

Transport Complaints Unit Report 2023¹

Overview of Complaints and Suggestions in 2023

In 2023, the Transport Complaints Unit (TCU) received 42 352² complaints and suggestions on transport and traffic matters, including 1 188³ pure suggestions. The number of cases recorded an increase of 6.7% as compared with 39 684⁴ cases received in 2022. A breakdown of the complaints and suggestions received by TCU in the past five years is at [Appendix 1\(i\)](#). A graph showing the trends of complaints and suggestions received by TCU in the past ten years (2014-2023) is at [Appendix 1\(ii\)](#). A breakdown of the cases received in 2023 by category is as follows –

| <u>Nature of Complaint/Suggestion</u> | <u>2022</u> | <u>2023</u> | <u>Difference</u> |
|---------------------------------------|---------------------|---------------------|-------------------|
| Public Transport Services | 33 395 ⁵ | 37 622 ⁶ | +12.7% |
| Traffic Conditions | 760 | 1 232 ⁷ | +62.1% |
| Road Maintenance | 261 | 208 | -20.3% |

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

² Among the 42 352 complaints and suggestions, a total of 2 921 complaints were received from six complainants. The number of complaints not including these cases is 39 431, representing an increase of 26.1% when compared with 31 270 cases (see footnote 4) in 2022. A breakdown of the complaints not including these cases is at [Appendix 1\(i\)\(b\)](#).

³ Among the pure suggestions, 699 pure suggestions about public transport routeing were received from a member of the public.

⁴ Among the 39 684 complaints and suggestions, a total of 8 414 complaints were received from 14 complainants. The number of complaints not including these cases is 31 270.

⁵ Among the 33 395 complaints and suggestions, a total of 7 116 complaints were received from 13 complainants. The number of complaints not including these cases is 26 279.

⁶ Among the 37 622 complaints and suggestions, a total of 2 646 complaints were received from five complainants. The number of complaints not including these cases is 34 976, representing an increase of 33.1% when compared with 26 279 cases (see footnote 5) in 2022. A breakdown of the complaints not including these cases is at [Appendix 4\(ii\)](#).

⁷ Among the 1 232 complaints and suggestions, a total of 275 complaints were received from one complainant. The number of complaints not including these cases is 957, representing an increase of 25.9% when compared with 760 cases in 2022.

| | | | |
|----------------------------|---------------------------|---------------------------|--------------|
| Enforcement | 5 069 ⁸ | 3 042 | -40.0% |
| Miscellaneous ⁹ | 199 | 248 | +24.6% |
| Total | 39 684⁴ | 42 352² | +6.7% |

2. In 2023, complaints and suggestions received through TCU Complaint/Suggestion Webforms and email accounted for about 78% of the total. 22% of the cases were received through telephone and the remaining cases were received in the form of fax or letter. All the complaints and suggestions received by TCU were referred to the relevant government departments and public transport operators for follow-up action.

3. During the year, investigations into 36 105 cases (including some outstanding cases carried forward from the previous year) were completed. Of these, 31 046 (86%) were found to be substantiated, 91 (less than 1%) unsubstantiated, and the remaining 4 968 (14%) not pursuable due to lack of evidence. A summary of the results of investigations is at [Appendix 2](#). It is noted that –

- the percentage of substantiated cases decreased from 87% in 2022 to 86% in 2023. For these cases, relevant government departments/ public transport operators had either taken steps to rectify the situation or were considering possible solutions to the problems identified; and
- the percentage of cases not pursuable increased from 13% in 2022 to 14% in 2023.

If the complainants agreed to be court witnesses, the cases would be referred to the Police for further investigation. In 2023, the Police reported the latest development on 2 705¹⁰ cases previously referred to them. Among these cases, 187¹⁰ drivers were summonsed.

4. In 2023, relevant government departments and public transport operators took on board 44 suggestions made by the public to enhance public

⁸ Among the 5 069 complaints and suggestions, a total of 1 298 complaints were received from one complainant. The number of complaints not including these cases is 3 771, representing a decrease of 19.3% when compared with 3 042 cases in 2023.

⁹ These are mainly related to general transport matters such as road safety.

¹⁰ The figures include the taxi cases in paragraph 24.

transport services and improve traffic conditions. A summary of the cases is at [Appendix 3](#). The Chairperson of the TCU Sub-committee has issued appreciation letters to some of the proponents of these suggestions who provided their contact details.

Public Transport Services

5. Public transport services remained the major area of complaints and suggestions. In 2023, 37 622⁶ complaints and suggestions were received, accounting for 89% of the total number of cases. Among these, 1 034³ were pure suggestions. The number of cases in this category recorded an increase of 12.7% as compared with 33 395⁵ cases in 2022. A breakdown of the complaints and suggestions by mode of transport is as follows –

| <u>Mode of Transport</u> | <u>2022</u> | | <u>2023</u> | | <u>Difference</u> | |
|---------------------------------|---------------------------|---------|---------------------------|---------|--------------------------|----------|
| Franchised Buses | 19 378 ¹¹ | (17.10) | 17 207 ¹² | (12.86) | -11.2% | (-24.8%) |
| Non-franchised Buses | 309 | (2.85) | 545 | (4.38) | +76.4% | (+53.7%) |
| Green Minibuses | 5 075 | (11.88) | 7 212 | (15.14) | +42.1% | (+27.4%) |
| Red Minibuses | 343 | (5.89) | 363 | (6.31) | +5.8% | (+7.1%) |
| Taxis | 7 590 | (29.24) | 11 452 | (43.02) | +50.9% | (+47.1%) |
| Rail Transport | 590 | (0.39) | 744 | (0.39) | +26.1% | (-) |
| Ferries | 110 | (3.67) | 99 | (2.54) | -10.0% | (-30.8%) |
| Total | 33 395⁵ | | 37 622⁶ | | +12.7% | |

(Note : Figures for complaints/suggestions per million passenger journeys are in brackets.)

A more detailed breakdown by mode of transport and nature of complaints and suggestions is at [Appendix 4](#).

¹¹ Among the 19 378 complaints and suggestions, a total of 7 116 complaints were received from 13 complainants. The number of complaints not including these cases is 12 262, representing 10.82 complaints/suggestions per million passenger journeys.

¹² Among the 17 207 complaints and suggestions, a total of 2 644 complaints were received from five complainants. The number of complaints not including these cases is 14 563, representing 10.88 complaints/suggestions per million passenger journeys. These figures represent increases of 18.8% and 0.6% respectively when compared with 12 262 cases and 10.82 complaints/suggestions per million passenger journeys (see footnote 11) in 2022.

Franchised Bus Services

6. There were 17 207¹² cases on franchised bus services in 2023, representing 12.86 complaints/suggestions per million passenger journeys. These figures represent decreases of 11.2% and 24.8% respectively when compared with 19 378¹¹ cases and 17.10 complaints/suggestions per million passenger journeys in 2022. Most complaints were about regularity of service, improper driving behaviour and conduct and performance of staff. A detailed breakdown of the 17 207¹² cases by nature of complaints and suggestions is at [Appendix 5](#).

7. There was a decrease in the number of complaints about frequency (from 1 637¹³ cases in 2022 to 939 cases in 2023, representing a decrease of 42.6%) and regularity of service (from 11 158¹⁴ cases in 2022 to 8 423¹⁵ cases in 2023, representing a decrease of 24.5%). Complaints and suggestions about routeing also decreased from 1 277¹⁶ cases in 2022 to 965¹⁷ cases in 2023, representing a decrease of 24.4%. There were increases in the numbers of complaints about conduct and performance of staff (from 1 419 cases in 2022 to 2 225 cases in 2023, representing an increase of 56.8%), improper driving behaviour (from 1 760 cases in 2022 to 2 433 cases in 2023, representing an increase of 38.2%) as well as passenger services and facilities (from 1 164 cases in 2022 to 1 286 cases in 2023, representing an increase of 10.5%).

8. The decrease in the number of complaints about regularity of service were largely due to the decrease in number of complaint cases against New World First Bus (NWFB) and Citybus (Franchise 1) (Citybus (F1)) (from 3 104 cases in 2022 to 1 335 cases in 2023) and Cross-harbour Bus Services (from 2 058 cases in 2022 to 582 cases in 2023). The number of complaint cases on regularity of service against NWFB and Citybus (F1) were particularly high in 2022 due to

¹³ Among the 1 637 complaints and suggestions, a total of 283 complaints were received from six complainants. The number of complaints not including these cases is 1 354.

¹⁴ Among the 11 158 complaints and suggestions, a total of 6 833 complaints were received from 13 complainants. The number of complaints not including these cases is 4 325.

¹⁵ Among the 8 423 complaints and suggestions, a total of 2 644 complaints were received from five complainants. The number of complaints not including these cases is 5 779, representing an increase of 33.6% when compared with 4 325 cases (see footnote 14) in 2022.

¹⁶ Among the 1 277 complaints and suggestions, 941 pure suggestions about franchised bus routeing were received from a member of the public. The figure not including these cases is 336.

¹⁷ Among the 965 complaints and suggestions, 683 pure suggestions about franchised bus routeing were received from a member of the public. The figure not including these cases is 282, representing a decrease of 16.1% when compared with 336 cases (see footnote 16) in 2022.

a noticeable number of bus captains who had to undergo isolation or quarantine for having contracted COVID-19 or being close contacts of contracted persons in first half of 2022. With the resumption to normalcy in 2023, the number of complaints against NWFB and Citybus (F1) had dropped.

9. There were noticeable increase in the number of complaints about improper driving behaviour and conduct and performance of staff in 2023 when compared with that in 2022, which might be attributable to the increase in patronage in view of the relaxation of social distancing measures and after re-opening of boundary control points after prolonged COVID-19 pandemic. The number of complaints per million passengers regarding improper driving behaviour was 1.6 cases while 1.3 cases were about conduct and performance of staff in 2022 as compared to 1.8 cases and 1.7 cases respectively in 2023. Franchised bus operators have been requested to closely monitor the situations and continue to provide adequate trainings to improve the driving behaviour and conduct and performance of their staff

10. A breakdown of the 17 207¹² cases by individual bus company/service is at Appendix 6. The complaints and suggestions on the services of the franchisees are highlighted below –

- The Kowloon Motor Bus Company (1933) Limited (KMB) – The 10 464¹⁸ cases received in 2023 were mainly about regularity of service (5 897¹⁹), improper driving behaviour (1 472) and conduct and performance of staff (1 004). The number of complaints/suggestions per million passenger journeys decreased by 7.6% from 13.52 in 2022 to 12.49 in 2023.

¹⁸ Among the 10 464 complaints and suggestions, a total of 2 507 complaints were received from four complainants. The number of complaints not including these cases is 7 957, representing 9.50 complaints/suggestions per million passenger journeys. This represents an increase of 13.1% when compared with 8.40 complaints/suggestions per million passenger journeys in 2022 (see Appendix 6 for further details).

¹⁹ Among the 5 897 complaints and suggestions, a total of 2 507 complaints were received from four complainants. The number of complaints not including these cases is 3 390.

- Citybus Limited (Franchise for the Urban and New Territories bus network) (CTB (U&NT))²⁰ – The 2 989²¹ cases received in 2023 were mainly about regularity of service (1 335²²), conduct and performance of staff (503) and improper driving behaviour (390). The number of complaints/suggestions per million passenger journeys decreased by 55.2% from 30.59 in 2022 to 13.71 in 2023.
- Citybus Limited (Franchise for Airport and North Lantau bus network) (CTB (Lantau)) – The number of complaints/suggestions per million passenger journeys increased by 55.7% from 14.72 in 2022 to 22.92 in 2023. As regards the 710²³ cases received in 2023, they were mainly about regularity of service (258²⁴), conduct and performance of staff (114) and improper driving behaviour (99).
- Long Win Bus Company Limited (LWB) – The number of complaints/suggestions per million passenger journeys increased by 54.4% from 11.52 in 2022 to 17.79 in 2023. As regards the 764²⁵ cases received in 2023, they were mainly about regularity of service (258²⁶), conduct and performance of staff (111) and improper driving behaviour (88).

²⁰ Citybus (F1) and NWFB merged into CTB (U&NT) commencing from 1 July 2023.

²¹ Among the 2 989 complaints and suggestions, a total of 117 complaints were received from two complainants. The number of complaints not including these cases is 2 872, representing 13.17 complaints/suggestions per million passenger journeys. This represents a decrease of 22.3% when compared with 16.96 complaints/suggestions per million passenger journeys in 2022 (see [Appendix 6](#) for further details).

²² Among the 1 335 complaints and suggestions, a total of 117 complaints were received from two complainants. The number of complaints not including these cases is 1 218.

²³ Among the 710 complaints and suggestions, a total of two complaints were received from one complainant. The number of complaints not including these cases is 708, representing 22.85 complaints/suggestions per million passenger journeys. This represents an increase of 55.2% when compared with 14.72 complaints/suggestions per million passenger journeys in 2022 (see [Appendix 6](#) for further details).

²⁴ Among 258 complaints and suggestions, a total of two complaints were received from one complainant. The number of complaints not including these cases is 256.

²⁵ Among the 764 complaints and suggestions, a total of nine complaints were received from one complainant. The number of complaints not including these cases is 755, representing 17.58 complaints/suggestions per million passenger journeys. This represents an increase of 52.6% when compared with 11.52 complaints/suggestions per million passenger journeys in 2022 (see [Appendix 6](#) for further details).

²⁶ Among 258 complaints and suggestions, a total of nine complaints were received from one complainant. The number of complaints not including these cases is 249.

- New Lantao Bus Company (1973) Limited (NLB) – The number of complaints/suggestions per million passenger journeys increased by 46.5% from 6.30 in 2022 to 9.23 in 2023. As regards the 303 cases received in 2023, they were mainly about regularity of service (93), conduct and performance of staff (60) and frequency (52).
- Cross-harbour Bus Services²⁷ – The 1 977²⁸ cases received in 2023 were mainly about regularity of service (582²⁹), conduct and performance of staff (433) and improper driving behaviour (358). The number of complaints/suggestions per million passenger journeys decreased by 47.1% from 21.26 in 2022 to 11.25 in 2023.

11. Comparisons of complaints and suggestions related to KMB, Citybus (U&NT), Citybus (Lantau), NWFB, LWB, NLB and Cross-harbour Bus Services in the past five years are at [Appendix 7](#).

Non-franchised Bus Services

12. Non-franchised bus (NFB) services play a supplementary role in the public transport system through relieving the heavy demand for franchised bus and green minibus services primarily during peak hours and filling gaps of passenger demand which cannot be met viably by the regular public transport services.

13. There were 545³⁰ cases on NFB services in 2023, representing 4.38 complaints/suggestions per million passenger journeys. These figures

²⁷ Complaints and suggestions on cross-harbour bus services cannot be further broken down by bus company as the services are jointly operated by KMB and Citybus.

²⁸ Among the 1 977 complaints and suggestions, a total of nine complaints were received from two complainants. The number of complaints not including these cases is 1 968, representing 11.20 complaints/suggestions per million passenger journeys. This represents a decrease of 25.5% when compared with 15.03 complaints/suggestions per million passenger journeys in 2022 (see [Appendix 6](#) for further details).

²⁹ Among the 582 complaints and suggestions, a total of nine complaints were received from two complainants. The number of complaints not including these cases is 573.

³⁰ Among the 545 complaints and suggestions, a total of two complaints were received from one complainant. The number of complaints not including these cases is 543, representing 4.36 complaints/suggestions per million passenger journeys. This represents an increase of 53.0% when compared with 2.85 complaints/suggestions per million passenger journeys in 2022 (see [Appendix 8](#) for further details)

represent increases of 76.4% and 53.7% respectively when compared with 309 cases and 2.85 complaints/suggestions per million passenger journeys in 2022. The Transport Department (TD) will continue to monitor the situation and work with the operators closely in enhancing their service as and when necessary. A detailed breakdown of the 545 cases is at [Appendix 8](#).

14. A comparison of the complaints and suggestions on NFB services in the past five years is at [Appendix 9](#).

Public Light Bus Services

15. There were 7 575 cases on public light bus (PLB) services in 2023, representing 14.18 complaints/suggestions per million passenger journeys. These figures represent increases of 39.8% and 27.1% respectively when compared with 5 418 cases and 11.16 complaints/suggestions per million passenger journeys in 2022.

Green Minibus Services

16. Green minibuses (GMBs) operate in accordance with a schedule of service which regulates the fares, routes and frequency of service. The TD is responsible for monitoring the performance of GMB operators.

17. In 2023, there were 7 212 complaints/suggestions on GMB services, accounting for 95% of all PLB cases received. The number of complaints/suggestions per million passenger journeys was 15.14. These figures represent increases of 42.1% and 27.4% respectively when compared with 5 075 cases and 11.88 complaints/suggestions per million passenger journeys in 2022. The increase was mainly attributable to the increase in complaints on regularity of service and staff conduct and performance. A detailed breakdown of the 7 212 cases is at [Appendix 10](#).

Red Minibus Services

18. Red minibuses (RMBs) are not required to operate on fixed routes or timetable and can set their own fares, and are subject to certain restrictions on

their service area under the existing policy³¹.

19. In 2023, there were 363 complaints/suggestions on RMB services, accounting for 5% of all PLB cases received. The number of complaints/suggestions per million passenger journeys was 6.31. These figures represent increases of 5.8% and 7.1% respectively when compared with 343 cases and 5.89 complaints/suggestions per million passenger journeys in 2022. A detailed breakdown of the 363 cases is at [Appendix 11](#).

20. Comparisons of the complaints and suggestions on GMB and RMB services in the past five years are at [Appendix 12](#).

21. There was an increase in overall number of complaints received in 2023 as compared to 2022. Among the complaints received, the largest increase fell in the category of regularity of service. One of the reasons for the increase of complaints may be the shortage of drivers. In order to address the long term driver shortage problem of the PLB trade (including GMB and RMB) and the coach trade, the Government has implemented the Labour Importation Scheme for the Transport Sector in 2023, which aims at enhancing the stability of the transport workforce and service reliability of the public transport services. In the meantime, the TD will continue to look into each complaint case and, if necessary, conduct ad hoc surveys to ascertain the service level and drivers' service performance of the route(s) concerned, and to follow up with the operator(s) to rectify the problems. The TD will also issue warning letters to the GMB operators who failed to comply with the Schedule of Service, including non-compliance with timetable and routeings, etc. The warning letters issued will be taken into account in the mid-term appraisal of the GMB operators and their roll-over period for the passenger service licences may be shortened if poor performance is observed.

22. For RMB cases, there was an increase in the overall number of complaints received in 2023 as compared to 2022. The complaints mainly comprise the categories of improper driving behavior and conduct and performance of staff (including drivers). In this regard, the TD have issued letters

³¹ Taking into account the road congestion problem in Hong Kong and the objective of encouraging the conversion of RMBs into GMBs, the Government has imposed certain restrictions on the operation of RMBs. RMBs can operate in their existing service area but are not allowed access to new towns or new housing developments. Besides, there are also restrictions on RMBs in using expressways.

to remind the RMB trade associations and/or vehicle owners to alert the drivers concerned and rectify the situations and refer the cases to the Police for considering stepping up enforcement actions against the concerned routes. Moreover, the TD will continue to convey the importance of proper driver conduct and driving behaviour through regular meetings with the RMB trade and the publication of newsletters.

23. Besides, the TD continued to implement various measures in 2023 to promote the provision of safe, quality and customer-oriented PLB services, including appeals to the PLB associations and operators to promote safe driving and provision of quality service, the annual safety seminar for PLB drivers and Safe Driving and Health Campaign for professional drivers and the publication of the PLB Newsletter. In addition, the licensing requirement for newly registered PLB on or after 1 September 2023 to install the Seat Belt Fastening Detection and Alert System has been implemented with a view to enhancing passengers' awareness of wearing seat belt. On the other hand, the implementation of the Real-time Arrival Information System on all GMB routes in 2023 would also facilitate trip planning by GMB passengers with a view to enhancing the overall GMB services. To enhance accessibility and service quality of PLBs, the TD also implemented the mandatory requirement for all newly registered PLBs to install extra handrails and passenger call bells with indication lights. Last but not the least, it is also anticipated that the increasing number of 19-seater in the PLB fleet will continue to improve the PLB service level, particularly during peak hours.

Taxi Services

24. Taxi services remained one of the major areas of complaints in 2023. There were 11 452 cases relating to taxi services, accounting for around 30% of all cases on public transport services. The number of complaints/suggestions per million passenger journeys was 43.02, the highest among all types of public transport services. These figures represent increases of 50.9% and 47.1% respectively when compared with 7 590 cases and 29.24 complaints/suggestions per million passenger journeys in 2022. The complaints were mainly about taxi driver malpractice (especially those related to refusing hire, improper driving behavior and failure to take the most direct route). A detailed breakdown of the 11 452 cases is at [Appendix 13](#).

25. Of the 11 452 cases received, 11 096 (96.9%) were related to taxi driver malpractice. These cases were referred to the Police for further investigation if the complainants agreed to be court witnesses. During the year, 2 761 of such cases (24.9%) were referred to the Police. In 2023, the Police completed the investigation of 2 015 cases referred to them during the year or the years before. Among these cases, 68 drivers were summoned. A breakdown of the results is at [Appendix 14](#).

26. A comparison of the complaints and suggestions on taxi services in the past five years is at [Appendix 15](#).

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

28. It is believed that the increased number of complaints in 2023 associated mainly with the increase in taxi patronage after the lifting of all social distancing measures and full resumption of normal travel between the Mainland and Hong Kong in early 2023. To improve the taxi service quality, the TD has reminded the trade through different channels, including regular trade conferences, safe-driving seminars and letters to the trade and newsletter. For those taxi owners and drivers who have repeatedly committed serious taxi-driver-related offences, such as overcharging and refusal of hiring, the TD would provide their particulars to the Police for investigation and prosecution actions as appropriate. The TD would also request the Police to step up enforcement actions at the black spots against malpractices when necessary.

29. In view of the public aspiration for better taxi service quality and safety, the Government has launched a series of measures to enhance the overall quality of personalised point-to-point transport services and promote the healthy development of the taxi industry in the long run. Such measures include introducing a taxi fleet regime, increasing the maximum passenger seating capacity of taxis from five to six, introducing a Taxi-Driver-Offence Points (TDOP) system and a two-tier penalty system for certain taxi-driver-related

offences³², etc. The relevant legislative amendments were passed by the Legislative Council in mid-December 2023 and gazetted on 22 December 2023.

Rail Services

30. There were 744 cases on rail services in 2023, representing an increase of 26.1% when compared with 590 cases in 2022. The number of complaints/suggestions per million passenger journeys was the same as that in 2022, i.e. 0.39. There was an increase of 22.2% in the number of complaints about the services of MTRCL (from 546 cases in 2022 to 667 cases in 2023).

31. The number of complaints against the services of MTRCL in 2023 increased as compared with that in 2022, mainly due to the picking up of patronage in view of the full resumption of local services and mainland border reopening in early 2023. The majority of the complaints were about conduct and performance of staff as well as passenger services and facilities. The TD reminded MTRCL to closely monitor the situation and carry out improvement measures as appropriate. The TD will continue to closely monitor MTR train service performance.

32. For tram services, the number of complaints received in 2023 was 77 which represents an increase of 75.0% when compared with 44 cases in 2022. The majority of the complaints were about improper driving behaviour, performance of staff and regularity and frequency of service. The Hong Kong Tramways Limited (HKT) had investigated into the complaints, and would continue to monitor the performance of their motormen and operate the service according to timetable and passengers' needs.

33. A breakdown of the 744 cases by individual railway company is at [Appendix 16](#). There were 667 cases on the services of MTRCL, accounting for 90% of all cases on rail services received. The complaints and suggestions on the services of MTRCL are highlighted below –

- Services other than Light Rail – The number of complaints/suggestions per million passenger journeys was the same as that

³² The two-tier penalty system took effect on 22 December 2023, whereas the TDOP system will take effect on 22 September 2024.

in 2022, i.e. 0.34. As regards the 566 cases received in 2023, they were mainly about passenger services and facilities (237) and conduct and performance of staff (103).

- Light Rail – The number of complaints/suggestions per million passenger journeys increased by 3.1% from 0.65 in 2022 to 0.67 in 2023. As regards the 101 cases received in 2023, they were mainly about passenger services and facilities (24) and frequency/carrying capacity (23).

34. Comparisons of complaints and suggestions related to MTRCL in the past five years are at [Appendix 17](#).

Ferry Services

35. There were 99 cases on ferry services in 2023, representing 2.54 complaints/suggestions per million passenger journeys. These figures represent decreases of 10.0% and 30.8% respectively when compared with 110 cases and 3.67 complaints/suggestions per million passenger journeys recorded in 2022. The decrease in complaints was mainly seen in a reduction of cases related to frequency/carrying capacity as well as the conduct and performance of staff. The decrease in complaints about frequency/carrying capacity could mainly be attributed to the fact that ferry services could by and large operate in accordance with the schedule of service in 2023, unlike in early 2022 when services were temporarily reduced due to the fifth wave of COVID-19 epidemic. Furthermore, with more training and guidance provided to front-line staff, their conduct and performance had been improved with fewer complaints received in 2023.

36. A breakdown of the 99 cases by ferry companies is at [Appendix 18](#). The complaints and suggestions on the services of the two major ferry companies are highlighted below –

- Sun Ferry Services Company Limited (SFS) – The number of complaints/suggestions per million passenger journeys decreased by 16.5% from 3.57 in 2022 to 2.98 in 2023.

- The “Star” Ferry Company Limited (SF) – The number of complaints/suggestions per million passenger journeys decreased by 29.3% from 1.33 in 2022 to 0.94 in 2023.

37. Comparisons of complaints and suggestions related to SFS and SF in the past five years are at Appendix 19.

Traffic and Road Conditions

38. In 2023, there were 4 482³³ complaints and suggestions about traffic and road conditions, including 147 pure suggestions. The number of cases received represents a decrease of 26.4% as compared with 6 090³⁴ cases in 2022. Detailed breakdowns of the cases by category and by district are at Appendices 20 to 24 respectively.

Traffic Conditions

39. In 2023, 1 232⁷ complaints and suggestions about traffic conditions were received, accounting for about 3% of the total number of cases. The number of cases in this category recorded an increase of 62.1% as compared with 760 cases in 2022.

40. Of the 1 232⁷ cases received, 761³⁵ (62%) were related to traffic congestion/obstruction. This represents an increase of 69.9% as compared with 448 cases in 2022. Factors contributing to complaints about traffic congestion/obstruction in 2023 are broken down as follows –

³³ Among the 4 482 complaints and suggestions, a total of 275 complaints were received from one complainant. The number of complaints not including these cases is 4 207, representing a decrease of 12.2% when compared with 4 792 cases (see footnote 34) in 2022.

³⁴ Among the 6 090 complaints and suggestions, a total of 1 298 complaints were received from one complainant. The number of complaints not including these cases is 4 792.

³⁵ Among the 761 complaints and suggestions, a total of 275 complaints were received from one complainant. The number of complaints not including these cases is 486, representing an increase of 8.5% when compared with 448 cases in 2022.

| <u>Factor</u> | <u>No. of Complaints</u> | | <u>Difference</u> |
|----------------------|---------------------------------|-------------------------|--------------------------|
| | <u>2022</u> | <u>2023</u> | |
| Vehicle obstruction | 286 | 575 ³⁶ | +101.0% |
| Traffic management | 118 | 111 | -5.9% |
| Road works | 32 | 24 | -25.0% |
| Others | 12 | 51 | +325.0% |
| Total | 448 | 761³⁵ | +69.9% |

41. In 2023, districts which attracted relatively more complaints about traffic congestion were –

| <u>District</u> | <u>No. of Complaints</u> | | <u>Difference</u> |
|------------------------|---------------------------------|--------------------|--------------------------|
| | <u>2022</u> | <u>2023</u> | |
| Kwai Tsing | 13 | 323 ³⁷ | +2384.6% |
| Kwun Tong | 41 | 70 | +70.7% |
| Yau Tsim Mong | 34 | 49 | +44.1% |

42. All the complaints and suggestions concerning traffic congestion/obstruction were referred to the TD, the Police, the Highways Department and other relevant departments for consideration and follow-up actions. Of the 761³⁵ cases received, 575³⁶ (76%) were related to vehicle obstruction. The number of cases represents an increase of 101.0% as compared with 286 cases in 2022. The TD continued to implement the following measures to alleviate traffic congestion in 2023 –

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

³⁶ Among the 575 complaints and suggestions, a total of 275 complaints were received from one complainant. The number of complaints not including these cases is 300, representing an increase of 4.9% when compared with 286 cases in 2022.

³⁷ Among the 323 complaints and suggestions, a total of 275 complaints were received from one complainant. The number of complaints not including these cases is 48, representing an increase of 269.2% when compared with 13 cases in 2022.

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

43. In 2023, there were 255 complaints and suggestions on traffic management matters (excluding those causing traffic congestion). These cases were related to traffic light phasing and traffic lane arrangements. The number of cases represents an increase of 55.5% as compared with 164 cases in 2022.

44. Besides, TCU received 121 requests for additional traffic signs and aids in 2023. This represents an increase of 65.8% as compared with 73 cases in 2022.

45. There were 95 complaints and suggestions on parking facilities in 2023. This represents an increase of 26.7% as compared with 75 cases in 2022.

Road Maintenance

46. In 2023, 208 complaints and suggestions about road maintenance were received, accounting for less than 1% of the total number of cases. This represents a decrease of 20.3% as compared with 261 cases in 2022. All the complaints were referred to the HyD or other relevant departments for investigation and remedial action.

Enforcement

47. In 2023, 3 042 complaints about enforcement matters were received, accounting for about 7% of the total number of cases. The number of complaints in this category shows a decrease of 40.0% as compared with 5 069⁸ complaints in 2022.

48. Complaints about enforcement matters were mainly related to illegal parking and motorists/pedestrians failing to comply with traffic regulations. All the complaints were referred to the Police for further investigation. Some cases were also referred to the TD for consideration on whether suitable measures (e.g. provision of traffic management measures or parking facilities) should be introduced to improve the situation.

49. TCU received a total of 443 complaints about the use of mobile phone or telecommunications equipment while driving in 2023. The TCU Subcommittee noted that the number of prosecutions for “using mobile phone or telecommunications equipment whilst the vehicle is in motion” in 2023 was 26 929, representing an increase of 6.4% as compared with 25 298 cases in 2022.

Complaints and Suggestions on Road Safety Matters

50. Among the 42 352² complaints and suggestions received in 2023, 7 743 (18.3%) were related to road safety matters. A breakdown of these cases is as follows –

| | <u>No. of Complaints/Suggestions</u> |
|---------------------------|---|
| Public Transport Services | 5 723 |
| Traffic Management | 193 |
| Road Maintenance | 97 |
| Enforcement | <u>1 730</u> |
| Total | <u>7 743</u> |

51. In respect of public transport services, the complainants were concerned that drivers’ improper driving behaviour, condition of vehicles and other matters (e.g. obstruction by public transport vehicles, adequacy of service, boarding arrangement) might pose danger to passengers and other road users.

52. As regards traffic management, the complainants were mainly concerned that inappropriate arrangement of traffic lights, traffic aids and road markings might lead to traffic accidents.

53. On road maintenance, the complainants were mostly concerned about damaged road surface and traffic lights that might give rise to traffic accidents.

54. Among the 7 743 complaints and suggestions received in 2023 which were related to road safety matters, 311 cases were related to cyclists or safety of cycling.

55. Regarding enforcement, there were 852 complaints about illegal parking and vehicle obstruction. There were also 878 complaints about motorists/pedestrians failing to observe traffic regulations (e.g. disobeying traffic signs, changing lane abruptly and dashing through traffic lights/failing to give way to pedestrians or traffic) and posing danger to other road users.

56. All the complaints and suggestions on road safety matters were referred to the TD, the Police, other relevant departments or the public transport operators concerned for investigation and follow-up action. The response of the departments/operators was generally positive. Improvement measures were/would be implemented to address public concerns as far as possible.

Noteworthy Improvement Measures Taken in Some Cases

Enhancement of road safety and public transport services at Concorde Road in Kai Tak

57. Some members of the public expressed their concerns about road safety at Concorde Road near the Kai Tak Community Hall, the Inland Revenue Centre (IRC) and the Trade and Industry Tower (TIT). For the safety of pedestrians, they requested the relevant departments to review the pedestrian crossing facilities in the area and work out measures to enhance road users' awareness to prevent traffic accident in the area. Complaints were also received about the insufficient public transport services in Kai Tak area.

58. The cases were referred to the TD for investigation and follow-up actions. In response, the TD replied that a number of measures were implemented at Concorde Road to enhance road safety in 2023. To cater for the needs of pedestrians crossing Concorde Road in Kai Tak, and between MTR Kai Tak Station and the IRC or the TIT, the pedestrian crossing concerned had been upgraded to a signalised pedestrian crossing. The works had been completed and the signalised pedestrian crossing had been opened for public use on 20 January 2023. Moreover, after reviewing the traffic signs and road markings at Prince Edward Road East outside the TIT, the TD had added a "Slow" road marking at the location concerned to further enhance road safety.

59. To meet the increasing demand for public transport services in Kai Tak area, the TD further advised that bus stops were added at Concorde Road near the Kowloon East Regional Police Headquarters for Kowloon Motor Bus (KMB) routes nos. 5A, 24, 108 (both bounds) and 5M (Kowloon Bay bound) and Citybus (CTB) routes nos. 20, 20A, 22, 608, 608P, N20 (both bounds) and 22M (towards To Kwa Wan) in April/May 2023.

60. The TD would continue to closely monitor the traffic condition, strive to enhance road safety, and formulate appropriate public transport services to cope with the increasing service demand in Kai Tak area.

Traffic management measures to alleviate congestion at the Eastern Harbour Crossing

61. After the implementation of HKeToll at the Eastern Harbour Crossing (EHC) on 27 August 2023, complaints were received from some members of the public about frequent traffic congestion at the entrance of EHC (Hong Kong Island Bound) during weekdays morning peak period, which affected the traffic at Lei Yue Mun Road, Kwun Tong Bypass and Tseung Kwan O-Lam Tin Tunnel (TKO-LT Tunnel).

62. The cases were referred to TD for investigation and follow-up actions. In response, the TD replied that the road capacity of the EHC was constrained by the fact that there were only two traffic lanes in each of the north and south bound tunnel tube. The traffic demand during peak hours on weekdays had already exceeded the design capacity of the tunnel. Therefore, the implementation of HKeToll alone would not bring about significant improvement to the existing congestion situation at the EHC. In addition, demolition works and the associated temporary traffic arrangements for the abandoned toll booths and traffic islands of the former toll plaza of the EHC were being carried out and three abandoned traffic lanes at Hong Kong Island bound, out of seven in total, were being closed. A merging lane with temporary solid-cum-broken double white lines between the 3rd and 4th rightmost lanes was designated with a view to guiding motorists to pass through the abandoned toll booths in orderly and safely manners and at the same time enabling buses, medium and heavy vehicles from Kwun Tong Bypass, TKO-LT Tunnel and Lei Yue Mun Road to keep left before entering the EHC.

63. The TD observed in September and October 2023 that the operators of EHC had placed traffic cones at appropriate locations between the toll plaza and tunnel portal, with a view to better balancing the traffic flows from various traffic lanes and guiding merging traffic from different traffic lanes. The operators of EHC had also assigned staff on site to guide buses leaving the bus-bus Interchange (BBI) and getting in the slow lane, so as to enter the EHC more efficiently. Traffic signs “Give Way to Bus” were also erected to encourage other motorists to give way to buses exiting from the BBI.

64. From mid-November 2023, the TD had been modifying the temporary traffic arrangements of the EHC during morning peak hours with a view to maintaining a more gradual merging/lane changing activities and to better

balancing the traffic demand from approach roads. Based on the TD's initial observations, the traffic conditions from TKO-LT Tunnel and Lei Yue Mun Road entering the EHC were improved. The TD further advised that upon completion of the related road works, part of the freed up areas at toll plaza would be utilised to improve the traffic conditions at the entrances of the EHC and traffic lanes would also be straightened to achieve a smoother drive.

65. The TD would continue to monitor the traffic conditions of the EHC and formulate appropriate traffic management measures where necessary.

Enhancement of public transport services to improve the accessibility in Queen's Hill

66. Complaints about insufficient public transport services in Queen's Hill were received from some members of the public. The complainants indicated that there were long queues of passengers waiting for public transport services at the Queen's Hill Public Transport Terminus (PTT) during morning peak hours. They requested the TD to enhance the public transport services to improve the accessibility of Queen's Hill and meet the travel needs of residents.

67. The case was referred to the TD for follow-up actions. In response to the public's concerns, the TD had been keeping close contact with the relevant public transport operators with a view to enhancing the public transport services in Queen's Hill, which included increasing the bus/GMB frequency, extending operating hours, launching new routes and providing additional short-haul special trips. To ease the passenger flow at Queen's Hill PTT during peak hours, the public transport operators had arranged frontline staff to manage the waiting passengers; had deployed mobile Octopus processors to collect fare and where feasible, had arranged two buses to pick up passengers simultaneously so as to shorten the passengers boarding time. On the other hand, to facilitate the travel from Queen's Hill to MTR Sheung Shui Station during morning peak hours in a more direct way, the TD advised that a special service of KMB route no. 78B (Queen's Hill - Choi Yuen) was introduced with effect from 4 September 2023. This special service provided a trip from Queen's Hill to Choi Yuen (without passing through Fanling South) during morning peak hours on weekdays and an extra trip had also been introduced since 7 September 2023. Meanwhile, KMB had also introduced a return trip of KMB route no. 78B during afternoon hours

since 4 September 2023 to facilitate students studying in Sheung Shui and Fanling South to return to Queen's Hill after school dismissal time. The return service also had a diversion effect to ease the service demands for KMB route no. 78A.

68. Moreover, the TD had carried out various initiatives to enhance the bus services between Queen's Hill and urban areas in 2023. These included introducing a new service of CTB route no. 79P between Queen's Hill and West Kowloon Station during peak hours on weekdays since 21 August 2023; extending the operating hours of CTB route no. 79X (Queen's Hill - Cheung Sha Wan (Kam Chuen Street)) from Cheung Sha Wan to Queen's Hill to 12:00 midnight with effect from 1 October 2023; and enhancing the frequency of CTB route no. 78X (Queen's Hill - Kai Tak) to every 20 minutes during morning peak hours starting from 3 October 2023.

69. As for GMB services, the TD advised that in 2023 GMB operators had deployed 12 additional minibuses (27 minibuses in total) to run route nos. 503 (Queen's Hill – North District Hospital) and 503K (Queen's Hill – Sheung Shui). To cope with the growth in passengers and related demand, the operators had further enhanced the frequency of GMB route no 503K to every 5 minutes during peak hours.

70. The TD would continue to closely monitor the public transport demands in Queen's Hill; and to review and improve the public transport services as and when necessary in order to cater for the commuting needs of residents.

Complaints and Suggestions Received by TCU during 2019 - 2023

| <u>Nature of Complaint/Suggestion⁽¹⁾</u> | <u>2019</u> | | <u>2020</u> | | <u>2021</u> | | <u>2022</u> | | <u>2023</u> | |
|--|--------------------|--------------|--------------------|--------------|--------------------|----------------|--------------------|----------------|--------------------|----------------|
| I. Public Transport Services | | | | | | | | | | |
| (a) Adequacy of service | 941 | [76] | 1 165 | [97] | 2 921 | [942] | 4 051 | [1 245] | 2 969 | [934] |
| (b) Standard of service | 26 235 | [23] | 15 855 | [22] | 22 456 | [44] | 28 599 | [47] | 33 856 | [75] |
| (c) General | 545 | [6] | 602 | [19] | 627 | [11] | 745 | [40] | 797 | [25] |
| | 27 721 | [105] | 17 622 | [138] | 26 004 | [997] | 33 395 | [1 332] | 37 622 | [1 034] |
| II. Traffic Conditions | | | | | | | | | | |
| (a) Traffic congestion/ obstruction | 435 | [7] | 666 | [12] | 783 | [17] | 448 | [14] | 761 | [17] |
| (b) Traffic management | 198 | [39] | 132 | [32] | 205 | [51] | 164 | [40] | 255 | [66] |
| (c) Additional traffic signs and aids | 66 | [19] | 64 | [24] | 90 | [31] | 73 | [33] | 121 | [41] |
| (d) Parking facilities | 20 | [4] | 27 | [2] | 97 | [13] | 75 | [17] | 95 | [11] |
| | 719 | [69] | 889 | [70] | 1 175 | [112] | 760 | [104] | 1 232 | [135] |
| III. Road maintenance | | | | | | | | | | |
| (a) Road conditions | 40 | [1] | 88 | | 88 | [2] | 80 | | 113 | [4] |
| (b) Traffic signs and aids | 72 | [1] | 106 | [1] | 325 | [3] | 169 | [2] | 82 | [1] |
| (c) Carriageway markings | 5 | | 10 | | 14 | | 12 | [1] | 13 | |
| | 117 | [2] | 204 | [1] | 427 | [5] | 261 | [3] | 208 | [5] |
| IV. Enforcement | | | | | | | | | | |
| (a) Illegal parking | 3 182 | [4] | 4 704 | [1] | 3 290 | [5] | 3 934 | [3] | 2 042 | [5] |
| (b) Other enforcement matters | 981 | [5] | 1 225 | [3] | 1 358 | [9] | 1 135 | [8] | 1 000 | [2] |
| | 4 163 | [9] | 5 929 | [4] | 4 648 | [14] | 5 069 | [11] | 3 042 | [7] |
| V. Miscellaneous | | | | | | | | | | |
| | 297 | [2] | 244 | [1] | 258 | [8] | 199 | [1] | 248 | [7] |
| Total | 33 017 | [187] | 24 888 | [214] | 32 512 | [1 136] | 39 684 | [1 451] | 42 352 | [1 188] |

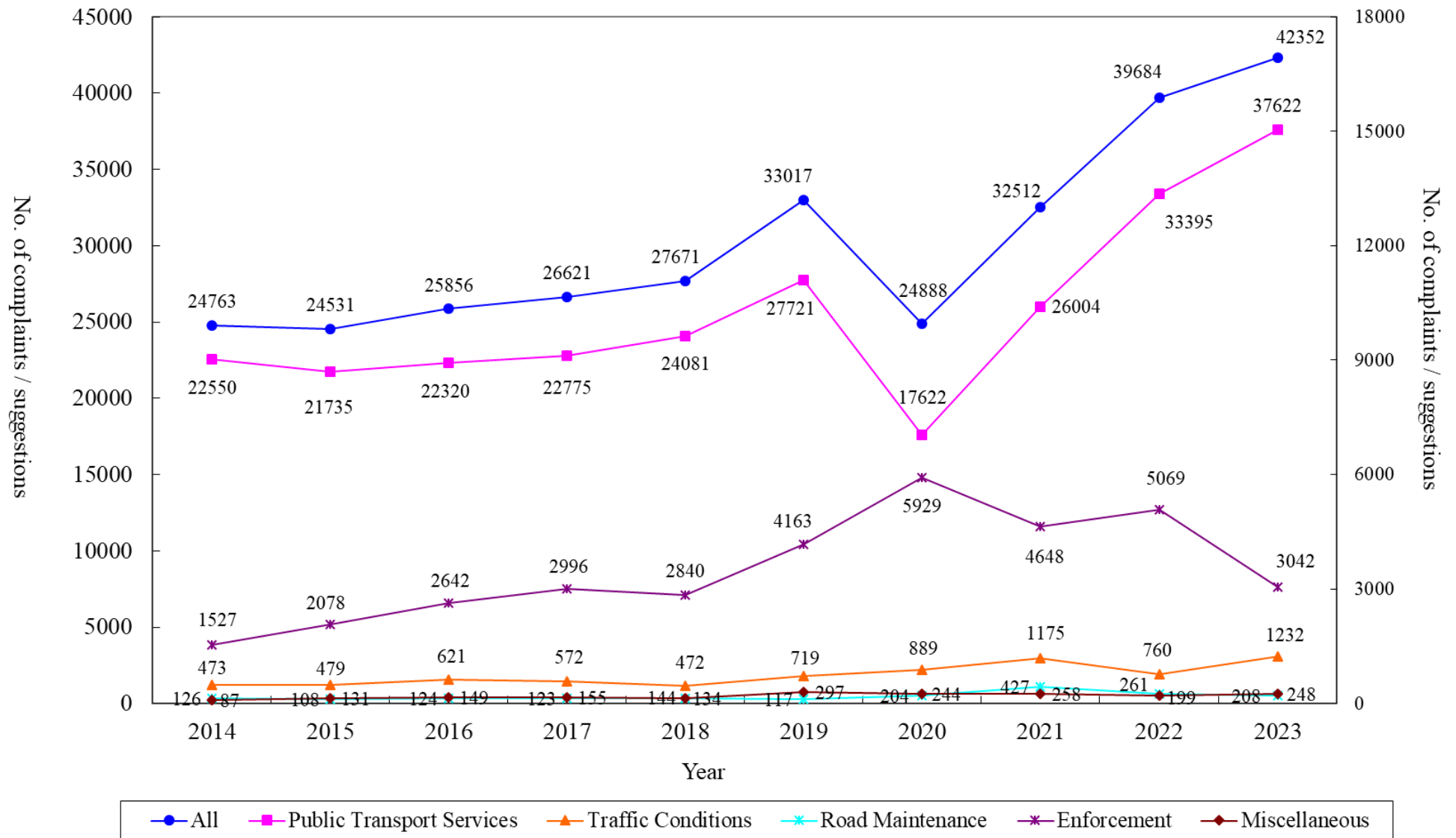
Note : (1) Figures in square brackets are the number of pure suggestions received in the year. The figures have been included in the overall number of cases received. Among the 942, 1 245 and 934 pure suggestions relating to adequacy of service received in 2021, 2022 and 2023 respectively, 772, 974 and 699 about public transport routing were received from a member of the public.

Complaints and Suggestions Received by TCU during 2019 - 2023⁽¹⁾

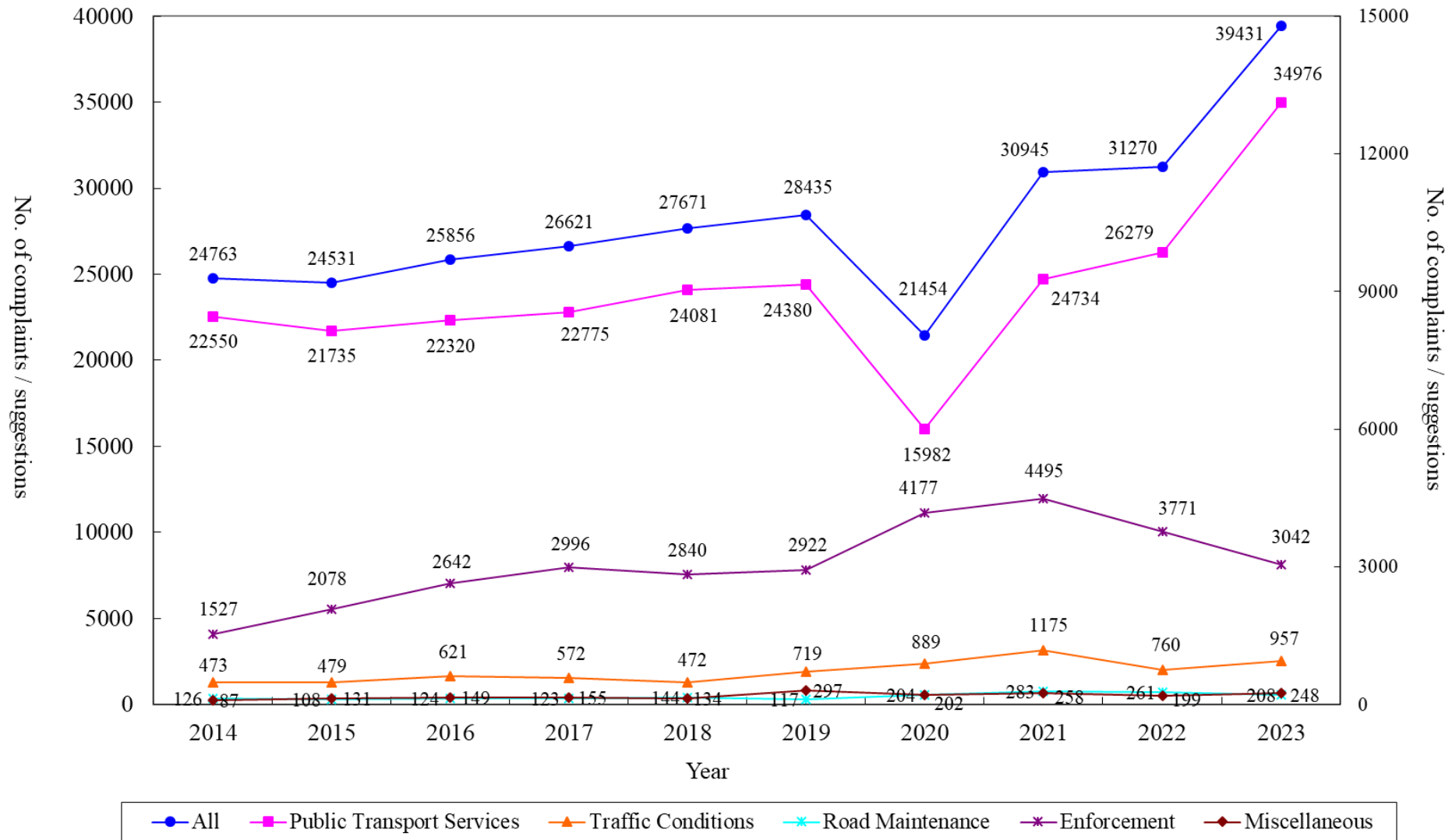
| <u>Nature of Complaint/Suggestion⁽²⁾</u> | <u>2019</u> | | <u>2020</u> | | <u>2021</u> | | <u>2022</u> | | <u>2023</u> | |
|--|-----------------------------|--------------|------------------------------|--------------|------------------------------|----------------|------------------------------|----------------|------------------------------|----------------|
| I. Public Transport Services | | | | | | | | | | |
| (a) Adequacy of service | 918 | [76] | 865 | [97] | 2 539 | [942] | 3 768 | [1 245] | 2 969 | [934] |
| (b) Standard of service | 22 917 | [23] | 14 515 | [22] | 21 568 | [44] | 21 766 | [47] | 31 210 | [75] |
| (c) General | 545 | [6] | 602 | [19] | 627 | [11] | 745 | [40] | 797 | [25] |
| | 24 380 ⁽³⁾ | [105] | 15 982 ⁽⁶⁾ | [138] | 24 734 ⁽¹¹⁾ | [997] | 26 279 ⁽¹⁵⁾ | [1 332] | 34 976 ⁽¹⁸⁾ | [1 034] |
| II. Traffic Conditions | | | | | | | | | | |
| (a) Traffic congestion/ obstruction | 435 | [7] | 666 | [12] | 783 | [17] | 448 | [14] | 486 | [17] |
| (b) Traffic management | 198 | [39] | 132 | [32] | 205 | [51] | 164 | [40] | 255 | [66] |
| (c) Additional traffic signs and aids | 66 | [19] | 64 | [24] | 90 | [31] | 73 | [33] | 121 | [41] |
| (d) Parking facilities | 20 | [4] | 27 | [2] | 97 | [13] | 75 | [17] | 95 | [11] |
| | 719 | [69] | 889 | [70] | 1 175 | [112] | 760 | [104] | 957 ⁽¹⁹⁾ | [135] |
| III. Road maintenance | | | | | | | | | | |
| (a) Road conditions | 40 | [1] | 88 | | 88 | [2] | 80 | | 113 | [4] |
| (b) Traffic signs and aids | 72 | [1] | 106 | [1] | 181 ⁽¹²⁾ | [3] | 169 | [2] | 82 | [1] |
| (c) Carriageway markings | 5 | | 10 | | 14 | | 12 | [1] | 13 | |
| | 117 | [2] | 204 | [1] | 283 | [5] | 261 | [3] | 208 | [5] |
| IV. Enforcement | | | | | | | | | | |
| (a) Illegal parking | 1 941 ⁽⁴⁾ | [4] | 3 176 ⁽⁷⁾ | [1] | 3 137 ⁽¹³⁾ | [5] | 2 636 ⁽¹⁶⁾ | [3] | 2 042 | [5] |
| (b) Other enforcement matters | 981 | [5] | 1 001 ⁽⁸⁾ | [3] | 1 358 | [9] | 1 135 | [8] | 1 000 | [2] |
| | 2 922 | [9] | 4 177 | [4] | 4 495 | [14] | 3 771 | [11] | 3 042 | [7] |
| V. Miscellaneous | | | | | | | | | | |
| | 297 | [2] | 202 ⁽⁹⁾ | [1] | 258 | [8] | 199 | [1] | 248 | [7] |
| Total | 28 435⁽⁵⁾ | [187] | 21 454⁽¹⁰⁾ | [214] | 30 945⁽¹⁴⁾ | [1 136] | 31 270⁽¹⁷⁾ | [1 451] | 39 431⁽²⁰⁾ | [1 188] |

- Notes :**
- (1) Complaints received from individual complainants, who made more than 100 complaints within a quarter, were excluded. Please see [Appendix 1\(i\)\(a\)](#) with these complaints included.
 - (2) Figures in square brackets are the number of pure suggestions received in the year. The figures have been included in the overall number of cases received.
 - (3) A total of 3 341 complaints received from two complainants were excluded.
 - (4) A total of 1 241 complaints received from one complainant were excluded.
 - (5) A total of 4 582 complaints received from three complainants were excluded.
 - (6) A total of 1 640 complaints received from two complainants were excluded.
 - (7) A total of 1 528 complaints received from one complainant were excluded.
 - (8) A total of 224 complaints received from one complainant were excluded.
 - (9) A total of 42 complaints received from one complainant were excluded.
 - (10) A total of 3 434 complaints received from three complainants were excluded.
 - (11) A total of 1 270 complaints received from two complainants were excluded.
 - (12) A total of 144 complaints received from one complainant were excluded.
 - (13) A total of 153 complaints received from one complainant were excluded.
 - (14) A total of 1 567 complaints received from four complainants were excluded.
 - (15) A total of 7 116 complaints received from 13 complainants were excluded.
 - (16) A total of 1 298 complaints received from one complainant were excluded.
 - (17) A total of 8 414 complaints received from 14 complainants were excluded.
 - (18) A total of 2 646 complaints received from five complainants were excluded.
 - (19) A total of 275 complaints received from one complainant were excluded.
 - (20) A total of 2 921 complaints received from six complainants were excluded.

Trends of Complaints and Suggestions Received by TCU
(2014 - 2023)



Trends of Complaints and Suggestions Received by TCU⁽¹⁾
(2014 - 2023)



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

**Summary of Results of Investigations into Complaints and Suggestions
(January – December 2023)**

| Outcome of Investigation Nature of Complaint/ Suggestion | A1 | A2 | B | C | Total |
|--|-------------------------------------|-------------------------------|------------------------------|------------------------------|--------------------------------|
| | I. Public Transport Services | | | | |
| (a) Adequacy of service | 70 | 2 849 | 7 | 1 | 2 927 |
| (b) Standard of service | 3 859 | 19 054 | 65 | 4 594 | 27 572 |
| (c) General | 105 | 658 | 6 | 17 | 786 |
| | 4 034 | 22 561 | 78 | 4 612 | 31 285 |
| II. Traffic Conditions | | | | | |
| (a) Traffic congestion/ obstruction | 80 | 454 | - | 4 | 538 |
| (b) Traffic management | 28 | 194 | 2 | - | 224 |
| (c) Additional traffic signs/aids | 11 | 98 | 3 | 1 | 113 |
| (d) Parking facilities | 11 | 72 | 1 | - | 84 |
| | 130 | 818 | 6 | 5 | 959 |
| III. Road Maintenance | | | | | |
| (a) Road conditions | 24 | 85 | - | - | 109 |
| (b) Traffic signs and aids | 24 | 70 | 3 | - | 97 |
| (c) Carriageway markings | 3 | 13 | - | - | 16 |
| | 51 | 168 | 3 | - | 222 |
| IV. Enforcement | | | | | |
| (a) Illegal parking | 1 571 | 826 | 2 | 8 | 2 407 |
| (b) Other enforcement matters | 37 | 628 | 2 | 343 | 1 010 |
| | 1 608 | 1 454 | 4 | 351 | 3 417 |
| V. Miscellaneous | 13 | 209 | - | - | 222 |
| Total | 5 836 (16%) | 25 210 (70%) | 91 (<1%) | 4 968 (14%) | 36 105 (100%) |
| | 31 046 (86%) | | | | |

Legend

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

**Summary of Results of Investigations
into Complaints and Suggestions on Public Transport Services
(January – December 2023)**

| Outcome of Investigation | | | | | |
|---|-------------------------|-------------------------|------------------------|------------------------|--------------------------|
| Mode of Transport | A1 | A2 | B | C | Total |
| The Kowloon Motor Bus Company (1933) Limited | 457 | 9 077 | 12 | 66 | 9 612 |
| Citybus Limited (Franchise 1) | 204 | 1 825 | 4 | 13 | 2 046 |
| Citybus Limited (Franchise 2) | 118 | 474 | 5 | 1 | 598 |
| New World First Bus Services Limited | 193 | 651 | 2 | 10 | 856 |
| New Lantao Bus Company (1973) Limited | 55 | 182 | - | - | 237 |
| Long Win Bus Company Limited | 121 | 492 | - | 2 | 615 |
| Cross-harbour Bus Services | 331 | 1 987 | 1 | 12 | 2 331 |
| Non-franchised Bus Services | 83 | 390 | 1 | 1 | 475 |
| Green Minibus | 2 133 | 4 052 | 2 | 94 | 6 281 |
| Red Minibus | 180 | 155 | 4 | 20 | 359 |
| Taxi | 31 | 2 671 | 40 | 4 387 | 7 129 |
| Mass Transit Railway Corporation Limited (Excluding Light Rail) | 84 | 410 | 2 | 1 | 497 |
| Mass Transit Railway Corporation Limited (Light Rail) | 19 | 71 | - | 2 | 92 |
| The Hongkong Tramways Limited | 12 | 46 | 1 | - | 59 |
| Sun Ferry Services Company Limited | 6 | 33 | 1 | - | 40 |
| The “Star” Ferry Company Limited | - | 10 | 1 | - | 11 |
| Minor Ferries | 7 | 35 | 2 | 3 | 47 |
| Total | 4 034 (13%) | 22 561 (72%) | 78 (<1%) | 4 612 (15%) | 31 285 (100%) |
| | 26 595 (85%) | | | | |

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 in 2023**

I. Public Transport Services

Hong Kong Island

- Re-route Citybus (CTB) route no. A12 via the Central - Wan Chai Bypass to improve service efficiency.
- Extend the operation hours of CTB route no. A12 (both bounds) and enhance its service to meet the demand of passengers.

Kowloon

- Introduce a new CTB route no. 22D between Kai Tak Station (Muk On Street) and Shing Fung Road to meet the demand of passengers.
- Add a bus stop at To Kwa Wan Road between Kwei Chow Street and Lok Shan Road for CTB route no. A25 (Airport bound) to meet the demand of passengers.
- Add a bus stop at Concorde Road near Kowloon East Regional Police Headquarters for Kowloon Motor Bus (KMB) routes nos. 5A and 24 (both bounds) and CTB route no. 20A (both bounds) to meet the demand of passengers.
- Enhance CTB route nos. 22R and 20A services to meet the demand of passengers travelling to/from the Kai Tak Cruise Terminal.

New Territories

- Add an additional departure of CTB route no. 56A (Queen's Hill bound) during morning rush hours on weekdays to meet the demand of passengers.

- Add a bus stop outside Greenery Plaza for CTB route no. B8 (Tai Wai bound) to facilitate passengers.
- Add bus stops at Yu Nga Court and Yu Nga Shopping Centre for CTB route nos. E21A, E21D, E21X and S52A, and Long Win Bus route nos. E32A and E36A to meet the demand of passengers.
- Extend the operation hours of CTB route no. B8 (Heung Yuen Wai bound) on weekdays to meet the demand of passengers.
- Enhance CTB route no. S56 (circular) service to meet the demand of passengers.
- Extend the operation hours of KMB route no. 251C (Kong Ha Wai – Yuen Long (West) (Circular)) and extend its routeing to Yuen Long (West) to meet the demand of passengers.
- Enhance KMB route no. 40P service (Tsuen Wan bound) during afternoon rush hours to meet the demand of passengers.

II. Traffic Management

Hong Kong Island

- Add parking spaces for motorcycles at Caroline Hill Road near Cotton Path to facilitate motorcyclists.
- Add “Slow” road markings at Aberdeen Reservoir Road to remind motorists to drive carefully at the downhill section.
- Narrow the carriageway of Tsoi Tak Street near Sing Woo Road to facilitate pedestrians crossing the street.
- Adjust the signal timing of a traffic light at the junction of Queen Victoria Street and Des Voeux Road Central to shorten the waiting time for pedestrians.

Kowloon

- Convert an uncontrolled cautionary crossing to signal-controlled crossing at Concorde Road near Kai Tak Community Hall to improve road safety.
- Increase the vehicular green time of a traffic light at Tai Yau Street at its junction with Sam Chuk Street to improve traffic flow.
- Increase the vehicular green time of traffic lights for turning left from Nathan Road northbound onto Argyle Street during afternoon rush hours to improve traffic flow.
- Increase the vehicular green time of a traffic light for turning right from Kwun Tong Bypass onto Wai Yip Street to improve traffic flow.
- Increase the vehicular green time of traffic lights at the exit of West Kowloon Station Bus Terminus to improve traffic flow.
- Erect a non-illuminated retro-reflective traffic bollard on the road divider near 792 Cheung Sha Wan Road to enhance road safety.
- Increase the vehicular green time of a traffic light for turning from Mody Road westbound onto Chatham Road South at night from Mondays to Saturdays to improve traffic flow.
- Increase the pedestrian green time of a traffic light at Fu Ning Street at its junction with Argyle Street to facilitate pedestrians crossing the road.
- Replace the railings at Tai Po Road near Ching Cheung Road to provide better sightline for both pedestrians and motorists.
- Add parking spaces for motorcycles and realign the carriageways at Sau Ming Road near Sau Ming Road Park to improve traffic flow.
- Shorten the waiting time for pedestrian green phase of traffic lights at the junctions of Sze Mei Street/Choi Yee Lane and Choi Hung Road/Bus Terminus near Rhythm Garden to facilitate pedestrians crossing the road.

- Provide more parking spaces for motorcycles at Yuk Wah Street near Tak Oi Secondary School to facilitate motorcycle riders.
- Enlarge a traffic sign at Wai Fat Road near Wai Yip Street to alert motorists of traffic merging ahead.
- Increase the pedestrian green time of traffic lights at the junction of Lai Chi Kok Road, Nathan Road and Nullah Road during school dismissal hours from Mondays to Fridays to facilitate pedestrians crossing the roads.
- Increase the vehicular green time of traffic lights for turning from Hoi Fai Road onto Sham Mong Road during morning non-rush hours to improve traffic flow.

New Territories

- Increase the vehicular green time of a traffic light at Chun Yat Street northbound at its junction with Chun Cheong Street during afternoon hours from Mondays to Saturdays to improve traffic flow.
- Enhance synchronisation of the pedestrian green time of a traffic light at Pak Wo Road eastbound at its junction with Kat Cheung Crescent to facilitate pedestrians crossing the road.
- Shorten the waiting time for pedestrian green phase of a traffic light at Ming Kum Road at its junction with Yeung King Road to facilitate pedestrians crossing the road.
- Increase the pedestrian green time of traffic lights at the junction of Plover Cove Road and Tung Cheong Street to facilitate pedestrians crossing the roads.
- Add a “Bus Lane” road marking at the rightmost lane of Ping Ha Road southbound near Tsui Sing Road to better guide motorists.

- Convert the middle lane of Hoi Hing Road southbound at its junction with Hoi On Road from “Ahead Only” to “Ahead or Turn right” to improve traffic flow.
- Increase the pedestrian green time of a traffic light at Wo Tai Street at its junction with Luen On Street to facilitate pedestrians crossing the road.
- Increase the vehicular green time of a traffic light at Wo Tai Street eastbound during morning peak hours and shorten the vehicular green time of a traffic light at Luen On Street northbound to alleviate traffic congestion.
- Add parking spaces for motorcycles at Hang Hong Street to facilitate motorcyclists.
- Improve the sensitivity of the vehicle detector at Hung Cheung Road at its junction with Tin Hau Road to detect vehicles more easily.
- Add a “No Right Turn” traffic sign at On Cheung Road southbound to alert motorists.
- Increase the vehicular green time of a traffic light at Jockey Club Road at its junction with Lung Sum Avenue to alleviate traffic congestion.

Complaints and Suggestions on Public Transport Services in 2023

| 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 | 450 | 146 | 89 | 18 | 52 | 85 | 99 | 39 | 570 | - | - | 91 | 23 | 7 | 4 | 4 | 5 | 1682 |
| (2) Routing | 448 | 172 | 64 | 42 | 6 | 86 | 147 | 10 | 45 | - | - | 7 | 5 | - | 1 | - | 1 | 1034 |
| (3) Hours of operation | 24 | 33 | 13 | 4 | 1 | 4 | 15 | 4 | 11 | - | - | 1 | 1 | - | - | - | - | 111 |
| (4) Provision of stops | 51 | 18 | 12 | 4 | 2 | 9 | 17 | 11 | 17 | - | - | - | 1 | - | - | - | - | 142 |
| Sub-total | 973 | 369 | 178 | 68 | 61 | 184 | 278 | 64 | 643 | - | - | 99 | 30 | 7 | 5 | 4 | 6 | 2969 |
| (B) Standard of Service | | | | | | | | | | | | | | | | | | |
| (1) Regularity of service | 5897 | 1122 | 258 | 213 | 93 | 258 | 582 | 189 | 2446 | - | - | 43 | 8 | 7 | 6 | 3 | 25 | 11150 |
| (2) Adherence to routing | 42 | 13 | 6 | 4 | 7 | 13 | 34 | 11 | 308 | - | 2081 | 2 | - | 2 | - | - | - | 2523 |
| (3) Improper driving behavior | 1472 | 311 | 99 | 79 | 26 | 88 | 358 | 80 | 1088 | 124 | 2287 | 40 | 12 | 35 | 1 | 2 | 3 | 6105 |
| (4) Conduct & performance of staff (including drivers) | 1004 | 404 | 114 | 99 | 60 | 111 | 433 | 78 | 2001 | 105 | 5012 | 103 | 12 | 9 | 6 | 5 | 4 | 9560 |
| (5) Overcharging | 42 | 6 | 3 | 1 | 8 | 2 | 8 | 4 | 226 | 32 | 1716 * | 2 | - | - | 1 | - | 1 | 2052 |
| (6) Cleanliness | 36 | 21 | 2 | 4 | 5 | 3 | 14 | 5 | 84 | 3 | 37 | 5 | 2 | 2 | 2 | - | - | 225 |
| (7) Conditions of vehicles/vessels | 86 | 20 | 6 | 6 | 6 | 15 | 31 | 27 | 83 | 5 | 25 | 20 | 6 | 9 | 3 | - | 3 | 351 |
| (8) Passenger services & facilities | 739 | 163 | 42 | 27 | 30 | 81 | 204 | 53 | 236 | 11 | 24 | 237 | 24 | 6 | 6 | - | 7 | 1890 |
| Sub-total | 9318 | 2060 | 530 | 433 | 235 | 571 | 1664 | 447 | 6472 | 280 | 11182 | 452 | 64 | 70 | 25 | 10 | 43 | 33856 |
| (C) General | 173 | 48 | 2 | 11 | 7 | 9 | 35 | 34 | 97 | 83 | 270 | 15 | 7 | - | 6 | - | - | 797 |
| Total in 2023 | 10464 | 2477 | 710 | 512 | 303 | 764 | 1977 | 545 | 7212 | 363 | 11452 | 566 | 101 | 77 | 36 | 14 | 49 | 37622 |
| Grand-total | (17207) | | | | | | | (19572) | | | | (744) | | | (99) | | | |
| Total in 2022 | 9794 | 1853 | 263 | 3523 | 150 | 330 | 3465 | 309 | 5075 | 343 | 7590 | 461 | 85 | 44 | 40 | 10 | 60 | 33395 |

Legend

| | |
|---------------------|---|
| KMB | The Kowloon Motor Bus Company (1933) Limited |
| CTB1 | Citybus Limited (Franchise 1) ⁽¹⁾ |
| CTB2 | Citybus Limited (Franchise 2) |
| FB | New World First Bus Services Limited ⁽¹⁾ |
| 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

Note : (1) CTB1 and FB merged into Citybus Limited (Franchise for the Urban and New Territories bus network) commencing from 1 July 2023.

Complaints and Suggestions on Franchised Buses Services in 2023⁽¹⁾

| Mode Nature of Complaint/Suggestion | Vehicular Transport | | | | | | | Total / Sub-total |
|---|---------------------|---------------------|------|-------------------|-----|-----|------|----------------------|
| | Franchised Buses | | | | | | | |
| | KMB | CTB1 ⁽²⁾ | CTB2 | FB ⁽²⁾ | NLB | LWB | XHT | |
| (A) Adequacy of Service | | | | | | | | |
| (1) Frequency/carrying capacity | 450 | 146 | 89 | 18 | 52 | 85 | 99 | 939 |
| (2) Routing | 448 | 172 | 64 | 42 | 6 | 86 | 147 | 965 |
| (3) Hours of operation | 24 | 33 | 13 | 4 | 1 | 4 | 15 | 94 |
| (4) Provision of stops | 51 | 18 | 12 | 4 | 2 | 9 | 17 | 113 |
| Sub-total | 973 | 369 | 178 | 68 | 61 | 184 | 278 | 2111 |
| (B) Standard of Service | | | | | | | | |
| (1) Regularity of service | 3390 | 1017 | 256 | 201 | 93 | 249 | 573 | 5779 |
| (2) Adherence to routeing | 42 | 13 | 6 | 4 | 7 | 13 | 34 | 119 |
| (3) Improper driving behaviour | 1472 | 311 | 99 | 79 | 26 | 88 | 358 | 2433 |
| (4) Conduct & performance of staff (including drivers) | 1004 | 404 | 114 | 99 | 60 | 111 | 433 | 2225 |
| (5) Overcharging | 42 | 6 | 3 | 1 | 8 | 2 | 8 | 70 |
| (6) Cleanliness | 36 | 21 | 2 | 4 | 5 | 3 | 14 | 85 |
| (7) Conditions of vehicles | 86 | 20 | 6 | 6 | 6 | 15 | 31 | 170 |
| (8) Passenger services & facilities | 739 | 163 | 42 | 27 | 30 | 81 | 204 | 1286 |
| Sub-total | 6811 | 1955 | 528 | 421 | 235 | 562 | 1655 | 12167 |
| (C) General | 173 | 48 | 2 | 11 | 7 | 9 | 35 | 285 |
| Total in 2023 | 7957 | 2372 | 708 | 500 | 303 | 755 | 1968 | 14563 |
| Grand-total | (14563) | | | | | | | |
| Total in 2022 | 6089 | 1149 | 263 | 1832 | 150 | 330 | 2449 | 12262 |

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

Note : (1) For 2022 and 2023, a total of 7 116 and 2 644 complaints received from 13 and five complainants respectively, each of whom made more than 100 complaints in a quarter, were excluded. Please see [Appendix 4\(i\)](#) with these complaints included.

(2) CTB1 and FB merged into Citybus Limited (Franchise for the Urban and New Territories bus network) commencing from 1 July 2023.

Complaints and Suggestions on Franchised Bus Services⁽¹⁾

| <u>Nature of Complaint/Suggestion</u> | <u>2022</u> | | <u>2023</u> | | <u>Difference</u> | |
|--|-----------------------------|-----------------|-----------------------------|-----------------|--------------------------|-----------------|
| (A) Adequacy of Service | | | | | | |
| (1) Frequency | 1 637 | [1 354] | 939 | | -42.6% | |
| (2) Routeing | 1 277 | | 965 | | -24.4% | |
| (3) Hours of operation | 124 | | 94 | | -24.2% | |
| (4) Provision of stops | 256 | | 113 | | -55.9% | |
| Sub-total | 3 294 | [3 011] | 2 111 | | -35.9% | |
| (B) Standard of Service | | | | | | |
| (1) Regularity of service | 11 158 | [4 325] | 8 423 | [5 779] | -24.5% | [+33.6%] |
| (2) Adherence to routeing | 82 | | 119 | | +45.1% | |
| (3) Improper driving behaviour | 1 760 | | 2 433 | | +38.2% | |
| (4) Conduct and performance of staff (including drivers) | 1 419 | | 2 225 | | +56.8% | |
| (5) Overcharging | 28 | | 70 | | +150.0% | |
| (6) Cleanliness | 49 | | 85 | | +73.5% | |
| (7) Conditions of vehicles | 146 | | 170 | | +16.4% | |
| (8) Passenger services and facilities | 1 164 | | 1 286 | | +10.5% | |
| Sub-total | 15 806 | [8 973] | 14 811 | [12 167] | -6.3% | [+35.6%] |
| (C) General⁽²⁾ | | | | | | |
| | 278 | | 285 | | +2.5% | |
| Total | 19 378⁽³⁾ | [12 262] | 17 207⁽⁴⁾ | [14 563] | -11.2% | [+18.8%] |

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

(2) These are mainly related to obstruction caused by franchised buses.

(3) Among the 19 378 complaints and suggestions, a total of 7 116 complaints were received from 13 complainants.

(4) Among the 17 207 complaints and suggestions, a total of 2 644 complaints were received from five complainants.

Appendix 6

Complaints and Suggestions on Franchised Bus Services⁽¹⁾⁽²⁾

| <u>Bus Company/ Services</u> | <u>2022</u> | | <u>2023</u> | | <u>Difference</u> | |
|---|-----------------------------|-----------------|------------------------------|-----------------|-------------------|-----------------|
| The Kowloon Motor Bus Company (1933) Limited (KMB) | 9 794 ⁽⁵⁾ | (13.52) | 10 464 ⁽¹⁰⁾ | (12.49) | +6.8% | (-7.6%) |
| | [6 089 | (8.40)] | [7 957 | (9.50)] | [+30.7% | (+13.1%)] |
| Citybus Limited (Franchise 1) (Citybus (F1)) ⁽³⁾ | 1 853 ⁽⁶⁾ | (20.95) | 2 477 ⁽¹¹⁾ | (14.91) | +33.7% | (-28.8%) |
| | [1 149 | (12.99)] | [2 372 | (14.28)] | [+106.4% | (+9.9%)] |
| Citybus Limited (Franchise 2) (Citybus (F2)) | 263 | (14.72) | 710 ⁽¹²⁾ | (22.92) | +170.0% | (+55.7%) |
| | | | [708 | (22.85)] | +169.2% | (+55.2%)] |
| New World First Bus Services Limited (NWFB) ⁽³⁾ | 3 523 ⁽⁷⁾ | (40.37) | 512 ⁽¹³⁾ | (9.88) | -85.5% | (-75.5%) |
| | [1 832 | (20.99)] | [500 | (9.65)] | [-72.7% | (-54.0%)] |
| New Lantao Bus Company (1973) Limited | 150 | (6.30) | 303 | (9.23) | +102.0% | (+46.5%) |
| Long Win Bus Company Limited | 330 | (11.52) | 764 ⁽¹⁴⁾ | (17.79) | +131.5% | (+54.4%) |
| | | | [755 | (17.58)] | [+128.8% | (+52.6%)] |
| Cross-harbour Bus Services ⁽⁴⁾ | 3 465 ⁽⁸⁾ | (21.26) | 1 977 ⁽¹⁵⁾ | (11.25) | -42.9% | (-47.1%) |
| | [2 449 | (15.03)] | [1968 | (11.20)] | [-19.6% | (-25.5%)] |
| Total | 19 378⁽⁹⁾ | (17.10) | 17 207⁽¹⁶⁾ | (12.86) | -11.2% | (-24.8%) |
| | [12 262 | (10.82)] | [14 563 | (10.88)] | [+18.8% | (+0.6%)] |

Notes: (1) Figures for complaints/suggestions per million passenger journeys are in brackets.

(2) The numbers of complaints received from individual complainants, who made more than 100 complaints in a quarter, are given in relevant footnotes. The figures not including these complaints are in square brackets.

(3) Citybus (F1) and NWFB merged into Citybus Limited (Franchise for the Urban and New Territories bus network) commencing from 1 July 2023.

(4) 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.

(5) Among the 9 794 complaints and suggestions, a total of 3 705 complaints were received from four complainants.

(6) Among the 1 853 complaints and suggestions, a total of 704 complaints were received from two complainants.

(7) Among the 3 523 complaints and suggestions, a total of 1 691 complaints were received from nine complainants.

(8) Among the 3 465 complaints and suggestions, a total of 1 016 complaints were received from ten complainants.

(9) Among the 19 378 complaints and suggestions, a total of 7 116 complaints were received from 13 complainants, and 941 pure suggestions about franchised bus routeing were received from a member of the public.

(10) Among the 10 464 complaints and suggestions, a total of 2 507 complaints were received from four complainants.

(11) Among the 2 477 complaints and suggestions, a total of 105 complaints were received from one complainant.

(12) Among the 710 complaints and suggestions, a total of two complaints were received from one complainant.

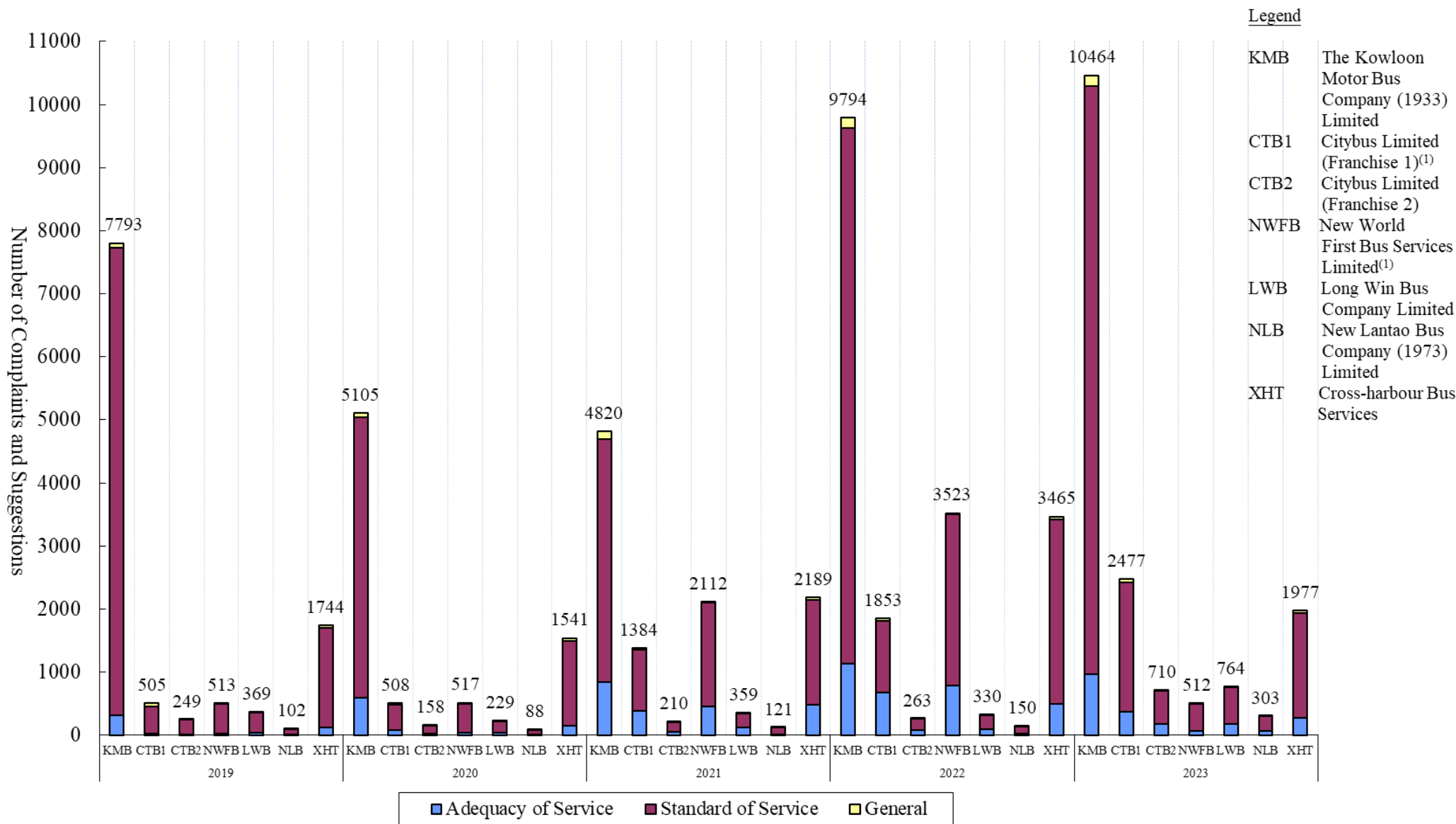
(13) Among the 512 complaints and suggestions, a total of 12 complaints were received from one complainant.

(14) Among the 764 complaints and suggestions, a total of nine complaints were received from one complainant.

(15) Among the 1 977 complaints and suggestions, a total of nine complaints were received from two complainants.

(16) Among the 17 207 complaints and suggestions, a total of 2 646 complaints were received from five complainants, and 683 pure suggestions about franchised bus routeing were received from a member of the public.

Complaints and Suggestions on Franchised Bus Services during 2019-2023



Note : (1) CTB1 and NWFB merged into Citybus Limited (Franchise for the Urban and New Territories bus network) commencing from 1 July 2023.

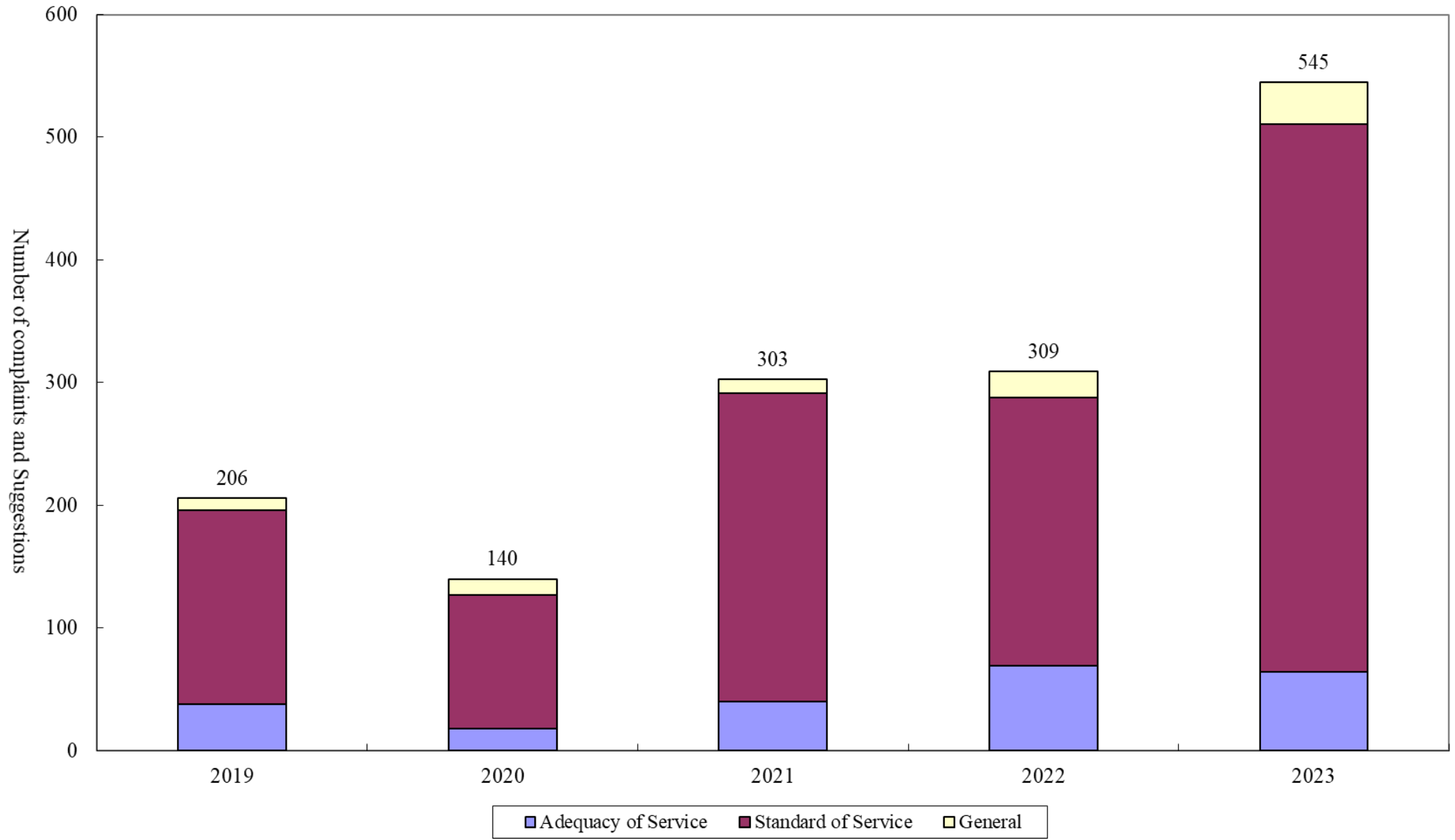
Complaints and Suggestions on Non-franchised Bus Services

| <u>Nature of Complaint/Suggestion</u> | <u>2022</u> | <u>2023</u> | <u>Difference</u> |
|--|--------------------|--------------------|--------------------------|
| (A) Adequacy of Service | | | |
| (1) Frequency | 34 | 39 | +14.7% |
| (2) Routeing | 25 | 10 | -60.0% |
| (3) Hours of operation | 3 | 4 | +33.3% |
| (4) Provision of stops | 7 | 11 | +57.1% |
| Sub-total | 69 | 64 | -7.2% |
| (B) Standard of Service | | | |
| (1) Regularity of service | 72 | 189 [187] | +162.5% [+159.7%] |
| (2) Adherence to routeing | 3 | 11 | +266.7% |
| (3) Improper driving behaviour | 51 | 80 | +56.9% |
| (5) Conduct and performance of staff (including drivers) | 32 | 78 | +143.8% |
| (5) Overcharging | 1 | 4 | +300.0% |
| (6) Cleanliness | 1 | 5 | +400.0% |
| (7) Conditions of vehicles | 14 | 27 | +92.9% |
| (8) Passenger services and facilities | 45 | 53 | +17.8% |
| Sub-total | 219 | 447 [445] | +104.1% [+103.2%] |
| (C) General⁽¹⁾ | 21 | 34 | +61.9% |
| Total | 309 | 545 [543] | +76.4% [+75.7%] |

Notes : (1) These are mainly related to obstruction caused by vehicles providing non-franchised bus services.

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

Complaints and Suggestions on Non-franchised Bus Services during 2019 - 2023



Complaints and Suggestions on Green Minibus Services

| <u>Nature of Complaint/Suggestion</u> | <u>2022</u> | <u>2023</u> | <u>Difference</u> |
|--|--------------------|--------------------|--------------------------|
| (A) Adequacy of Service | | | |
| (1) Frequency | 432 | 570 | +31.9% |
| (2) Routeing | 68 | 45 | -33.8% |
| (3) Hours of operation | 14 | 11 | -21.4% |
| (4) Provision of stops | 18 | 17 | -5.6% |
| Sub-total | 532 | 643 | +20.9% |
| (B) Standard of Service | | | |
| (1) Regularity of service | 1 509 | 2 446 | +62.1% |
| (2) Adherence to routeing | 225 | 308 | +36.9% |
| (3) Improper driving behaviour | 933 | 1 088 | +16.6% |
| (4) Conduct and performance of staff (including drivers) | 1 413 | 2 001 | +41.6% |
| (5) Overcharging | 113 | 226 | +100.0% |
| (6) Cleanliness | 59 | 84 | +42.4% |
| (7) Conditions of vehicles | 70 | 83 | +18.6% |
| (8) Passenger services and facilities | 144 | 236 | +63.9% |
| Sub-total | 4 466 | 6 472 | +44.9% |
| (C) General⁽¹⁾ | 77 | 97 | +26.0% |
| Total | 5 075 | 7 212 | +42.1% |

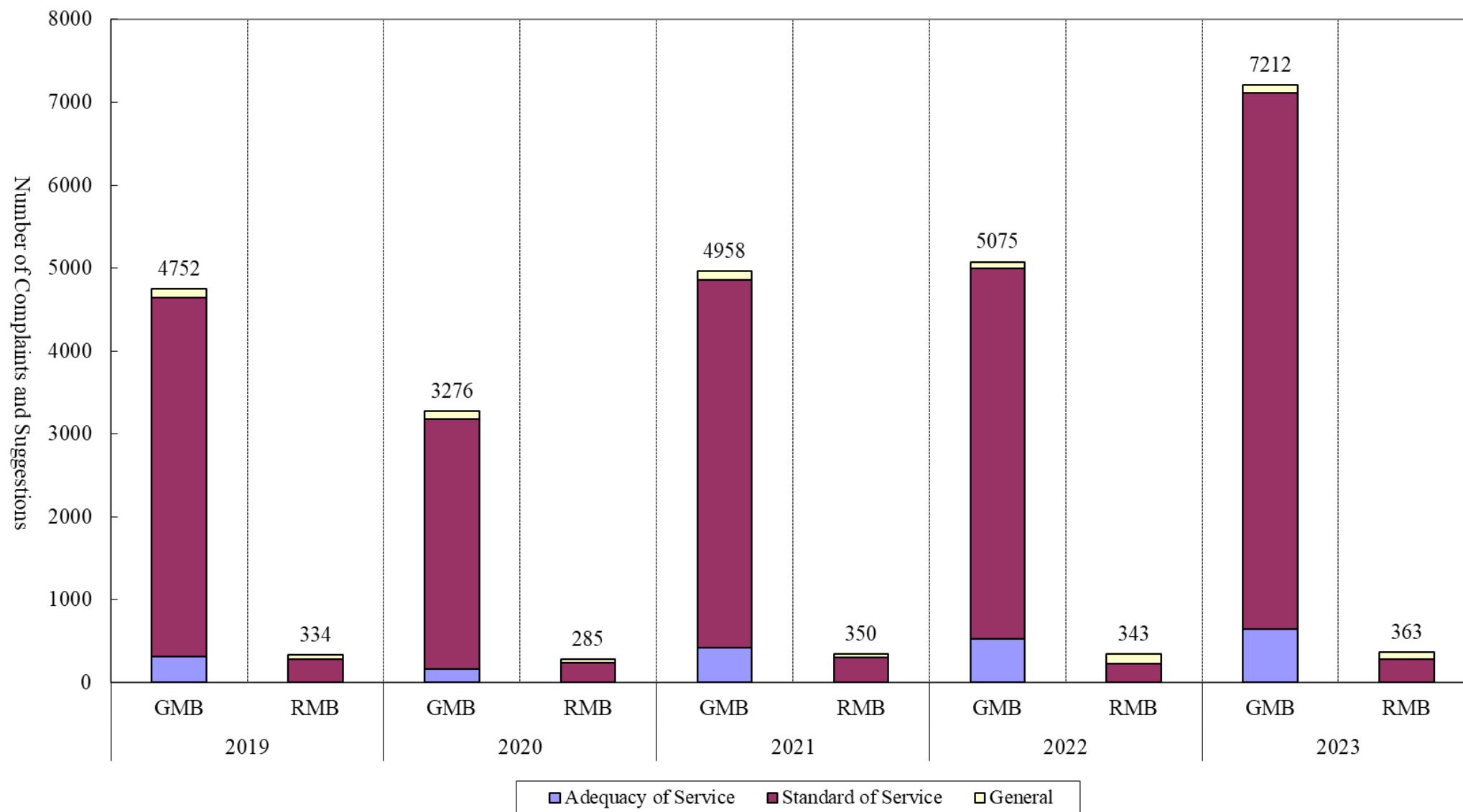
Note : (1) These are mainly related to obstruction caused by green minibuses.

Complaints and Suggestions on Red Minibus Services

| <u>Nature of Complaint/Suggestion</u> | <u>2022</u> | <u>2023</u> | <u>Difference</u> |
|--|--------------------|--------------------|--------------------------|
| (A) Adequacy of Service | - | - | - |
| (B) Standard of Service | | | |
| (1) Regularity of service | - | - | - |
| (2) Adherence to routeing | - | - | - |
| (3) Improper driving behaviour | 109 | 124 | +13.8% |
| (4) Conduct and performance of staff (including drivers) | 86 | 105 | +22.1% |
| (5) Overcharging | 14 | 32 | +128.6% |
| (6) Cleanliness | 4 | 3 | -25.0% |
| (7) Conditions of vehicles | 4 | 5 | +25.0% |
| (8) Passenger services and facilities | 8 | 11 | +37.5% |
| Sub-total | 225 | 280 | +24.4% |
| (C) General⁽¹⁾ | 118 | 83 | -29.7% |
| Total | 343 | 363 | +5.8% |

Note : (1) These are mainly related to the Public Transport Fare Concession Scheme for the Elderly & Eligible Persons with Disabilities (\$2 Scheme) and frequency of red minibus services.

Complaints and Suggestions on Green Minibus (GMB) and Red Minibus (RMB) Services during 2019 - 2023



Complaints and Suggestions on Taxi Services

| <u>Nature of Complaint/Suggestion</u> | <u>2022</u> | <u>2023</u> | <u>Difference</u> |
|--|--------------------|--------------------|--------------------------|
| Taxi driver malpractice | | | |
| (a) Conduct and performance of drivers | | | |
| (i) Behaving other than in a civil & orderly manner | 1 304 | 1 730 | +32.7% |
| (ii) Refusing hire | 1 745 | 2 878 | +64.9% |
| (iii) Soliciting passengers | 8 | 30 | +275.0% |
| (iv) Refusing to drive to destination | 263 | 310 | +17.9% |
| (v) Failure to display driver identity plate | 42 | 59 | +40.5% |
| (vi) Failure to display driver identity plate properly | 10 | 5 | -50.0% |
| | 3 372 | 5 012 | +48.6% |
| (b) Improper driving behaviour | 1 648 | 2 287 | +38.8% |
| (c) Overcharging | 709 | 1 525 | +115.1% |
| (d) Taximeter irregularities | 165 | 191 | +15.8% |
| (e) Failure to take the most direct route | 1 366 | 2 081 | +52.3% |
| Sub-total | 7 260 | 11 096 | +52.8% |
| Others | | | |
| (a) Taxi obstruction | 200 | 164 | -18.0% |
| (b) Miscellaneous ⁽¹⁾ | 130 | 192 | +47.7% |
| Sub-total | 330 | 356 | +7.9% |
| Total | 7 590 | 11 452 | +50.9% |

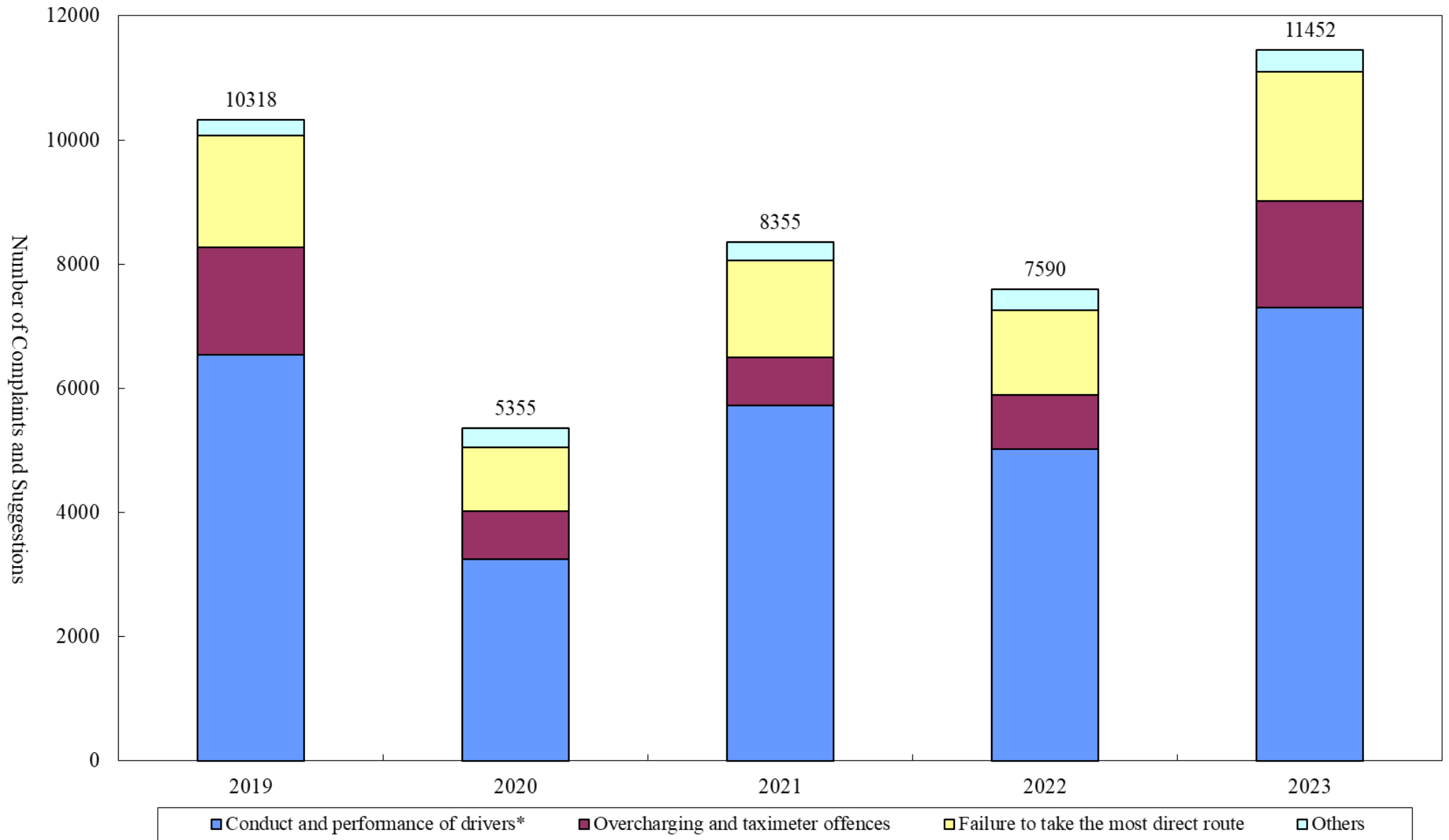
Note : (1) These are mainly related to cleanliness and condition of vehicle and compartment.

Results of Taxi Driver Malpractice Cases Referred to the Police
(January – December 2023)

| | <u>No. of Cases</u> | | <u>Percentage</u> | |
|---|----------------------------|----------------|--------------------------|--------------|
| (i) Summoned | 68 | (105) | 3 | (8) |
| (ii) Withdrawal by complainants | 847 | (901) | 42 | (70) |
| (iii) Evidence considered insufficient by the Police for further processing | 1 100 | (279) | 55 | (22) |
| Total | 2 015 | (1 285) | 100 | (100) |

Note : Comparative figures for 2022 are in brackets.

Complaints and Suggestions on Taxi Services during 2019 - 2023



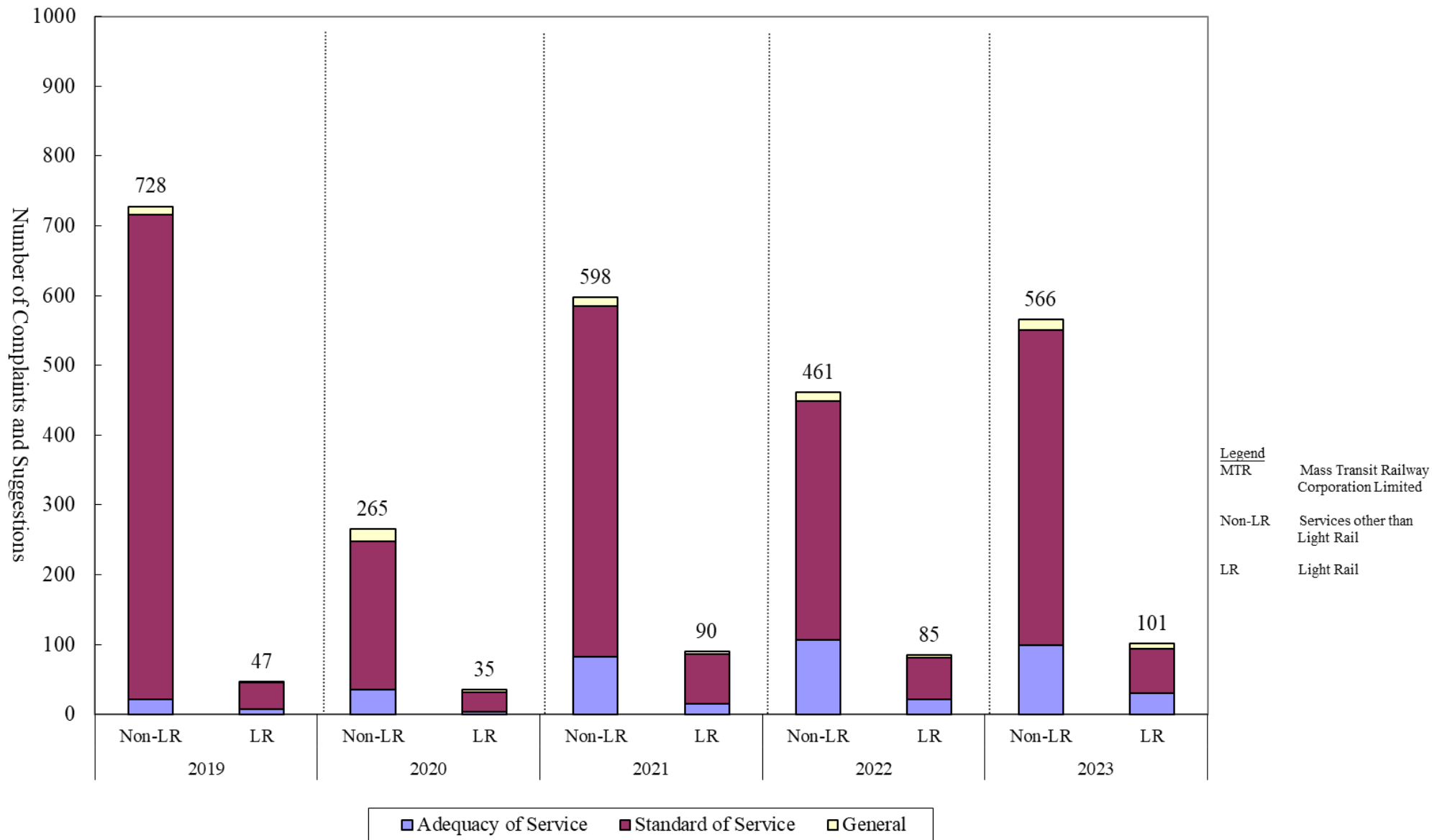
* Including improper driving behaviour

Complaints and Suggestions on Rail Services⁽¹⁾

| <u>Railway Company</u> | <u>2022</u> | | <u>2023</u> | | <u>Difference</u> | |
|--|--------------------|---------------|--------------------|---------------|--------------------------|--------------|
| Mass Transit Railway Corporation Limited (Excluding Light Rail) | 461 | (0.34) | 566 | (0.34) | +22.8% | (-) |
| Mass Transit Railway Corporation Limited (Light Rail) | 85 | (0.65) | 101 | (0.67) | +18.8% | (+3.1%) |
| The Hongkong Tramways Limited | 44 | (1.03) | 77 | (1.57) | +75.0% | (+52.4%) |
| Total | 590 | (0.39) | 744 | (0.39) | +26.1% | (-) |

Note : (1) Figures for complaints/suggestions per million passenger journeys are in brackets.

Complaints and Suggestions on MTR Services during 2019 - 2023

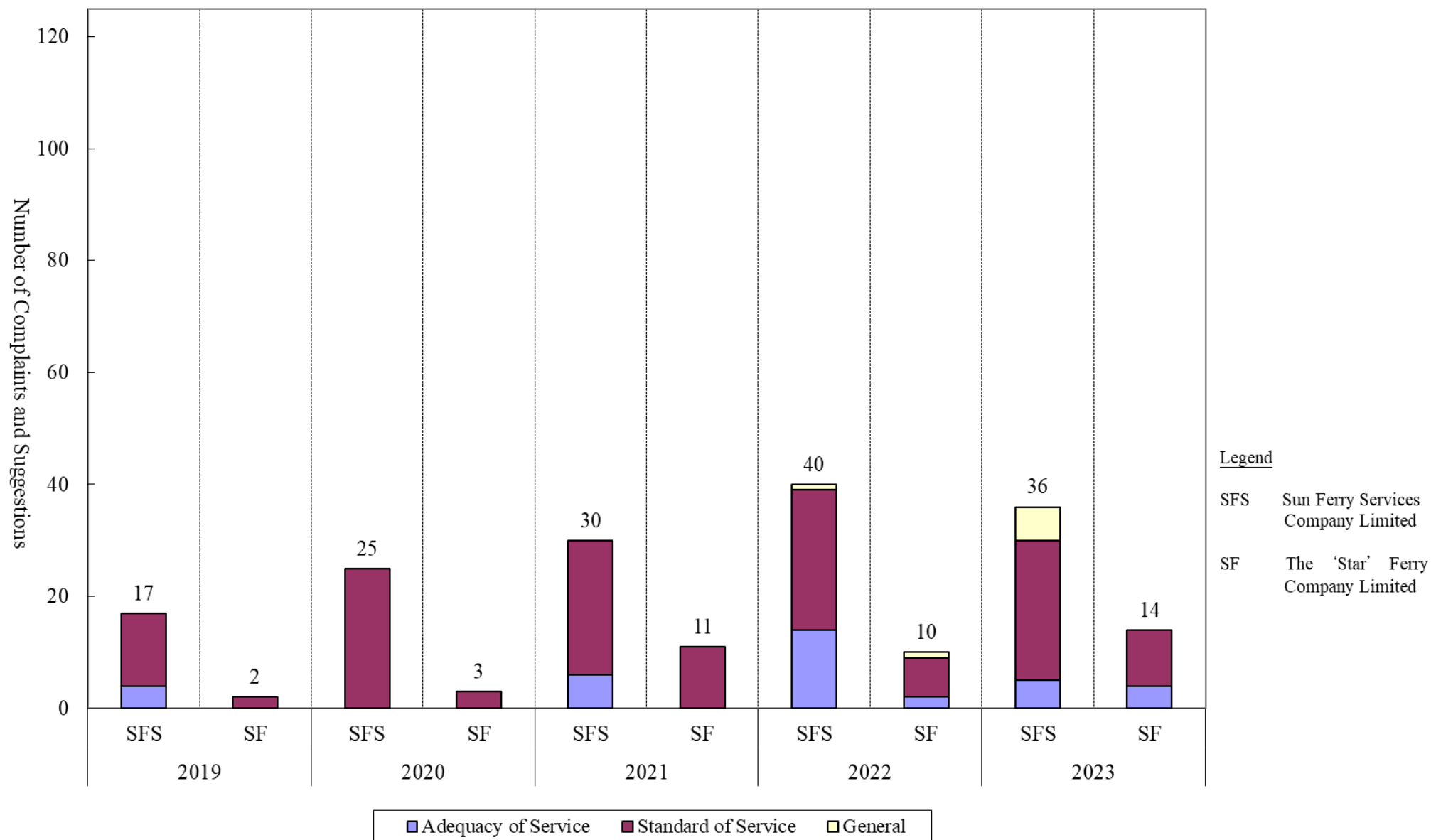


Complaints and Suggestions on Ferry Services⁽¹⁾

| <u>Ferry Company</u> | <u>2022</u> | | <u>2023</u> | | <u>Difference</u> | |
|---------------------------------------|--------------------|---------------|--------------------|---------------|--------------------------|-----------------|
| Sun Ferry Services Company Limited | 40 | (3.57) | 36 | (2.98) | -10.0% | (-16.5%) |
| The “Star” Ferry Company Limited | 10 | (1.33) | 14 | (0.94) | +40.0% | (-29.3%) |
| Minor Ferries | 60 | (5.34) | 49 | (4.10) | -18.3% | (-23.2%) |
| Total | 110 | (3.67) | 99 | (2.54) | -10.0% | (-30.8%) |

Note : (1) Figures for complaints/suggestions per million passenger journeys are in brackets.

Complaints and Suggestions on SFS and SF Services during 2019 - 2023



Appendix 20

Complaints and Suggestions on Traffic and Road Conditions⁽¹⁾

| <u>Nature of Complaint/Suggestion</u> | <u>2022</u> | <u>2023</u> | <u>Difference</u> | |
|---------------------------------------|------------------------------------|------------------------------------|-------------------|-----------------|
| <u>Traffic Conditions</u> | | | | |
| (a) Traffic congestion/obstruction | 448 | 761 ⁽⁵⁾ [486] | +69.9% | [+8.5%] |
| (b) Traffic management | 164 | 255 | +55.5% | |
| (c) Additional traffic signs and aids | 73 | 121 | +65.8% | |
| (d) Parking facilities | 75 | 95 | +26.7% | |
| Sub-total | 760 | 1 232⁽⁶⁾ [957] | +62.1% | [+25.9%] |
| <u>Road Maintenance</u> | | | | |
| (a) Road conditions | 80 | 113 | +41.3% | |
| (b) Traffic signs and aids | 169 | 82 | -51.5% | |
| (c) Carriageway markings | 12 | 13 | +8.3% | |
| Sub-total | 261 | 208 | -20.3% | |
| <u>Enforcement</u> | | | | |
| (a) Illegal parking | 3 934 ⁽²⁾ [2 636] | 2 042 | -48.1% | [-22.5%] |
| (b) Other enforcement matters | 1 135 | 1 000 | -11.9% | |
| Sub-total | 5 069⁽³⁾ [3 771] | 3 042 | -40.0% | [-19.3%] |
| Total | 6 090⁽⁴⁾ [4 792] | 4 482⁽⁷⁾ [4 207] | -26.4% | [-12.2%] |

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

(2) Among the 3 934 complaints and suggestions, a total of 1 298 complaints were received from one complainant.

(3) Among the 5 069 complaints and suggestions, a total of 1 298 complaints were received from one complainant.

(4) Among the 6 090 complaints and suggestions, a total of 1 298 complaints were received from one complainant.

(5) Among the 761 complaints and suggestions, a total of 275 complaints were received from one complainant.

(6) Among the 1 232 complaints and suggestions, a total of 275 complaints were received from one complainant.

(7) Among the 4 482 complaints and suggestions, a total of 275 complaints were received from one complainant.

Complaints about Traffic Congestion/Obstruction during 2019 - 2023

| <u>District</u> | <u>No. of Complaints</u> | | | | |
|---------------------|--------------------------|-------------|-------------|-------------|--------------------------|
| | <u>2019</u> | <u>2020</u> | <u>2021</u> | <u>2022</u> | <u>2023</u> |
| Hong Kong | | | | | |
| - Eastern | 27 | 25 | 53 | 24 | 28 |
| - Wan Chai | 17 | 31 | 53 | 14 | 21 |
| - Central & Western | 33 | 32 | 36 | 16 | 19 |
| - Southern | 11 | 7 | 27 | 15 | 21 |
| Kowloon | | | | | |
| - Kwun Tong | 52 | 92 | 74 | 41 | 70 |
| - Wong Tai Sin | 14 | 18 | 28 | 18 | 9 |
| - Kowloon City | 28 | 53 | 53 | 39 | 34 |
| - Sham Shui Po | 25 | 79 | 68 | 44 | 22 |
| - Yau Tsim Mong | 29 | 57 | 68 | 34 | 49 |
| New Territories | | | | | |
| - North | 36 | 14 | 20 | 20 | 23 |
| - Tai Po | 11 | 30 | 35 | 18 | 9 |
| - Sha Tin | 43 | 46 | 67 | 29 | 16 |
| - Yuen Long | 33 | 42 | 58 | 33 | 30 |
| - Tuen Mun | 23 | 30 | 54 | 51 | 45 |
| - Tsuen Wan | 16 | 43 | 43 | 11 | 10 |
| - Kwai Tsing | 12 | 28 | 19 | 13 | 323 ⁽¹⁾ |
| - Sai Kung | 18 | 34 | 21 | 18 | 12 |
| - Islands | 2 | 5 | 5 | 7 | 17 |
| Others | 5 | - | 1 | 3 | 3 |
| Total | 435 | 666 | 783 | 448 | 761⁽¹⁾ |

Notes : (1) Among the 323 and 761 complaints and suggestions, a total of 275 complaints were received from one complainant.

Appendix 22

Complaints about Illegal Parking during 2019 – 2023⁽¹⁾

| <u>District</u> | <u>2019</u> | <u>2020</u> | <u>2021</u> | <u>2022</u> | <u>2023</u> |
|-----------------------|--------------------------------|--------------------------------|--------------------------------|--------------------------------|--------------|
| Hong Kong | | | | | |
| - Eastern | 108 | 155 | 161(160) | 160(135) | 103 |
| - Wan Chai | 153(76) | 176(175) | 167(155) | 131 | 67 |
| - Central & Western | 754(87) | 1 647(123) | 340(210) | 116(81) | 81 |
| - Southern | 36 | 47 | 55 | 79(71) | 64 |
| Kowloon | | | | | |
| - Kwun Tong | 188 | 343 | 215 | 182 | 169 |
| - Wong Tai Sin | 68 | 123 | 77 | 52 | 40 |
| - Kowloon City | 168 | 188(186) | 220(218) | 1316(163) | 247 |
| - Sham Shui Po | 167 | 355 | 338(333) | 257(251) | 165 |
| - Yau Tsim Mong | 189(181) | 226 | 255(253) | 266(212) | 171 |
| New Territories | | | | | |
| - North | 76 | 103 | 97 | 103 | 68 |
| - Tai Po | 102 | 151 | 124 | 86 | 63 |
| - Sha Tin | 143 | 305 | 466 | 475(458) | 315 |
| - Yuen Long | 183 | 225 | 218 | 216 | 183 |
| - Tuen Mun | 104 | 189 | 204 | 128 | 78 |
| - Tsuen Wan | 70 | 126 | 100 | 82 | 52 |
| - Kwai Tsing | 93 | 166 | 128 | 132 | 66 |
| - Sai Kung | 63 | 151 | 92 | 119 | 70 |
| - Islands | 24 | 21 | 23 | 23 | 31 |
| Others ⁽²⁾ | 493(4) | 7(6) | 10(9) | 11 | 9 |
| Total | 3 182 (1 941) | 4 704 (3 176) | 3 290 (3 137) | 3 934 (2 636) | 2 042 |

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

(2) These are mainly related to illegal parking without specification on the locations.

Complaints about Enforcement Matters (other than Illegal Parking)
during 2019 – 2023⁽¹⁾

| <u>District</u> | | <u>2019</u> | <u>2020</u> | <u>2021</u> | <u>2022</u> | <u>2023</u> |
|------------------------|---------------------|--------------------|--------------------------|--------------------|--------------------|--------------------|
| Hong Kong | - Eastern | 48 | 61 | 72 | 42 | 46 |
| | - Wan Chai | 60 | 66 | 74 | 50 | 44 |
| | - Central & Western | 62 | 276(55) | 57 | 37 | 56 |
| | - Southern | 28 | 18(17) | 35 | 16 | 30 |
| Kowloon | - Kwun Tong | 61 | 68 | 102 | 104 | 83 |
| | - Wong Tai Sin | 37 | 34 | 68 | 59 | 22 |
| | - Kowloon City | 69 | 66(64) | 103 | 65 | 57 |
| | - Sham Shui Po | 60 | 53 | 74 | 59 | 43 |
| | - Yau Tsim Mong | 108 | 85 | 132 | 145 | 120 |
| New Territories | - North | 25 | 12 | 28 | 34 | 26 |
| | - Tai Po | 42 | 37 | 62 | 33 | 28 |
| | - Sha Tin | 74 | 74 | 87 | 94 | 55 |
| | - Yuen Long | 86 | 87 | 114 | 109 | 213 |
| | - Tuen Mun | 58 | 79 | 105 | 74 | 45 |
| | - Tsuen Wan | 46 | 55 | 68 | 46 | 24 |
| | - Kwai Tsing | 40 | 36 | 48 | 49 | 20 |
| | - Sai Kung | 44 | 79 | 76 | 76 | 54 |
| | - Islands | 18 | 21 | 21 | 15 | 17 |
| Others | 15 | 18 | 32 | 28 | 17 | |
| Total | | 981 | 1 225 (1 001) | 1 358 | 1 135 | 1 000 |

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

Breakdown of Complaints and Suggestions on Traffic and Road Conditions by District
(January – December 2023)

| 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/obstruction | 28 | 21 | 19 | 21 | 70 | 9 | 34 | 22 | 49 | 23 | 9 | 16 | 30 | 45 | 10 | 323 | 12 | 17 | 3 | 761 |
| (b) Traffic management | 9 | 7 | 9 | 2 | 16 | 9 | 7 | 10 | 28 | 18 | 9 | 20 | 27 | 19 | 12 | 9 | 12 | 11 | 21 | 255 |
| (c) Additional traffic signs and aids | 5 | 5 | 5 | 4 | 21 | 1 | 10 | 5 | 12 | 2 | 5 | 10 | 2 | 10 | 3 | 9 | 6 | 4 | 2 | 121 |
| (d) Parking facilities | 1 | 1 | 3 | 2 | 9 | 13 | 6 | 22 | 4 | 6 | - | 5 | 1 | 1 | 3 | 8 | 4 | 1 | 5 | 95 |
| Sub-total | 43 | 34 | 36 | 29 | 116 | 32 | 57 | 59 | 93 | 49 | 23 | 51 | 60 | 75 | 28 | 349 | 34 | 33 | 31 | 1232 |
| <u>Road Maintenance</u> | | | | | | | | | | | | | | | | | | | | |
| (a) Road conditions | 5 | 5 | 2 | 4 | 7 | 5 | 4 | 5 | 7 | - | 2 | 5 | 43 | 5 | 4 | 1 | 8 | - | 1 | 113 |
| (b) Traffic signs & aids | 4 | 2 | 7 | 5 | 3 | - | 3 | 3 | 3 | 2 | 2 | 5 | 19 | 8 | 3 | 5 | 6 | 1 | 1 | 82 |
| (c) Carriageway markings | 1 | - | - | - | 2 | - | 1 | - | 1 | 1 | 1 | - | 6 | - | - | - | - | - | - | 13 |
| Sub-total | 10 | 7 | 9 | 9 | 12 | 5 | 8 | 8 | 11 | 3 | 5 | 10 | 68 | 13 | 7 | 6 | 14 | 1 | 2 | 208 |
| <u>Enforcement</u> | | | | | | | | | | | | | | | | | | | | |
| (a) Illegal parking | 103 | 67 | 81 | 64 | 169 | 40 | 247 | 165 | 171 | 68 | 63 | 315 | 183 | 78 | 52 | 66 | 70 | 31 | 9 | 2042 |
| (b) Other enforcement matters | 46 | 44 | 56 | 30 | 83 | 22 | 57 | 43 | 120 | 26 | 28 | 55 | 213 | 45 | 24 | 20 | 54 | 17 | 17 | 1000 |
| Sub-total | 149 | 111 | 137 | 94 | 252 | 62 | 304 | 208 | 291 | 94 | 91 | 370 | 396 | 123 | 76 | 86 | 124 | 48 | 26 | 3042 |
| Total | 202 | 152 | 182 | 132 | 380 | 99 | 369 | 275 | 395 | 146 | 119 | 431 | 524 | 211 | 111 | 441 | 172 | 82 | 59 | 4482 |

Breakdown of Complaints and Suggestions on Traffic and Road Conditions by District⁽¹⁾
(January – December 2023)

| 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/obstruction | 28 | 21 | 19 | 21 | 70 | 9 | 34 | 22 | 49 | 23 | 9 | 16 | 30 | 45 | 10 | 48 | 12 | 17 | 3 | 486 |
| (b) Traffic management | 9 | 7 | 9 | 2 | 16 | 9 | 7 | 10 | 28 | 18 | 9 | 20 | 27 | 19 | 12 | 9 | 12 | 11 | 21 | 255 |
| (c) Additional traffic signs and aids | 5 | 5 | 5 | 4 | 21 | 1 | 10 | 5 | 12 | 2 | 5 | 10 | 2 | 10 | 3 | 9 | 6 | 4 | 2 | 121 |
| (d) Parking facilities | 1 | 1 | 3 | 2 | 9 | 13 | 6 | 22 | 4 | 6 | - | 5 | 1 | 1 | 3 | 8 | 4 | 1 | 5 | 95 |
| Sub-total | 43 | 34 | 36 | 29 | 116 | 32 | 57 | 59 | 93 | 49 | 23 | 51 | 60 | 75 | 28 | 74 | 34 | 33 | 31 | 957 |
| <u>Road Maintenance</u> | | | | | | | | | | | | | | | | | | | | |
| (a) Road conditions | 5 | 5 | 2 | 4 | 7 | 5 | 4 | 5 | 7 | - | 2 | 5 | 43 | 5 | 4 | 1 | 8 | - | 1 | 113 |
| (b) Traffic signs & aids | 4 | 2 | 7 | 5 | 3 | - | 3 | 3 | 3 | 2 | 2 | 5 | 19 | 8 | 3 | 5 | 6 | 1 | 1 | 82 |
| (c) Carriageway markings | 1 | - | - | - | 2 | - | 1 | - | 1 | 1 | 1 | - | 6 | - | - | - | - | - | - | 13 |
| Sub-total | 10 | 7 | 9 | 9 | 12 | 5 | 8 | 8 | 11 | 3 | 5 | 10 | 68 | 13 | 7 | 6 | 14 | 1 | 2 | 208 |
| <u>Enforcement</u> | | | | | | | | | | | | | | | | | | | | |
| (a) Illegal parking | 103 | 67 | 81 | 64 | 169 | 40 | 247 | 165 | 171 | 68 | 63 | 315 | 183 | 78 | 52 | 66 | 70 | 31 | 9 | 2042 |
| (b) Other enforcement matters | 46 | 44 | 56 | 30 | 83 | 22 | 57 | 43 | 120 | 26 | 28 | 55 | 213 | 45 | 24 | 20 | 54 | 17 | 17 | 1000 |
| Sub-total | 149 | 111 | 137 | 94 | 252 | 62 | 304 | 208 | 291 | 94 | 91 | 370 | 396 | 123 | 76 | 86 | 124 | 48 | 26 | 3042 |
| Total | 202 | 152 | 182 | 132 | 380 | 99 | 369 | 275 | 395 | 146 | 119 | 431 | 524 | 211 | 111 | 166 | 172 | 82 | 59 | 4207 |

Note : (1) For 2023, a total of 275 complaints received from one complainant, who made more than 100 complaints in a quarter, were excluded. Please see [Appendix 24\(i\)](#) with these complaints included.