

**Transport Complaints Unit Report 2006****Overview of Complaints and Suggestions in 2006**

In 2006, the Transport Complaints Unit (TCU) received 20 248 complaints and suggestions on transport and traffic matters, including 167 pure suggestions. The number of cases recorded an increase of 16.9% as compared with 17 315 cases received in 2005. 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 2006 by category is as follows -

<b><u>Nature of Complaints/Suggestions</u></b>	<b><u>2005</u></b>	<b><u>2006</u></b>	<b><u>Difference</u></b>
Public Transport Services	12 767	15 323	+20.0%
Traffic Conditions	1 217	1 154	-5.2%
Road Maintenance	364	354	-2.7%
Enforcement	2 548	3 035	+19.1%
Miscellaneous	419	382	-8.8%
<b>Total</b>	<b>17 315</b>	<b>20 248</b>	<b>+16.9%</b>

2. It is noteworthy that TCU enhanced the publicity of its hotline in the second half of 2005. Apart from displaying the hotline at major public transport interchanges, bus termini and on taxis, TCU has published it in newspapers. In addition, a new requirement to display the hotline inside public light buses has been included in their licensing conditions since late October 2005. It is noted that the number of complaints and suggestions received by TCU has been on the rise since the third quarter of 2005.

3. In 2006, complaints and suggestions received through telephone accounted for 84% of the total. The remaining cases (16%) were received in the forms of e-mail, fax, letter or TCU Complaint Form.

4. During the year, investigations into 18 330 cases (including some outstanding cases carried forward from the previous year) were completed. Of these, 12 988 (71%) were found to be substantiated, 1 080 (6%) unsubstantiated, and the remaining 4 262 (23%) 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 increased from 67% in 2005 to 71% in 2006. 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 decreased from 28% in 2005 to 23% in 2006. This was mainly due to a decrease in the number of taxi cases which were not pursuable (3 781 as compared with 4 349 in 2005).

5. In 2006, relevant government departments and organisations took on board 161 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**

6. Public transport services remained the major area of concern. In 2006, 15 323 complaints and suggestions were received, representing about 76% of the total number of cases. Among these, 75 were pure suggestions. The number of cases in this category recorded an increase of 20% as compared with 12 767 cases in 2005. A breakdown of the complaints and suggestions by mode of transport is as follows -

<b><u>Mode of Transport</u></b>	<b><u>2005</u></b>		<b><u>2006</u></b>		<b><u>Difference</u></b>	
Franchised Buses (including feeder buses)	2 936	(2.01)	3 420	(2.38)	+16.5%	(+18.4%)
Residents' Services	51	(0.79)	51	(0.77)	-	(-2.5%)
Green Minibuses	2 319	(4.87)	3 176	(6.38)	+37.0%	(+31.0%)
Red Minibuses	544	(3.29)	627	(3.95)	+15.3%	(+20.1%)
Taxis	6 227	(16.69)	7 051	(18.14)	+13.2%	(+8.7%)
Rail Transport	639	(0.43)	942	(0.62)	+47.4%	(+44.2%)
Ferries	51	(0.91)	56	(0.99)	+9.8%	(+8.8%)
<b>Total</b>	<b>12 767</b>		<b>15 323</b>		<b>+20.0%</b>	

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

A more detailed breakdown by mode of transport and nature of the complaints and suggestions is at Appendix 4.

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

7. There were 3 420 cases on franchised bus services in 2006, representing 2.38 complaints/suggestions per million passenger journeys. These figures represent increases of 16.5% and 18.4% respectively when compared with 2 936 cases and 2.01 complaints/suggestions per million passenger journeys in 2005. The increase was mainly attributable to more complaints/suggestions on passenger services and facilities as well as conduct and performance of staff.

8. TCU received more complaints about audio-visual broadcasting on buses in 2006. There were 857 complaints from 106 complainants in 2006 as compared with 555 complaints from 113 complainants in 2005. Most of these complaints were about the broadcasting volume.

9. The TCU Sub-Committee noted that the Transport Department (TD) had been working with the bus companies to balance the interests of different groups of passengers in a reasonable and practicable way. To provide a comfortable environment of generally acceptable standard for passengers on buses, all the bus companies concerned have adjusted the broadcasting volume to a level close to the ambient noise level of a bus, used compressors in processing the compact disks to be played on buses so that the variations in pitch are within a narrow range, and designated a quiet zone at the back portion of the lower deck of the bus and allowed only one speaker to be turned on at the lower deck.

10. To monitor the performance of audio-visual broadcasting service on buses, TD has regularly conducted random inspections on buses equipped with audio-visual broadcasting system. The Department has also reminded the bus companies to take prompt remedial action whenever complaints concerning the broadcasting volume on individual buses are received. TD will continue to closely monitor passenger feedback on audio-visual broadcasting service and work with the bus companies to explore further improvement if necessary.

11. A breakdown of the 3 420 cases by individual franchised bus companies is at [Appendix 5](#). The complaints and suggestions on the services of the three major franchised bus companies are highlighted below -

- Kowloon Motor Bus Co. (1933) Ltd (KMB) – The number of complaints/suggestions per million passenger journeys increased by 25.5% from 1.41 in 2005 to 1.77 in 2006. As regards the 1 575 cases received in 2006, they were mainly about passenger services and facilities (784), regularity of service (264) and conduct and performance of staff (136).
- Citybus Limited (Citybus) (Franchise 1) – The number of complaints/suggestions per million passenger journeys decreased by 3.3% from 3.03 in 2005 to 2.93 in 2006. As regards the 410 cases received in 2006, they were mainly about regularity of service (133), passenger services and facilities (63) and improper driving behaviour (57).
- New World First Bus Services Ltd (NWFB) – The number of complaints/suggestions per million passenger journeys decreased by 5.1% from 3.51 in 2005 to 3.33 in 2006. As regards the 414 cases received in 2006, they were mainly about regularity of service (120), passenger services and facilities (75) and improper driving behaviour (60).

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

### ***Residents' Services***

13. Residents' services provide services primarily during the peak hours to help reduce the peak-hour demand on the mass carriers. They are scheduled services and approval from TD is required for any change in service details.

14. There were 51 cases on residents' services in 2006, which is the same as in 2005. The number of complaints/suggestions per million passenger journeys decreased by 2.5% from 0.79 in 2005 to 0.77 in 2006. A detailed breakdown of the 51 cases is at [Appendix 7](#).

15. A comparison of the complaints and suggestions on residents' services in the past five years is at Appendix 8.

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

16. There were 3 803 cases on public light bus (PLB) services in 2006, representing 5.79 complaints/suggestions per million passenger journeys. These figures represent increases of 32.8% and 29.8% respectively when compared with 2 863 cases and 4.46 complaints/suggestions per million passenger journeys in 2005.

### **Green Minibus Services**

17. Green minibuses (GMB) 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.

18. In 2006, there were 3 176 complaints/suggestions on GMB services, accounting for 84% of all PLB cases received. The number of complaints/suggestions per million passenger journeys was 6.38. The figures represent increases of 37% and 31% respectively when compared with 2 319 cases and 4.87 complaints/suggestions per million passenger journeys in 2005. The increase was mainly attributable to more complaints about conduct and performance of staff and improper driving behaviour. A detailed breakdown of the 3 176 cases is at Appendix 9.

### **Red Minibus Services**

19. Red minibuses (RMB) are subject to the control of the Road Traffic (Public Service Vehicles) Regulations.

20. In 2006, there were 627 complaints/suggestions on RMB services, which accounted for 16% of all PLB cases received. The number of complaints/suggestions per million passenger journeys was 3.95. The figures represent increases of 15.3% and 20.1% respectively when compared with 544 cases and 3.29 complaints/suggestions per million passenger journeys in 2005. The increase was mainly attributable to more complaints about improper driving behaviour. A detailed breakdown of the 627 cases is at Appendix 10.

21. A comparison of the complaints and suggestions on GMB and RMB services in the past five years is at Appendix 11.

22. The TCU Sub-Committee noted that TD had implemented a series of measures endorsed by the Quality Public Light Bus Services Steering Committee, chaired by Mr Yeung Ka-sing (replaced by Professor Jim Chi-yung in June 2006), a Transport Advisory Committee (TAC) member, in 2006 to enhance the quality of PLB services -

- (a) TD and the Vocational Training Council have jointly organised the “Advanced PLB Driver Training Course” (among other courses) for Road Passenger Transport Industry under the Skills Upgrading Scheme (SUS). The SUS was first launched in April 2004 with 70% of the course fees subsidised by the Government. By the end of 2006, about 270 PLB drivers had attended the said course;
- (b) TD has appointed three Driving Improvement Schools to provide a basic 6-hour “Public Light Bus Driver Training Course” for PLB drivers to improve their driving behaviour and attitude since August 2003. Up to the end of 2006, over 700 PLB drivers had participated in this course;
- (c) a PLB safety campaign had been organised to promote driving safety and quality public light bus services;
- (d) workshops had been conducted to enhance the trade’s operation and management skills as well as driver’s safety awareness; and
- (e) the PLB newsletter “PLB Net”, which included the publication of messages to remind PLB drivers of safety awareness, had been distributed to drivers, passengers and the public free of charge.

### ***Taxi Services***

23. Taxi services remained one of the major areas of complaints in 2006. There were 7 051 cases, accounting for 46% of all the cases on public transport services. The number of complaints/suggestions per million passenger

journeys was 18.14, the highest amongst all types of public transport services. The figures represent increases of 13.2% and 8.7% respectively when compared with 6 227 cases and 16.69 complaints/suggestions per million passenger journeys in 2005. The increase was mainly attributable to more complaints about taxi driver malpractice (especially those related to conduct and performance of drivers, improper driving behaviour and failure to take the most direct route). A detailed breakdown of the 7 051 cases is at Appendix 12.

24. Of the 7 051 cases received, 6 607 (94%) 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, 1 366 such cases (21%) were referred to the Police. In 2006, the Police completed investigation of 945 cases referred to them during the year or the year before. A breakdown of the results is at Appendix 13.

25. A comparison of the complaints and suggestions on taxi services in the past five years is at Appendix 14.

26. The TCU Sub-Committee noted that TD and the Quality Taxi Services Steering Committee (QTSSC) chaired by Dr Eric Tsang Po-keung, a TAC member, had introduced a number of measures to improve the service standard of the taxi trade. These measures included a self-learning English and Putonghua training programme to enhance the language proficiency of taxi drivers; publication of quarterly taxi newsletters and a new guide to taxi services, provision of taxi passenger information flyers at the Airport, Hong Kong Disneyland and Lok Ma Chau; installation of taxi passenger information display panels and information plates at selected taxi stands; designation of taxi pick-up/drop-off points and taxi drop-off points within restricted zones and temporary blanket relaxation of peak-hour and “7am – 7pm” no-stopping restriction for taxis to facilitate the provision of point-to-point service; and a set of service standards for taxi drivers. TD also supports the Road Co-op Lost & Found 24-hour hotline.

27. TD and QTSSC have launched the Taxi Driver Commendation Scheme since 2001 to provide a dedicated channel to commend those taxi drivers with good conduct. As at the end of 2006, a total of 4 417 taxi drivers have been commended under the Scheme.

28. TD has continued to encourage in-service taxi drivers to attend training courses under the SUS with a view to enhancing the quality of taxi services. In September 2006, TD and QTSSC also produced a Taxi Operation

Self-learning Video Programme, which has been uploaded onto the QTSSC homepage to help new drivers understand basic taxi operation and taxi service standard as well as to refresh in-service taxi drivers with key elements of quality taxi services.

29. In addition, TD co-organised with the Tourism Commission and the Hong Kong Tourism Board a Hospital Taxi Campaign from January to March 2006 to encourage drivers to provide quality taxi service to passengers.

### ***Rail Services***

30. There were 942 cases on rail services in 2006, representing 0.62 complaint/suggestion per million passenger journeys. These figures represent increases of 47.4% and 44.2% respectively when compared with 639 cases and 0.43 complaint/suggestion per million passenger journeys in 2005. The increase was mainly attributable to more complaints about audio-visual broadcasting (“Newsline Express”) on Kowloon-Canton Railway (KCR) trains introduced in July 2005.

31. TCU received 558 complaints about the “Newsline Express” on KCR trains from 36 complainants in 2006 as compared with 289 complaints from 73 complainants in 2005. Most of these complaints were about the broadcasting volume.

32. The TCU Sub-Committee noted that, during the initial period upon introduction of the “Newsline Express” to KCR trains, the Government had relayed some passengers’ comments on the sound level to the Kowloon-Canton Railway Corporation (KCRC), and requested the Corporation to put in place immediate measures to reduce the volume to a more comfortable level, to rectify the “spill-over” problems of sound into the quiet train cars and the quiet zone, to ensure that normal train service and emergency announcements would not be adversely affected, and to improve the audio system to minimise fluctuation of the volume level due to changes in background noises.

33. The TCU Sub-Committee also noted that KCRC had taken active steps to implement the following measures to address the sound problems arising from the “Newsline Express” -

- (a) provide 24-hour remote supervision of the overall system performance and engineering support by KCRC Media Centre ;

- (b) continuously assess the sound quality fleet-wide through comprehensive acoustic measurements and explore appropriate measures to improve the overall performance of the “Newsline Express” in terms of sound volume and quality when needed;
- (c) continuously monitor the sound volume in respect of the different ambient noise of each railway;
- (d) strengthen the effect of the quiet cars/zones by disabling the speakers close to them. The modification works had been completed by October 2005 and proved to be effective in addressing the sound volume problems; and
- (e) adjust the position of the speakers in the quiet zones in the first class compartments of East Rail so as to confine the audio coverage to areas in the proximity of the screens. The modification works had been completed in April 2006.

34. TD will continue to closely monitor train service arrangements, service performance standards and contingency transport planning during service disruption, and work with the railway companies to explore further improvement if necessary.

35. A breakdown of the 942 cases by individual railway companies is at Appendix 15. The complaints and suggestions on the services of the two major railway corporations are highlighted below -

- Mass Transit Railway Corporation Limited (MTRCL) – The number of complaints/suggestions per million passenger journeys decreased by 14.3% from 0.21 in 2005 to 0.18 in 2006. As regards the 157 cases received in 2006, they were mainly about passenger services and facilities (93), improper driving behaviour (12) and regularity of service (11).
- KCRC (East Rail and Ma On Shan Rail) – The number of complaints/suggestions per million passenger journeys increased by 77.4% from 1.06 in 2005 to 1.88 in 2006. As regards the 631 cases received in 2006, they were mainly about passenger services and facilities (604).

- KCRC (West Rail) – The number of complaints/suggestions per million passenger journeys decreased by 47.4% from 0.76 in 2005 to 0.4 in 2006. As regards the 29 cases received in 2006, they were mainly about passenger services and facilities (22).
- KCRC (Light Rail) – The number of complaints/suggestions per million passenger journeys increased by 32% from 0.25 in 2005 to 0.33 in 2006. As regards the 45 cases received in 2006, they were mainly about passenger services and facilities (14), frequency/carrying capacity (10) and conduct and performance of staff (9).

36. Comparisons of complaints/suggestions related to MTRCL and KCRC in the past five years are at Appendix 16.

### ***Ferry Services***

37. There were 56 cases on ferry services in 2006, representing 0.99 complaint/suggestion per million passenger journeys. These figures represent increases of 9.8% and 8.8% respectively when compared with 51 cases and 0.91 complaint/suggestion per million passenger journeys recorded in 2005. The increase was mainly attributable to more complaints about routeing and regularity of service.

38. A breakdown of the 56 cases by individual ferry companies is at Appendix 17. The complaints and suggestions on the services of the two major ferry companies are highlighted below -

- New World First Ferry Services Ltd (NWFF) – The number of complaints/suggestions per million passenger journeys increased by 2.5% from 2.03 in 2005 to 2.08 in 2006. As regards the 30 cases received in 2006, they were mainly about regularity of service (12), passenger services and facilities (8) and conduct and performance of staff (6).
- The ‘Star’ Ferry Co Ltd (‘Star’ Ferry) – The number of complaints/suggestions per million passenger journeys increased by 9.7% from 0.31 in 2005 to 0.34 in 2006. As

regards the 10 cases received in 2006, they were mainly about frequency/carrying capacity (2), conduct and performance of staff (2) and passenger services and facilities (2).

39. Comparisons of complaints/suggestions related to NWFF and 'Star' Ferry in the past five years are at Appendix 18.

## **Traffic and Road Conditions**

40. In 2006, there were 4 543 complaints and suggestions about traffic and road conditions, including 59 pure suggestions. The number of cases received represents an increase of 10% as compared with 4 129 cases in 2005. Detailed breakdowns of the cases by category and by district are at Appendices 19 and 20 respectively.

### ***Traffic Conditions***

41. In 2006, 1 154 complaints and suggestions about traffic conditions were received, representing about 6% of the total number of cases. The number of cases in this category recorded a decrease of 5.2% as compared with 1 217 cases in 2005.

42. Of the 1 154 cases received, 595 (52%) were related to traffic congestion. This represents a decrease of 4.5% as compared with 623 cases in 2005. Factors contributing to complaints about traffic congestion in 2006 are broken down as follows -

<b><u>Factor</u></b>	<b><u>No. of Complaints</u></b>		<b><u>Difference</u></b>
	<b><u>2005</u></b>	<b><u>2006</u></b>	
Traffic management	299	273	-8.7%
Road works	116	142	+22.4%
Vehicle obstruction	161	113	-29.8%
Others	47	67	+42.6%
<b>Total</b>	<b>623</b>	<b>595</b>	<b>-4.5%</b>

43. In 2006, the 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>2005</u></b>	<b><u>2006</u></b>	
Wan Chai	71	89	+25.4%
Kowloon City	48	68	+41.7%
Central & Western	77	67	-13.0%
Yau Tsim Mong	85	53	-37.6%

44. All the complaints and suggestions concerning traffic congestion were referred to TD, the Police, the Highways Department and other relevant departments for consideration and follow-up action. The TCU Sub-Committee noted that TD had undertaken the following measures to alleviate traffic congestion in 2006 -

- (a) planning and implementation of temporary traffic arrangements to minimise congestion caused by road works;
- (b) implementation of traffic management schemes at congestion blackspots;
- (c) installation of new traffic lights and adjustment of existing traffic signals;
- (d) re-routeing of traffic to improve circulation;
- (e) introduction of traffic restrictions;
- (f) realignment of carriageways and adjustment of road junction layouts;
- (g) opening of new roads, completion of major road improvement projects, relocation and cancellation of on-street parking spaces, bus stops or taxi stands to increase road capacity;
- (h) provision of laybys to facilitate loading/unloading activities; and
- (i) launching of publicity campaigns to promote driver discipline so as to reduce vehicle obstruction.

45. In 2006, there were 287 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 received represents a decrease of 6.5% as compared with 307 cases in 2005.

46. Besides, TCU received 152 requests for additional traffic signs and aids in 2006. This represents a decrease of 7.3% as compared with 164 cases received in 2005.

47. There were also 120 complaints and suggestions on parking facilities in 2006, representing a decrease of 2.4% as compared with 123 cases in 2005.

### ***Road Maintenance***

48. In 2006, 354 complaints and suggestions about road maintenance were received, representing about 2% of the total number of cases. The number of cases in this category recorded a decrease of 2.7% as compared with 364 cases in 2005. All the complaints were referred to the Highways Department or other relevant departments for investigation and remedial action.

### ***Enforcement***

49. In 2006, 3 035 complaints about enforcement matters were received, representing about 15% of the total number of cases. The number of complaints in this category recorded an increase of 19.1% as compared with 2 548 complaints in 2005.

50. 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 parking facilities or traffic management measures) should be introduced to improve the situation.

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

51. Among the 20 248 complaints and suggestions received in 2006, 3 025 (15%) were related to road safety matters. A breakdown of the cases received is as follows -

	<b><u>No. of Complaints/Suggestions</u></b>
Public Transport Services	1 680
Traffic Management	174
Road Maintenance	126
Enforcement	1 045
<b>Total</b>	<b><u>3 025</u></b>

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

53. As regards traffic management, the complainants were mainly concerned that inadequate traffic signs/aids/road markings, inadequate traffic lights and sightline obstruction caused by various objects might lead to traffic accidents.

54. On road maintenance, the complainants were mainly concerned that damaged road surface, defective traffic lights and inadequate traffic signs/aids for road works might lead to traffic accidents.

55. Regarding enforcement, there were 322 complaints about illegal parking which caused obstruction and posed danger to motorists and pedestrians. There were also 723 complaints about motorists/pedestrians failing to observe traffic regulations (e.g. jumping red lights/failing to give way to pedestrians, changing lanes abruptly, prolonged waiting causing obstruction) and posing danger to other road users.

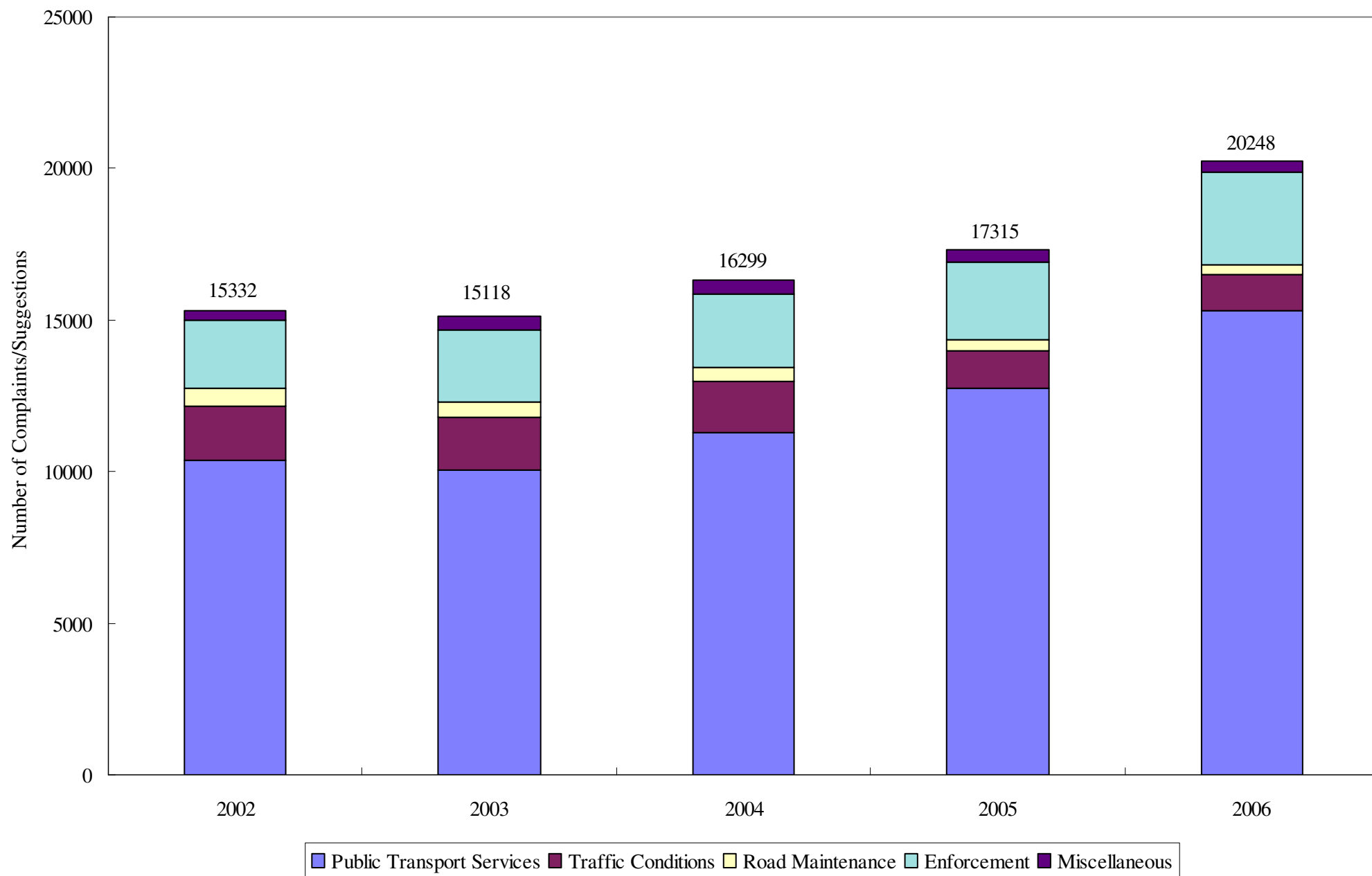
56. All the complaints and suggestions on road safety matters were referred to TD, the Police, other relevant departments and the public transport operators concerned for investigation and follow-up action. The responses of the authorities concerned were generally positive. Improvement measures have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

**Complaints and Suggestions Received by TCU during 2002 - 2006**

<b><u>Nature of Complaint/Suggestion</u></b>	<b><u>2002</u></b>	<b><u>2003</u></b>	<b><u>2004</u></b>	<b><u>2005</u></b>	<b><u>2006</u></b>
<b>I. Public Transport Services</b>					
(a) Adequacy of service	1 041 [92]	961 [65]	1 034 [65]	1 070 [52]	1 093 [46]
(b) Standard of service	8 123 [14]	8 025 [7]	9 374 [9]	10 868 [15]	13 497 [20]
(c) General	1 193 [7]	1 073 [15]	881 [14]	829 [11]	733 [9]
	10 357 [113]	10 059 [87]	11 289 [88]	12 767 [78]	15 323 [75]
<b>II. Traffic Conditions</b>					
(a) Traffic congestion	1 098	978	928	623	595
(b) Traffic management	365 [26]	385 [25]	389 [16]	307 [18]	287 [24]
(c) Additional traffic signs and aids	231 [18]	217 [11]	163 [7]	164 [13]	152 [23]
(d) Parking facilities	129 [18]	134 [18]	210 [38]	123 [20]	120 [10]
	1 823 [62]	1 714 [54]	1 690 [61]	1 217 [51]	1 154 [57]
<b>III. Road maintenance</b>					
(a) Road conditions	340	250	203 [2]	183 [1]	185 [1]
(b) Traffic signs and aids	200	248	244	162	156
(c) Carriageway markings	26	17	11	19	13
	566	515	458 [2]	364 [1]	354 [1]
<b>IV. Enforcement</b>					
(a) Illegal parking	1 164	1 169	1 190	1 185	1 464
(b) Other enforcement matters	1 066	1 192	1 248	1 363	1 571 [1]
	2 230	2 361	2 438	2 548	3 035 [1]
<b>V. Miscellaneous</b>	356 [7]	469 [5]	424 [10]	419 [20]	382 [33]
<b>Total</b>	<b>15 332 [182]</b>	<b>15 118 [146]</b>	<b>16 299 [161]</b>	<b>17 315 [150]</b>	<b>20 248 [167]</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 2002 - 2006**



**Summary of Results of Investigations into Complaints and Suggestions**  
**(January – December 2006)**

Outcome of Investigation  Nature of Complaint/ Suggestion					
	A1	A2	B	C	Total
<b>I. Public Transport Services</b>					
(a) Adequacy of service	104	684	215	3	1 006
(b) Standard of service	3 514	3 787	372	3 933	11 606
(c) General	327	342	77	10	756
	<b>3 945</b>	<b>4 813</b>	<b>664</b>	<b>3 946</b>	<b>13 368</b>
<b>II. Traffic Conditions</b>					
(a) Traffic congestion	195	357	42	2	596
(b) Traffic management	57	93	126	-	276
(c) Additional traffic signs/aids	42	29	57	-	128
(d) Parking facilities	17	37	53	1	108
	<b>311</b>	<b>516</b>	<b>278</b>	<b>3</b>	<b>1 108</b>
<b>III. Road Maintenance</b>					
(a) Road conditions	131	49	17	-	197
(b) Traffic signs and aids	62	60	38	3	163
(c) Carriageway markings	8	1	3	-	12
	<b>201</b>	<b>110</b>	<b>58</b>	<b>3</b>	<b>372</b>
<b>IV. Enforcement</b>					
(a) Illegal parking	783	670	5	-	1 458
(b) Other enforcement matters	510	763	37	300	1 610
	<b>1 293</b>	<b>1 433</b>	<b>42</b>	<b>300</b>	<b>3 068</b>
<b>V. Miscellaneous</b>	<b>168</b>	<b>198</b>	<b>38</b>	<b>10</b>	<b>414</b>
<b>Total</b>	<b>5 918</b> <b>(32%)</b>	<b>7 070</b> <b>(39%)</b>	<b>1 080</b> <b>(6%)</b>	<b>4 262</b> <b>(23%)</b>	<b>18 330</b> <b>(100%)</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 2006)**

<b>Outcome of Investigations</b>					
<b>Mode of Transport</b>	<b>A1</b>	<b>A2</b>	<b>B</b>	<b>C</b>	<b>Total</b>
Kowloon Motor Bus	829	579	121	10	1 539
Citybus (Franchise 1)	151	221	28	6	406
Citybus (Franchise 2)	45	52	16	-	113
New World First Bus	162	241	47	4	454
New Lantau Bus	17	14	13	-	44
Long Win Bus	16	59	6	1	82
Cross-harbour Bus Services	380	345	74	7	806
KCR Feeder Bus	5	24	11	-	40
Residents' Services	22	28	4	1	55
Green Minibus	1 534	759	179	46	2 518
Red Minibus	465	67	51	87	670
Taxi	236	1 639	24	3 781	5 680
Mass Transit Railway	16	80	59	2	157
Kowloon-Canton Railway (East Rail/West Rail/Ma On Shan Rail)	35	581	11	-	627
Kowloon-Canton Railway (Light Rail)	7	34	5	-	46
Hongkong Tramways	16	53	7	-	76
Peak Tramways	1	-	-	-	1
New World First Ferry	4	21	4	1	30
'Star' Ferry	-	6	3	-	9
Minor Ferries	4	10	1	-	15
<b>Total</b>	<b>3 945</b> <b>(29.5%)</b>	<b>4 813</b> <b>(36.0%)</b>	<b>664</b> <b>(5.0%)</b>	<b>3 946</b> <b>(29.5%)</b>	<b>13 368</b> <b>(100%)</b>

**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 Authorities in 2006**

**I. Public Transport Services**

***Hong Kong Island***

- Install railings at a bus stop at Hennessy Road to facilitate passengers.
- Remove railings at a bus stop at Tung Lo Wan Road to facilitate passengers.

***Kowloon***

- Add a bus stop at Salisbury Road to meet the demand of passengers.
- Relocate a green minibus stop at Tak Man Street to facilitate passengers.
- Install railings at a bus stop at Castle Peak Road to facilitate passengers.

***New Territories***

- Introduce a green minibus service between Tsuen Wan Central and Tung Lo Wan Hill Road to meet the demand of passengers.
- Widen a green minibus terminus at Hin Tin Street to facilitate passengers.
- Add bus stops at Mei Tin Estate and Chui Ling Road to meet the demand of passengers.
- Enlarge the waiting area at a bus stop at Tai Po Road – Tai Wai to facilitate passengers.
- Relocate a bus stop at Man Tung Road to facilitate passengers.

## **II. Traffic Management**

### ***Hong Kong Island***

- Increase the vehicular green time of traffic lights at the following locations to alleviate traffic congestion : Chai Wan Road, Lei King Road, Canal Road West, Des Voeux Road West, Hennessy Road, Hung Hing Road, Morrison Hill Road, Caine Road, Tai On Street, Tung Lo Wan Road, Belcher's Street, Man Yiu Street and Lockhart Road.
- Increase the pedestrian green time of traffic lights at Convention Avenue and Caine Road to facilitate pedestrians.
- Synchronise traffic lights at the following locations to improve traffic flow : Bonham Road, Fleming Road and Shan Kwong Road.
- Impose "No Stopping Restriction" at the following locations to prevent vehicle obstruction : Fleming Road, Shipyard Lane and Ngan Mok Street.
- Extend "No Stopping Restriction" at Village Road to prevent vehicle obstruction.
- Add traffic sign/road marking at Cyberport Road and Village Road to remind motorists to slow down.
- Add traffic signs at Ormsby Street and Fleming Road to avoid confusion to motorists.
- Relocate a traffic sign at Lau Li Street to facilitate pedestrians.
- Revise a traffic sign and road marking at Tai Lok Street from "Give Way" to "Stop" to improve road safety.
- Add a double white line at Kennedy Road to regulate lane-cutting activities.
- Extend double white lines at Garden Road and Chi Fu Road to regulate lane-cutting activities.
- Cancel a solid white line at Harcourt Road to facilitate motorists in changing lanes.
- Add a "Keep Clear" road marking at Park Road to prevent vehicle obstruction.

- Add lane marking at the junction of Morrison Hill Road and Leighton Road to avoid confusion to motorists.
- Add lane destination marking at Old Peak Road, Glenealy and Robinson Road to guide motorists.
- Add a yellow box and a solid white line at Connaught Road Central to prevent vehicle obstruction and to regulate lane-cutting activities respectively.
- Add yellow boxes at Queensway and Chai Wan Road to prevent vehicle obstruction.
- Install railings at Lyttelton Road to deter illegal parking on pavement.
- Install railings at a safety island at Pok Fu Lam Road to improve road safety.
- Install traffic cylinders at Cotton Tree Drive to improve road safety.
- Install railings at Tai Hang Road to prevent jaywalking.
- Improve the pedestrian crossing facilities at Island Resort Public Transport Interchange to facilitate pedestrians.
- Provide anti-skid surfacing layer at Tin Wan Praya Road to improve road safety.

### ***Kowloon***

- Increase the vehicular green time of traffic lights at the following locations to alleviate traffic congestion : Hung Hom Road, Sham Mong Road, Ko Shan Road, Tonkin Street, Fung Tak Road, Jordan Road, Waterloo Road, New Clear Water Bay Road, Yen Chow Street, Lee On Road, Fat Tseung Street, Fung Mo Street, Sin Fat Road, Tsun Yip Street and Tung Tsing Road.
- Increase the pedestrian green time of traffic lights at the following locations to facilitate pedestrians : Tin Kwong Road, Lei Yue Mun Road, Kwun Tong Road and Tai Nan West Street.
- Relocate traffic light and a stop line at Tai Po Road to improve sightline of motorists.

- Synchronise traffic lights at Hip Wo Street and Lai Chi Kok Road to improve traffic flow.
- Add right-turn signal to traffic lights at Wylie Road and Wuhu Street to facilitate motorists.
- Impose “No Stopping Restriction” at the following locations to prevent vehicle obstruction : Canton Road, Tai Yip Street, Shantung Street, Sai Yee Street, Castle Peak Road, Sai Yeung Choi Street South and Tonkin Street.
- Extend the effective hours of “No Stopping Restriction” at the following locations to prevent vehicle obstruction : Tong Mi Road, Lai Chi Kok Road and Castle Peak Road.
- Extend “No Stopping Restriction” at the following locations to prevent vehicle obstruction : Tsui Fung Street, Fung Shing Street, Tseuk Kiu Street, Sin Fat Road and Waterloo Road.
- Add “Keep Clear” road markings at King Lam Street and Wai Lok Street to prevent vehicle obstruction.
- Modify road markings at Cheung Wong Road to facilitate turning movements of long vehicles.
- Extend road markings at the bus terminus at Lung Poon Street to facilitate pedestrians.
- Add an “Ahead Only or Turn Left” road marking at Lai Chi Kok Road to remind motorists.
- Add a “Give Way” road marking at Bedford Road to remind motorists to slow down.
- Add a “Keep Left” road marking at Sham Mong Road to warn motorists of lane reduction ahead.
- Add warning signs at Sham Mong Road and Hing Tin Street to alert motorists of children/school ahead.
- Erect additional “No Right Turn” traffic signs at Ko Chiu Road to remind motorists.

- Add “No Left Turn” traffic signs at Castle Peak Road and Ma Tau Chung Road to remind motorists.
- Add “Turn Left” and “Turn Right” traffic signs at Wai On Street to avoid confusion to motorists.
- Erect a “No U-Turn” traffic sign at Hoi Ting Road to remind motorists.
- Delete a parking space at Man Cheong Street to facilitate pedestrians.
- Add parking spaces for motorcycles at Sai Yeung Choi Street North to facilitate motorcyclists.
- Convert coach parking spaces at Baptist University Road to private car parking spaces to facilitate motorists.
- Convert two-way traffic at Hoi Yuen Road to one-way traffic to improve traffic flow.
- Convert a section of Broadcast Drive to a one-way road to improve road safety.
- Convert a taxi stand at Ka Wing Street to general loading/unloading area to facilitate motorists.
- Reduce the number of bus routes and construct a “build out” at a bus stop at Choi Hung Road to improve road safety.
- Install railings at Fei Fung Street to deter illegal parking on pavement.
- Add a signalised pedestrian crossing at Portland Street to facilitate pedestrians.

### ***New Territories***

- Increase the vehicular green time of traffic lights at the following locations to alleviate traffic congestion : Tai Kei Leng Road, Lok King Street, Che Kung Miu Road, Tsing King Road, Yuen Long Tai Yuk Road, Tai Tong Road, Yu Tai Road, Luen On Street, On King Street and Wing Shun Street.
- Impose “No Stopping Restriction” and install railings at Hoi Chu Road to deter illegal parking.

- Impose “No Stopping Restriction” at Kwai Yi Road to prevent vehicle obstruction.
- Revise the effective time of “No Stopping Restriction” at Wan Tau Street and Castle Peak Road – Tsuen Wan to prevent vehicle obstruction.
- Add road markings at Yuen Wo Road to alert motorists of merging traffic.
- Add road markings at the pedestrian crossing at the public transport interchange outside Prince of Wales Hospital to improve road safety.
- Modify road markings at Tsun Wen Road to avoid confusion to motorists.
- Delete a yellow box and add a solid-cum-broken white line at Container Port Road to regulate lane-cutting activities.
- Revise the layout of a roundabout at Po Ning Road, Po Lam Road North and Po Shun Road to improve road safety.
- Revise the layout of Tai Chung Road Roundabout to improve traffic flow.
- Erect an additional “No Right Turn” traffic sign at Castle Peak Road to remind motorists.
- Add parking spaces for motorcycles at Ping Chuk Lane Public Carpark to facilitate motorcyclists.
- Install railings at Sai Lau Kok Road to prevent vehicle obstruction.
- Add cautionary crossings at Lok Lam Road and Lok Lin Path to facilitate pedestrians.
- Convert a staggered pedestrian crossing into a straight crossing at Kwan Mun Hau Street to facilitate pedestrians.
- Provide a run-in/out at the entrance of Tsat Sing Kong Tsuen at Kam Tin Road to facilitate motorists.
- Adjust speed limit at Ma On Shan Bypass to improve traffic flow.

# Complaints and Suggestions on Public Transport Services in 2006

# Appendix 4

## Legend

Mode  Nature of Complaint/Suggestion	Vehicular Transport												Rail Transport					Waterborne Transport			Total/ Sub- total
	Franchised Buses								RS   GMB   RMB   Taxi				KCR (ER/WR/ MOSR)   KCR (LR)   HT   PT					FF   SF   MF			
	KMB	CTB1	CTB2	FB	NLB	LWB	XHT	KCRF					MTR	MOSR	(LR)	HT	PT				
(A) <u>Adequacy of Service</u>																					
(1) Frequency/carrying capacity	96	33	11	18	7	28	64	8	6	449	-	-	9	3	10	1	-	1	2	-	746
(2) Routeing	44	6	4	19	3	2	20	1	2	49	-	-	3	-	1	2	-	-	-	6	162
(3) Hours of operation	7	1	1	5	9	2	9	1	-	14	-	-	-	-	-	3	-	-	-	-	52
(4) Provision of stops	27	6	5	17	2	-	6	3	2	65	-	-	-	-	-	-	-	-	-	-	133
Sub-total	174	46	21	59	21	32	99	13	10	577	-	-	12	3	11	6	-	1	2	6	1093
(B) <u>Standard of Service</u>																					
(1) Regularity of service	264	133	40	120	8	20	196	13	10	446	-	-	11	2	5	9	-	12	1	2	1292
(2) Adherence to routeing	3	2	2	-	1	-	1	-	-	144	-	1349	-	-	-	-	-	-	-	-	1502
(3) Improper driving behaviour	110	57	9	60	7	2	70	3	17	732	365	972	12	5	4	12	-	1	1	-	2439
(4) Conduct & performance of staff (including drivers)	136	40	17	42	4	13	105	8	7	957	148	3180	8	8	9	6	1	6	2	3	4700
(5) Overcharging	1	1	-	1	-	-	1	-	-	45	2	1106 *	-	-	-	-	-	-	-	-	1157
(6) Cleanliness	6	10	3	17	-	-	7	-	-	10	-	1	-	-	-	-	-	-	-	-	54
(7) Conditions of vehicles/vessels	45	42	4	24	1	1	28	1	1	61	27	17	9	6	-	34	-	1	1	1	304
(8) Passenger services & facilities	784	63	9	75	6	3	225	2	2	100	4	20	93	626	14	10	-	8	2	3	2049
Sub-total	1349	348	84	339	27	39	633	27	37	2495	546	6645	133	647	32	71	1	28	7	9	13497
(C) <u>General</u>	52	16	-	16	2	2	21	-	4	104	81	406	12	10	2	2	-	1	1	1	733
Total this year	1575	410	105	414	50	73	753	40	51	3176	627	7051	157	660	45	79	1	30	10	16	15323
Grand-total	(3420)								(10905)				(942)					(56)			
Total previous year	1266	428	94	420	24	68	592	44	51	2319	544	6227	185	396	34	23	1	29	9	13	12767

KMB	Kowloon Motor Bus
CTB1	Citybus (Franchise 1)
CTB2	Citybus (Franchise 2)
FB	New World First Bus
NLB	New Lantao Bus
LWB	Long Win Bus
XHT	Cross-harbour Bus Services
KCRF	KCR Feeder Bus
RS	Residents' Services
GMB	Green Minibus
RMB	Red Minibus
MTR	Mass Transit Railway
KCR(ER/WR/MOSR)	Kowloon-Canton Railway(East Rail/ West Rail/Ma On Shan Rail)
KCR(LR)	Kowloon-Canton Railway(Light Rail)
HT	Hongkong Tramways
PT	Peak Tramways
FF	New World First Ferry
SF	'Star' Ferry
MF	Minor Ferries

\* Including taximeter irregularities.

# Including 1416 complaints from 131 complainants about audio-visual broadcasting on public transport vehicles.

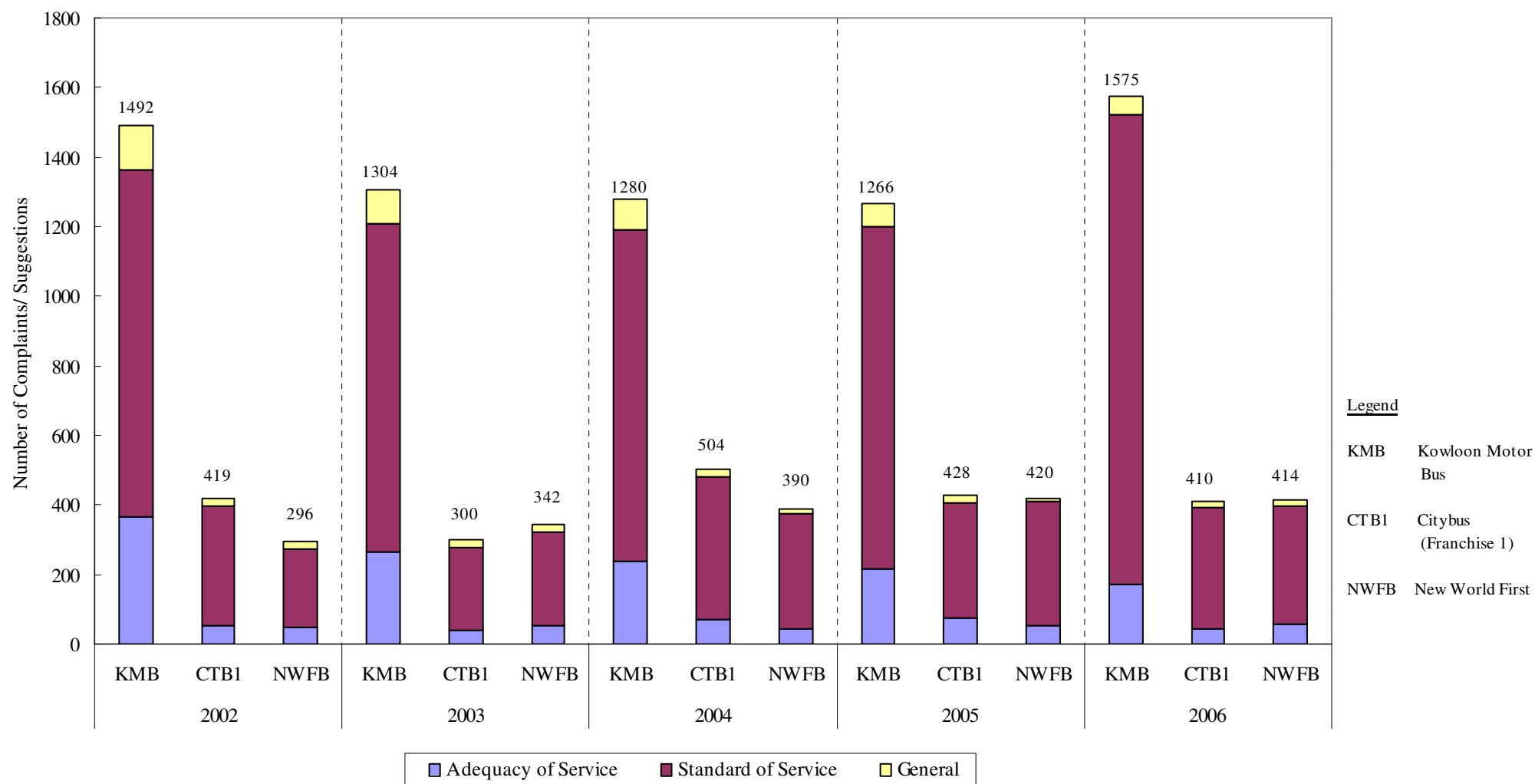
**Complaints and Suggestions on Franchised Bus Services**

<b><u>Bus Company</u></b>	<b><u>2005</u></b>	<b><u>2006</u></b>	<b><u>Difference</u></b>	
Kowloon Motor Bus	1 266 (1.41)	1 575 (1.77)	+24.4%	(+25.5%)
Citybus (Franchise 1)	428 (3.03)	410 (2.93)	-4.2%	(-3.3%)
Citybus (Franchise 2)	94 (4.99)	105 (5.01)	+11.7%	(+0.4%)
New World First Bus	420 (3.51)	414 (3.33)	-1.4%	(-5.1%)
New Lantao Bus	24 (1.80)	50 (3.56)	+108.3%	(+97.8%)
Long Win Bus	68 (2.80)	73 (2.75)	+7.4%	(-1.8%)
Cross-harbour Bus Services	592 (2.99)	753 (3.69)	+27.2%	(+23.4%)
KCR Feeder Bus	44 (0.99)	40 (0.83)	-9.1%	(-16.2%)
<b>Total</b>	<b>2 936 (2.01)</b>	<b>3 420 (2.38)</b>	<b>+16.5%</b>	<b>(+18.4%)</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 Kowloon Motor Bus, Citybus and New World First Bus.

## Complaints and Suggestions on KMB, CTB1 and NWFB Services during 2002 - 2006

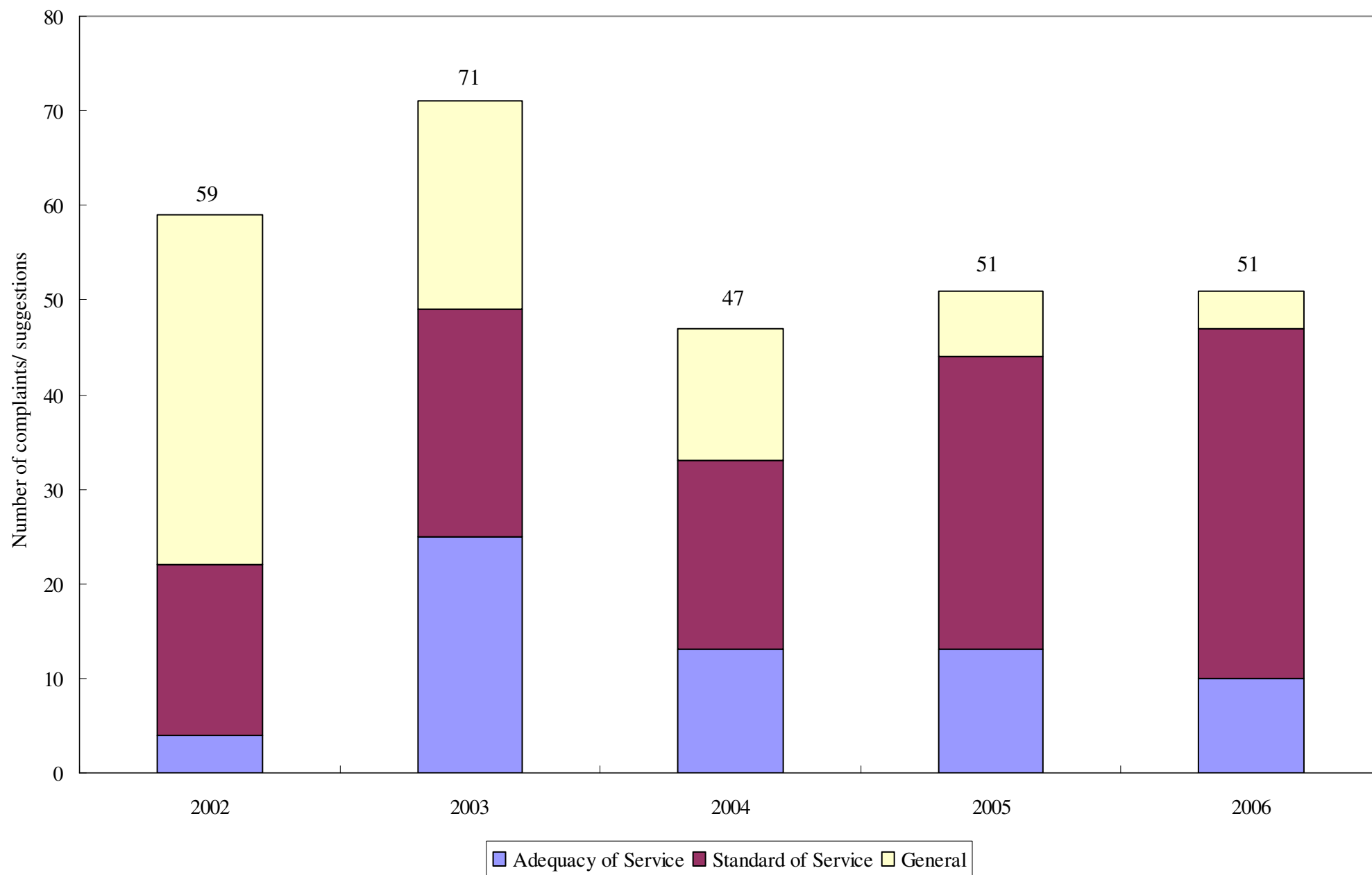


**Complaints and Suggestions on Residents' Services**

<b><u>Nature of Complaint/Suggestion</u></b>	<b><u>2005</u></b>	<b><u>2006</u></b>	<b><u>Difference</u></b>
<b>(A) Adequacy of Service</b>			
(1) Frequency	10	6	-40.0%
(2) Routeing	1	2	+100.0%
(3) Hours of operation	-	-	-
(4) Provision of stops	2	2	-
<b>Sub-total</b>	<b>13</b>	<b>10</b>	<b>-23.1%</b>
<b>(B) Standard of Service</b>			
(1) Regularity of service	6	10	+66.7%
(2) Adherence to routeing	3	-	-
(3) Improper driving behaviour	7	17	+142.9%
(4) Conduct and performance of staff (including drivers)	4	7	+75.0%
(5) Overcharging	-	-	-
(6) Cleanliness	1	-	-
(7) Conditions of vehicles	4	1	-75.0%
(8) Passenger services and facilities	6	2	-66.7%
<b>Sub-total</b>	<b>31</b>	<b>37</b>	<b>+19.4%</b>
<b>(C) General*</b>	<b>7</b>	<b>4</b>	<b>-42.9%</b>
<b>Total</b>	<b>51</b>	<b>51</b>	<b>-</b>

\* These complaints are mainly related to obstruction caused by coaches providing residents' services.

## Complaints and Suggestions on Residents' Services during 2002 - 2006



**Complaints and Suggestions on Green Minibus Services**

<b><u>Nature of Complaint/Suggestion</u></b>	<b><u>2005</u></b>	<b><u>2006</u></b>	<b><u>Difference</u></b>
<b>(A) Adequacy of Service</b>			
(1) Frequency	413	449	+8.7%
(2) Routeing	47	49	+4.3%
(3) Hours of operation	8	14	+75.0%
(4) Provision of stops	40	65	+62.5%
<b>Sub-total</b>	<b>508</b>	<b>577</b>	<b>+13.6%</b>
<b>(B) Standard of Service</b>			
(1) Regularity of service	343	446	+30.0%
(2) Adherence to routeing	135	144	+6.7%
(3) Improper driving behaviour	480	732	+52.5%
(4) Conduct and performance of staff (including drivers)	555	957	+72.4%
(5) Overcharging	25	45	+80.0%
(6) Cleanliness	8	10	+25.0%
(7) Conditions of vehicles	64	61	-4.7%
(8) Passenger services and facilities	77	100	+29.9%
<b>Sub-total</b>	<b>1 687</b>	<b>2 495</b>	<b>+47.9%</b>
<b>(C) General*</b>	<b>124</b>	<b>104</b>	<b>-16.1%</b>
<b>Total</b>	<b>2 319</b>	<b>3 176</b>	<b>+37.0%</b>

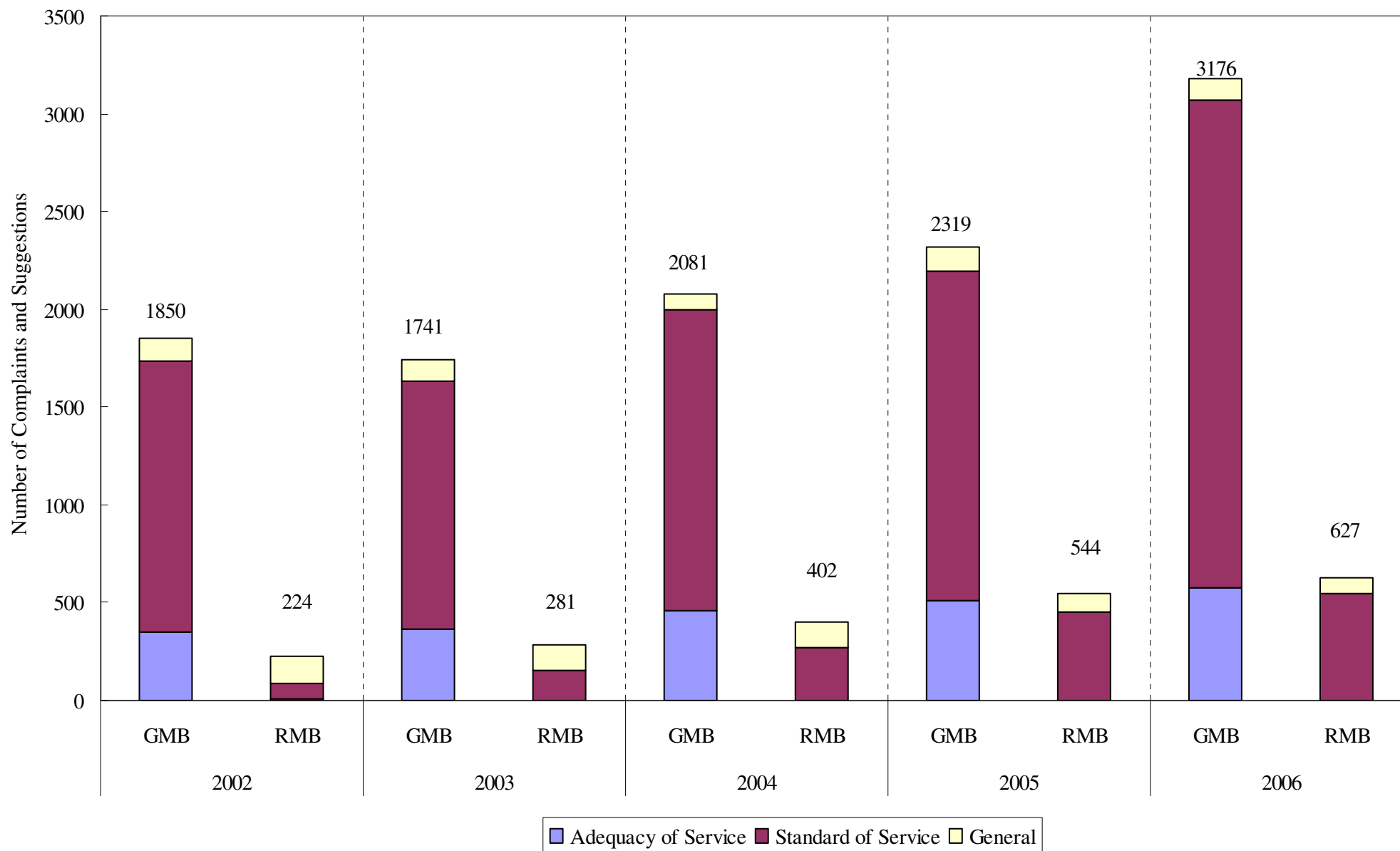
\* These complaints are mainly related to obstruction caused by green minibuses.

**Complaints and Suggestions on Red Minibus Services**

<b><u>Nature of Complaint/Suggestion</u></b>	<b><u>2005</u></b>	<b><u>2006</u></b>	<b><u>Difference</u></b>
<b>(A) Adequacy of Service</b>			
(1) Frequency	2	-	-
<b>Sub-total</b>	<b>2</b>	<b>-</b>	<b>-</b>
<b>(B) Standard of Service</b>			
(1) Regularity of Service	1	-	-
(2) Adherence to routeing	1	-	-
(3) Improper driving behaviour	294	365	+24.1%
(4) Conduct and performance of staff (including drivers)	134	148	+10.4%
(5) Overcharging	7	2	-71.4%
(6) Cleanliness	1	-	-
(7) Conditions of vehicles	9	27	+200.0%
(8) Passenger services and facilities	5	4	-20.0%
<b>Sub-total</b>	<b>452</b>	<b>546</b>	<b>+20.8%</b>
<b>(C) General*</b>	<b>90</b>	<b>81</b>	<b>-10.0%</b>
<b>Total</b>	<b>544</b>	<b>627</b>	<b>+15.3%</b>

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

**Complaints and Suggestions on Green Minibus (GMB) and Red Minibus (RMB) Services  
during 2002 - 2006**



**Complaints and Suggestions on Taxi Services**

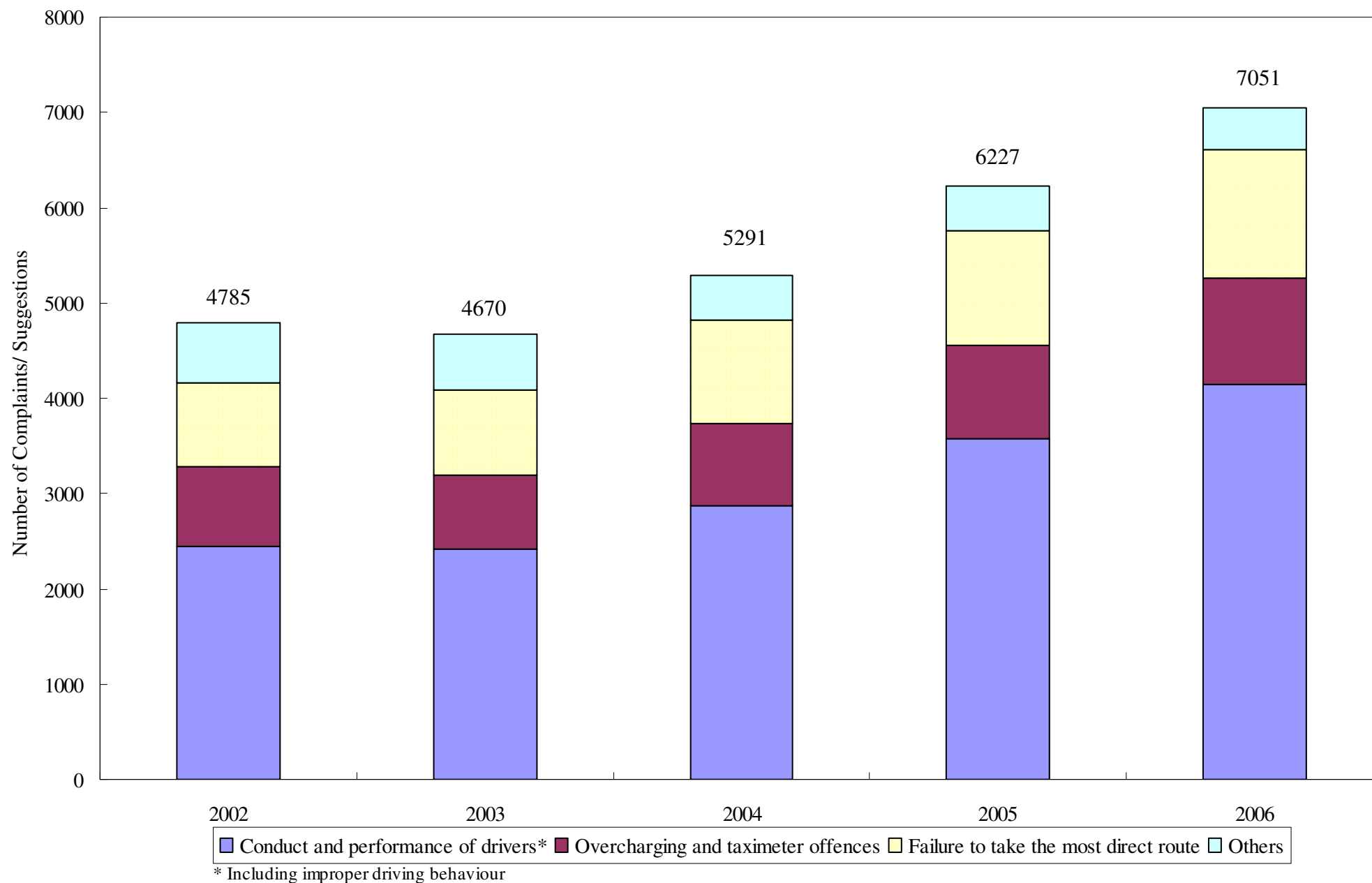
<b><u>Nature of Complaint/Suggestion</u></b>	<b><u>2005</u></b>	<b><u>2006</u></b>	<b><u>Difference</u></b>
<b>Taxi driver malpractice</b>			
(a) Conduct and performance of drivers			
(i) Behaving other than in a civil & orderly manner	1 495	1 665	+11.4%
(ii) Refusing hire	927	1 108	+19.5%
(iii) Soliciting passengers	19	16	-15.8%
(iv) Refusing to drive to destination	266	319	+19.9%
(v) Failure to display driver identity plate	57	63	+10.5%
(vi) Failure to display driver identity plate properly	7	9	+28.6%
	2 771	3 180	+14.8%
(b) Improper driving behaviour	806	972	+20.6%
(c) Overcharging	500	596	+19.2%
(d) Taximeter irregularities	478	510	+6.7%
(e) Failure to take the most direct route	1 205	1 349	+12.0%
<b>Sub-total</b>	<b>5 760</b>	<b>6 607</b>	<b>+14.7%</b>
<b>Others</b>			
(a) Taxi obstruction	392	367	-6.4%
(b) Miscellaneous	75	77	+2.7%
<b>Sub-total</b>	<b>467</b>	<b>444</b>	<b>-4.9%</b>
<b>Total</b>	<b>6 227</b>	<b>7 051</b>	<b>+13.2%</b>

**Results of Taxi Driver Malpractice Cases Referred to the Police**  
**(January – December 2006)**

	<b><u>No. of Cases</u></b>		<b><u>Percentage</u></b>	
(i) Summonsed	111	(112)	12	(10)
(ii) Withdrawal by complainants	378	(437)	40	(38)
(iii) Evidence considered insufficient by the Police for further processing	456	(606)	48	(52)
<b>Total</b>	<b>945</b>	<b>(1 155)</b>	<b>100</b>	<b>(100)</b>

Note : Comparative figures for 2005 are in brackets.

## Complaints and Suggestions on Taxi Services during 2002 - 2006

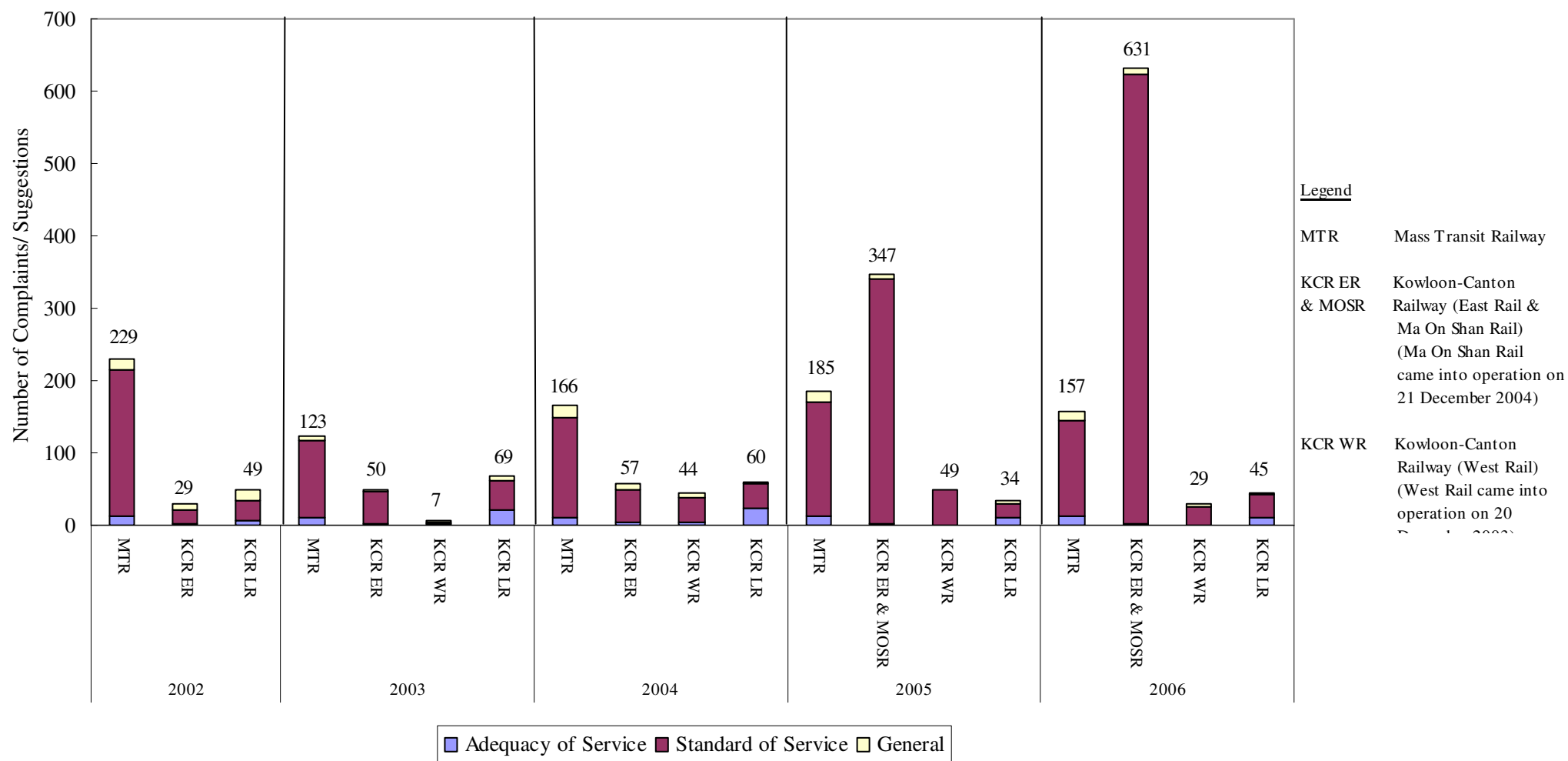


**Complaints and Suggestions on Rail Services**

<b><u>Railway Company</u></b>	<b><u>2005</u></b>		<b><u>2006</u></b>		<b><u>Difference</u></b>	
Mass Transit Railway	185	(0.21)	157	(0.18)	-15.1%	(-14.3%)
Kowloon-Canton Railway (East Rail and Ma On Shan Rail)	347	(1.06)	631	(1.88)	+81.8%	(+77.4%)
Kowloon-Canton Railway (West Rail)	49	(0.76)	29	(0.40)	-40.8%	(-47.4%)
Kowloon-Canton Railway (Light Rail)	34	(0.25)	45	(0.33)	+32.4%	(+32.0%)
Hongkong Tramways	23	(0.27)	79	(0.94)	+243.5%	(+248.1%)
Peak Tramways	1	(0.25)	1	(0.23)	-	(-8.0%)
<b>Total</b>	<b>639</b>	<b>(0.43)</b>	<b>942</b>	<b>(0.62)</b>	<b>+47.4%</b>	<b>(+44.2%)</b>

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

## Complaints and Suggestions on MTR and KCR Services during 2002 - 2006

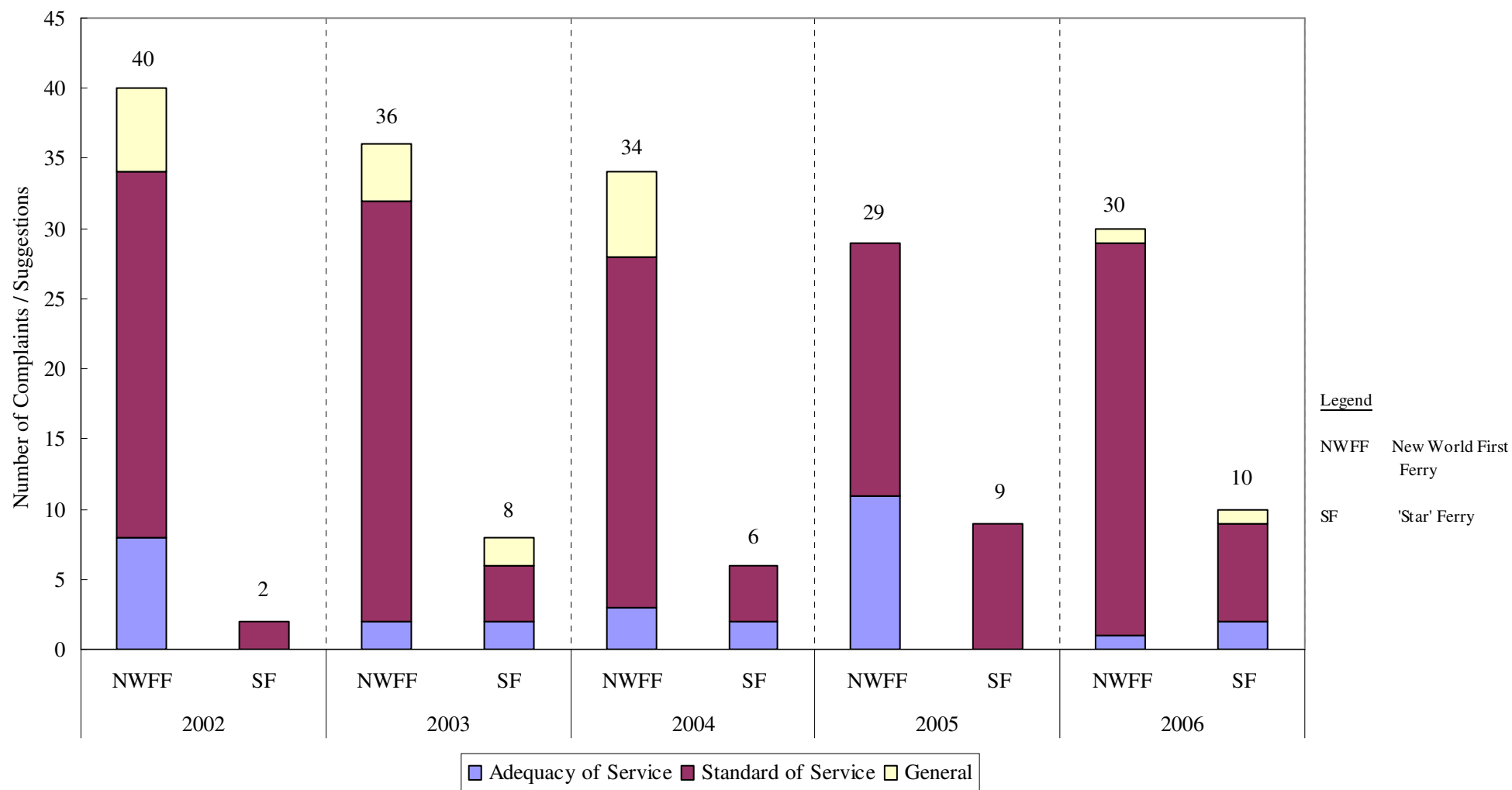


**Complaints and Suggestions on Ferry Services**

<b><u>Ferry Company</u></b>	<b><u>2005</u></b>		<b><u>2006</u></b>		<b><u>Difference</u></b>	
New World First Ferry	29	(2.03)	30	(2.08)	+3.4%	(+2.5%)
‘Star’ Ferry	9	(0.31)	10	(0.34)	+11.1%	(+9.7%)
Minor Ferries	13	(1.01)	16	(1.25)	+23.1%	(+23.8%)
<b>Total</b>	<b>51</b>	<b>(0.91)</b>	<b>56</b>	<b>(0.99)</b>	<b>+9.8%</b>	<b>(+8.8%)</b>

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

## Complaints and Suggestions on NWFF and SF Services during 2002 - 2006



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

<b><u>Nature of Complaint/Suggestion</u></b>	<b><u>2005</u></b>	<b><u>2006</u></b>	<b><u>Difference</u></b>
<b><u>Traffic Conditions</u></b>			
(a) Traffic congestion	623	595	-4.5%
(b) Traffic management	307	287	-6.5%
(c) Additional traffic signs and aids	164	152	-7.3%
(d) Parking facilities	123	120	-2.4%
<b>Sub-total</b>	<b>1 217</b>	<b>1 154</b>	<b>-5.2%</b>
<b><u>Road Maintenance</u></b>			
(a) Road conditions	183	185	-1.1%
(b) Traffic signs and aids	162	156	-3.7%
(c) Carriageway markings	19	13	-31.6%
<b>Sub-total</b>	<b>364</b>	<b>354</b>	<b>-2.7%</b>
<b><u>Enforcement</u></b>			
(a) Illegal parking	1 185	1 464	+23.5%
(b) Other enforcement matters	1 363	1 571	+15.3%
<b>Sub-total</b>	<b>2 548</b>	<b>3 035</b>	<b>+19.1%</b>
<b>Total</b>	<b>4 129</b>	<b>4 543</b>	<b>+10.0%</b>

**Breakdown of Complaints and Suggestions on Traffic and Road Conditions by District**  
**(January – December 2006)**

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	42	89	67	24	46	17	68	29	53	5	9	36	17	17	18	39	13	2	4	595
(b) Traffic management	15	22	28	9	18	11	21	27	33	8	10	8	24	9	16	9	10	5	4	287
(c) Additional traffic signs and aids	12	12	11	7	12	5	7	10	6	6	4	8	12	10	7	11	8	2	2	152
(d) Parking facilities	9	3	4	7	8	3	12	8	14	1	4	7	5	6	6	5	10	2	6	120
Sub-total	78	126	110	47	84	36	108	74	106	20	27	59	58	42	47	64	41	11	16	1154
<u>Road Maintenance</u>																				
(a) Road conditions	15	7	12	12	8	5	15	6	16	5	4	22	21	13	3	11	8	2	-	185
(b) Traffic signs & aids	13	13	11	3	11	5	17	12	15	3	5	10	7	12	6	8	4	-	1	156
(c) Carriageway markings	2	2	-	-	-	-	-	1	3	-	-	3	-	-	-	1	1	-	-	13
Sub-total	30	22	23	15	19	10	32	19	34	8	9	35	28	25	9	20	13	2	1	354
<u>Enforcement</u>																				
(a) Illegal parking	123	118	104	45	96	75	112	98	182	30	28	92	75	92	58	70	61	4	1	1464
(b) Other enforcement matters	125	180	150	47	92	42	152	84	180	21	36	80	66	69	56	108	33	13	37	1571
Sub-total	248	298	254	92	188	117	264	182	362	51	64	172	141	161	114	178	94	17	38	3035
Total	356	446	387	154	291	163	404	275	502	79	100	266	227	228	170	262	148	30	55	4543