

## Transport Complaints Unit Report 2018

### Overview of Complaints and Suggestions in 2018

In 2018, the Transport Complaints Unit (TCU) received 27 671 complaints and suggestions on transport and traffic matters, including 173 pure suggestions. The number of cases recorded an increase of 3.9% as compared with 26 621 cases received in 2017. A breakdown of the complaints and suggestions received by TCU in the past five years is at [Appendix 1](#). A breakdown of the cases received in 2018 by category is as follows –

<u>Nature of Complaint/Suggestion</u>	<u>2017</u>	<u>2018</u>	<u>Difference</u>
Public Transport Services	22 775	24 081	+5.7%
Traffic Conditions	572	472	-17.5%
Road Maintenance	123	144	+17.1%
Enforcement	2 996	2 840	-5.2%
Miscellaneous	155	134	-13.5%
<b>Total</b>	<b>26 621</b>	<b>27 671</b>	<b>+3.9%</b>

2. In 2018, complaints and suggestions received through TCU Complaint Webform and email accounted for 62% of the total. About 37% of the cases were received through telephone and the remaining cases were received in the form of fax or letter.

3. During the year, investigations into 27 155 cases (including some outstanding cases carried forward from the previous year) were completed. Of these, 19 425 (72%) were found to be substantiated, 286 (1%) unsubstantiated, and the remaining 7 444 (27%) 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 was the same as that in 2017, i.e. 72%. 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 was the same as that in 2017, i.e. 27%.

If the complainants agreed to be witnesses, the cases would be referred to the Police for further investigation. In 2018, the Police reported the latest development on 3 048 cases<sup>1</sup> previously referred to them. Among these cases, 342 drivers<sup>1</sup> were summonsed.

4. In 2018, relevant government departments and public transport operators took on board 56 suggestions made by the public to enhance public transport services and improve traffic conditions. A summary of the cases is at [Appendix 3](#). The Chairman of the TCU Sub-committee has issued appreciation letters to the proponents of these suggestions who provided their contact details.

### **Public Transport Services**

5. Public transport services remained the major area of concern. In 2018, 24 081 complaints and suggestions were received, accounting for 87% of the total number of cases. Among these, 94 were pure suggestions. The number of cases in this category recorded an increase of 5.7% as compared with 22 775 cases in 2017. A breakdown of the complaints and suggestions by mode of transport is as follows –

<b><u>Mode of Transport</u></b>	<b><u>2017</u></b>		<b><u>2018</u></b>		<b><u>Difference</u></b>	
Franchised Buses	5 776	(3.99)	7 090	(4.79)	+22.7%	(+20.1%)
Non-franchised Buses	176	(1.30)	185	(1.39)	+5.1%	(+6.9%)
Green Minibuses	5 081	(9.13)	5 034	(9.06)	-0.9%	(-0.8%)
Red Minibuses	397	(3.68)	345	(3.28)	-13.1%	(-10.9%)
Taxis	10 759	(32.85)	11 000	(33.89)	+2.2%	(+3.2%)
Rail Transport	497	(0.25)	378	(0.18)	-23.9%	(-28.0%)
Ferries	89	(1.90)	49	(1.05)	-44.9%	(-44.7%)
<b>Total</b>	<b>22 775</b>		<b>24 081</b>		<b>+5.7%</b>	

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

<sup>1</sup> The figures included the taxi cases in paragraph 27.

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

### ***Franchised Bus Services***

6. There were 7 090 cases on franchised bus services in 2018, representing 4.79 complaints/suggestions per million passenger journeys. These figures represent increases of 22.7% and 20.1% respectively when compared with 5 776 cases and 3.99 complaints/suggestions per million passenger journeys in 2017. Most complaints are about regularity of service, conduct and performance of staff and improper driving behaviour.

7. The TCU Sub-committee noted that there was increase in the number of complaints about regularity of service (from 2 204 cases in 2017 to 2 721 cases in 2018, representing an increase of 23.5%). It was mainly caused by traffic congestion and bus captain shortage. Regarding service irregularity caused by traffic congestion, the Transport Department (TD) has been liaising with the franchised bus operators to examine the congested locations at which the regularity of bus services was severely affected and to devise improvement plans to improve service stability. TD has also requested the franchised bus operators to use the black box data to conduct review on the actual bus journey time against the scheduled bus journey time to identify the shortfall. The franchised bus operators have suitably adjusted the service timetable according to the actual traffic requirement.

8. For service irregularities caused by bus captain shortage, TD has urged the franchised bus operators to strengthen their bus captain recruitment, enhance communication with the staff, and improve the remuneration and working environment of the bus captains to attract new blood and retain in-service staff. TD is also assisting the franchised bus operators to recruit bus captains where possible. TD has liaised with the Labour Department (LD) to organise franchised bus captains joint recruitment day in different districts. TD will continue to closely monitor the manpower situation of franchised bus companies.

9. It came to TD's attention that there were also increases in the number of complaints about improper driving behaviour (from 892 cases in 2017 to 1 104 cases in 2018, representing an increase of 23.8%) and conduct and performance of staff (from 1 418 cases in 2017 to 1 719 cases in 2018,

representing an increase of 21.2%).

10. To follow up on the recommendations of the Independent Review Committee on Hong Kong's Franchised Bus Service and to take forward the measures proposed by TD's Working Group on the Enhancement of Safety of Franchised Buses (which has been revamped as the Committee on Enhancement of Franchised Bus Safety since March 2019), TD has been discussing with the franchised bus operators, amongst others, to better use the black box data to monitor the driving behaviour of bus captains and enhance safety. The franchised bus operators have also stepped up remedial trainings for the bus captains identified of improper driving behaviour. The franchised bus operators have also embarked on the trials of driver monitoring device, collision alert and lane keeping device in 2018. TD and franchised bus operators will review the effectiveness of these add-on devices through collecting feedback from their bus captains and reviewing their performance with a view to coming up with some recommendations and action plans by the franchised bus operators in the latter half of 2019.

11. In addition, the franchised bus operators were requested to strengthen their training for frontline staff on areas such as customer service. They will also arrange mysterious ride checks to monitor bus captains' performance and behaviour. TD will continue to monitor the situation closely and take further action to follow up with bus companies as necessary. TD will continue to collaborate with the Police in holding "Road Safety Seminars" for franchised bus captains in order to enhance their road safety awareness and promote good driving behavior among them.

12. Lastly, regarding the significant increase in complaints on The Kowloon Motor Bus Company (1933) Limited (KMB), TD has reminded KMB through various channels to ensure the provision of appropriate and adequate training to bus captains and staff. In addition, TD has all along been closely monitoring the regularity of service and has instructed KMB to improve the lost trip situation from time to time.

13. A breakdown of the 7 090 cases by individual bus companies/services is at [Appendix 5](#). The complaints and suggestions on the services of the franchises are highlighted below –

- KMB – The number of complaints/suggestions per million passenger journeys increased by 34.8% from 3.45 in 2017 to 4.65 in 2018. As regards the 4 258 cases received in 2018, they were mainly about regularity of service (1 733), conduct and performance of staff (1 001) and improper driving behaviour (604).
- Citybus Limited (Franchise for Hong Kong Island and Cross-Harbour Bus Network) (Citybus (Franchise 1)) – The number of complaints/suggestions per million passenger journeys increased by 9.5% from 3.05 in 2017 to 3.34 in 2018. As regards the 444 cases received in 2018, they were mainly about regularity of service (125), conduct and performance of staff (110) and improper driving behaviour (86).
- Citybus Limited (Franchise for Airport and North Lantau Bus Network) (Citybus (Franchise 2)) – The number of complaints/suggestions per million passenger journeys decreased by 20.8% from 7.06 in 2017 to 5.59 in 2018. As regards the 190 cases received in 2018, they were mainly about regularity of service (73), conduct and performance of staff (51) and improper driving behaviour (30).
- New World First Bus Services Limited (NWFB) – The number of complaints/suggestions per million passenger journeys increased by 4.0% from 4.24 in 2017 to 4.41 in 2018. As regards the 477 cases received in 2018, they were mainly about regularity of service (202), conduct and performance of staff (111) and improper driving behaviour (89).
- Long Win Bus Company Limited (LWB) – The number of complaints/suggestions per million passenger journeys decreased by 5.8% from 6.88 in 2017 to 6.48 in 2018. As regards the 269 cases received in 2018, they were mainly about regularity of service (75), conduct and performance of staff (61) and improper driving behaviour (59).

- New Lantao Bus Company (1973) Limited (NLB) – The number of complaints/suggestions per million passenger journeys increased by 9.6% from 2.93 in 2017 to 3.21 in 2018. As regards the 98 cases received in 2018, they were mainly about conduct and performance of staff (37), improper driving behaviour (25) and frequency/carrying capacity (12).

14. Comparisons of complaints and suggestions related to KMB, Citybus (Franchise 1), Citybus (Franchise 2), NWFB, LWB and NLB in the past five years are at [Appendix 6](#).

### ***Non-franchised Bus Services***

15. Non-franchised bus (NFB) services play a supplementary role in the public transport system through relieving heavy demand on the 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.

16. There were 185 cases on NFB services in 2018, representing 1.39 complaints/suggestions per million passenger journeys. These figures represent increases of 5.1% and 6.9% respectively when compared with 176 cases and 1.30 complaints/suggestions per million passenger journeys in 2017. TD noted that there were increases in the number of complaints on service adequacy and standards. Regarding the former, complaint about service frequency, routeing and hours of operation increased between 17% and 54% in 2018, which might be caused by the suspension and service adjustment of several residents' services routes due to low patronages in 2018. TD will closely monitor the service changes of the residents' services and liaise with franchised bus and green minibus operators to strengthen their services to ensure that residents would not be deprived of regular public transport services. As for the service standards, it is noted that complaints concerning operational safety such as improper driving behaviour and vehicle condition had also increased. To further enhance the operational safety of NFB services, TD has formed a task force with the trade to explore various measures, such as installing and providing safety devices, using technologies to enhance safety as well as drawing up guidelines on working hours and rest time for NFB drivers. In addition, TD will continue to liaise with the trade for arranging NFB drivers to attend driving safety forum /

seminar conducted by the Police. A detailed breakdown of the 185 cases is at Appendix 7.

17. A comparison of the complaints and suggestions on non-franchised bus services in the past five years is at Appendix 8.

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

18. There were 5 379 cases on public light bus (PLB) services in 2018, representing 8.14 complaints/suggestions per million passenger journeys. These figures represent decreases of 1.8% and 1.2% respectively when compared with 5 478 cases and 8.24 complaints/suggestions per million passenger journeys in 2017.

### **Green Minibus Services**

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

20. In 2018, there were 5 034 complaints/suggestions on GMB services, accounting for 94% of all PLB cases received. The number of complaints/suggestions per million passenger journeys was 9.06. These figures represent decreases of 0.9% and 0.8% respectively when compared with 5 081 cases and 9.13 complaints/suggestions per million passenger journeys in 2017. A detailed breakdown of the 5 034 cases is at Appendix 9.

### **Red Minibus Services**

21. 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 existing policy.

22. In 2018, there were 345 complaints/suggestions on RMB services, accounting for 6% of all PLB cases received. The number of complaints/suggestions per million passenger journeys was 3.28. These figures represent decreases of 13.1% and 10.9% respectively when compared with 397 cases and 3.68 complaints/suggestions per million passenger journeys

in 2017. A detailed breakdown of the 345 cases is at [Appendix 10](#).

23. Comparisons of the complaints and suggestions on GMB and RMB services in the past five years are at [Appendix 11](#).

24. All the complaints and suggestions on PLB services were referred to TD or the Police for follow-up actions as appropriate. The TCU Sub-committee noted that despite the decreasing number of complaints against improper driving behaviour and conduct and performance of GMB drivers, TD will continue to work with the GMB trade on measures such as the pre-service training course for new drivers and improving the operating environment of GMB services so as to retain experienced drivers. For complaints on GMB service adequacy and regularity, TD will look into the case and, if necessary, conduct ad hoc surveys to ascertain the service level of the concerned route(s) and to follow up with the operators to rectify the problems. TD will also issue warning letters to the operators having identified and proven failures, including non-compliance of timetable and routeings, etc. The warning letters issued will be taken into account in the mid-term appraisal of the concerned GMB operators and their roll-over period for the passenger service licences may be shortened if poor performance is observed during the appraisal period.

25. Besides, TD continued to implement various measures in 2018 to promote the provision of safe, quality and customer-oriented PLB services. The maximum seating capacity of PLBs was increased to 19 seats in July 2017. As at end 2018, about 20% of the PLB fleet was replaced with new 19-seater PLBs. This will help alleviate the complaints on PLB service level, particularly during peak hours. To enhance accessibility and service quality of PLBs, TD also implemented the mandatory requirement for all newly registered PLBs to install extra handrails and passenger call bells with indication lights. There were also other on-going measures to enhance safe driving and customer-oriented services, including appeals to the PLB associations and operators to promote safe driving and provision of quality service, the Safe Driving and Health Campaign for professional drivers and the publication of PLB Newsletter.

### ***Taxi Services***

26. Taxi services remained one of the major areas of complaints in 2018. There were 11 000 cases, accounting for 46% of all the cases on public transport



services. The number of complaints/suggestions per million passenger journeys was 33.89, the highest amongst all types of public transport services. These figures represent increases of 2.2% and 3.2% respectively when compared with 10 759 cases and 32.85 complaints/suggestions per million passenger journeys in 2017. The complaints were mainly about taxi driver malpractice (especially those related to refusing hire and improper driving behaviour). A detailed breakdown of the 11 000 cases is at [Appendix 12](#).

27. Of the 11 000 cases received, 10 733 (97.6%) were related to taxi driver malpractice. These cases were referred to the Police for further investigation if the complainants agreed to be witnesses. During the year, 2 204 such cases (20.5%) were referred to the Police. In 2018, the Police completed the investigation of 2 161 cases referred to them during the year or the years before. Among these cases, 123 drivers were summonsed. A breakdown of the results is at [Appendix 13](#).

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

29. The TCU Sub-committee noted that the Police have taken enforcement actions against taxi malpractices particularly at the districts frequented by tourists on a regular basis. Key tasks are to enhance patrols at black spots (such as Lan Kwai Fong and Canton Road) and conduct intelligence-led operations. In encountering any taxi malpractice, such as overcharging, refusing to hire and soliciting passengers, members of the public are strongly encouraged to have the incidents reported 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.

30. The Government understands that the community in general is concerned about taxi service quality, and the trade also agrees that the service could be improved. To strengthen its interaction and cooperation with the taxi trade and other stakeholders, TD established the Committee on Taxi Service Quality (“CTSQ”) in January 2018, which serves as a multi-party platform for discussing various strategies and measures to drive changes to enhance the service quality of existing taxis. TD, in collaboration with the CTSQ, took forward a series of measures. On public education, TD published and updated the “Hong Kong Taxi Service Standard” and the “Hong Kong Taxi Service

Guidelines”, which set out the conduct and performance expected of taxi drivers. TD also launched a series of online training courses for in-service taxi drivers<sup>2</sup>, and an enhanced “Taxi Driver Commendation Scheme”<sup>3</sup> to recognise taxi drivers with outstanding service quality so as to enhance the professional image of taxi drivers. Meanwhile, TD has enhanced its mechanism for handling complaints relating to taxi service, with a view to taking actions against drivers who are the subjects of repeated complaints and assisting the taxi trade to set up a system for self-monitoring and regulation. TD and the CTSQ have also encouraged the trade to leverage on technology to enhance the operational efficiency and service quality, such as setting up or integrating the taxi hailing application platforms.

31. Furthermore, in response to the requests from the community and feedback from the taxi trade, the Government plans to introduce legislative amendments to raise the penalty levels for various taxi drivers’ malpractices in 2019, including (i) the introduction of a two-tier penalty system for taxi driver-related offences of a more serious nature such that heavier maximum penalties will be imposed on repeat offenders; (ii) the introduction of a Taxi Driver-Offence Points System such that taxi driver who has repeatedly committed various taxi driver-related offences will be subject to disqualification from driving taxis for a certain period of time; and (iii) updating some of the existing taxi driver-related offence provisions to ensure that they reflect and suit the present circumstances.

32. Meanwhile, the Government proposes introducing franchised taxis to meet the new demand in the community for personalised and point-to-point public transport services of higher quality and fare as well as with online hailing features. The franchised taxis will be operated through a franchise model. Areas such as the number, service, fares as well as drivers’ quality of franchised taxis will be regulated by the Government.

---

<sup>2</sup> The online training courses cover topics such as effective communication skills between drivers and passengers, conflict handling methods and knowledge on barrier-free facilities. To encourage active participation of taxi drivers in the training courses, participants may opt to attend a written test arranged by TD free-of-charge. Those completing the course and passing the examination will be awarded with a certificate issued by TD as commendation.

<sup>3</sup> TD launched the enhanced “Taxi Driver Commendation Scheme” in October 2018, and organised a prize presentation ceremony in January 2019. 10 drivers were selected among 200 drivers as “Quality Taxi Drivers” to recognise their outstanding performance in providing assistance to wheelchair passengers, identifying lost properties, displaying good driving and customer service attitude and being active in charitable affairs, etc.

## *Rail Services*

33. There were 378 cases on rail services in 2018, representing 0.18 complaints/suggestions per million passenger journeys. These figures represent decreases of 23.9% and 28.0% respectively when compared with 497 cases and 0.25 complaints/suggestions per million passenger journeys in 2017.

34. The TCU Sub-committee noted that there was a significant reduction on the number of complaints about the services of MTR Corporation Limited (MTRCL) in 2018 as compared with that in 2017, especially in the aspects of conduct & performance of staff, frequency and regularity of service. This may be due to the continuous improvements made by MTRCL to provide adequate training for the staff to uplift their service competency and the enhancement of train services in 2018.

35. For tram services, the number of complaints received was 31 in 2018, which represents an increase of 6.9% when compared with 29 cases in 2017. The majority of the complaints were about the improper driving behaviour and conduct & performance of staff. Hong Kong Tramways (HKT) has reminded their tram motormen to drive at appropriate speed and pay attention to passenger safety as well as provided appropriate training to enhance safe driving and quality service. Furthermore, HKT would conduct random inspections to monitor the performance of tram motormen whenever necessary and take disciplinary actions against the tram motormen concerned depending on the situation.

36. A breakdown of the 378 cases by individual railway companies is at Appendix 15. There were 347 cases on the services of MTRCL, accounting for 92% 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 decreased by 25.0% from 0.24 in 2017 to 0.18 in 2018. As regards the 327 cases received in 2018, they were mainly about passenger services and facilities (156) and conduct and performance of staff (73).

- Light Rail – The number of complaints/suggestions per million passenger journeys decreased by 54.2% from 0.24 in 2017 to 0.11 in 2018. As regards the 20 cases received in 2018, they were mainly about improper driving behaviour (6) and regularity of service (5).

37. Comparisons of complaints and suggestions related to MTRCL in the past five years are at [Appendix 16](#).

### *Ferry Services*

38. There were 49 cases on ferry services in 2018, representing 1.05 complaints/suggestions per million passenger journeys. These figures represent decreases of 44.9% and 44.7% respectively when compared with 89 cases and 1.90 complaints/suggestions per million passenger journeys recorded in 2017. The decrease in the number of complaints in 2018 was mainly attributable to the decrease in complaints about inadequate service level of the “Central – Cheung Chau” route including inadequate carrying capacity of the fast ferry sailing at 5:10 a.m. from Cheung Chau operated by the New World First Ferry Services Limited (NWFF).

39. To better meet the passenger demand for the “Central – Cheung Chau” ferry service especially during peak hour periods on weekdays and on public holidays, NWFF implemented a programme to increase the carrying capacity of its ferry fleet progressively starting from the second half of 2017 by utilising the existing spaces on board to install 20 additional seats in five 400-seat fast ferry vessels as well as seven additional seats and one additional space for wheelchair users in one of its fast ferry vessels. The installation works was completed in 2018. Apart from that, it was observed that the patronage of the “Central – Cheung Chau” ferry service decreased by about 4% in 2018 when compared with 2017. Overall speaking, the service improvement of the “Central – Cheung Chau” ferry service implemented in 2018 together with the slight decrease in patronage accounted for the decrease in complaints against inadequate ferry service in 2018.

40. There was a decrease in complaints concerning minor ferries from 48 cases in 2017 to 25 cases in 2018 (-47.9%). The decrease was mainly attributable to the decrease in complaints on service regularity and staff conduct and performance. Regarding service regularity, TD has been closely monitoring

the performance of ferry operators through field surveys and inspections with a view to ensuring that all ferry operators adhere to the schedules of services and will improve services to meet passenger demand when needed. Regarding the staff performance, TD will continue to urge the ferry operators to step up staff management and take appropriate measures, such as enhancement of staff training, to improve the performance of staff.

41. A breakdown of the 49 cases by ferry companies is at [Appendix 17](#). The complaints and suggestions on the services of the two major ferry companies are highlighted below –

- NWFF – The number of complaints/suggestions per million passenger journeys decreased by 46.9% from 2.94 in 2017 to 1.56 in 2018.
- The “Star” Ferry Company Limited (‘Star’ Ferry) – The number of complaints/suggestions per million passenger journeys increased from zero in 2017 to 0.15 in 2018.

42. Comparisons of complaints and suggestions related to NWFF and ‘Star’ Ferry in the past five years are at [Appendix 18](#).

### **Traffic and Road Conditions**

43. In 2018, there were 3 456 complaints and suggestions about traffic and road conditions, including 69 pure suggestions. The number of cases received represents a decrease of 6.4% as compared with 3 691 cases in 2017. Detailed breakdowns of the cases by category and by district are at [Appendices 19 and 20](#) respectively.

### ***Traffic Conditions***

44. In 2018, 472 complaints and suggestions about traffic conditions were received, accounting for about 1.7% of the total number of cases. The number of cases in this category recorded a decrease of 17.5% as compared with 572 cases in 2017.

45. Of the 472 cases received, 220 (47%) were related to traffic congestion. This represents a decrease of 6.0% as compared with 234 cases in 2017. Factors contributing to complaints about traffic congestion in 2018 are broken down as follows –

<b><u>Factor</u></b>	<b><u>No. of Complaints</u></b>		<b><u>Difference</u></b>
	<b><u>2017</u></b>	<b><u>2018</u></b>	
Traffic management	115	93	-19.1%
Road works	24	30	+25.0%
Vehicle obstruction	45	66	+46.7%
Others	50	31	-38.0%
<b>Total</b>	<b>234</b>	<b>220</b>	<b>-6.0%</b>

46. In 2018, districts which attracted relatively more complaints about traffic congestion were –

<b><u>District</u></b>	<b><u>No. of Complaints</u></b>		<b><u>Difference</u></b>
	<b><u>2017</u></b>	<b><u>2018</u></b>	
Yau Tsim Mong	21	38	+81.0%
Kowloon City	20	19	-5.0%
Wan Chai	12	17	+41.7%

47. All the complaints and suggestions concerning traffic congestion were referred to TD, the Police, the Highways Department (HyD) and other relevant departments for consideration and follow-up action. The TCU Sub-committee noted that TD implemented the following measures to alleviate traffic congestion in 2018 –

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

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

48. In 2018, there were 149 complaints and suggestions on traffic management matters (excluding those causing congestion). These cases were related to traffic light phasing, traffic lane arrangements and restricted zones. The number of cases represents a decrease of 28.7% as compared with 209 cases in 2017.

49. Besides, TCU received 69 requests for additional traffic signs and aids in 2018. This represents a decrease of 15.9% as compared with 82 cases in 2017.

50. There were 34 complaints and suggestions on parking facilities in 2018. This represents a decrease of 27.7% as compared with 47 cases in 2017.

### ***Road Maintenance***

51. In 2018, 144 complaints and suggestions about road maintenance were received, accounting for less than 1% of the total number of cases. This represents an increase of 17.1% as compared with 123 cases in 2017. All the complaints were referred to HyD or other relevant departments for investigation and remedial action.

### ***Enforcement***

52. In 2018, 2 840 complaints about enforcement matters were received, accounting for about 10% of the total number of cases. The number of complaints in this category recorded a decrease of 5.2% as compared with 2 996 complaints in 2017.

53. 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 TD for consideration on whether suitable measures (e.g. provision of traffic management measures or parking facilities) should be introduced to improve the situation.

54. TCU received a total of 330 complaints about the use of mobile phone or telecommunications equipment while driving in 2018. The TCU Sub-committee noted that the number of prosecutions for “using mobile phone or telecommunications equipment whilst the vehicle is in motion” in 2018 was 25 712, representing an increase of 26.5% as compared with 20 329 cases in 2017.

### **Complaints and Suggestions on Road Safety Matters**

55. Among the 27 671 complaints and suggestions received in 2018, 4 637 (17%) were related to road safety matters. A breakdown of these cases is as follows –

	<b><u>No. of Complaints/Suggestions</u></b>
Public Transport Services	3 647
Traffic Management	31
Road Maintenance	12
Enforcement	947
<b>Total</b>	<b><u>4 637</u></b>

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

57. As regards traffic management, the complainants were mainly concerned that inappropriate arrangement of traffic aids and restrictions might lead to traffic accidents.

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



59. Among the 4 637 complaints and suggestions received in 2018 which were related to road safety matters, 24 cases were related to cyclists or safety of cycling.

60. Regarding enforcement, there were 181 complaints about illegal parking which caused obstruction and posed danger to motorists and pedestrians. There were also 766 complaints about motorists/pedestrians failing to observe traffic regulations (e.g. changing lane abruptly, disobeying traffic signs and dashing through traffic lights/failing to give way to pedestrians or traffic) and posing danger to other road users.

61. All the complaints and suggestions on road safety matters were referred to 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**

### ***Traffic management measures to alleviate congestion at Sharp Street East in Causeway Bay***

62. A member of the public raised concern about the traffic congestion in the vicinity of Times Square. It was noted that there was congestion along Matheson Street and Sharp Street East on weekends, while the capacity of Russell Street was not fully utilized as only taxis were allowed to access it. The complainant suggested cancelling the vehicle access restriction at Russell Street so as to alleviate traffic congestion in the vicinity of Times Square.

63. The case was referred to TD for consideration. TD explained that the pedestrian flow at Russell Street in front of Times Square was high. Urban taxi and cross-harbour taxi stands were set up to meet public demand. Vehicles were allowed to enter Russell Street for loading/unloading activities at the cross-harbour taxi stand at any time other than the period between noon and midnight. This measure served to strike a balance between the needs of different road users.

64. TD had implemented various measures in the vicinity of Times Square, which included the conversion of a section of Leighton Road between Canal Road East and Matheson Street from two-lane to three-lane carriageway, and adjustment of traffic lights at major junctions through monitoring the real-time traffic upon the installation of CCTVs under the Canal Road flyover. To further alleviate traffic congestion, TD converted the one-lane carriageway of Sharp Street East near its junction with Canal Road East to a two-lane carriageway. The conversion was completed in June 2018.

### ***Improvement of pedestrian environment at Bedford Road in Mong Kok***

65. A member of the public suggested converting a section of Bedford Road between Fir Street and Tong Mi Road into footpath as the vehicular flow of this section of the road was low. In addition, the traffic light at the junction of Bedford Road and Tong Mi Road prolonged the waiting time of pedestrians who had to cross Bedford Road.

66. The case was referred to TD for consideration. TD conducted a site-visit and a traffic census at the location concerned. Statistics gathered by TD indicated that the usage rate of this concerned section of Bedford Road was low and there were only approximately nine vehicles during rush hours. As such, TD considered the member of the public's suggestion feasible and formulated a traffic improvement proposal by converting the concerned section of Bedford Road into footpath to facilitate pedestrians crossing Bedford Road.

67. Views were sought from the local community through consultation exercises conducted by the District Office. Subsequently, with the support of the local community, the concerned section of Bedford Road was converted into footpath and the traffic light at Bedford Road was removed.

68. Following the completion of the works, the improvement measures had been implemented since December 2018.

***Enhancement of pedestrian safety at Tai Kiu Road in Yuen Long and Clear Water Bay Road in Sai Kung***

69. There were safety concerns relating to the provision of pedestrian crossings. A member of the public complained that there was no proper pedestrian crossing for local residents to cross the road from Tai Kiu Village to Yuccie Square, a new residential development in Yuen Long. The member of the public expressed his/her concern about jaywalking at Tai Kiu Road after getting off from Long Ping Station of West Rail line and requested the installation of pedestrian facilities to enhance road safety.

70. Safety concerns about cautionary crossings were raised following a fatal traffic accident in Sai Kung in August 2018. It was considered that the pedestrian crossing at Clear Water Bay Road near Tseng Lan Shue in Sai Kung should be installed with traffic lights with pushbutton function to improve pedestrian safety and prevent traffic accidents. The traffic lights with pushbutton function would allow pedestrians to activate the pedestrian phase of the traffic lights without adversely affecting the traffic flow.

71. For the case in Yuen Long, TD pointed out that since there were vehicular entrance/exit points at both sides of Tai Kiu Road outside Tai Kiu Village, pedestrian crossing would not be installed thereat. To enhance

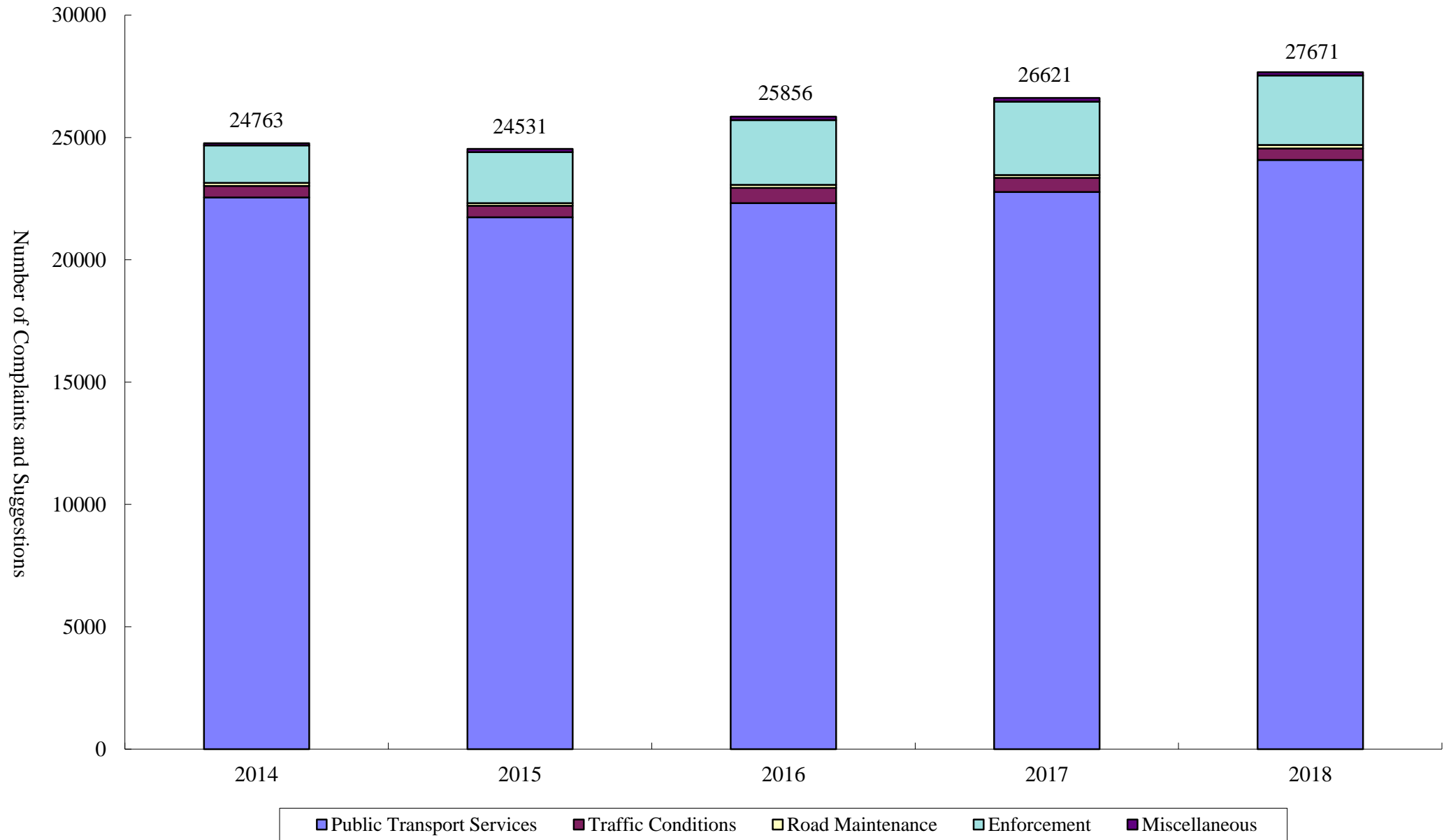
pedestrian safety, TD devised some improvement measures. With the support of the local community, TD improved pedestrian facilities by providing a pedestrian crossing at Tai Kiu Road near Tower 2, Yuccie Square. Traffic sign and “SLOW” road markings were added at appropriate locations to alert motorists to be aware of pedestrians. For the pedestrian crossing in Sai Kung, upon the successful completion of the consultation exercise, traffic lights with pushbutton function would be installed to enhance pedestrian safety.

**Complaints and Suggestions Received by TCU during 2014 - 2018**

<b><u>Nature of Complaint/Suggestion</u></b>	<b><u>2014</u></b>		<b><u>2015</u></b>		<b><u>2016</u></b>		<b><u>2017</u></b>		<b><u>2018</u></b>	
<b>I. Public Transport Services</b>										
(a) Adequacy of service	1 250	[69]	1 040	[80]	915	[74]	975	[51]	967	[59]
(b) Standard of service	20 400	[25]	20 127	[30]	20 818	[17]	21 237	[23]	22 558	[25]
(c) General	900	[25]	568	[25]	587	[22]	563	[13]	556	[10]
	22 550	[119]	21 735	[135]	22 320	[113]	22 775	[87]	24 081	[94]
<b>II. Traffic Conditions</b>										
(a) Traffic congestion	242	[3]	201	[7]	283	[5]	234	[5]	220	[9]
(b) Traffic management	134	[29]	159	[36]	191	[24]	209	[47]	149	[30]
(c) Additional traffic signs and aids	49	[12]	84	[21]	96	[28]	82	[29]	69	[17]
(d) Parking facilities	48	[7]	35	[7]	51	[6]	47	[5]	34	[4]
	473	[51]	479	[71]	621	[63]	572	[86]	472	[60]
<b>III. Road maintenance</b>										
(a) Road conditions	75		63	[2]	79	[3]	69		77	
(b) Traffic signs and aids	46	[1]	39	[2]	35		45	[1]	57	
(c) Carriageway markings	5		6		10	[1]	9		10	
	126	[1]	108	[4]	124	[4]	123	[1]	144	
<b>IV. Enforcement</b>										
(a) Illegal parking	1 057		1 512	[1]	1 919	[1]	2 043	[3]	1 719	[3]
(b) Other enforcement matters	470		566	[3]	723	[5]	953	[3]	1 121	[6]
	1 527		2 078	[4]	2 642	[6]	2 996	[6]	2 840	[9]
<b>V. Miscellaneous</b>										
	87	[8]	131	[8]	149	[6]	155	[5]	134	[10]
<b>Total</b>	<b>24 763</b>	<b>[179]</b>	<b>24 531</b>	<b>[222]</b>	<b>25 856</b>	<b>[192]</b>	<b>26 621</b>	<b>[185]</b>	<b>27 671</b>	<b>[173]</b>

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

# Complaints and Suggestions Received by TCU during 2014 - 2018



**Summary of Results of Investigations into Complaints and Suggestions**  
**(January – December 2018)**

<b>Outcome of Investigation</b>					
<b>Nature of Complaint/ Suggestion</b>	<b>A1</b>	<b>A2</b>	<b>B</b>	<b>C</b>	<b>Total</b>
<b>I. Public Transport Services</b>					
(a) Adequacy of service	66	864	34	-	964
(b) Standard of service	6 007	8 786	151	6 991	21 935
(c) General	312	187	23	51	573
	<b>6 385</b>	<b>9 837</b>	<b>208</b>	<b>7 042</b>	<b>23 472</b>
<b>II. Traffic Conditions</b>					
(a) Traffic congestion	120	136	5	4	265
(b) Traffic management	70	80	32	-	182
(c) Additional traffic signs/aids	31	34	17	-	82
(d) Parking facilities	11	17	2	-	30
	<b>232</b>	<b>267</b>	<b>56</b>	<b>4</b>	<b>559</b>
<b>III. Road Maintenance</b>					
(a) Road conditions	60	8	1	2	71
(b) Traffic signs and aids	28	14	9	-	51
(c) Carriageway markings	11	-	1	-	12
	<b>99</b>	<b>22</b>	<b>11</b>	<b>2</b>	<b>134</b>
<b>IV. Enforcement</b>					
(a) Illegal parking	1 459	263	2	1	1 725
(b) Other enforcement matters	365	351	5	394	1 115
	<b>1 824</b>	<b>614</b>	<b>7</b>	<b>395</b>	<b>2 840</b>
<b>V. Miscellaneous</b>	<b>88</b>	<b>57</b>	<b>4</b>	<b>1</b>	<b>150</b>
<b>Total</b>	<b>8 628</b> <b>(32%)</b>	<b>10 797</b> <b>(40%)</b>	<b>286</b> <b>(1%)</b>	<b>7 444</b> <b>(27%)</b>	<b>27 155</b> <b>(100%)</b>
	<b>19 425</b> <b>(72%)</b>				

**Legend**

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

**Summary of Results of Investigations  
into Complaints and Suggestions on Public Transport Services  
(January – December 2018)**

Outcome of Investigation Mode of Transport	A1	A2	B	C	Total
The Kowloon Motor Bus Company (1933) Limited	1 650	2 116	38	54	3 858
Citybus Limited (Franchise 1)	182	196	12	7	397
Citybus Limited (Franchise 2)	87	101	11	2	201
New World First Bus Services Limited	181	280	13	9	483
New Lantao Bus Company (1973) Limited	54	30	-	3	87
Long Win Bus Company Limited	98	135	18	4	255
Cross-harbour Bus Services	589	714	6	23	1 332
Non-franchised Bus Services	64	130	11	3	208
Green Minibus	2 930	1 799	56	112	4 897
Red Minibus	282	20	1	33	336
Taxi	124	3 940	24	6 789	10 877
Mass Transit Railway Corporation Limited (Excluding Light Rail)	103	295	18	1	417
Mass Transit Railway Corporation Limited (Light Rail)	7	27	-	-	34
The Hongkong Tramways Limited	17	6	-	2	25
New World First Ferry Services Limited	6	23	-	-	29
The 'Star' Ferry Company Limited	-	2	-	-	2
Minor Ferries	11	23	-	-	34
<b>Total</b>	<b>6 385</b> (27%)	<b>9 837</b> (42%)	<b>208</b> (1%)	<b>7 042</b> (30%)	<b>23 472</b> (100%)
	<b>16 222</b> (69%)				

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 2018**

**I. Public Transport Services**

*Hong Kong Island*

- Increase the frequency of green minibus route no. 58 during morning rush hours on weekdays and provide five special daily departures from Sha Wan Drive to Kennedy Town MTR Station during afternoon rush hours on weekdays to meet the demand of passengers.
- Extend the service of green minibus route no. 5M between Wong Chuk Hang MTR station and Grantham Hospital to afternoons of Saturdays, Sundays and Public Holidays to meet the demand of passengers.
- Flexibly provide additional departures of green minibus route no. 3 and 3A during morning and evening rush hours to meet the demand of passengers.
- Add queue markings at a bus stop at Valley Road to facilitate passengers boarding.
- Extend the queue marking at a bus stop at Des Voeux Road West to facilitate passengers boarding.

*Kowloon*

- Extend the bus stop layby at Prince Edward Road East westbound outside Rhythm Garden to facilitate passengers boarding and alighting and improve traffic flow.
- Add queue markings at a bus stop at Tate's Cairn Tunnel (Kowloon bound) to facilitate passengers boarding.

### *New Territories*

- Add a special daily departure of bus route no. X42C from Cheung Hong Estate to Yau Tong during morning rush hour on weekdays to meet the demand of passengers.
- Add a bus stop at Ma Miu Road near Hong Shui House to meet the demand of passengers.
- Add signages at Tuen Mun Station Bus Terminus to facilitate passengers queuing.

## **II. Traffic Management**

### *Hong Kong Island*

- Shorten the “No Stopping” restriction at Nam Ning Street near Fung Tin Street to facilitate passengers boarding and alighting.
- Impose “No Stopping” restriction at the junction of Yee Fung Street and Kam Yuen Lane to prevent vehicle obstruction.
- Impose “No Stopping” restriction at Fortress Hill Road outside Kwong Chiu Terrace to prevent vehicle obstruction.
- Extend the effective hours of “No Stopping” restriction at Shell Street and Merlin Street near King's Road to prevent vehicle obstruction and improve the sight-line of pedestrians at crossing.
- Add road markings along Leighton Road near the junction with Percival Street to better guide motorists of the delineation of traffic lanes.
- Add hatched road markings at Wah Chui Street northbound at its junction with Victoria Road to enhance road safety.
- Add a box junction road marking at Hennessy Road at its junction with Yee Wo Street and Jardine's Bazaar to prevent vehicle obstruction.

- Add a box junction road marking at Chater Road eastbound near AIA Central to prevent vehicle obstruction.
- Add traffic signs at Arsenal Street near Gloucester Road to alert motorists of no right-turn for vehicles over 7 meters.
- Add a “Traffic Signal Ahead” traffic sign at Man Yiu Street southbound near Man Cheung Street to better alert motorists.
- Add a “Reduce Speed Now” traffic sign at Tai Tam Road westbound to enhance road safety.
- Modify direction signs at Island Eastern Corridor, Chai Wan Road and Wan Tsui Road near the roundabout to better alert motorists before entering the spiral roundabout.
- Add lane lines at the up-ramp to Canal Road Flyover northbound to regulate traffic and better guide motorists of the division of traffic lanes.
- Extend the crash barrier at the bus lay-by at Aberdeen Praya Road westbound near Tin Wan Praya Road to enhance safety of pedestrians.
- Convert the one-lane carriageway of Sharp Street East near its junction with Canal Road East to a two-lane carriageway to alleviate traffic congestion.

### ***Kowloon***

- Adjust the traffic lights at Argyle Street westbound at its junctions with Sai Yeung Choi Street South and Nathan Road to allow more vehicles to exit from Sai Yeung Choi Street South where traffic congestion is detected.
- Adjust the coordination of the traffic lights at the junctions of Argyle Street/Soares Avenue and Argyle Street/Kadoorie Avenue at noon time on weekends to improve the traffic flow of Soares Avenue.
- Adjust the coordination of the traffic lights at Argyle Street westbound at the junctions with Fu Ning Street and Lomond Road to improve traffic flow.

- Adjust the coordination of traffic lights at Prince Edward Road West westbound at its junction with Kadoorie Avenue and Embankment Road to improve traffic flow of Knight Street.
- Increase the vehicular green time of a traffic light at Prince Edward Road West westbound near Embankment Road from morning to early evening to improve traffic flow.
- Increase the vehicular green time of a traffic light at the junction of Nam Cheong Street northbound and Wai Lun Street during school peak hours in the mornings to improve traffic flow.
- Increase the vehicular green time of a traffic light at Po Kong Village Road westbound outside International Christian Quality Music Secondary and Primary School during morning rush hours to improve traffic flow.
- Flexibly increase the pedestrian green time of traffic lights at the junctions of Tonkin Street northbound and Cheung Sha Wan Road eastbound, Nam Cheong Street and Woh Chai Street, and Wai Chi Street and Woh Chai Street to facilitate pedestrians crossing the roads.
- Add “Look Left” and “Look Right” road markings at the intersection of Bowring Street and Kwun Chung Street to improve pedestrian crossings.
- Add “Look Left” and “Look Right” road markings and replace the traffic bollard by “No Entry” and “Give Way” traffic signs at Lam Lok Street near Sheung Yuet Road to enhance road safety
- Add a “Pedestrian crossing ahead” traffic sign at Ngau Tau Kok Road eastbound outside Lotus Tower to enhance road safety.
- Extend the “No Stopping” restriction and its effective hours at Kam Lam Street near Shantung Street to facilitate pedestrians crossing the street.
- Extend the railings at Hong Ning Road near Ming Chi Street, narrow the carriageway and add a “Stop” road marking at Ming Chi Street at its junction with Hong Ning Road to improve road safety.

- Extend the amenity railings at Lai Cho Road near Lai King Sports Centre to deter illegal parking on pavement.
- Add a signalised pedestrian crossing at the junction of the eastern arm of Mody Road and Chatham Road South to improve road safety.
- Relocate a bus stop from Sai Yee Street to Mong Kok Road to alleviate traffic congestion.
- Narrow the carriageway of On Wah Street at its junction with On Tak Road with hatched road markings and add “Slow” road markings at On Tak Road to improve road safety.

### *New Territories*

- Increase the vehicular green time of a traffic light at the intersection of Nam Wan Road southbound and Tai Po Tai Wo Road and adjust its coordination with the traffic light at the intersections of Nam Wan Road southbound and On Po Road during morning rush hours to improve the traffic flow of Nam Wan Road southbound.
- Increase the vehicular green time of a traffic light at the junction of Po Fung Road southbound and Po Hong Road to improve traffic flow.
- Increase the vehicular green time of a traffic light at Fung Yuen Road during morning rush hour on weekdays to improve the traffic flow of Fung Yuen Road southbound.
- Increase the vehicular green time of a traffic light at the intersection of Po Lam Road eastbound and On Sau Road to improve traffic flow.
- Adjust the coordination of the traffic lights at Wo Tik Street and Sha Tsui Road westbound to improve the traffic flow of Wo Tik Street.
- Add “No Right Turn” traffic signs and replace an “Ahead only” road marking by a “Turn left” road marking at Hung Chi Road slip road at its intersection with Hung Tin Road to better remind motorists.

- Add a “No Right Turn” traffic sign at Castle Peak Road - Sham Tseng near Sham Tseng Fire Station cum Ambulance Depot to better remind motorists.
- Add road markings at Tin Tan Street eastbound near Tin Shui Road to further remind motorists of the lane directions.
- Add a signalised pedestrian crossing at Kam Sheung Road near Shui Tsan Tin Tsuen to facilitate pedestrians crossing the road.
- Extend the effective hours of “No Stopping” restriction at Wu Chui Road westbound near the exit of Tuen Mun Ferry Pier Bus Terminus to prevent vehicle obstruction.
- Impose 24-hour “No Stopping” restriction at the roundabout of Shek Kok Road to deter illegal parking.
- Add a solid-cum-broken white line at Tai Chung Road northbound near Hoi Shing Road to regulate lane-cutting activities and improve traffic flow.
- Add a solid-cum-broken white line at Man Kam To Road (Shenzhen bound) to better regulate lane-changing activities and improve traffic flow.
- Add lane lines at Che Kung Miu Road northbound at its junction with Lion Rock Tunnel Road to facilitate motorists maneuvering towards the traffic lanes smoothly.

**Complaints and Suggestions on Public Transport Services in 2018**

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	FF	SF	MF	
	KMB	CTB1	CTB2	FB	NLB	LWB	XHT											
<b>(A) Adequacy of Service</b>																		
(1) Frequency/carrying capacity	183	9	4	16	12	16	42	20	343	-	-	39	4	1	8	-	3	700
(2) Routeing	71	4	8	4	-	15	29	7	12	-	-	2	-	-	-	-	1	153
(3) Hours of operation	9	1	1	1	-	1	3	3	3	-	-	-	-	-	-	-	2	24
(4) Provision of stops	36	9	3	2	3	-	9	4	22	-	-	2	-	-	-	-	-	90
Sub-total	299	23	16	23	15	32	83	34	380	-	-	43	4	1	8	-	6	967
<b>(B) Standard of Service</b>																		
(1) Regularity of service	1733	125	73	202	10	75	503	40	1325	-	-	15	5	4	5	1	8	4124
(2) Adherence to routeing	29	3	4	3	-	5	19	4	279	-	1849	-	-	-	-	-	1	2196
(3) Improper driving behaviour	604	86	30	89	25	59	211	34	1028	173	1893	15	6	16	-	-	1	4270
(4) Conduct & performance of staff (including drivers)	1001	110	51	111	37	61	348	30	1588	97	5072	73	2	8	6	-	2	8597
(5) Overcharging	12	1	1	1	1	2	3	1	109	9	1919 *	-	-	-	-	-	1	2060
(6) Cleanliness	15	2	-	2	1	-	5	-	59	7	24	5	-	-	-	-	-	120
(7) Conditions of vehicles/vessels	70	4	1	8	1	2	10	6	70	4	24	10	-	-	-	-	-	210
(8) Passenger services & facilities	413	65	13	36	7	29	132	20	90	3	5	156	2	1	2	2	5	981 #
Sub-total	3877	396	173	452	82	233	1231	135	4548	293	10786	274	15	29	13	3	18	22558
<b>(C) General</b>	82	25	1	2	1	4	40	16	106	52	214	10	1	1	-	-	1	556
Total this year	4258	444	190	477	98	269	1354	185	5034	345	11000	327	20	31	21	3	25	24081
Grand-total	(7090)							(16564)				(378)			(49)			
Total previous year	3118	395	218	453	83	269	1240	176	5081	397	10759	426	42	29	41	-	48	22775

**Legend**

- KMB** The Kowloon Motor Bus Company (1933) Limited
- CTB1** Citybus Limited (Franchise 1)
- CTB2** Citybus Limited (Franchise 2)
- FB** New World First Bus Services Limited
- NLB** New Lantao Bus Company (1973) Limited
- LWB** Long Win Bus Company Limited
- XHT** Cross-harbour Bus Services
- NFBS** Non-franchised Bus Services
- GMB** Green Minibus
- RMB** Red Minibus
- MTR** MTR Corporation Limited (Excluding Light Rail)
- MTR(LR)** MTR Corporation Limited (Light Rail)
- HT** The Hongkong Tramways Limited
- FF** New World First Ferry Services Limited
- SF** The 'Star' Ferry Company Limited
- MF** Minor Ferries

\* Including taximeter irregularities

# Including 8 complainants about audio-visual broadcasting on public transport vehicles

**Complaints and Suggestions on Franchised Bus Services**

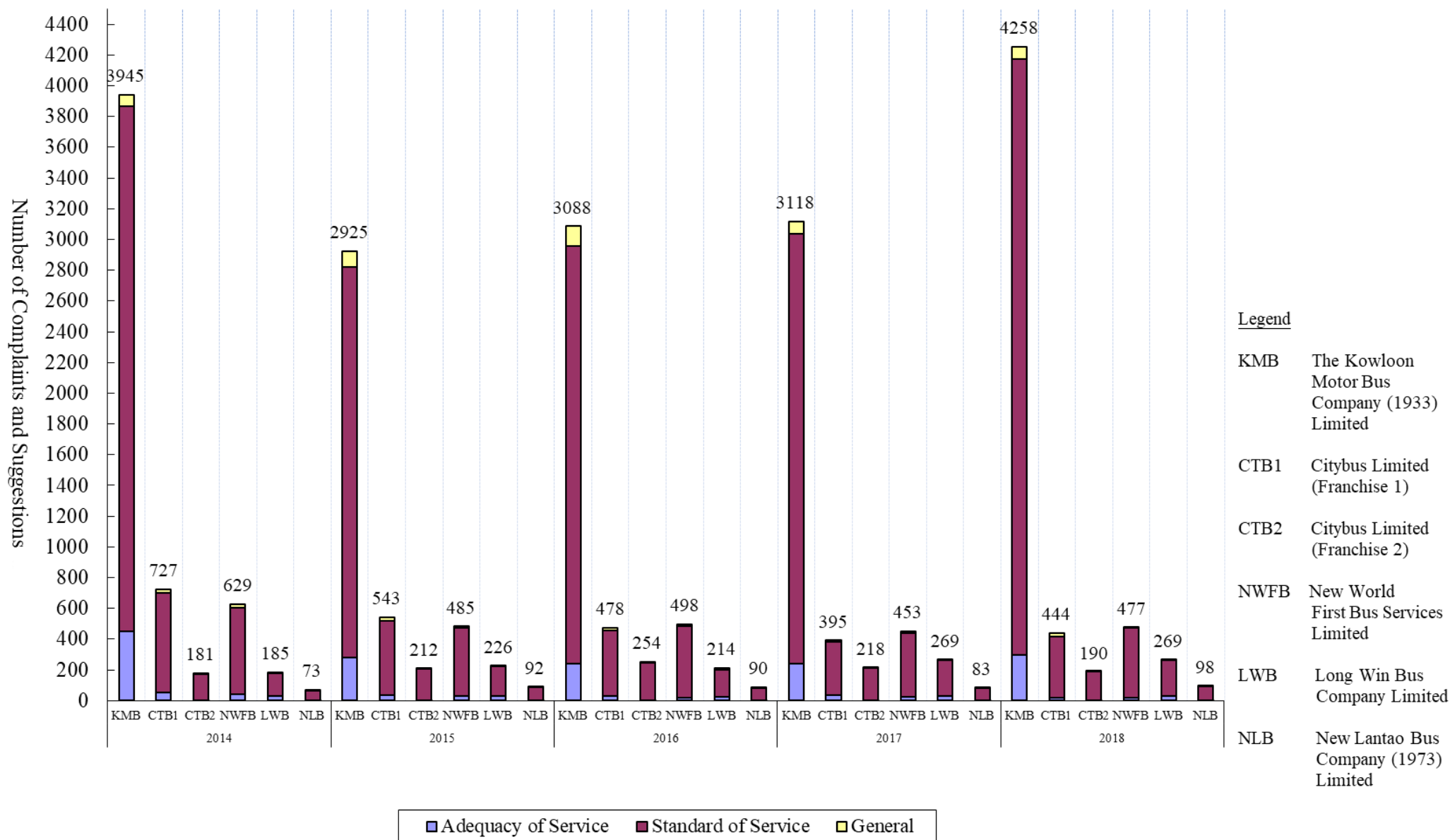
<b><u>Bus Company/ Services</u></b>	<b><u>2017</u></b>	<b><u>2018</u></b>	<b><u>Difference</u></b>	
The Kowloon Motor Bus Company (1933) Limited (KMB)	3 118 (3.45)	4 258 (4.65)	+36.6%	(+34.8%)
Citybus Limited (Franchise 1) (Citybus)	395 (3.05)	444 (3.34)	+12.4%	(+9.5%)
Citybus Limited (Franchise 2) (Citybus)	218 (7.06)	190 (5.59)	-12.8%	(-20.8%)
New World First Bus Services Limited (NWFB)	453 (4.24)	477 (4.41)	+5.3%	(+4.0%)
New Lantao Bus Company (1973) Limited	83 (2.93)	98 (3.21)	+18.1%	(+9.6%)
Long Win Bus Company Limited	269 (6.88)	269 (6.48)	-	(-5.8%)
Cross-harbour Bus Services	1 240 (5.94)	1 354 (6.25)	+9.2%	(+5.2%)
<b>Total</b>	<b>5 776 (3.99)</b>	<b>7 090 (4.79)</b>	<b>+22.7%</b>	<b>(+20.1%)</b>

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

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



Complaints and Suggestions on Franchised Bus Services during 2014- 2018

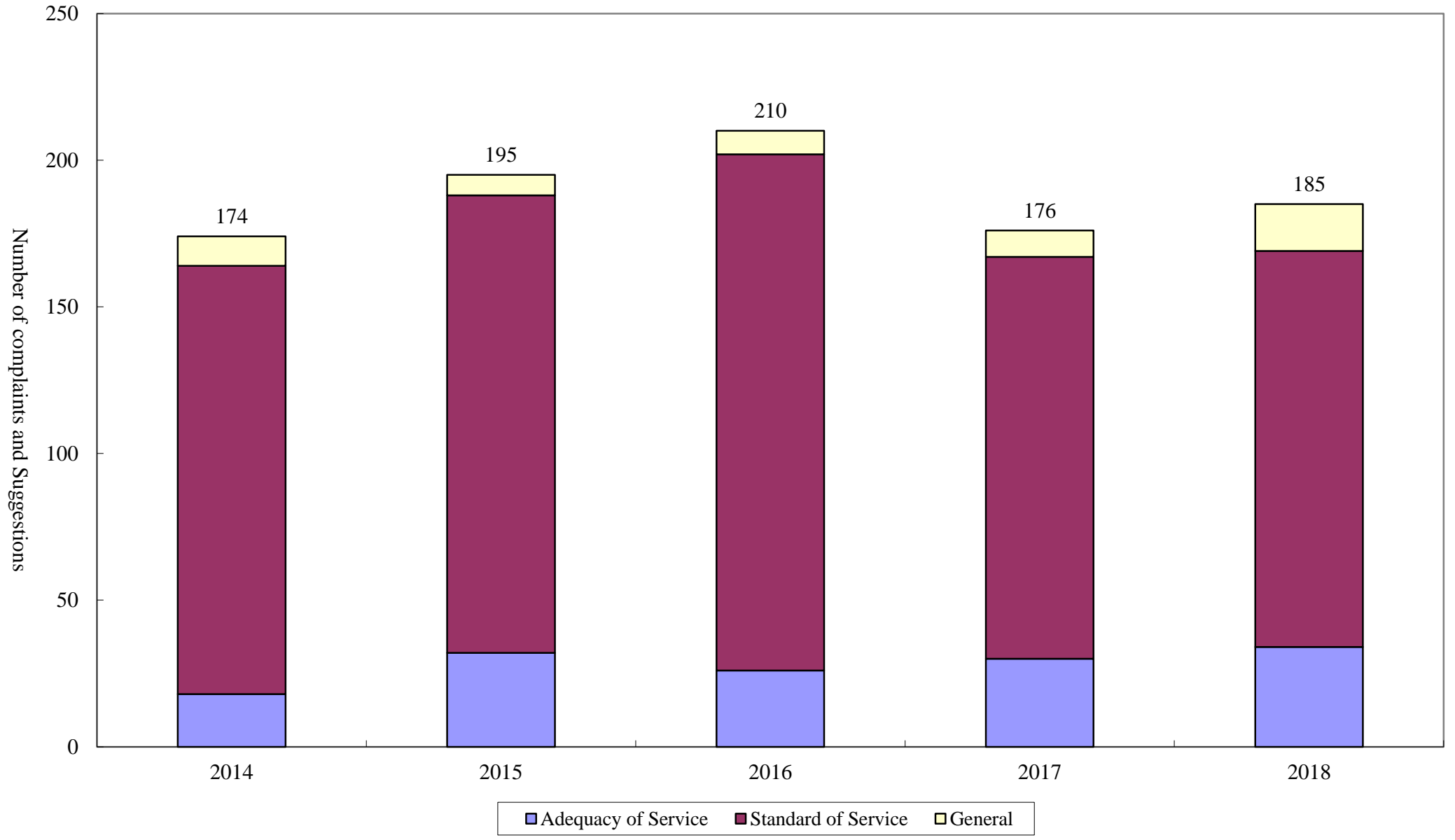


Complaints and Suggestions on Non-franchised Bus Services

<u>Nature of Complaint/Suggestion</u>	<u>2017</u>	<u>2018</u>	<u>Difference</u>
<b>(A) Adequacy of Service</b>			
(1) Frequency	13	20	+53.8%
(2) Routeing	6	7	+16.7%
(3) Hours of operation	2	3	+50.0%
(4) Provision of stops	9	4	-55.6%
<b>Sub-total</b>	<b>30</b>	<b>34</b>	<b>+13.3%</b>
<b>(B) Standard of Service</b>			
(1) Regularity of service	56	40	-28.6%
(2) Adherence to routeing	5	4	-20.0%
(3) Improper driving behaviour	25	34	+36.0%
(4) Conduct and performance of staff (including drivers)	38	30	-21.1%
(5) Overcharging	1	1	-
(6) Cleanliness	-	-	-
(7) Conditions of vehicles	1	6	+500.0%
(8) Passenger services and facilities	11	20	+81.8%
<b>Sub-total</b>	<b>137</b>	<b>135</b>	<b>-1.5%</b>
<b>(C) General*</b>	<b>9</b>	<b>16</b>	<b>+77.8%</b>
<b>Total</b>	<b>176</b>	<b>185</b>	<b>+5.1%</b>

\* These complaints are mainly related to obstruction caused by vehicles providing non-franchised bus services.

# Complaints and Suggestions on Non-franchised Bus Services during 2014 - 2018



**Complaints and Suggestions on Green Minibus Services**

<b><u>Nature of Complaint/Suggestion</u></b>	<b><u>2017</u></b>	<b><u>2018</u></b>	<b><u>Difference</u></b>
<b>(A) Adequacy of Service</b>			
(1) Frequency	353	343	-2.8%
(2) Routeing	21	12	-42.9%
(3) Hours of operation	2	3	+50.0%
(4) Provision of stops	24	22	-8.3%
<b>Sub-total</b>	<b>400</b>	<b>380</b>	<b>-5.0%</b>
<b>(B) Standard of Service</b>			
(1) Regularity of service	1 295	1 325	+2.3%
(2) Adherence to routeing	307	279	-9.1%
(3) Improper driving behaviour	1 044	1 028	-1.5%
(4) Conduct and performance of staff (including drivers)	1 620	1 588	-2.0%
(5) Overcharging	82	109	+32.9%
(6) Cleanliness	60	59	-1.7%
(7) Conditions of vehicles	56	70	+25.0%
(8) Passenger services and facilities	95	90	-5.3%
<b>Sub-total</b>	<b>4 559</b>	<b>4 548</b>	<b>-0.2%</b>
<b>(C) General*</b>	<b>122</b>	<b>106</b>	<b>-13.1%</b>
<b>Total</b>	<b>5 081</b>	<b>5 034</b>	<b>-0.9%</b>

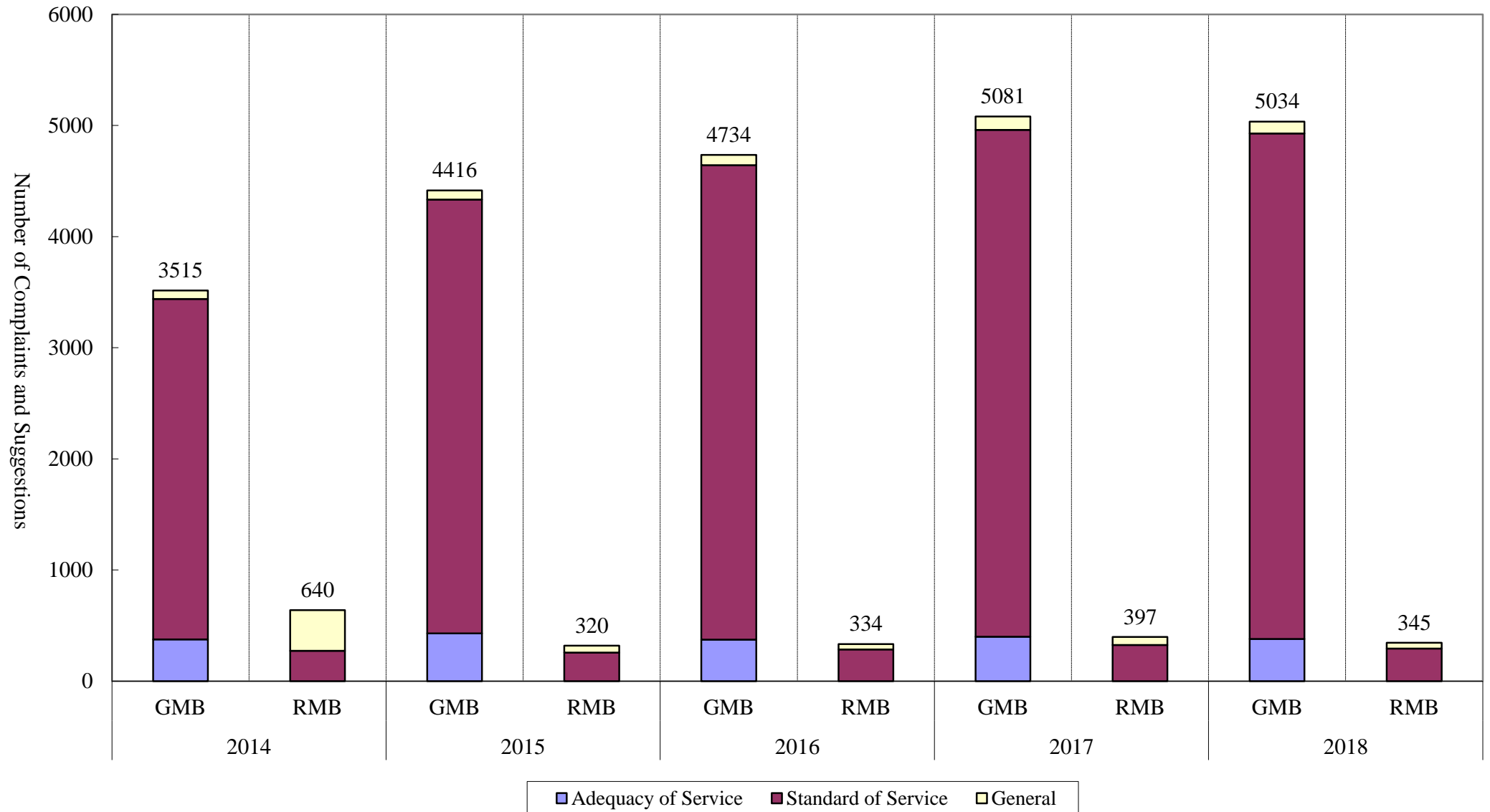
\* These complaints are mainly related to obstruction caused by green minibuses.

Complaints and Suggestions on Red Minibus Services

<u>Nature of Complaint/Suggestion</u>	<u>2017</u>	<u>2018</u>	<u>Difference</u>
(A) Adequacy of Service	-	-	-
(B) Standard of Service			
(1) Regularity of service	-	-	-
(2) Adherence to routeing	-	-	-
(3) Improper driving behaviour	198	173	-12.6%
(4) Conduct and performance of staff (including drivers)	110	97	-11.8%
(5) Overcharging	7	9	+28.6%
(6) Cleanliness	2	7	+250.0%
(7) Conditions of vehicles	4	4	-
(8) Passenger services and facilities	4	3	-25.0%
<b>Sub-total</b>	<b>325</b>	<b>293</b>	<b>-9.8%</b>
(C) General*	72	52	-27.8%
<b>Total</b>	<b>397</b>	<b>345</b>	<b>-13.1%</b>

\* These complaints are mainly related to the frequency of red minibus services.

**Complaints and Suggestions on Green Minibus (GMB) and Red Minibus (RMB) Services during 2014 - 2018**



Complaints and Suggestions on Taxi Services

<u>Nature of Complaint/Suggestion</u>	<u>2017</u>	<u>2018</u>	<u>Difference</u>
<b>Taxi driver malpractice</b>			
(a) Conduct and performance of drivers			
(i) Behaving other than in a civil & orderly manner	1 982	1 798	-9.3%
(ii) Refusing hire	2 650	2 730	+3.0%
(iii) Soliciting passengers	7	14	+100.0%
(iv) Refusing to drive to destination	445	491	+10.3%
(v) Failure to display driver identity plate	58	31	-46.6%
(vi) Failure to display driver identity plate properly	3	8	+166.7%
	5 145	5 072	-1.4%
(b) Improper driving behaviour	1 651	1 893	+14.7%
(c) Overcharging	1 754	1 690	-3.6%
(d) Taximeter irregularities	260	229	-11.9%
(e) Failure to take the most direct route	1 656	1 849	+11.7%
<b>Sub-total</b>	<b>10 466</b>	<b>10 733</b>	<b>+2.6%</b>
<b>Others</b>			
(a) Taxi obstruction	151	175	+15.9%
(b) Miscellaneous*	142	92	-35.2%
<b>Sub-total</b>	<b>293</b>	<b>267</b>	<b>-8.9%</b>
<b>Total</b>	<b>10 759</b>	<b>11 000</b>	<b>+2.2%</b>

\* These complaints are mainly related to condition of vehicle and compartment.

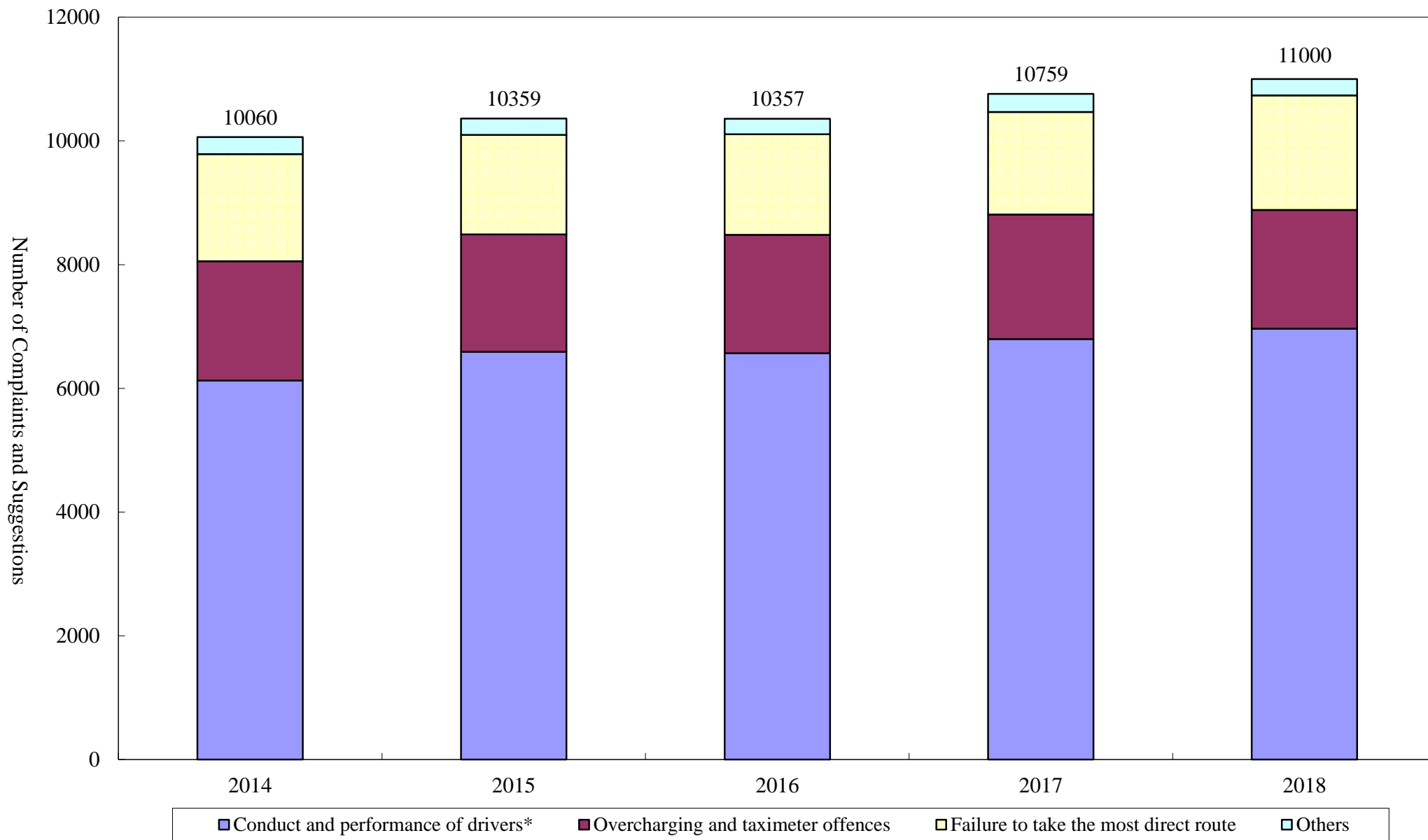
**Results of Taxi Driver Malpractice Cases Referred to the Police**  
**(January – December 2018)**

	<b><u>No. of Cases</u></b>		<b><u>Percentage</u></b>	
(i) Summonsed	123	(170)	6	(7)
(ii) Withdrawal by complainants	1 468	(1 374)	68	(58)
(iii) Evidence considered insufficient by the Police for further processing	570	(824)	26	(35)
<b>Total</b>	<b>2 161</b>	<b>(2 368)</b>	<b>100</b>	<b>(100)</b>

Note : Comparative figures for 2017 are in brackets.



Complaints and Suggestions on Taxi Services during 2014 - 2018



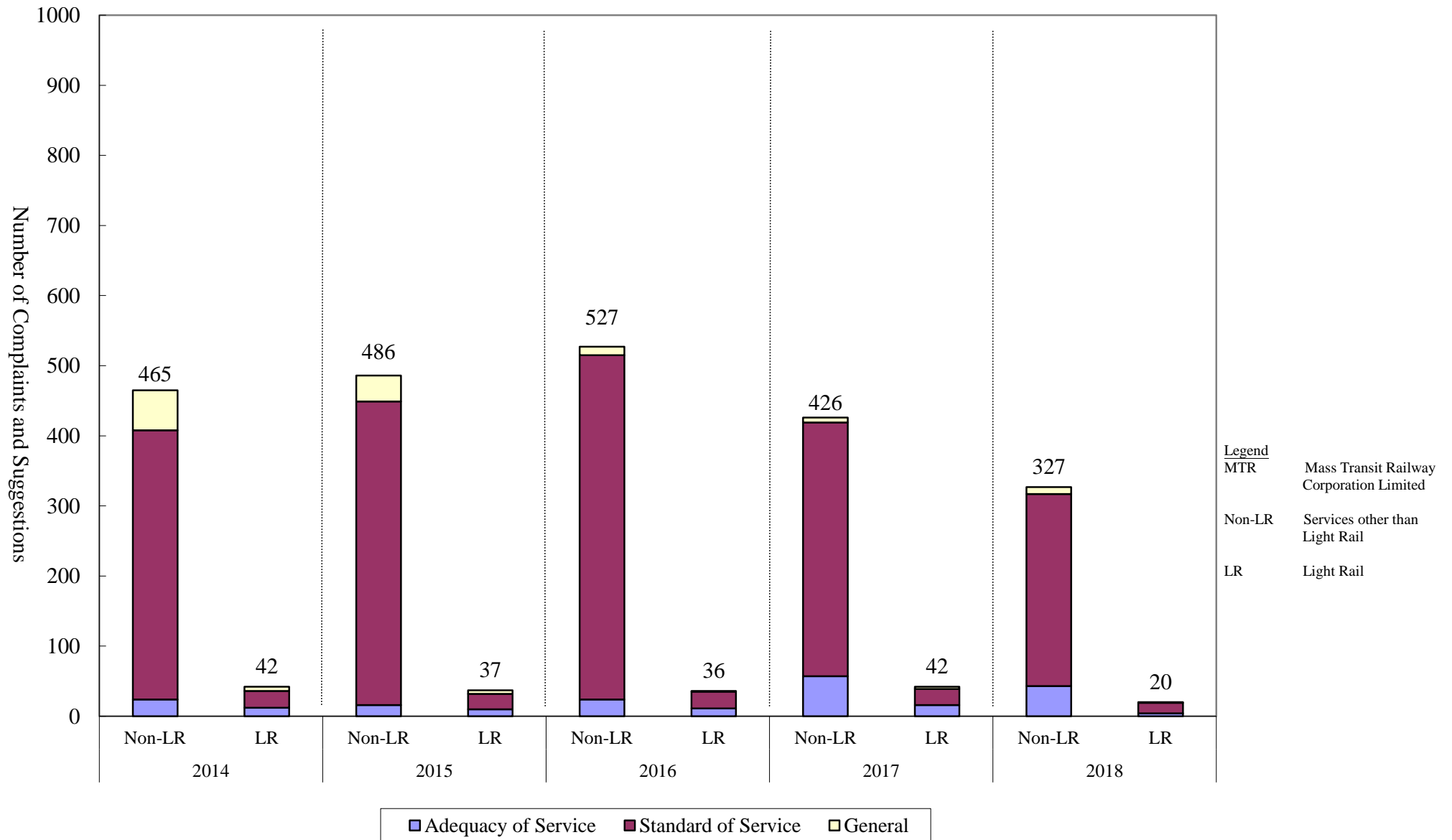
\* Including improper driving behaviour

**Complaints and Suggestions on Rail Services**

<b><u>Railway Company</u></b>	<b><u>2017</u></b>		<b><u>2018</u></b>		<b><u>Difference</u></b>	
Mass Transit Railway Corporation Limited (Excluding Light Rail)	426	(0.24)	327	(0.18)	-23.2%	(-25.0%)
Mass Transit Railway Corporation Limited (Light Rail)	42	(0.24)	20	(0.11)	-52.4%	(-54.2%)
The Hongkong Tramways Limited	29	(0.46)	31	(0.52)	+6.9%	(+13.0%)
<b>Total</b>	<b>497</b>	<b>(0.25)</b>	<b>378</b>	<b>(0.18)</b>	<b>-23.9%</b>	<b>(-28.0%)</b>

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

Complaints and Suggestions on MTR Services during 2014 - 2018

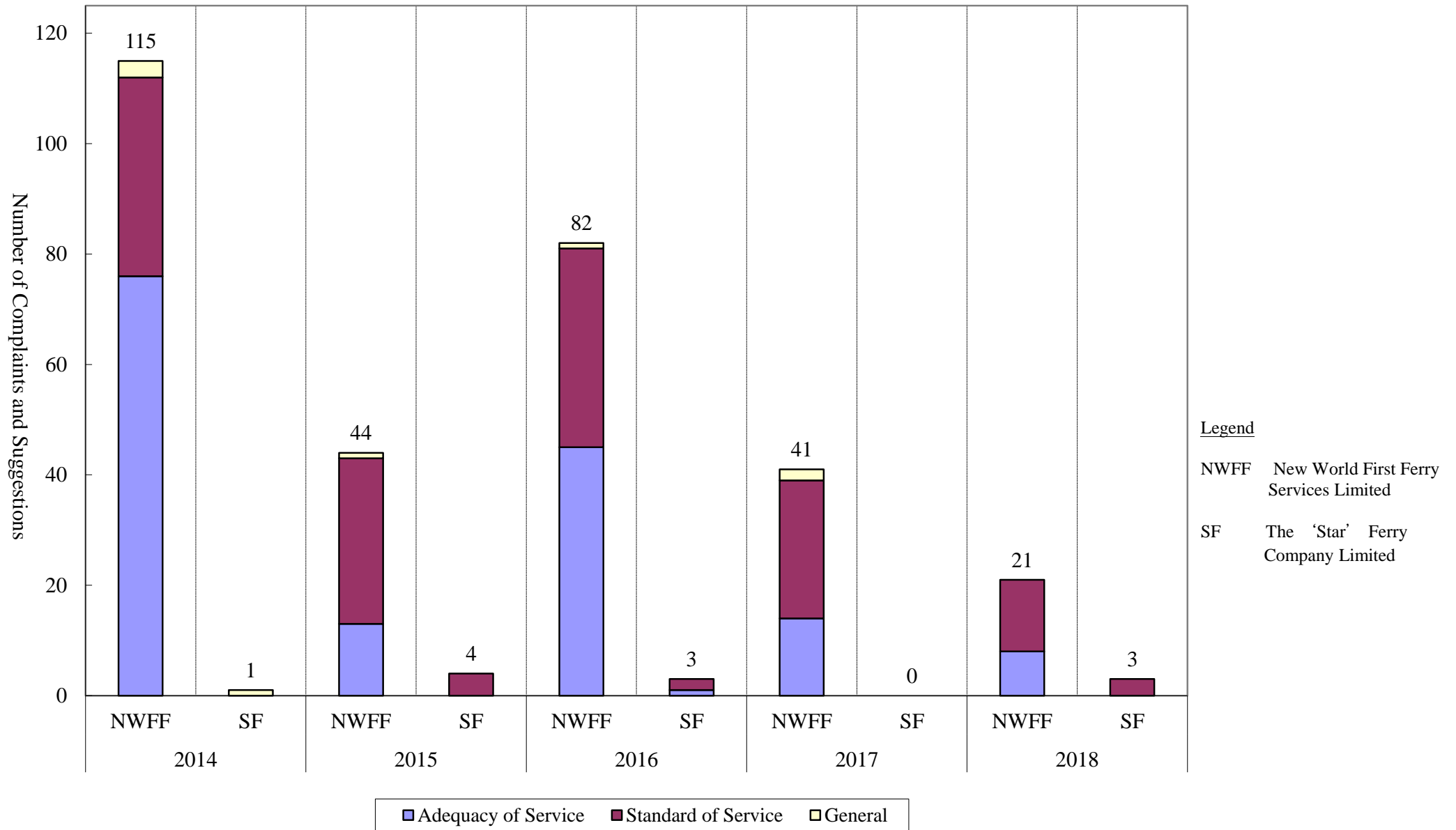


**Complaints and Suggestions on Ferry Services**

<b><u>Ferry Company</u></b>	<b><u>2017</u></b>		<b><u>2018</u></b>		<b><u>Difference</u></b>	
New World First Ferry Services Limited	41	(2.94)	21	(1.56)	-48.8%	(-46.9%)
The 'Star' Ferry Company Limited	-	(-)	3	(0.15)	-	(-)
Minor Ferries	48	(3.54)	25	(1.87)	-47.9%	(-47.2%)
<b>Total</b>	<b>89</b>	<b>(1.90)</b>	<b>49</b>	<b>(1.05)</b>	<b>-44.9%</b>	<b>(-44.7%)</b>

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

**Complaints and Suggestions on NWFF and SF Services during 2014 - 2018**



**Complaints and Suggestions on Traffic and Road Conditions**

<b><u>Nature of Complaint/Suggestion</u></b>	<b><u>2017</u></b>	<b><u>2018</u></b>	<b><u>Difference</u></b>
<b><u>Traffic Conditions</u></b>			
(a) Traffic congestion	234	220	-6.0%
(b) Traffic management	209	149	-28.7%
(c) Additional traffic signs and aids	82	69	-15.9%
(d) Parking facilities	47	34	-27.7%
<b>Sub-total</b>	<b>572</b>	<b>472</b>	<b>-17.5%</b>
<b><u>Road Maintenance</u></b>			
(a) Road conditions	69	77	+11.6%
(b) Traffic signs and aids	45	57	+26.7%
(c) Carriageway markings	9	10	+11.1%
<b>Sub-total</b>	<b>123</b>	<b>144</b>	<b>+17.1%</b>
<b><u>Enforcement</u></b>			
(a) Illegal parking	2 043	1 719	-15.9%
(b) Other enforcement matters	953	1 121	+17.6%
<b>Sub-total</b>	<b>2 996</b>	<b>2 840</b>	<b>-5.2%</b>
<b>Total</b>	<b>3 691</b>	<b>3 456</b>	<b>-6.4%</b>

**Breakdown of Complaints and Suggestions on Traffic and Road Conditions by District**  
**(January – December 2018)**

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
<b><u>Traffic Conditions</u></b>																				
(a) Traffic congestion	11	17	8	13	10	8	19	3	38	11	4	15	15	12	9	13	8	5	1	220
(b) Traffic management	15	9	13	9	10	2	7	4	16	3	7	13	9	3	14	2	6	3	4	149
(c) Additional traffic signs and aids	1	1	4	5	6	-	5	1	6	1	6	3	4	2	6	3	11	3	1	69
(d) Parking facilities	-	1	2	-	-	5	-	-	4	-	2	5	-	2	3	1	5	3	1	34
Sub-total	27	28	27	27	26	15	31	8	64	15	19	36	28	19	32	19	30	14	7	472
<b><u>Road Maintenance</u></b>																				
(a) Road conditions	3	8	5	2	3	2	6	2	3	1	5	4	3	13	2	6	1	1	7	77
(b) Traffic signs & aids	1	5	4	-	3	3	5	1	11	1	5	6	3	5	-	2	1	-	1	57
(c) Carriageway markings	-	1	1	-	2	-	-	-	-	-	-	1	3	-	2	-	-	-	-	10
Sub-total	4	14	10	2	8	5	11	3	14	2	10	11	9	18	4	8	2	1	8	144
<b><u>Enforcement</u></b>																				
(a) Illegal parking	115	90	84	52	141	66	133	128	147	53	105	131	115	118	95	59	73	8	6	1719
(b) Other enforcement matters	66	72	90	28	94	43	89	56	107	20	53	79	76	61	50	39	46	38	14	1121
Sub-total	181	162	174	80	235	109	222	184	254	73	158	210	191	179	145	98	119	46	20	2840
Total	212	204	211	109	269	129	264	195	332	90	187	257	228	216	181	125	151	61	35	3456