking spaces in Wan Chai. He suggested providing more motorcycle parking spaces underneath Fleming Road Flyover. He also enquired about the Government's policy on the provision of motorcycle parking spaces.

4. The case was referred to the Transport Department (TD) for investigation and the Police for necessary enforcement action. TD advised that the Government's current policy on the provision of parking spaces was to accord priority to the parking demands of commercial vehicles, and to provide an appropriate number of parking spaces for other types of vehicles if the overall

development permitted, but also to encourage passengers to continue using public transport as far as possible.

5. To meet public aspirations for more parking spaces, the Government had been actively pursuing a host of short- and medium- to long-term measures, including requiring developers to provide parking spaces at the higher end of the current parking standards under the Hong Kong Planning Standards and Guidelines for new developments; providing parking spaces (including motorcycle parking spaces) underneath footbridges and flyovers; opening up about 1 200 parking spaces (including motorcycle parking spaces) in 12 joint-user government buildings under the Government Property Agency's management for public use during non-office hours (normally including night time on weekdays and the whole day on Saturdays, Sundays and public holidays) in the form of hourly car parks; and providing public parking spaces (including motorcycle parking spaces) in suitable "Government, Institution or Community" facilities and public open space projects in line with the "single site, multiple uses" principle.

6. For Wan Chai District, TD was planning to provide additional motorcycle parking spaces underneath Arsenal Street Flyover. TD noted the suggestion on providing more motorcycle parking spaces underneath Fleming Road Flyover and would explore the feasibility accordingly.

7. In addition, the motorcycle parking spaces in Wan Chai Tower (i.e. at the basement of Immigration Tower) were opened for public use from 19:00 to 07:00 from Mondays to Fridays (except General Holidays) and for 24 hours on Saturdays, Sundays and General Holidays.

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

Suggestion about crossing facilities at Yue Man Square Public Transport Interchange

9. Upon the opening of Yue Man Square Public Transport Interchange

(PTI) in April 2021, a member of the public observed that traffic was often busy at the entrance of the Minibus Terminus at Hip Wo Street. He proposed to provide pedestrian crossing facilities (e.g. signalised pedestrian crossings) at Yue Man Square PTI to enhance road safety.

10. The case was referred to TD for consideration. TD advised that Yue Man Square PTI was part of the Development Areas 2 and 3 of Kwun Tong Town Centre Project of the Urban Renewal Authority (URA). URA disseminated the details of traffic diversions to the public through various channels (including Kwun Tong District Council). According to the original plan of the project, URA would introduce signalised pedestrian crossings to replace the existing uncontrolled cautionary crossings at the entrance of the Minibus Terminus in late 2021. To further improve the traffic conditions at the location concerned, TD requested URA to review the design of the entire intersection and install the signalised pedestrian crossing as soon as possible. TD advised that the signalised pedestrian crossing was eventually installed in late July 2021.

11. The member of the public was informed of TD's reply.

Complaint about inaccurate bus arrival time on smartphone application

12. Members of the public complained about the inaccuracy of the bus arrival time shown in the smartphone application (app) of The Kowloon Motor Bus Company (1933) Limited (KMB) (e.g. early departure, late arrival and lost trips). The complainants complained that there were discrepancies between the estimated bus arrival time shown in the app and the actual headway and arrival time. The inaccurate bus arrival time shown in the app caused inconvenience in planning their bus journeys and led to a waste of time waiting for buses. Some complainants requested TD to monitor the accuracy of the real-time bus arrival information of KMB.

13. The cases were referred to TD for follow-up action. TD replied that they requested KMB to enhance the accuracy of the Estimated Time of Arrival (ETA) system, and explore the inclusion of more information relating to service delays in the app to facilitate passengers' trip planning. TD also advised that

KMB would continue to invest resources to improve the accuracy of the ETA system.

14. TD's replies were conveyed to the complainants.

Complaints and Suggestions about Improper Driving Behaviour of Public Transport Drivers

Complaint/Suggestion Statistics

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

<u>Year</u>	<u>No. of Complaints/Suggestions</u>	<u>Difference</u>
2016	3 774	-
2017	3 855	+2.1%
2018	4 270	+10.8%
2019	4 625	+8.3%
2020	3 389	-26.7%
2021 (up to 30.9.2021)	3 732	-

2. A total of 3 732 complaints and suggestions about improper driving behaviour of PT drivers were received during the period from January to September 2021. This represents an increase of 54.2% when compared with 2 420 cases received in the same period in 2020. A breakdown by transport mode is as follows –

<u>Transport Mode</u>	<u>No. of complaints/suggestions</u>		<u>Difference</u>
	<u>2020 Jan - Sep</u>	<u>2021 Jan - Sep</u>	
Taxi	964	1 527	+563 (+58.4%)

Franchised bus	791	1 164	+373 (+47.2%)
Green minibus	524	836	+312 (+59.5%)
Red minibus	103	121	+18 (+17.5%)
Non-franchised bus	19	41	+22 (+115.8%)
Mass Transit Railway (including Light Rail)	10	28	+18 (+180.0%)
Tram	5	13	+8 (+160.0%)
Ferry	4	2	-2 (-50.0%)
Total	2 420	3 732	+1 312 (+54.2%)

3. Of these 3 732 cases, the complainants were mostly concerned about the following improper acts –

- (a) driving speedily;
- (b) picking up/setting down passenger in restricted area/out of line;
- (c) slow driving;
- (d) changing lanes abruptly/overtaking on solid line;
- (e) dashing through traffic light;
- (f) starting before passengers safely alighted/boarded; and
- (g) using mobile phone while driving.

A graph showing the trends of the number of cases received concerning the above major improper acts in the past five years (2016 – 2020) is at Annex J. Detailed breakdowns by nature of the improper driving behaviours of PT drivers are at Annexes K(i) and (ii). Breakdowns by transport modes receiving more complaints are shown in Annexes K(iii) – (vi).

Measures to Improve the Situation

4. All the complaints received about improper driving behaviour of PT drivers were referred to the respective operators, the Transport Department (TD) or the Police for investigation.

5. If the complainants agree to be witnesses, the cases will be referred to the Police for further investigation. During the period from January to September 2021, 524 out of the 3 732 cases about improper driving behaviour were referred to the Police for consideration of prosecution action. So far, investigation had been completed on 324 of these cases, the results of which are as follows –

	<u>No. of Cases</u>	<u>Percentage</u>
(a) Summoned	22	7
(b) Withdrawn by complainants	236	73
(c) Evidence considered insufficient by the Police for further processing	66	20
Total	324	100

Franchised Bus Services

6. All franchised bus operators have all along been adopting measures to improve their bus captains' driving skills, driving attitude and safety awareness with a view to enhancing bus operation safety. In addition to training for new recruits, all franchised bus operators provide training for in-service bus captains from time to time, including refresher courses, new bus route/type training and remedial training. The operators also issue staff notices and hold regular briefings on safe driving and quality service to their in-service bus captains.

7. To assist safe driving, franchised bus operators have installed/adopted in-vehicle devices/technologies to cap the maximum speed of buses and to enable generation of real-time alerts to bus captains on speeding and exception reports on harsh braking. Further, franchised bus operators use the vehicle operating data captured by the black boxes to monitor bus captains' driving behaviour (such as driving speedily) and facilitate performance management and accident investigation. Bus captains found to have improper driving behaviour or involved in serious traffic accidents would be reminded, coached or even

disciplined by the operators. They may also be required to attend additional driving training if necessary.

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

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

Public Light Bus Services

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

11. Moreover, TD has been maintaining close communication with the PLB trade through trade conferences, publication of PLB Newsletters and PLB Road Safety Seminars, etc., with a view to working together in enhancing the safety of PLBs. TD will continue working with the Police to conduct a PLB Road Safety Seminar regularly, with the emphasis on common improper behaviours and malpractices. Specifically pinpointing cases with the highest

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

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

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

Taxi Services

14. TD has been working closely with the leaders of taxi trade to remind taxi drivers to drive safely and properly, as well as to enhance service quality. TD revamped and established a new Committee on Taxi Service Quality (CTSQ) in January 2018, which serves as a multi-party platform to discuss strategies and

measures to drive changes to enhance the service quality of taxis. Since the establishment of CTSQ, TD has implemented a number of measures to improve taxi service quality, including publishing and updating the “Hong Kong Taxi Service Standard” and “Hong Kong Taxi Service Guidelines”, which set out the obligations and conduct of taxi drivers. Meanwhile, TD has enhanced its mechanism for handling complaints relating to taxi service, with a view to taking actions against drivers who are the subjects of repeated complaints and assisting the taxi trade in setting up a system for self-monitoring and regulation. TD also developed an internal database which assists TD in grasping the overall taxi service quality more effectively, analysing whether there is a rising trend of complaints against individual vehicles or vehicles owned by individual companies, as well as taking appropriate follow-up and targeted actions having regard to the circumstances of individual cases. For those taxi owners and drivers who are being repeatedly complained against, TD would provide their particulars to the Police for appropriate follow-up investigation and enforcement actions. TD would also request the Police to step up enforcement actions at the black spots to combat the offences when necessary.

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

16. Lastly, TD recognises the importance of effective monitoring on drivers’ performance and understands that currently some taxi operators have been running taxi services as fleets and providing various channels for passengers to make suggestions and lodge complaints on taxi services so as to monitor drivers’ performance. In addition, some taxi operators have enhanced pre-service training for drivers, and will issue warning or provide training to in-service drivers who have repeatedly been involved in improper driving behaviour or bad service attitude. TD will continue to encourage more members of the taxi trade to adopt fleet management and leverage on innovation and technology to

improve the operational efficiency and quality of management so as to enhance taxi service quality.

Others

17. TD, in its continuous efforts to enhance driving safety and health awareness of commercial vehicle drivers (including PT drivers), launches the “Safe Driving and Health Campaign” annually which focuses on five major themes, including “observe good driving attitudes”, “respect other road users”, “no driving after drinking and taking drug”, “maintain good health at all times” and “mutual respect between drivers and passengers”. A wide range of publicity programmes and activities, including radio broadcasts, outreach promotion and a dedicated Facebook page with interactive games and prizes, were delivered in the campaign to promote commercial vehicle drivers’ awareness of safe driving and maintaining good health. In addition, through regular meetings with the transport trades, TD calls on commercial vehicle drivers to keep a safe and courteous driving attitude. Relevant road safety messages have also been publicised in publicity leaflets, transport trades’ newsletters, Road Safety Bulletins and variable message signs on strategic roads. These publicity leaflets, newsletters and Road Safety Bulletins are also available on homepages of TD and Road Safety Council.

18. “Road Safety” is one of the Commissioner of Police Operational Priorities. A multi-agency approach of road engineering, public engagement and proactive enforcement has been adopted to ensure road safety in Hong Kong. Publicity activities with close cooperation of the Road Safety Council and other stakeholders are being organised throughout the year, which include distribution of road safety leaflets and organisation of road safety talks to PT drivers as well as the trade operators. By adopting the Selected Traffic Enforcement Priorities (STEP) 2021, the Police aims to change the irresponsible behaviour of road users including PT drivers that cause traffic accidents and obstruct traffic flow; address issues of community concern over irresponsible road user behaviour; and make it everyone’s responsibility to promote road safety for every road user. Besides, territory-wide enforcement operations against irresponsible driving behaviour such as “drink driving”, “speeding”, “mobile phone offences”, “seat belt

offences”, “construction and maintenance offences” and “failing to comply with traffic signals” are being conducted regularly.

19. In 2020, enforcement was undertaken on 45 155 occasions against PT drivers and vehicles, representing a decrease of 21.3% when compared with 2019 due to the outbreak of COVID-19. A breakdown is at Annex L.

20. TCU would continue to closely monitor and follow up with the departments and transport operators concerned regarding complaints about improper driving behaviour of PT drivers.

Complaints and Suggestions Received by TCU

<u>Nature of Complaint/Suggestion</u> ⁽¹⁾⁽²⁾	<u>Same quarter in 2020 (1.7.20-30.9.20)</u>		<u>Previous quarter (1.4.21-30.6.21)</u>		<u>Current quarter (1.7.21-30.9.21)</u>	
I. Public Transport Services						
(a) Adequacy of service	232	[22]	606	[228]	1 146	[319]
(b) Standard of service	3 488	[5]	5 978	[8]	7 018	[15]
(c) General	124	[4]	148	[3]	203	[3]
	3 844	[31] (64%)	6 732	[239] (81%)	8 367⁽³⁾	[337] (81%)
II. Traffic Conditions						
(a) Traffic congestion	166	[4]	211	[6]	263	[4]
(b) Traffic management	28	[9]	57	[14]	60	[13]
(c) Additional traffic signs and aids	8	[4]	23	[2]	23	[9]
(d) Parking facilities	7	[1]	28	[3]	24	[2]
	209	[18] (3%)	319	[25] (4%)	370	[28] (3%)
III. Road Maintenance						
(a) Road conditions	22		23	[1]	27	
(b) Traffic signs and aids	15	[1]	40	[1]	58	[1]
(c) Carriageway markings	3		3		2	
	40	[1] (1%)	66	[2] (1%)	87	[1] (1%)
IV. Enforcement						
(a) Illegal parking	1 556	[1]	727	[3]	1 010	[1]
(b) Other enforcement matters	267		342	[1]	446	[4]
	1 823⁽³⁾	[1] (31%)	1 069	[4] (13%)	1 456	[5] (14%)
V. Miscellaneous	51	(1%)	82	[2] (1%)	64	[1] (1%)
Total	5 967⁽³⁾	[51] (100%)	8 268	[272] (100%)	10 344⁽³⁾	[372] (100%)

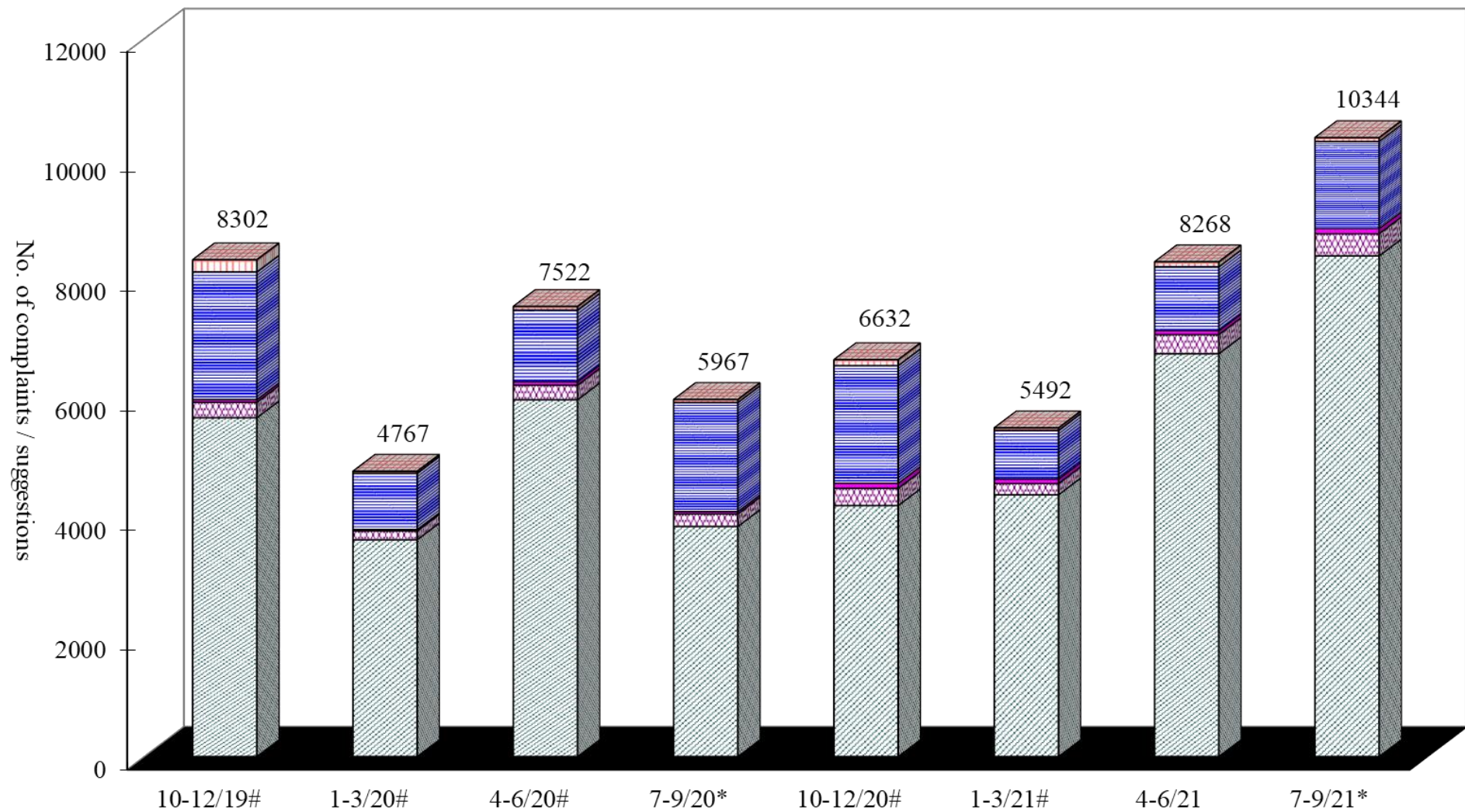
- Notes :** (1) Figures in square brackets are the number of pure suggestions received in the quarter. The figures have been included in the overall number of cases received.
- (2) Percentage figures in brackets represent the proportion of a category of complaints/ suggestions to the total number of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

Complaints and Suggestions Received by TCU⁽¹⁾

<u>Nature of Complaint/Suggestion⁽²⁾⁽³⁾</u>	<u>Same quarter in 2020 (1.7.20-30.9.20)⁽⁴⁾</u>		<u>Previous quarter (1.4.21-30.6.21)</u>		<u>Current quarter (1.7.21-30.9.21)⁽⁵⁾</u>	
I. Public Transport Services						
(a) Adequacy of service	232	[22]	606	[228]	848	[319]
(b) Standard of service	3 488	[5]	5 978	[8]	6 634	[15]
(c) General	124	[4]	148	[3]	203	[3]
	3 844	[31] (74%)	6 732	[239] (81%)	7 685⁽⁵⁾	[337] (79%)
II. Traffic Conditions						
(a) Traffic congestion	166	[4]	211	[6]	263	[4]
(b) Traffic management	28	[9]	57	[14]	60	[13]
(c) Additional traffic signs and aids	8	[4]	23	[2]	23	[9]
(d) Parking facilities	7	[1]	28	[3]	24	[2]
	209	[18] (4%)	319	[25] (4%)	370	[28] (4%)
III. Road Maintenance						
(a) Road conditions	22		23	[1]	27	
(b) Traffic signs and aids	15	[1]	40	[1]	58	[1]
(c) Carriageway markings	3		3		2	
	40	[1] (1%)	66	[2] (1%)	87	[1] (1%)
IV. Enforcement						
(a) Illegal parking	794	[1]	727	[3]	1 010	[1]
(b) Other enforcement matters	267		342	[1]	446	[4]
	1 061⁽⁴⁾	[1] (20%)	1 069	[4] (13%)	1 456	[5] (15%)
V. Miscellaneous	51	(1%)	82	[2] (1%)	64	[1] (1%)
Total	5 205⁽⁴⁾	[51] (100%)	8 268	[272] (100%)	9 662⁽⁵⁾	[372] (100%)

- 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) 762 complaints from one complainant were excluded.
 - (5) 682 complaints from one complainant were excluded.

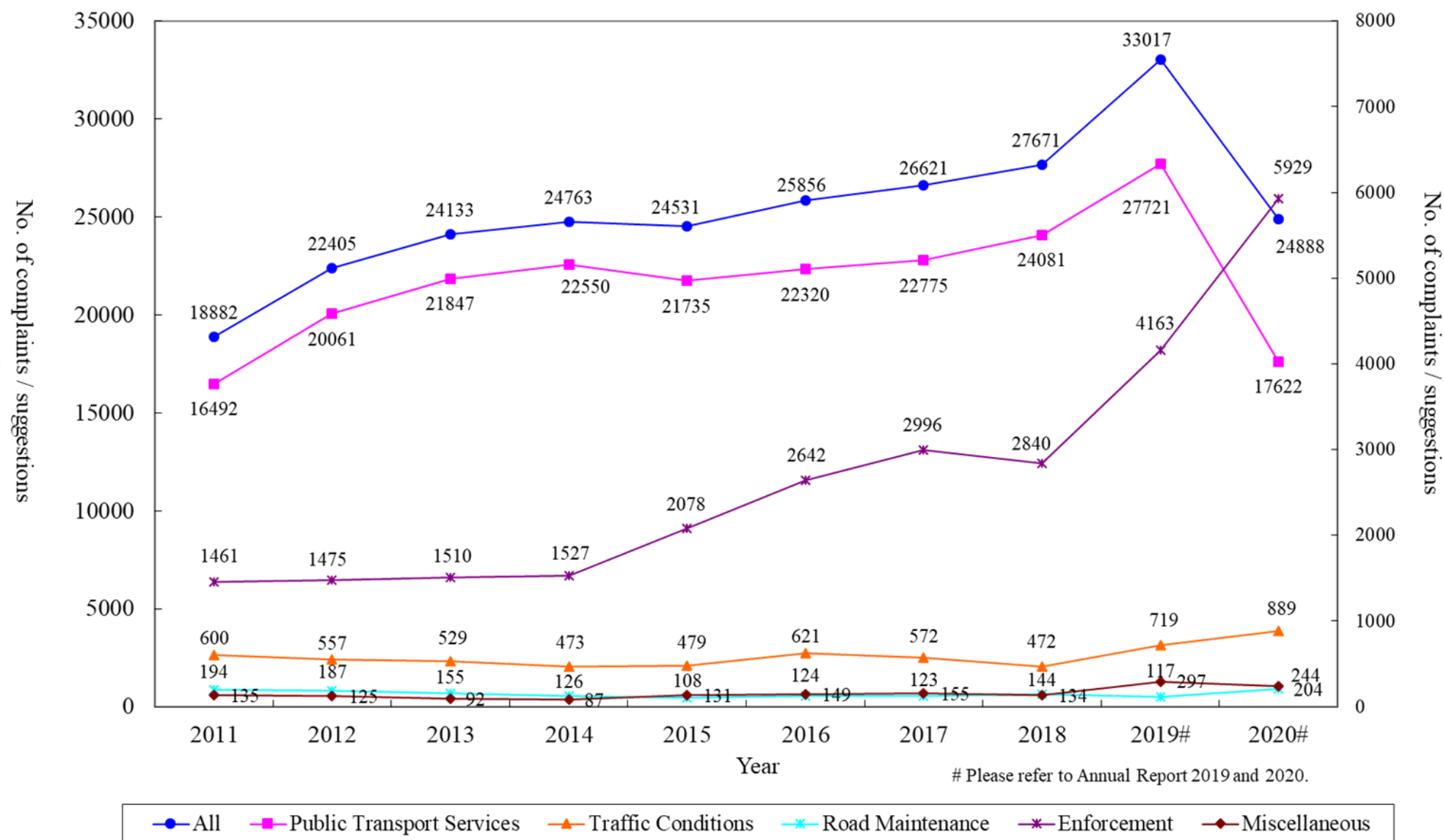
Complaints and Suggestions Received by TCU



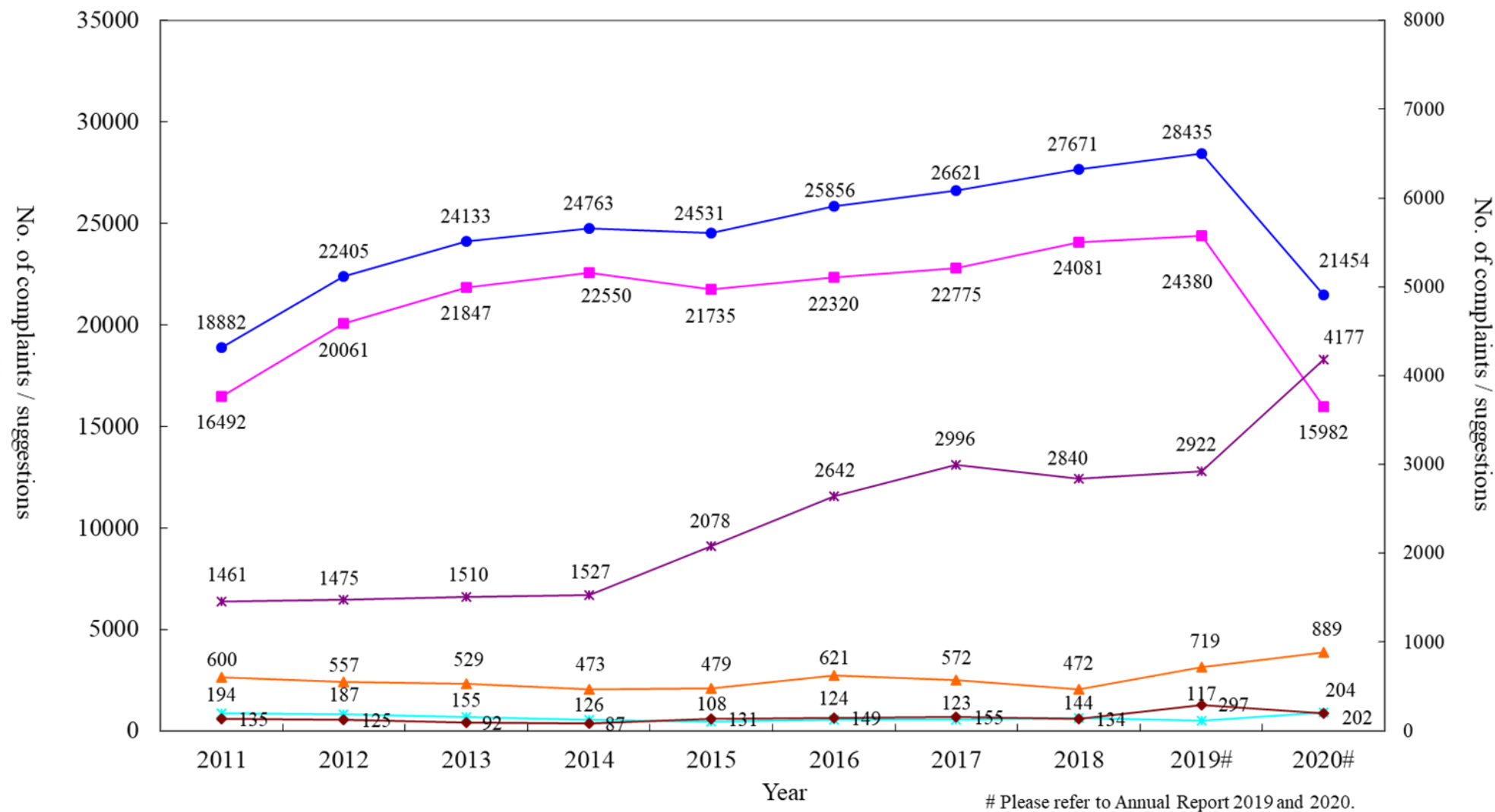
Quarter # Please refer to the Quarterly Report No. 4 of 2019, No. 1-4 of 2020 and No.1 of 2021.
 * Please refer to paragraph 2 of Chapter 1.

Public Transport Services Traffic Conditions Road Maintenance Enforcement Miscellaneous

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



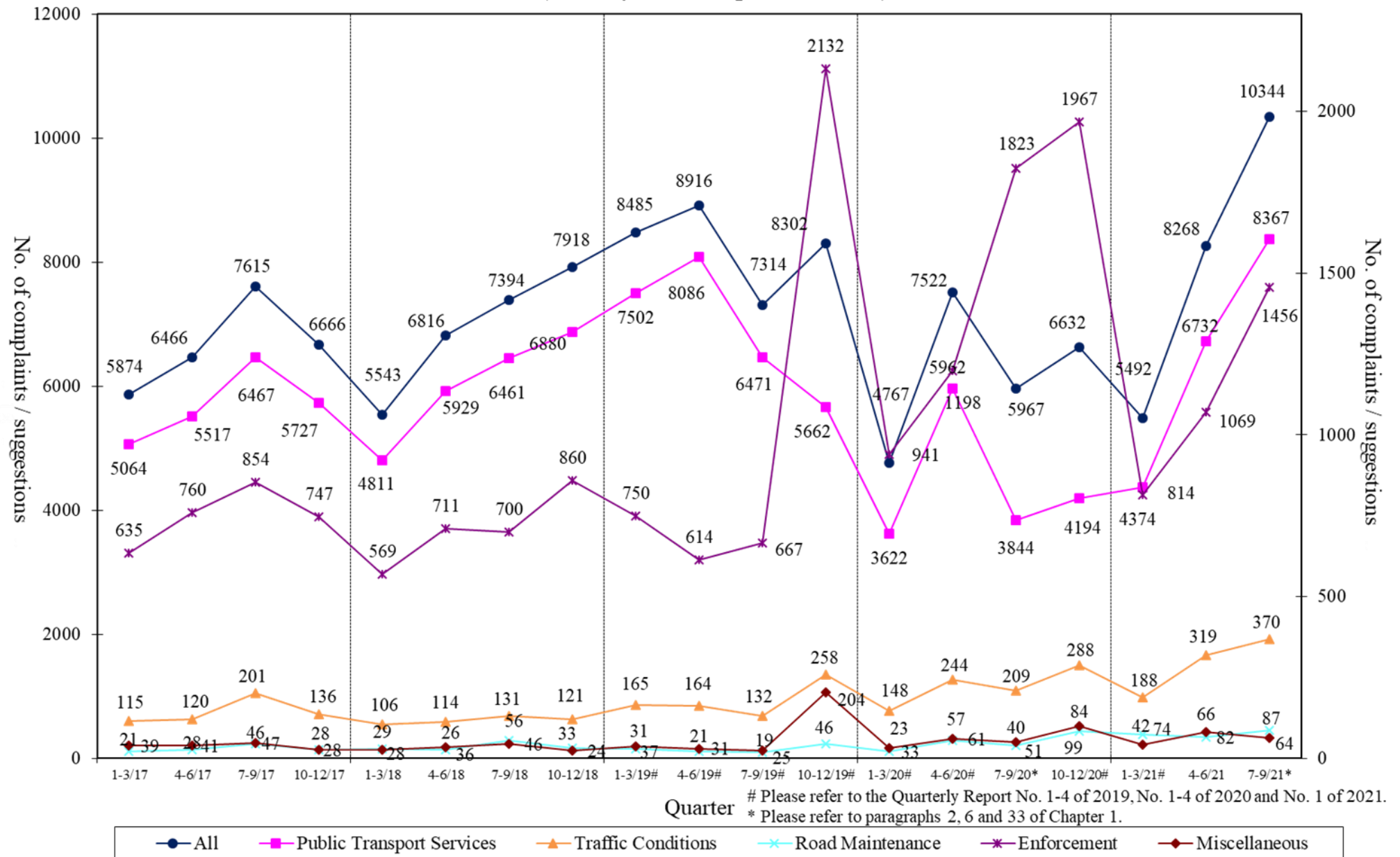
Trends of Complaints and Suggestions Received by TCU⁽¹⁾
(2011 - 2020)



Note : (1) The complaints received from individual complainants, who made more than 100 complaints in a quarter, were excluded. Please see Annex B(i)(a) with these complaints included.

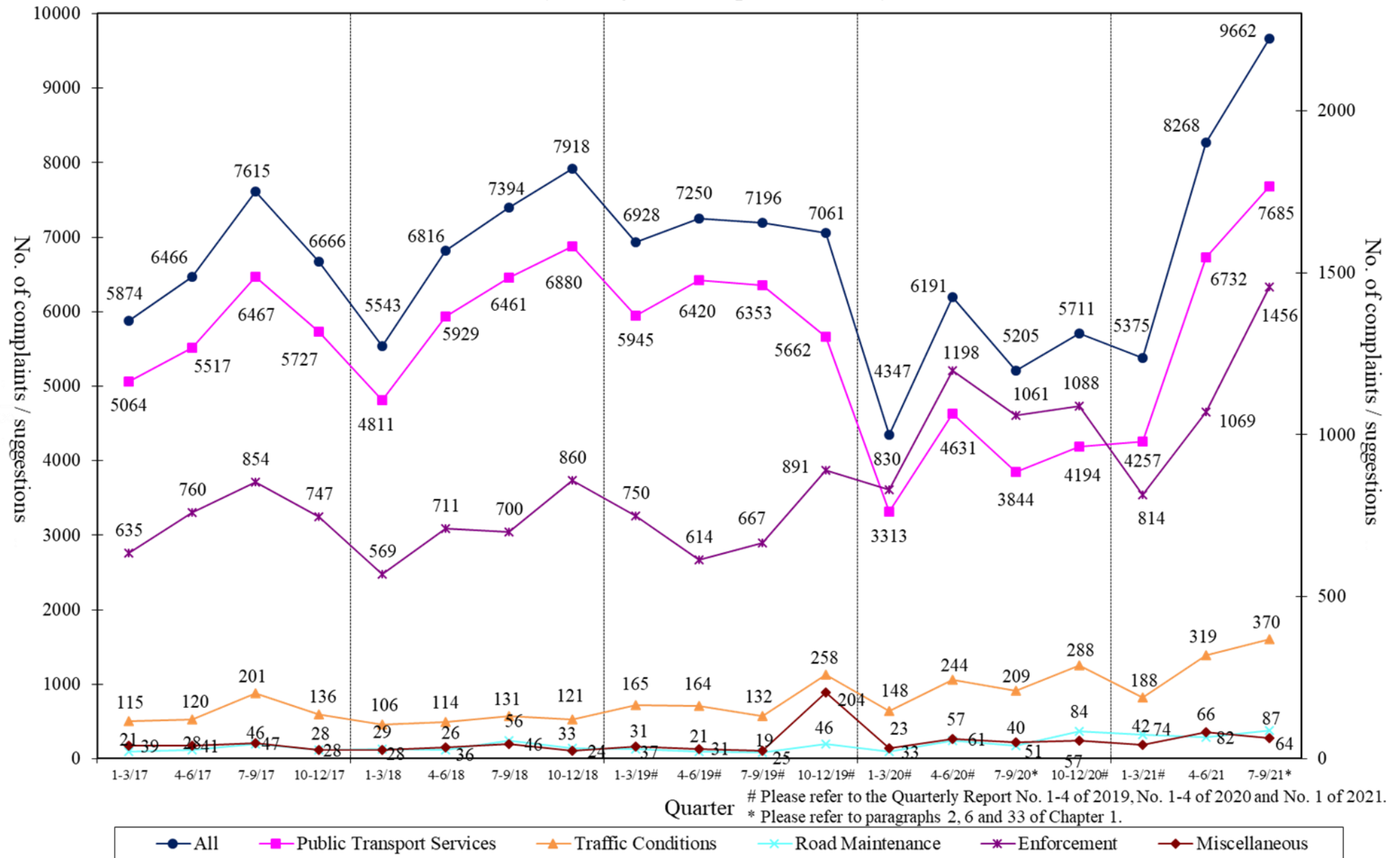
Trends of Complaints and Suggestions Received by TCU (January 2017 - September 2021)

Annex B(ii)(a)



Trends of Complaints and Suggestions Received by TCU⁽¹⁾
(January 2017 - September 2021)

Annex B(ii)(b)



Note : (1) The complaints received from individual complainants, who made more than 100 complaints in a quarter, were excluded.
 Please see Annex B(ii)(a) with these complaints included

Summary of Results of Investigations into Complaints and Suggestions
(July – September 2021)

Outcome of Investigation Nature of Complaint/ Suggestion	A1	A2	B	C	Total
I. Public Transport Services					
(a) Adequacy of service	20	504	4	-	528
(b) Standard of service	1 692	2 305	12	1 565	5 574
(c) General	30	99	2	9	140
	1 742	2 908	18	1 574	6 242
II. Traffic Conditions					
(a) Traffic congestion	52	134	-	2	188
(b) Traffic management	6	32	-	-	38
(c) Additional traffic signs/aids	6	16	-	-	22
(d) Parking facilities	7	22	-	-	29
	71	204	-	2	277
III. Road Maintenance					
(a) Road conditions	20	7	-	-	27
(b) Traffic signs and aids	9	8	1	-	18
(c) Carriageway markings	-	2	-	-	2
	29	17	1	-	47
IV. Enforcement					
(a) Illegal parking	558	200	-	2	760
(b) Other enforcement matters	18	149	-	144	311
	576	349	-	146	1 071
V. Miscellaneous	17	49	-	1	67
Total	2 435 (31%)	3 527 (46%)	19 (1%)	1 723 (22%)	7 704 (100%)
	5 962 (77%)				

Legend

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

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

<div>Outcome of Investigation</div> <div>Mode of Transport</div>	A1	A2	B	C	Total
The Kowloon Motor Bus Company (1933) Limited	426	824	1	15	1 266
Citybus Limited (Franchise 1)	90	132	2	2	226
Citybus Limited (Franchise 2)	25	22	-	3	50
New World First Bus Services Limited	79	164	2	9	254
New Lantao Bus Company (1973) Limited	13	8	1	-	22
Long Win Bus Company Limited	18	59	-	1	78
Cross-harbour Bus Services	184	241	-	8	433
Non-franchised Bus Services	49	28	1	-	78
Green Minibus	698	568	3	29	1 298
Red Minibus	90	4	2	3	99
Taxi	10	706	5	1 504	2 225
MTR Corporation Limited (Excluding Light Rail)	36	119	-	-	155
MTR Corporation Limited (Light Rail)	9	17	-	-	26
The Hongkong Tramways Limited	8	5	-	-	13
Sun Ferry Services Company Limited	3	4	-	-	7
The “Star” Ferry Company Limited	3	1	-	-	4
Minor Ferries	1	6	1	-	8
Total	1 742 (28%)	2 908 (46%)	18 (1%)	1 574 (25%)	6 242 (100%)
	4 650 (74%)				

Legend

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

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

I. Public Transport Services

- Introduce a new return trip from Lam Tin Station to Sha Tau Kok of special departure of bus route no. 277A to meet the demand of passengers.

II. Traffic Management

Hong Kong Island

- Increase the vehicular green time of traffic lights at Magazine Gap Road near Brewin Path to improve traffic flow.
- Increase the vehicular green time of a traffic light at Wing Hing Street eastbound at its junction with Electric Road during afternoon rush hours from Mondays to Saturdays to improve traffic flow.
- Add a “Keep Clear” road marking at the vehicular access of Wisdom Court at Hatton Road to prevent vehicle obstruction.

Kowloon

- Shorten the waiting time for pedestrian green phase of traffic lights at the junction of Sau Nga Road and Hip Wo Street during daytime from Mondays to Saturdays to facilitate pedestrians crossing the road.
- Add a “Pedestrian On or Crossing Road Ahead” traffic sign and a “Slow” road marking at Saigon Street near Nathan Road to enhance road safety.
- Increase the vehicular green time of traffic lights at Jordon Road westbound at its junction with Cox’s Road during morning and evening rush hours from Mondays to Fridays to improve traffic flow.

New Territories

- Add a “Give Way to Bus” traffic sign and road markings at Tam Kon Po Street to remind motorists to give way to buses.
- Widen the two-lane carriageway at Castle Peak Road – Sham Tseng (Kowloon bound) near Rhine Garden car park to a three-lane carriageway to enhance road safety.
- Increase the vehicular green time of a traffic light at the road connecting Tin Fuk Road and Tsui Sing Road at its junction with Tin Fuk Road during morning rush hours to improve traffic flow.

Complaints and Suggestions on Public Transport Services

(July – September 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	145	114	5	109	-	4	199	11	141	-	-	28	5	-	4	-	-	765
(2) Routeing	147	31	11	30	-	21	66	-	12	-	-	3	2	-	-	-	1	324
(3) Hours of operation	8	3	1	1	-	-	12	1	1	-	-	-	-	-	-	-	-	27
(4) Provision of stops	13	1	1	-	1	2	3	3	6	-	-	-	-	-	-	-	-	30
Sub-total	313	149	18	140	1	27	280	15	160	-	-	31	7	-	4	-	1	1146
(B) Standard of Service																		
(1) Regularity of service	454	100	20	375	6	29	179	17	462	-	-	12	1	1	1	3	2	1662
(2) Adherence to routing	9	1	4	1	1	-	9	2	74	-	519	-	-	-	-	-	-	620
(3) Improper driving behaviour	225	63	11	33	3	16	84	18	350	42	667	7	4	4	-	-	1	1528
(4) Conduct & performance of staff (including drivers)	233	49	16	46	23	16	102	11	435	27	1195	29	1	2	3	2	1	2191
(5) Overcharging	3	-	1	-	-	1	4	1	38	3	268 *	1	-	-	-	-	-	320
(6) Cleanliness	4	1	-	4	-	-	4	-	20	3	14	1	-	-	-	1	-	52
(7) Conditions of vehicles/vessels	33	2	1	1	2	2	8	5	27	1	13	21	2	1	-	-	2	121
(8) Passenger services & facilities	166	34	7	12	6	49	112	15	44	2	5	52	9	1	3	-	7	524
Sub-total	1127	250	60	472	41	113	502	69	1450	78	2681	123	17	9	7	6	13	7018
(C) General	42	13	1	7	-	3	12	3	29	23	63	5	1	-	-	-	1	203
Total this quarter	1482	412	79	619	42	143	794	87	1639	101	2744	159	25	9	11	6	15	8367
Grand-total	(3571)							(4571)				(193)			(32)			
Total previous quarter	1232	279	46	652	27	114	520	80	1383	108	2087	143	23	15	9	3	11	6732
Total same quarter in 2020	767	79	33	124	12	37	359	41	903	56	1324	72	7	11	11	1	7	3844

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

Complaints and Suggestions on Franchised Buses Services⁽¹⁾
(July – September 2021)

Annex E(i)(b)

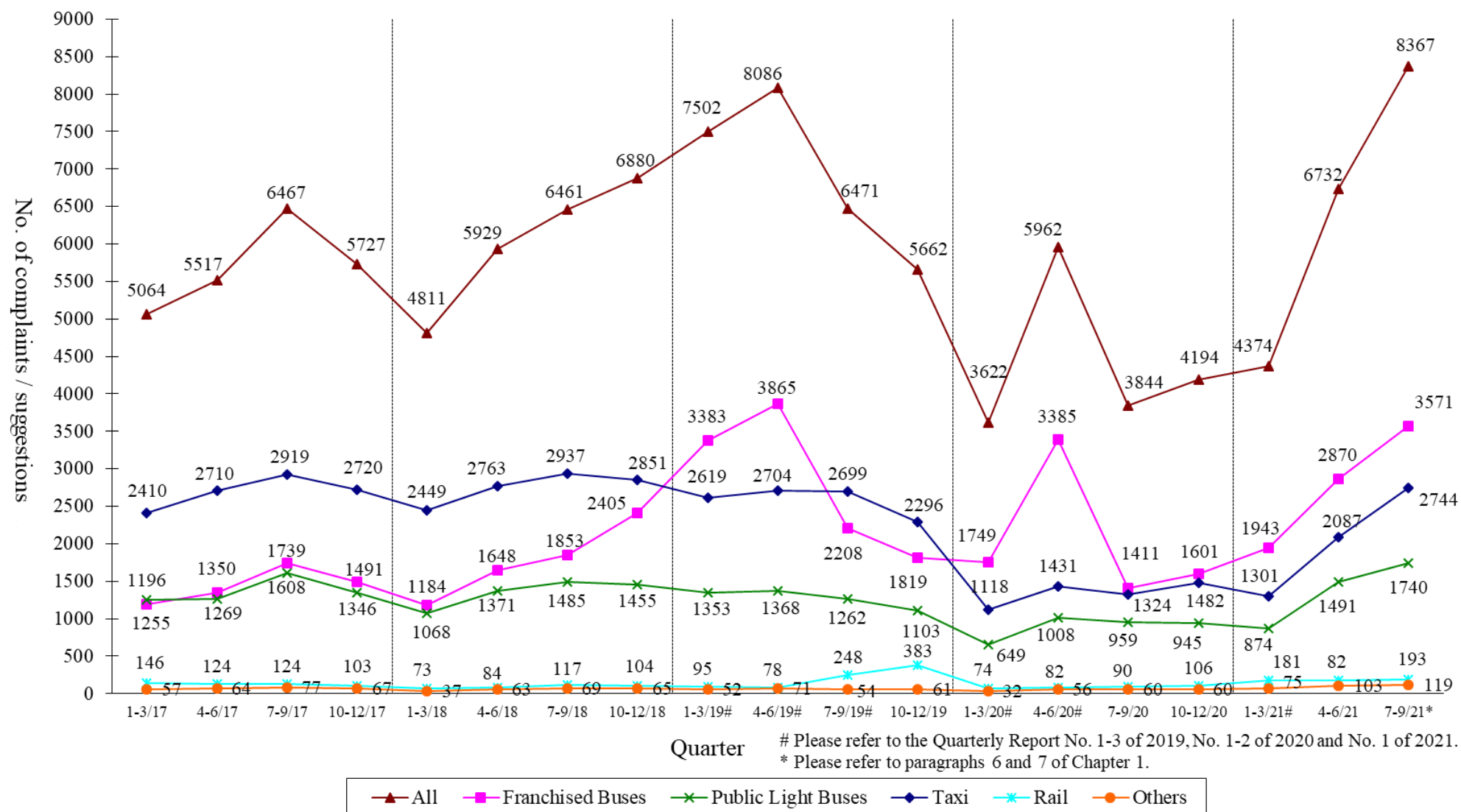
Legend

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

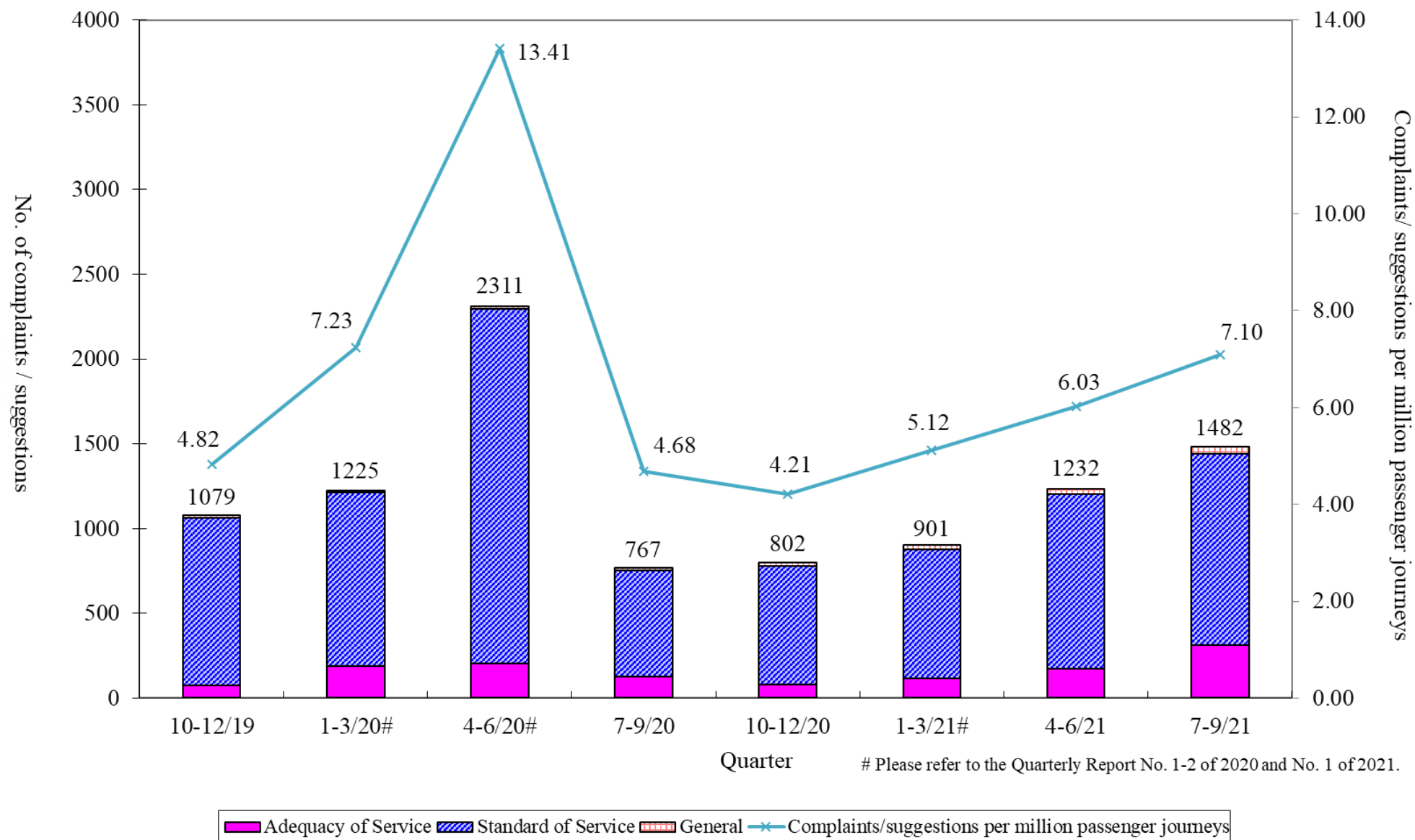
Mode Nature of Complaint/Suggestion	Vehicular Transport							Total/ Sub-total
	Franchised Buses							
	KMB	CTB1 ⁽¹⁾	CTB2	FB ⁽¹⁾	NLB	LWB	XHT ⁽¹⁾	
(A) Adequacy of Service								
(1) Frequency/carrying capacity	145	21	5	74	-	4	29	278
(2) Routeing	147	31	11	30	-	21	66	306
(3) Hours of operation	8	3	1	1	-	-	12	25
(4) Provision of stops	13	1	1	-	1	2	3	21
Sub-total	313	56	18	105	1	27	110	630
(B) Standard of Service								
(1) Regularity of service	454	57	20	70	6	29	143	779
(2) Adherence to routeing	9	1	4	1	1	-	9	25
(3) Improper driving behaviour	225	63	11	33	3	16	84	435
(4) Conduct & performance of staff (including drivers)	233	49	16	46	23	16	102	485
(5) Overcharging	3	-	1	-	-	1	4	9
(6) Cleanliness	4	1	-	4	-	-	4	13
(7) Conditions of vehicles	33	2	1	1	2	2	8	49
(8) Passenger services & facilities	166	34	7	12	6	49	112	386
Sub-total	1127	207	60	167	41	113	466	2181
(C) General	42	13	1	7	-	3	12	78
Total this quarter	1482	276	79	279	42	143	588	2889
Grand-total	(2889)							
Total previous quarter	1232	279	46	652	27	114	520	2870
Total same quarter in 2020	767	79	33	124	12	37	359	1411

Note : (1) 682 complaints (136 about CTB1, 340 about FB and 206 about XHT) received from one complainant during the quarter were excluded. Please see Annex E(i)(a) with these complaints included.

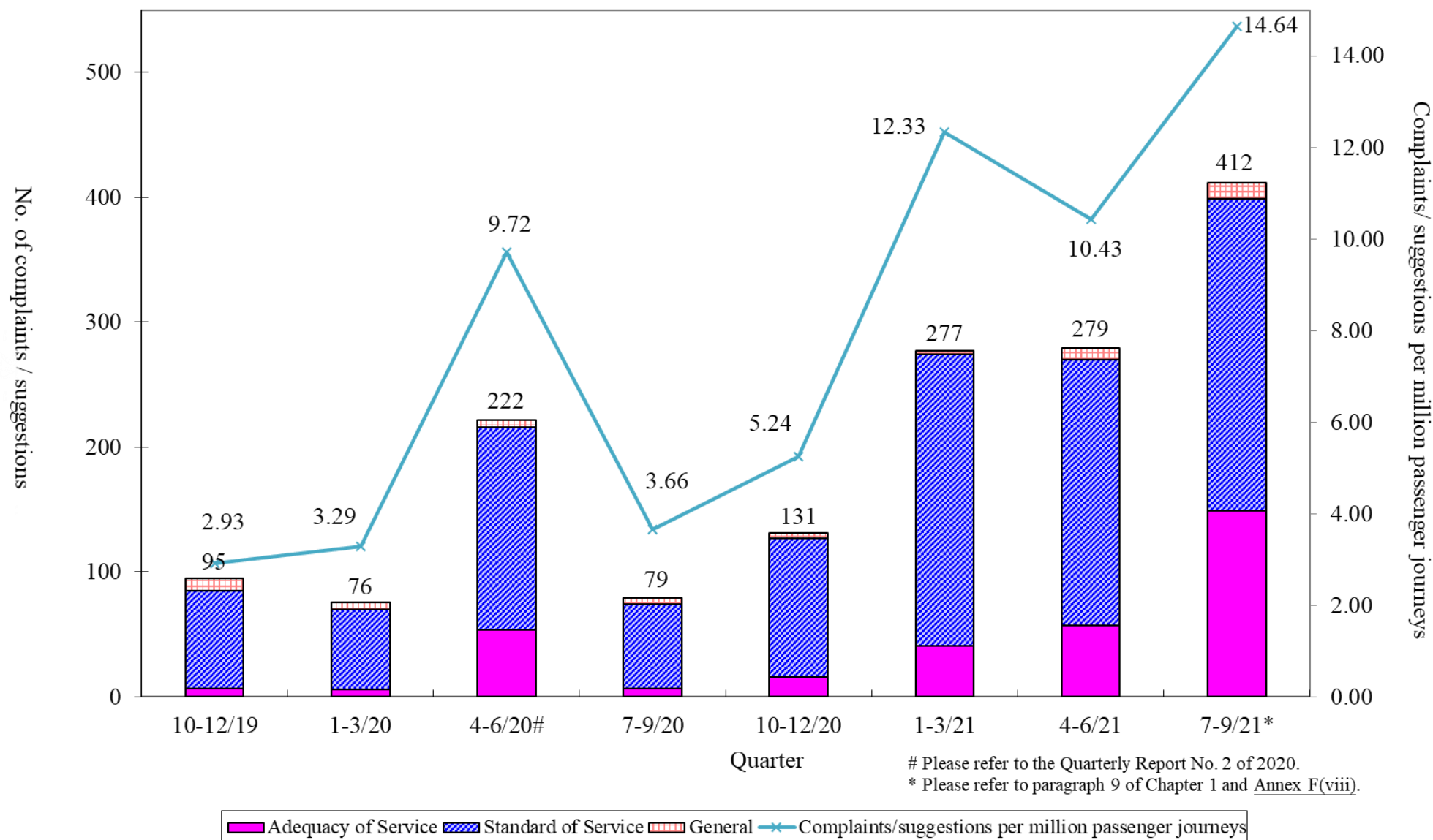
Trends of Complaints and Suggestions on Public Transport Services (January 2017 - September 2021)



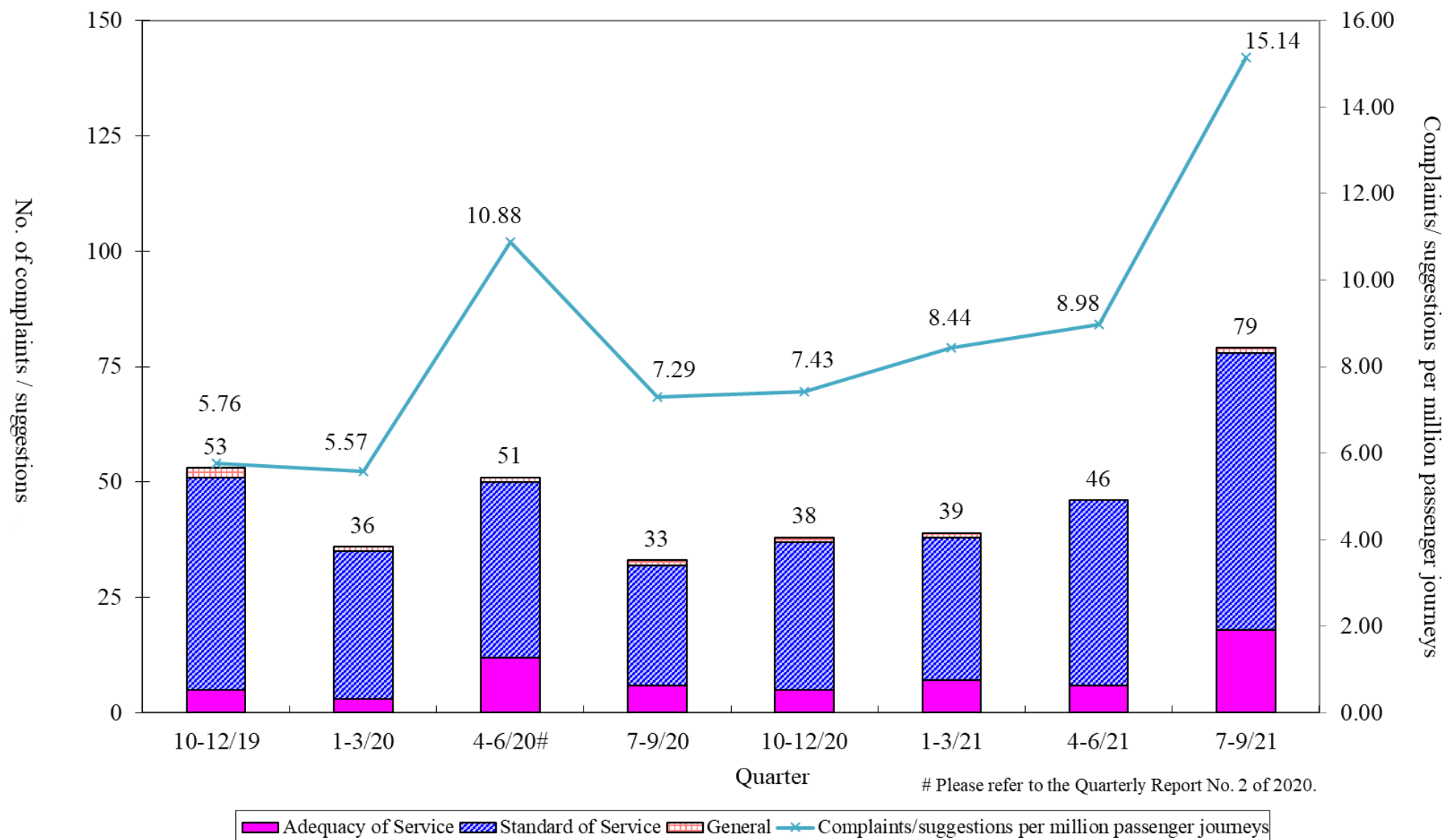
Complaints and Suggestions on the Services of Kowloon Motor Bus Company (1933) Limited in the Past Eight Quarters **Annex F(i)**



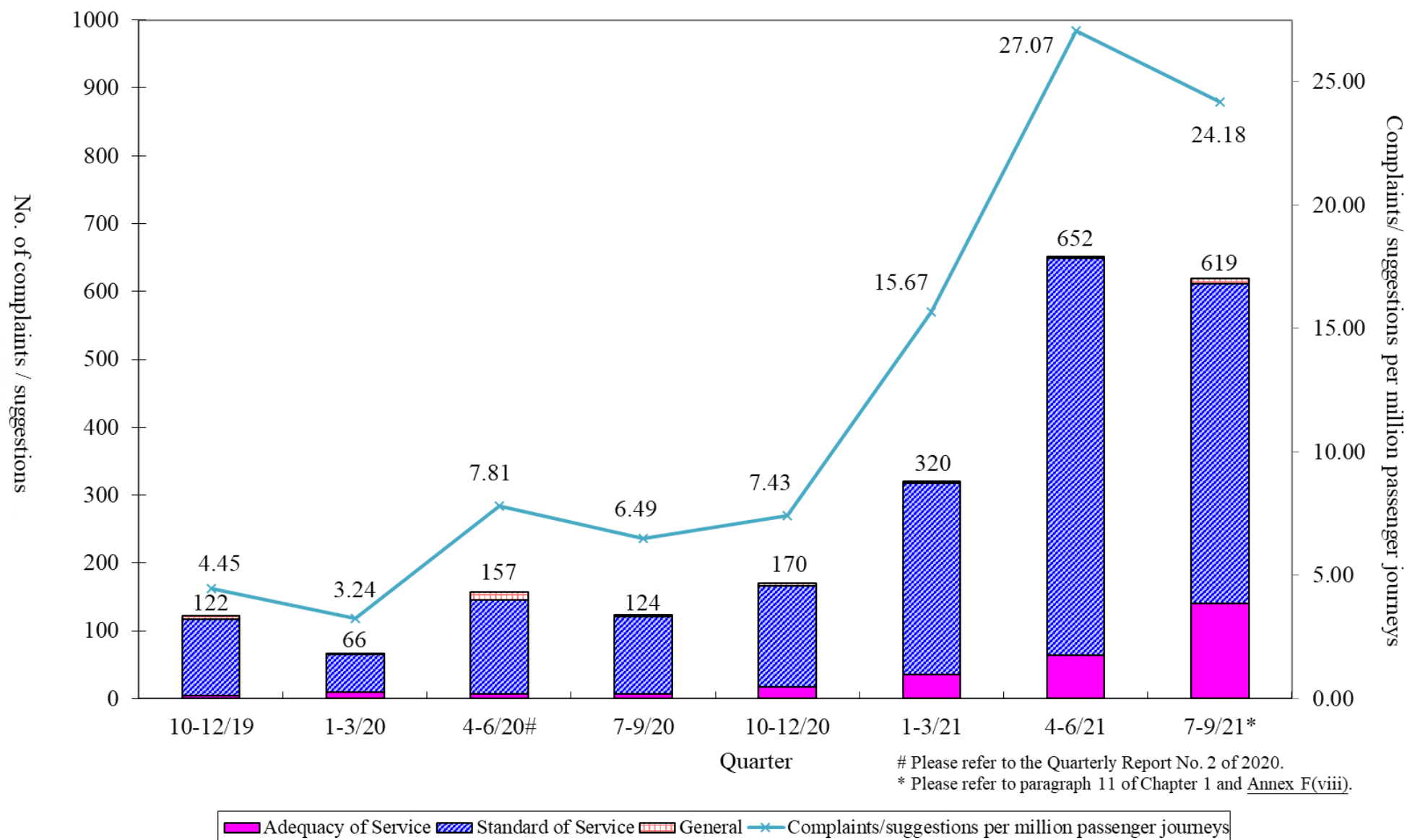
**Complaints and Suggestions on the Services of Citybus Limited (Franchise 1)
in the Past Eight Quarters**



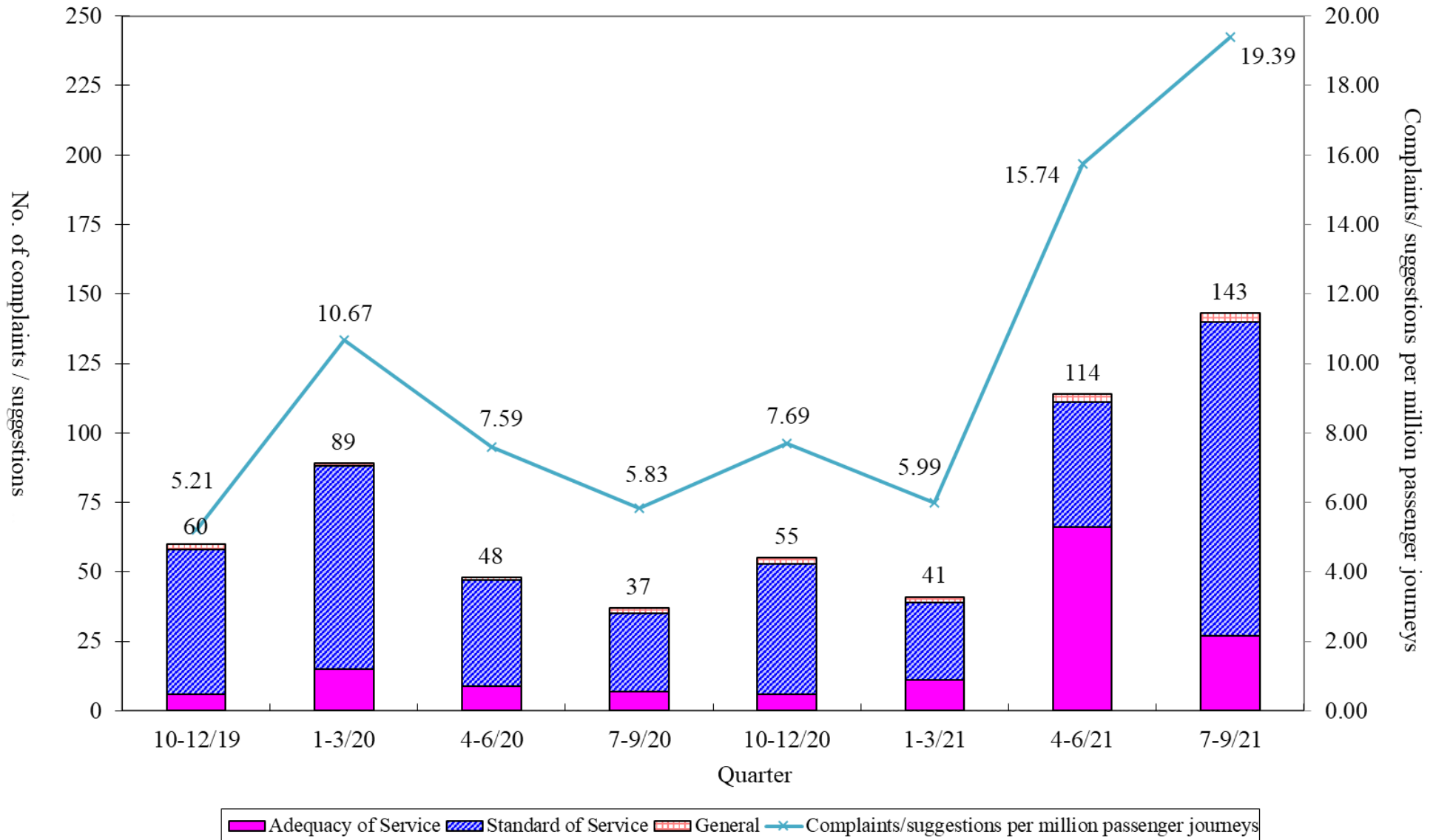
**Complaints and Suggestions on the Services of Citybus Limited (Franchise 2)
in the Past Eight Quarters**



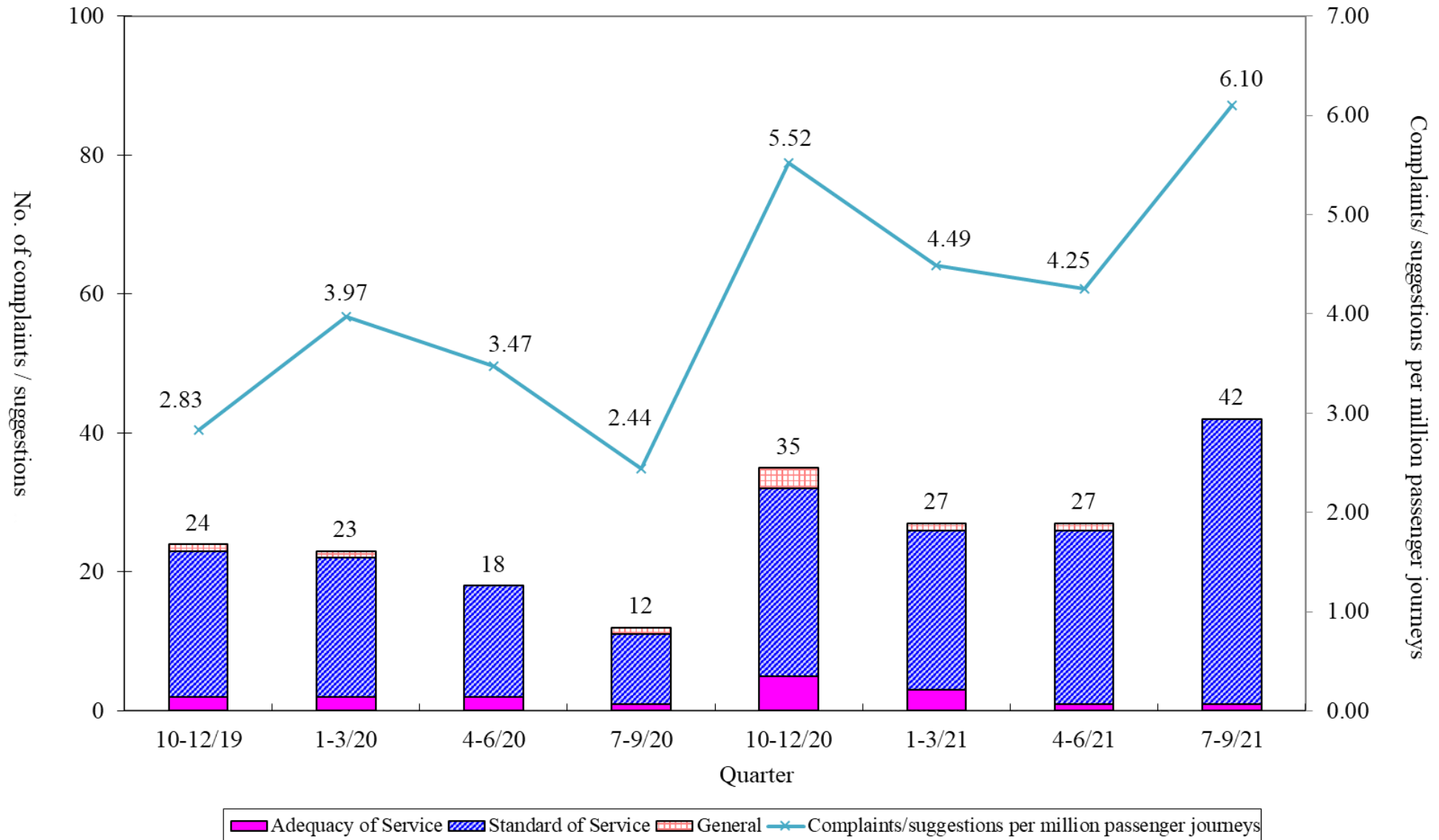
**Complaints and Suggestions on the Services of New World First Bus Services Limited
in the Past Eight Quarters**



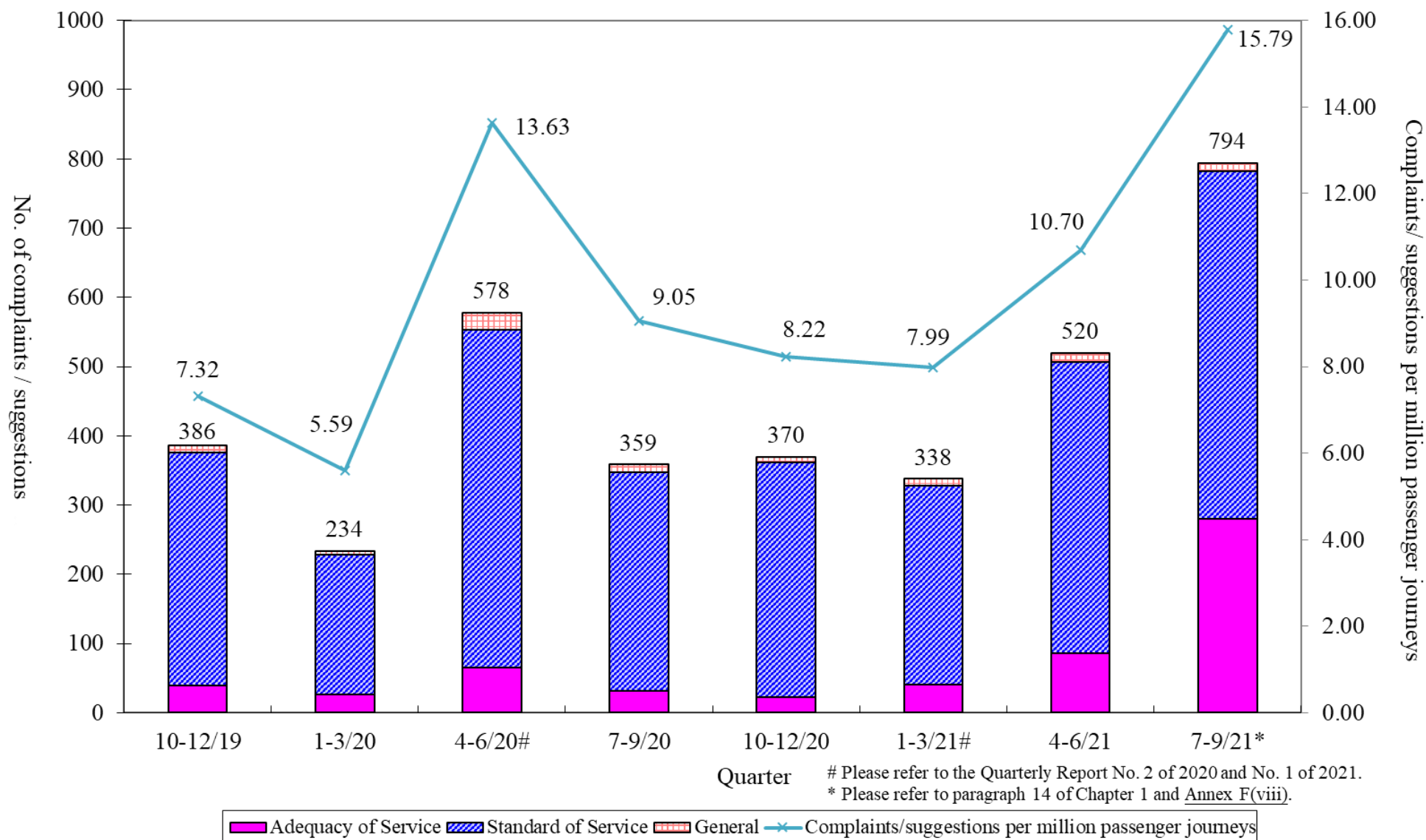
**Complaints and Suggestions on the Services of Long Win Bus Company Limited
in the Past Eight Quarters**



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



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



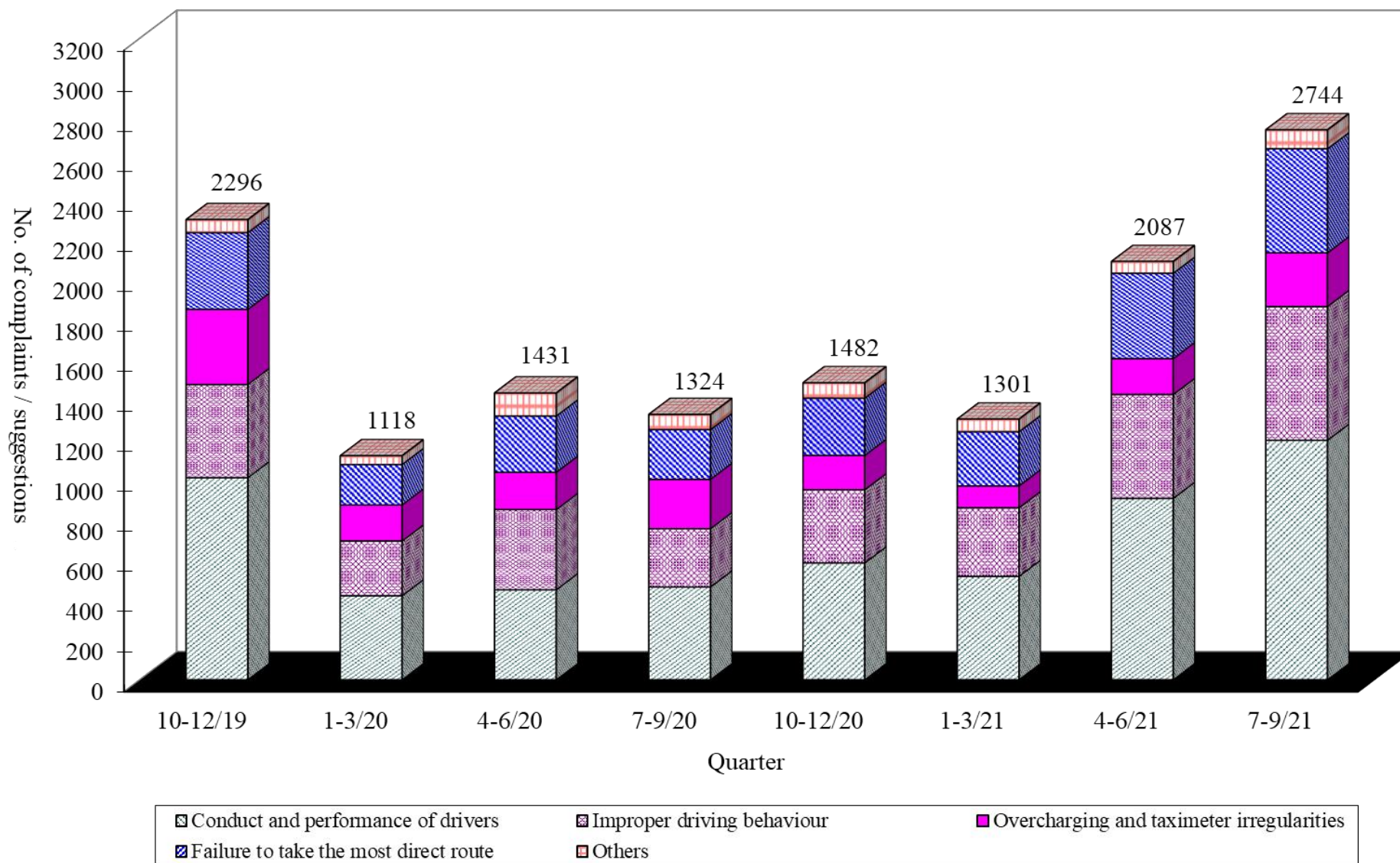
Breakdown of Complaints and Suggestions on Franchised Bus Services
(July – September 2021)

<u>Bus Company</u>	<u>Number of complaints/ suggestions⁽²⁾</u>	<u>Number of complaints/ suggestions per million passenger journeys</u>
The Kowloon Motor Bus Company (1933) Limited (KMB)	1 482	7.10
Citybus Limited (Franchise 1) (CB1)	412 (276)	14.64 (9.80)
Citybus Limited (Franchise 2) (CB2)	79	15.14
New World First Bus Services Limited (NWFB)	619 (279)	24.18 (10.90)
New Lantao Bus Company (1973) Limited	42	6.10
Long Win Bus Company Limited	143	19.39
Cross-harbour Bus Services ⁽¹⁾	794 (588)	15.79 (11.69)
Total	3 571 (2 889)	10.75 (8.70)

Notes : (1) Complaints and suggestions on cross-harbour bus services cannot be further broken down by bus company as the services are jointly operated by KMB, CB1, and NWFB.

(2) 682 complaints (136 about CB1, 340 about NWFB and 206 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

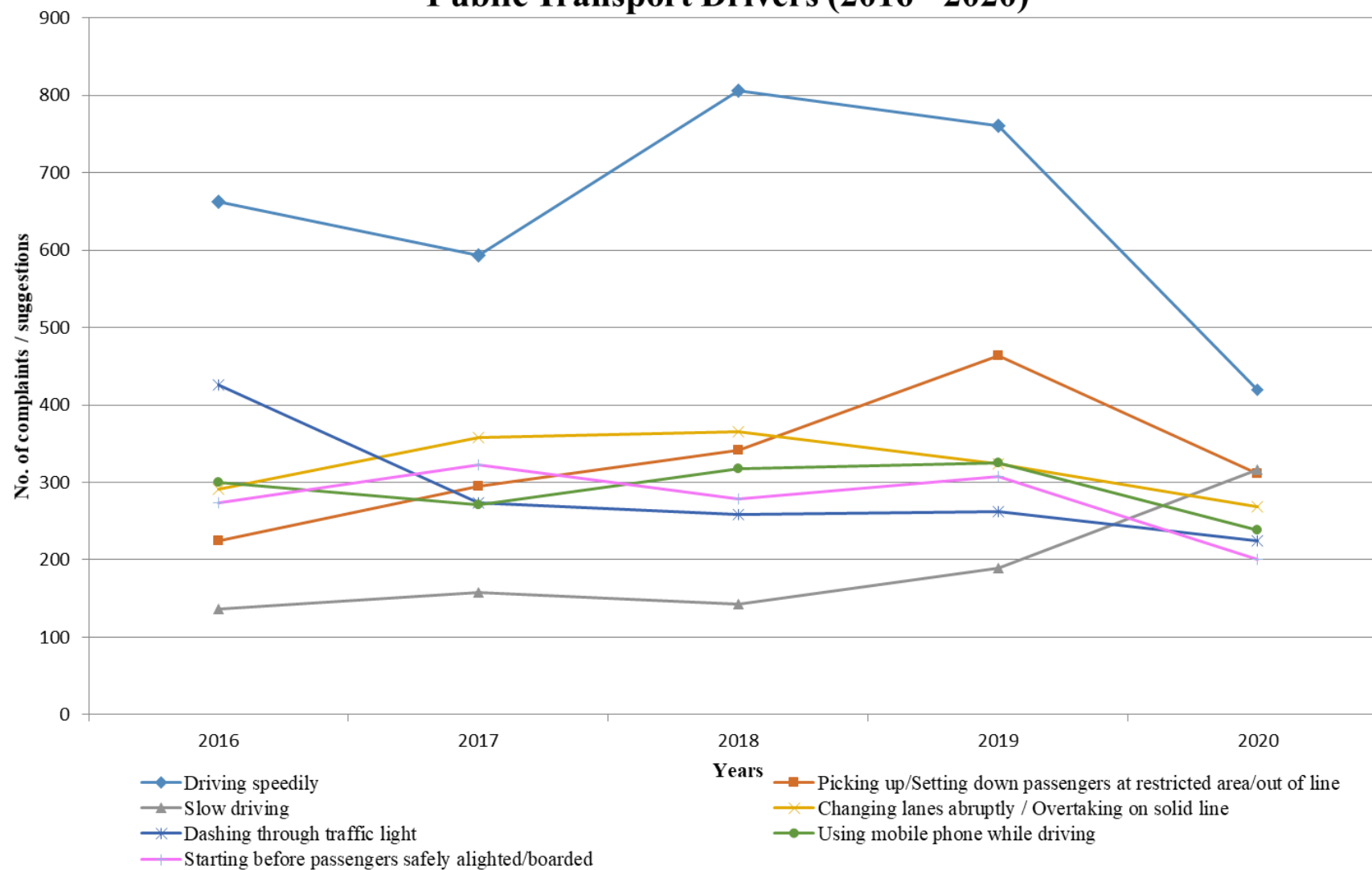
<u>Nature of Complaint/Suggestion</u>	<u>Same quarter in 2020 (1.7.20-30.9.20)</u>	<u>Previous quarter (1.4.21-30.6.21)</u>	<u>Current quarter (1.7.21-30.9.21)</u>
(a) Conduct and performance of drivers			
(i) Behaving other than in a civil & orderly manner	239	354	445
(ii) Refusing hire	162	457	626
(iii) Soliciting passengers	3	1	2
(iv) Refusing to drive to destination	47	80	100
(v) Failure to display driver identity plate	12	9	19
(vi) Failure to display driver identity plate properly	-	4	3
Sub-total	463	905	1 195
(b) Improper driving behaviour	291	518	667
(c) Overcharging	209	128	210
(d) Taximeter irregularities	37	51	58
(e) Failure to take the most direct route	248	426	519
(f) Others*	76	59	95
Total	1 324	2 087	2 744

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

Complaints and Suggestions on Traffic and Road Conditions
(July – September 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	18	14	15	9	26	5	19	27	25	7	11	18	22	14	13	11	8	-	1	263
(b) Traffic management	6	3	2	6	9	-	5	2	2	5	1	1	6	5	3	1	-	-	3	60
(c) Additional traffic signs and aids	2	-	1	1	2	1	4	-	2	-	1	2	2	1	2	2	-	-	-	23
(d) Parking facilities	2	1	1	2	-	-	5	-	1	1	1	1	-	1	4	1	1	1	1	24
Sub-total	28	18	19	18	37	6	33	29	30	13	14	22	30	21	22	15	9	1	5	370
<u>Road Maintenance</u>																				
(a) Road conditions	-	5	3	-	3	2	-	-	1	2	-	1	3	2	1	2	1	1	-	27
(b) Traffic signs & aids	5	2	-	-	4	6	1	3	5	2	3	3	10	3	3	4	1	-	3	58
(c) Carriageway markings	-	-	-	-	-	-	2	-	-	-	-	-	-	-	-	-	-	-	-	2
Sub-total	5	7	3	-	7	8	3	3	6	4	3	4	13	5	4	6	2	1	3	87
<u>Enforcement</u>																				
(a) Illegal parking	38	61	121	17	61	25	70	121	86	26	36	124	62	64	36	28	25	7	2	1010
(b) Other enforcement matters	25	28	20	6	39	24	36	19	43	7	19	27	36	46	18	16	23	6	8	446
Sub-total	63	89	141	23	100	49	106	140	129	33	55	151	98	110	54	44	48	13	10	1456
Total	96	114	163	41	144	63	142	172	165	50	72	177	141	136	80	65	59	15	18	1913

Complaints and Suggestions on Major Improper Driving Behaviours of Public Transport Drivers (2016 - 2020)



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

<u>Nature of Complaint/Suggestion</u>	<u>2019</u>	<u>2020</u>	<u>Difference</u>	
1. Driving speedily	761	419	-342	(-44.9%)
2. Slow driving	189	317	+128	(+67.7%)
3. Picking up/Settling down passengers at restricted area/out of line	464	312	-152	(-32.8%)
4. Changing lanes abruptly / Overtaking on solid line	324	268	-56	(-17.3%)
5. Using mobile phone while driving	325	239	-86	(-26.5%)
6. Dashing through traffic light	262	224	-38	(-14.5%)
7. Starting before passengers safely alighted/boarded	308	201	-107	(-34.7%)
8. Failing to give way to pedestrians/traffic	313	200	-113	(-36.1%)
9. Disobeying traffic signs / schemes	195	178	-17	(-8.7%)
10. Jerky driving	130	154	+24	(+18.5%)
11. Braking suddenly	243	140	-103	(-42.4%)
12. Picking up/settling down passengers at a distance from bus stop	194	111	-83	(-42.8%)
13. Trapping passengers with door	215	103	-112	(-52.1%)
14. Listening to audio programmes / Watching audio-visual programmes while driving	96	72	-24	(-25.0%)
15. Talking while driving	89	58	-31	(-34.8%)
16. Overloading	67	48	-19	(-28.4%)
17. Driving too close to another vehicle	40	42	+2	(+5.0%)
18. Drowsing while driving	70	37	-33	(-47.1%)
19. Turning on radio too loud	19	30	+11	(+57.9%)
20. Opening door while vehicle in motion	31	21	-10	(-32.3%)
21. Others	290	215	-75	(-25.9%)
Total	4 625	3 389	-1 236	(-26.7%)

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

<u>Nature of Complaint/Suggestion</u>	<u>2020 Jan - Sep</u>	<u>2021 Jan - Sep</u>	<u>Difference</u>	
1. Driving speedily	300	485	+185	(+61.7%)
2. Picking up/Setting down passengers at restricted area/out of line	215	344	+129	(+60.0%)
3. Slow driving	234	324	+90	(+38.5%)
4. Changing lanes abruptly / Overtaking on solid line	194	290	+96	(+49.5%)
5. Dashing through traffic light	165	264	+99	(+60.0%)
6. Starting before passengers safely alighted/boarded	139	259	+120	(+86.3%)
7. Using mobile phone while driving	178	258	+80	(+44.9%)
8. Failing to give way to pedestrians/traffic	147	188	+41	(+27.9%)
9. Disobeying traffic signs / schemes	110	181	+71	(+64.5%)
10. Trapping passengers with door	72	154	+82	(+113.9%)
11. Jerky driving	107	144	+37	(+34.6%)
12. Braking suddenly	111	141	+30	(+27.0%)
13. Picking up/setting down passengers at a distance from bus stop	81	124	+43	(+53.1%)
14. Listening to audio programmes / Watching audio-visual programmes while driving	42	64	+22	(+52.4%)
15. Overloading	34	59	+25	(+73.5%)
16. Driving too close to another vehicle	26	47	+21	(+80.8%)
17. Drowsing while driving	24	44	+20	(+83.3%)
18. Talking while driving	46	38	-8	(-17.4%)
19. Turning on radio too loud	22	30	+8	(+36.4%)
20. Opening door while vehicle in motion	18	23	+5	(+27.8%)
21. Others	155	271	+116	(+74.8%)
Total	2 420	3 732	+1 312	(+54.2%)

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

<u>Nature of Complaint/Suggestion</u>		<u>2020 Jan - Sep</u>	<u>2021 Jan - Sep</u>	<u>Difference</u>	
1.	Slow driving	181	255	+74	(+40.9%)
2.	Picking up/Setting down passengers at restricted area/out of line	95	126	+31	(+32.6%)
3.	Changing lanes abruptly / Overtaking on solid line	62	95	+33	(+53.2%)
4.	Picking up/setting down passengers at a distance from bus stop	51	88	+37	(+72.5%)
5.	Driving speedily	57	85	+28	(+49.1%)
6.	Dashing through traffic light	37	75	+38	(+102.7%)
7.	Disobeying traffic signs / schemes	26	75	+49	(+188.5%)
8.	Trapping passengers with door	23	57	+34	(+147.8%)
9.	Starting before passengers safely alighted/boarded	33	48	+15	(+45.5%)
10.	Braking suddenly	52	45	-7	(-13.5%)
11.	Failing to give way to pedestrians/traffic	39	43	+4	(+10.3%)
12.	Jerky driving	29	39	+10	(+34.5%)
13.	Talking while driving	25	21	-4	(-16.0%)
14.	Others	81	112	+31	(+38.3%)
Total		791	1 164	+373	(+47.2%)

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

<u>Nature of Complaint/Suggestion</u>		<u>2020 Jan - Sep</u>	<u>2021 Jan - Sep</u>	<u>Difference</u>	
1.	Starting before passengers safely alighted/boarded	70	134	+64	(+91.4%)
2.	Driving speedily	70	113	+43	(+61.4%)
3.	Picking up/Setting down passengers at restricted area/out of line	56	110	+54	(+96.4%)
4.	Dashing through traffic light	32	74	+42	(+131.3%)
5.	Changing lanes abruptly / Overtaking on solid line	37	50	+13	(+35.1%)
6.	Using mobile phone while driving	29	44	+15	(+51.7%)
7.	Trapping passengers with door	19	43	+24	(+126.3%)
8.	Picking up/setting down passengers at a distance from bus stop	27	35	+8	(+29.6%)
9.	Overloading	18	32	+14	(+77.8%)
10.	Failing to give way to pedestrians/traffic	20	25	+5	(+25.0%)
11.	Jerky driving	22	20	-2	(-9.1%)
12.	Braking suddenly	17	19	+2	(+11.8%)
13.	Disobeying traffic signs / schemes	9	17	+8	(+88.9%)
14.	Slow driving	16	15	-1	(-6.3%)
15.	Turning on radio too loud	14	15	+1	(+7.1%)
16.	Listening to audio programmes / Watching audio-visual programmes while driving	10	15	+5	(+50.0%)
17.	Talking while driving	18	14	-4	(-22.2%)
18.	Others	40	61	+21	(+52.5%)
Total		524	836	+312	(+59.5%)

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

<u>Nature of Complaint/Suggestion</u>		<u>2020 Jan - Sep</u>	<u>2021 Jan - Sep</u>	<u>Difference</u>	
1.	Driving speedily	15	15	-	-
2.	Dashing through traffic light	7	13	+6	(+85.7%)
3.	Disobeying traffic signs / schemes	14	12	-2	(-14.3%)
4.	Overloading	8	12	+4	(+50.0%)
5.	Picking up/Setting down passengers at restricted area/out of line	17	11	-6	(-35.3%)
6.	Using mobile phone while driving	5	10	+5	(+100.0%)
7.	Listening to audio programmes / Watching audio-visual programmes while driving	2	8	+6	(+300.0%)
8.	Changing lanes abruptly / Overtaking on solid line	10	6	-4	(-40.0%)
9.	Starting before passengers safely alighted/boarded	6	6	-	-
10.	Trapping passengers with door	-	6	+6	-
11.	Others	19	22	+3	(+15.8%)
Total		103	121	+18	(+17.5%)

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

<u>Nature of Complaint/Suggestion</u>		<u>2020 Jan - Sep</u>	<u>2021 Jan - Sep</u>	<u>Difference</u>	
1.	Driving speedily	152	258	+106	(+69.7%)
2.	Using mobile phone while driving	119	184	+65	(+54.6%)
3.	Changing lanes abruptly / Overtaking on solid line	83	137	+54	(+65.1%)
4.	Failing to give way to pedestrians/traffic	81	114	+33	(+40.7%)
5.	Dashing through traffic light	88	96	+8	(+9.1%)
6.	Picking up/Settling down passengers at restricted area/out of line	44	91	+47	(+106.8%)
7.	Jerky driving	55	83	+28	(+50.9%)
8.	Disobeying traffic signs / schemes	61	72	+11	(+18.0%)
9.	Braking suddenly	39	72	+33	(+84.6%)
10.	Starting before passengers safely alighted/boarded	29	66	+37	(+127.6%)
11.	Slow driving	34	45	+11	(+32.4%)
12.	Listening to audio programmes / Watching audio-visual programmes while driving	29	39	+10	(+34.5%)
13.	Trapping passengers with door	25	38	+13	(+52.0%)
14.	Drowsing while driving	16	31	+15	(+93.8%)
15.	Driving too close to another vehicle	12	26	+14	(+116.7%)
16.	Opening door while taxi in motion	18	23	+5	(+27.8%)
17.	Others	79	152	+73	(+92.4%)
Total		964	1 527	+563	(+58.4%)

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

<u>Transport Mode</u>	<u>2019</u>	<u>2020</u>	<u>Difference</u>
Taxi	46 929	38 681	-8 248 (-17.6%)
Public Light Bus	3 990	3 089	-901 (-22.6%)
Bus (Including Franchised and Non-Franchised)	6 448	3 385	-3 063 (-47.5%)

Total	57 367	45 155	-12 212 (-21.3%)
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**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.