

Transport Complaints Unit Report 2007

Overview of Complaints and Suggestions in 2007

In 2007, the Transport Complaints Unit (TCU) received 20 190 complaints and suggestions on transport and traffic matters, including 186 pure suggestions. The number of cases recorded a slight decrease of 0.3% as compared with 20 248 cases received in 2006. 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 2007 by category is as follows -

<u>Nature of Complaint/Suggestion</u>	<u>2006</u>	<u>2007</u>	<u>Difference</u>
Public Transport Services	15 323	15 402	+0.5%
Traffic Conditions	1 154	1 184	+2.6%
Road Maintenance	354	318	-10.2%
Enforcement	3 035	2 968	-2.2%
Miscellaneous	382	318	-16.8%
Total	20 248	20 190	-0.3%

2. In 2007, complaints and suggestions received through telephone accounted for 82% of the total. The remaining cases (18%) were received in the forms of e-mail, fax, letter or TCU Complaint Form.

3. During the year, investigations into 20 410 cases (including some outstanding cases carried forward from the previous year) were completed. Of these, 14 043 (69%) were found to be substantiated, 1 126 (5%) unsubstantiated, and the remaining 5 241 (26%) not pursuable due to lack of evidence. A summary of the results of investigations is at [Appendix 2](#). It is noted that -

- the percentage of substantiated cases decreased from 71% in 2006 to 69% in 2007. For these cases, relevant government departments/public transport operators had either taken steps to rectify the situation or were considering possible solutions to the problems identified; and
- the percentage of cases not pursuable increased from 23% in 2006 to 26% in 2007. This was mainly due to an increase in

the number of taxi cases which were not pursuable (4 896 as compared with 3 781 in 2006).

4. In 2007, relevant government departments and organisations took on board 136 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 2007, 15 402 complaints and suggestions were received, representing about 76% of the total number of cases. Among these, 108 were pure suggestions. The number of cases in this category recorded a slight increase of 0.5% as compared with 15 323 cases in 2006. A breakdown of the complaints and suggestions by mode of transport is as follows -

<u>Mode of Transport</u>	<u>2006</u>		<u>2007</u>		<u>Difference</u>	
Franchised Buses (including feeder buses)	3 420	(2.38)	3 367	(2.33)	-1.5%	(-2.1%)
Residents' Services	51	(0.77)	51	(0.77)	-	-
Green Minibuses	3 176	(6.38)	3 020	(5.90)	-4.9%	(-7.5%)
Red Minibuses	627	(3.95)	609	(4.02)	-2.9%	(+1.8%)
Taxis	7 051	(18.14)	7 717	(19.16)	+9.4%	(+5.6%)
Rail Transport	942	(0.62)	576	(0.37)	-38.9%	(-40.3%)
Ferries	56	(0.99)	62	(1.15)	+10.7%	(+16.2%)
Total	15 323		15 402		+0.5%	

(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

6. There were 3 367 cases on franchised bus services in 2007, representing 2.33 complaints/suggestions per million passenger journeys. These figures represent decreases of 1.5% and 2.1% respectively when compared with 3 420 cases and 2.38 complaints/suggestions per million passenger journeys in 2006. The decrease was mainly attributable to fewer complaints/suggestions about conditions of vehicles and frequency/carrying capacity.

7. TCU however received more complaints about audio-visual broadcasting on buses in 2007. There were 959 complaints from 96 complainants in 2007 as compared with 857 complaints from 106 complainants in 2006. Most of these complaints were about the broadcasting volume.

8. 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.

9. 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. To enhance TD's regulation on audio-visual broadcasting services on franchised buses, all bus franchises currently in force have incorporated an additional clause requiring franchised bus companies to seek prior approval from TD for installation of on-bus audio-visual broadcasting service.

10. A breakdown of the 3 367 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 4.5% from 1.77 in 2006 to 1.85 in 2007. As regards the 1 651 cases received in 2007, they were mainly about passenger services and facilities (715), regularity of service (286) and conduct and performance of staff (171).
- Citybus Limited (Citybus) (Franchise 1) – The number of complaints/suggestions per million passenger journeys decreased by 7.8% from 2.93 in 2006 to 2.7 in 2007. As regards the 377 cases received in 2007, they were mainly about regularity of service (104), passenger services and facilities (99) and improper driving behaviour (50).
- New World First Bus Services Ltd (NWFB) – The number of complaints/suggestions per million passenger journeys decreased by 8.1% from 3.33 in 2006 to 3.06 in 2007. As regards the 383 cases received in 2007, they were mainly about passenger services and facilities (106), regularity of service (104) and improper driving behaviour (54).

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

Residents' Services

12. 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.

13. As in 2006, there were 51 cases on residents' services in 2007, representing 0.77 complaint/suggestion per million passenger journeys. A detailed breakdown of the 51 cases is at Appendix 7.

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

Public Light Bus Services

15. There were 3 629 cases on public light bus (PLB) services in 2007, representing 5.47 complaints/suggestions per million passenger journeys. These figures represent decreases of 4.6% and 5.5% respectively when compared with 3 803 cases and 5.79 complaints/suggestions per million passenger journeys in 2006.

Green Minibus Services

16. 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.

17. In 2007, there were 3 020 complaints/suggestions on GMB services, accounting for 83% of all PLB cases received. The number of complaints/suggestions per million passenger journeys was 5.9. The figures represent decreases of 4.9% and 7.5% respectively when compared with 3 176 cases and 6.38 complaints/suggestions per million passenger journeys in 2006. The decrease was mainly attributable to fewer complaints about frequency. A detailed breakdown of the 3 020 cases is at Appendix 9.

Red Minibus Services

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

19. In 2007, there were 609 complaints/suggestions on RMB services, which accounted for 17% of all PLB cases received. The number of complaints/suggestions per million passenger journeys was 4.02. The figures represent a decrease of 2.9% but an increase of 1.8% respectively when compared with 627 cases and 3.95 complaints/suggestions per million passenger journeys in 2006. The decrease in the number of cases was mainly attributable to fewer complaints about improper driving behaviour. A detailed breakdown of the 609 cases is at Appendix 10.

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

21. 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 Professor Jim Chi-yung, a Transport Advisory Committee (TAC) member, in 2007 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 2007, about 350 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 2007, over 750 PLB drivers had participated in this course;
- (c) to enhance the quality of PLB services, TD had issued a “Driver’s Code” and “Boarding and Alighting Guidelines” to all GMB operators, PLB associations and drivers for compliance. The guidelines had also been distributed through PLB workshops and PLB newsletters;
- (d) six workshops had been conducted to enhance the trade’s operation and management skills as well as driver’s safety awareness. Some more workshops would be conducted in 2008; 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

22. Taxi services remained one of the major areas of complaints in 2007. There were 7 717 cases, accounting for 50% of all the cases on public transport services. The number of complaints/suggestions per million passenger

journeys was 19.16, the highest amongst all types of public transport services. The figures represent increases of 9.4% and 5.6% respectively when compared with 7 051 cases and 18.14 complaints/suggestions per million passenger journeys in 2006. The increase was mainly attributable to more complaints about taxi driver malpractice (especially those related to conduct and performance of drivers, failure to take the most direct route and overcharging). A detailed breakdown of the 7 717 cases is at Appendix 12.

23. Of the 7 717 cases received, 7 363 (95%) 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, 985 such cases (13%) were referred to the Police. In 2007, the Police completed investigation of 809 cases referred to them during the year or the year before. A breakdown of the results is at Appendix 13.

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

25. The TCU Sub-Committee noted that TD and the Quality Taxi Services Steering Committee (QTSSC) chaired by Dr Eric Tsang Po-keung (replaced by Mr Jimmy Poon Wing-Fai in December 2007), 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; launching of a self-learning video programme on taxi operation on the QTSSC website; installation of Braille plates and talking taximeters in new LPG taxis; replacement of new taxi driver identity plates; 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.

26. 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 2007, some 5 000 taxi drivers have been commended under the Scheme.

27. TD and QTSSC also organised health check days for taxi drivers in 2007 to promote the importance of health in providing quality taxi services. A new edition of “A Guide to Taxi Service in Hong Kong” was also planned to help new taxi 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. Moreover, 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.

Rail Services

28. There were 576 cases on rail services in 2007, representing 0.37 complaint/suggestion per million passenger journeys. These figures represent decreases of 38.9% and 40.3% respectively when compared with 942 cases and 0.62 complaint/suggestion per million passenger journeys in 2006. The decrease was mainly attributable to fewer complaints about audio-visual broadcasting (“Newslane Express”) on Mass Transit Railway (MTR) trains.

29. The “Newslane Express” was first introduced to Kowloon-Canton Railway trains in July 2005. TCU received 283 complaints about the “Newslane Express” on trains from 15 complainants in 2007 as compared with 558 complaints from 36 complainants in 2006. Most of these complaints were about the broadcasting volume.

30. The TCU Sub-Committee noted that, during the initial period upon introduction of the “Newslane Express” to 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.

31. The TCU Sub-Committee also noted that KCRC and the Mass Transit Railway Corporation Limited (MTRCL) had taken active steps, before and after the rail merger on 2 December 2007 respectively, to implement the following measures to address the sound problems arising from the “Newslane Express” -

- (a) provide 24-hour remote supervision of the overall system performance by MTR Media Centre ;
- (b) continuously assess the sound quality fleet-wide and explore appropriate measures to improve the overall performance of the “Newline Express” in terms of sound volume and quality when needed;
- (c) conduct satisfaction surveys to collect passengers’ views on the performance and effect of the broadcasting system, including the volume of the audio outputs;
- (d) strengthen the effect of the quiet cars/zones by disabling the speakers close to them. The modification works had been completed by end 2005 and proved to be effective in addressing the sound volume issues; and
- (e) adjust the position and orientation of the speakers in the first class compartments of the East Rail Line so as to confine the audio coverage to areas in the proximity of the screens. The modification works had been completed in mid 2006.

32. TD will continue to closely monitor the level of train service provided, the achievement of performance requirements and the effectiveness of contingency transport arrangements during train service disruption, and work with MTRCL to explore further improvement measures if necessary.

33. A breakdown of the 576 cases by individual railway companies is at Appendix 15. The complaints and suggestions on the services of MTRCL are highlighted below -

- MTRCL (Island Line, Kwun Tong Line, Tsuen Wan Line, Tung Chung Line, Disneyland Resort Line, Tseung Kwan O Line and Airport Express) – The 136 cases received in 2007 were mainly about passenger services and facilities (84), improper driving behaviour (11) and frequency/carrying capacity (10).
- MTRCL (East Rail Line, West Rail Line and Ma On Shan Line) – The 356 cases received in 2007 were mainly about passenger services and facilities (317).

- MTRCL (Light Rail) – The 30 cases received in 2007 were mainly about passenger services and facilities (9) and frequency/carrying capacity (8).

34. Comparisons of complaints/suggestions related to MTRCL (including cases on MTRCL and KCRC before the rail merger on 2 December 2007) in the past five years are at Appendix 16.

Ferry Services

35. There were 62 cases on ferry services in 2007, representing 1.15 complaints/suggestions per million passenger journeys. These figures represent increases of 10.7% and 16.2% respectively when compared with 56 cases and 0.99 complaint/suggestion per million passenger journeys recorded in 2006. The increase was mainly attributable to more complaints about frequency/carrying capacity.

36. A breakdown of the 62 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 16.3% from 2.08 in 2006 to 2.42 in 2007. As regards the 36 cases received in 2007, they were mainly about passenger services and facilities (11), frequency/carrying capacity (7) and regularity of service (6).
- The ‘Star’ Ferry Co Ltd (‘Star’ Ferry) – The number of complaints/suggestions per million passenger journeys decreased by 44.1% from 0.34 in 2006 to 0.19 in 2007. As regards the five cases received in 2007, they were mainly about regularity of service (2).

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

Traffic and Road Conditions

38. In 2007, there were 4 470 complaints and suggestions about traffic and road conditions, including 61 pure suggestions. The number of cases received represents a decrease of 1.6% as compared with 4 543 cases in 2006. Detailed breakdowns of the cases by category and by district are at Appendices 19 and 20 respectively.

Traffic Conditions

39. In 2007, 1 184 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 an increase of 2.6% as compared with 1 154 cases in 2006.

40. Of the 1 184 cases received, 663 (56%) were related to traffic congestion. This represents an increase of 11.4% as compared with 595 cases in 2006. Factors contributing to complaints about traffic congestion in 2007 are broken down as follows -

<u>Factor</u>	<u>No. of Complaints</u>		<u>Difference</u>
	<u>2006</u>	<u>2007</u>	
Vehicle obstruction	113	287	+154.0%
Traffic management	273	210	-23.1%
Road works	142	103	-27.5%
Others	67	63	-6.0%
Total	595	663	+11.4%

41. In 2007, the districts which attracted relatively more complaints about traffic congestion were -

<u>District</u>	<u>No. of Complaints</u>		<u>Difference</u>
	<u>2006</u>	<u>2007</u>	
Central & Western	67	103	+53.7%
Wan Chai	89	93	+4.5%
Yau Tsim Mong	53	84	+58.5%
Kwai Tsing	39	45	+15.4%

42. 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 2007 -

- (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 and relocation/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 campaign to promote driver discipline so as to reduce vehicle obstruction.

43. In 2007, there were 255 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 11.1% as compared with 287 cases in 2006.

44. Besides, TCU received 126 requests for additional traffic signs and aids in 2007. This represents a decrease of 17.1% as compared with 152 cases received in 2006.

45. There were also 140 complaints and suggestions on parking facilities in 2007, representing an increase of 16.7% as compared with 120 cases in 2006.

Road Maintenance

46. In 2007, 318 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 10.2% as compared with 354 cases in 2006. All the complaints were referred to the Highways Department or other relevant departments for investigation and remedial action.

Enforcement

47. In 2007, 2 968 complaints about enforcement matters were received, representing about 15% of the total number of cases. The number of complaints in this category recorded a decrease of 2.2% as compared with 3 035 complaints in 2006.

48. Complaints about enforcement matters were mainly related to illegal parking and motorists/pedestrians failing to comply with traffic regulations. All the complaints were referred to the Police for further investigation. Some cases were also referred to 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

49. Among the 20 190 complaints and suggestions received in 2007, 3 274 (16%) were related to road safety matters. A breakdown of the cases received is as follows -

	<u>No. of Complaints/Suggestions</u>
Public Transport Services	1 873
Traffic Management	153
Road Maintenance	146
Enforcement	1 102
Total	<u>3 274</u>

50. 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, passenger services and facilities) might pose danger to passengers and other road users.

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

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

53. Regarding enforcement, there were 389 complaints about illegal parking which caused obstruction and posed danger to motorists and pedestrians. There were also 713 complaints about motorists/pedestrians failing to observe traffic regulations (e.g. jumping red lights/failing to give way to pedestrians, disobeying traffic signs/schemes, changing lanes abruptly, prolonged waiting causing obstruction) and posing danger to other road users.

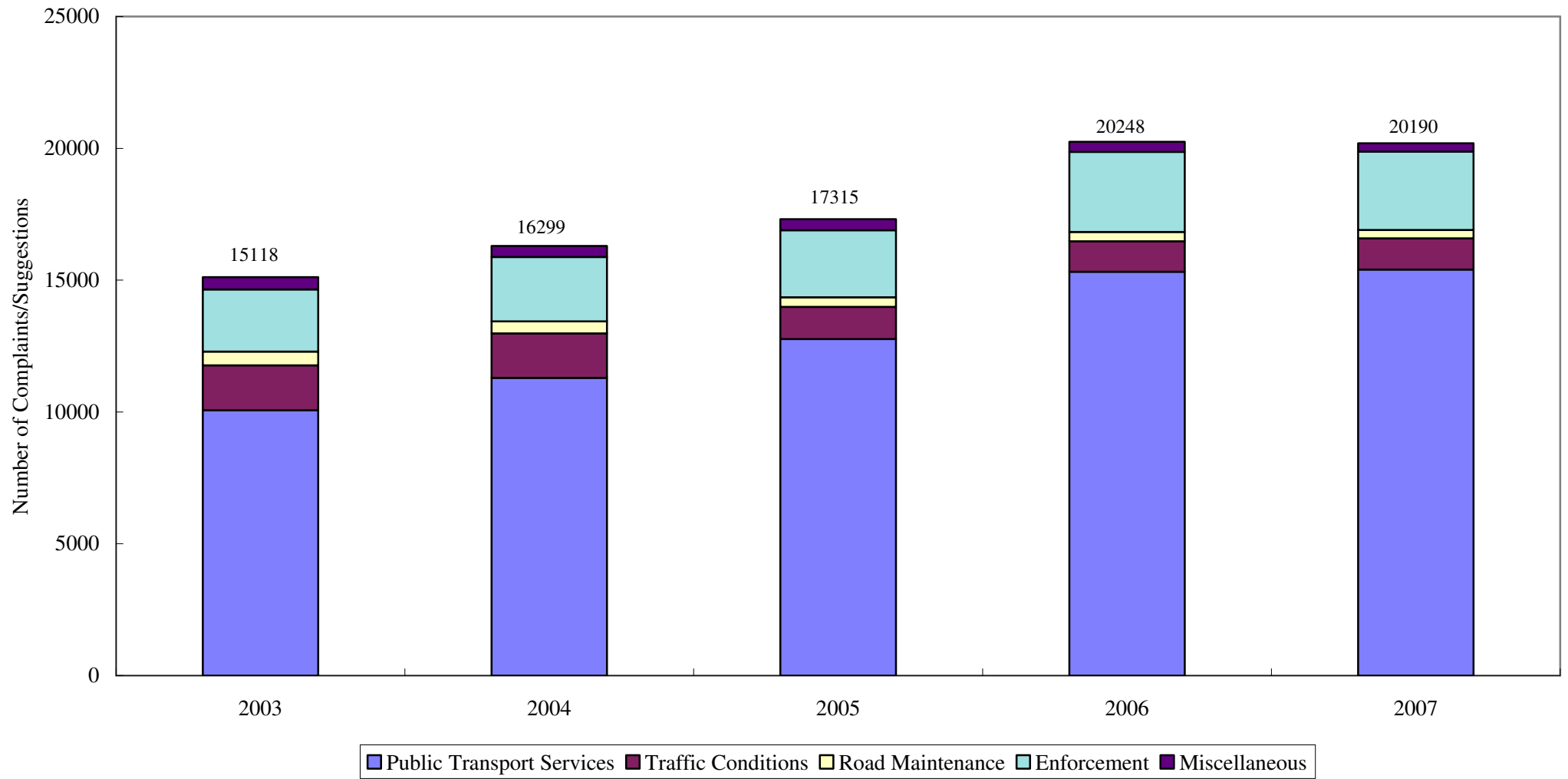
54. All the complaints and suggestions on road safety matters were referred to TD, the Police, other relevant departments and the public transport operators concerned for investigation and follow-up action. The responses of the authorities concerned were generally positive. Improvement measures have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

Complaints and Suggestions Received by TCU during 2003 - 2007

<u>Nature of Complaint/Suggestion</u>	<u>2003</u>		<u>2004</u>		<u>2005</u>		<u>2006</u>		<u>2007</u>	
I. Public Transport Services										
(a) Adequacy of service	961	[65]	1 034	[65]	1 070	[52]	1 093	[46]	897	[69]
(b) Standard of service	8 025	[7]	9 374	[9]	10 868	[15]	13 497	[20]	13 863	[20]
(c) General	1 073	[15]	881	[14]	829	[11]	733	[9]	642	[19]
	10 059	[87]	11 289	[88]	12 767	[78]	15 323	[75]	15 402	[108]
II. Traffic Conditions										
(a) Traffic congestion	978		928		623		595		663	
(b) Traffic management	385	[25]	389	[16]	307	[18]	287	[24]	255	[16]
(c) Additional traffic signs and aids	217	[11]	163	[7]	164	[13]	152	[23]	126	[15]
(d) Parking facilities	134	[18]	210	[38]	123	[20]	120	[10]	140	[29]
	1 714	[54]	1 690	[61]	1 217	[51]	1 154	[57]	1 184	[60]
III. Road maintenance										
(a) Road conditions	250		203	[2]	183	[1]	185	[1]	167	[1]
(b) Traffic signs and aids	248		244		162		156		137	
(c) Carriageway markings	17		11		19		13		14	
	515		458	[2]	364	[1]	354	[1]	318	[1]
IV. Enforcement										
(a) Illegal parking	1 169		1 190		1 185		1 464		1 492	
(b) Other enforcement matters	1 192		1 248		1 363		1 571	[1]	1 476	
	2 361		2 438		2 548		3 035	[1]	2 968	
V. Miscellaneous	469	[5]	424	[10]	419	[20]	382	[33]	318	[17]
Total	15 118	[146]	16 299	[161]	17 315	[150]	20 248	[167]	20 190	[186]

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 2003 - 2007



Summary of Results of Investigations into Complaints and Suggestions
(January – December 2007)

Outcome of Investigation Nature of Complaint/ Suggestion					
	A1	A2	B	C	Total
I. Public Transport Services					
(a) Adequacy of service	92	679	172	1	944
(b) Standard of service	4 372	4 480	523	5 029	14 404
(c) General	323	206	75	3	607
	4 787	5 365	770	5 033	15 955
II. Traffic Conditions					
(a) Traffic congestion	147	470	22	3	642
(b) Traffic management	80	35	106	4	225
(c) Additional traffic signs/aids	34	9	67	-	110
(d) Parking facilities	27	29	75	-	131
	288	543	270	7	1 108
III. Road Maintenance					
(a) Road conditions	120	17	16	2	155
(b) Traffic signs and aids	66	47	18	3	134
(c) Carriageway markings	7	-	4	1	12
	193	64	38	6	301
IV. Enforcement					
(a) Illegal parking	956	477	2	2	1 437
(b) Other enforcement matters	574	523	18	192	1 307
	1 530	1 000	20	194	2 744
V. Miscellaneous	145	128	28	1	302
Total	6 943 (34%)	7 100 (35%)	1 126 (5%)	5 241 (26%)	20 410 (100%)

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 2007)**

Outcome of Investigation					
Mode of Transport	A1	A2	B	C	Total
Kowloon Motor Bus	987	478	161	11	1 637
Citybus (Franchise 1)	156	205	41	12	414
Citybus (Franchise 2)	26	38	12	1	77
New World First Bus	217	170	28	10	425
New Lantau Bus	17	18	9	-	44
Long Win Bus	8	22	8	1	39
Cross-harbour Bus Services	365	312	68	6	751
MTR Feeder Bus	5	6	3	-	14
Residents' Services	22	18	5	2	47
Green Minibus	2 240	1 001	149	58	3 448
Red Minibus	475	42	14	31	562
Taxi	191	2 795	12	4 896	7 894
Mass Transit Railway* (Excluding Light Rail)	38	191	234	3	466
Mass Transit Railway* (Light Rail)	3	15	5	-	23
Hongkong Tramways	26	19	3	2	50
Peak Tramways	1	-	1	-	2
New World First Ferry	4	24	6	-	34
'Star' Ferry	-	4	3	-	7
Minor Ferries	6	7	8	-	21
Total	4 787 (30%)	5 365 (34%)	770 (5%)	5 033 (31%)	15 955 (100%)

Legend

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

* Including Mass Transit Railway and Kowloon-Canton Railway services before the rail merger on 2 December 2007.

Public Suggestions Taken on Board by Relevant Authorities in 2007

I. Public Transport Services

Hong Kong Island

- Add a bus stop at Causeway Road to meet the demand of passengers.
- Relocate a GMB stop at Murray Road to facilitate passengers.
- Rearrange railings at bus stops at Queensway to facilitate passengers.
- Provide section fares for three green minibus routes plying between Chai Wan MTR Station and Southern District to facilitate passengers.

Kowloon

- Add an opening in the railings at Lung Poon Street to facilitate passengers of residents' services.

New Territories

- Remove railings at Kwai Shing Central Bus Terminus to facilitate passengers.
- Provide more seats at the platform of MTR Sunny Bay Station to facilitate passengers.
- Relocate a GMB stop at Sai Tso Wan 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 : Hollywood Road, Pok Fu Lam Road, Robinson Road and Man Yiu Street.

- Increase the pedestrian green time of traffic lights at the following locations to facilitate pedestrians : Des Voeux Road West, Queen's Road Central and Hennessy Road.
- Synchronise traffic lights at Tai On Street and Queen's Road East to improve traffic flow.
- Impose "No Stopping Restriction" at Man Kwong Street and Hill Road to prevent vehicle obstruction.
- Impose "No Stopping Restriction" at Eastern Street to improve safety.
- Impose "No Stopping Restriction" at Heard Street to deter illegal parking.
- Extend "No Stopping Restriction" at Hollywood Road to prevent vehicle obstruction.
- Impose "No U-Turn" restriction at Lockhart Road to improve road safety.
- Impose "No Right Turn" restriction at Wing Lok Street to improve traffic flow.
- Enlarge "Ahead Only" traffic signs at Belcher's Street to remind motorists.
- Add traffic signs/road marking at Kennedy Road and Tamar Street to remind motorists to slow down.
- Add road marking at Pok Fu Lam Road to remind motorists of merging traffic ahead.
- Add road markings and traffic signs at Square Street to remind road users to slow down and pay attention to the traffic condition.
- Revise road markings at Robinson Road to improve road safety.
- Add lane destination marking at Robinson Road to guide motorists.
- Add a yellow box at Shan Kwong Road to prevent vehicle obstruction.
- Add a double white line at Tai Hong Street to improve road safety.
- Install railings at Caroline Hill Road and Gloucester Road to deter illegal parking.
- Add a barrier at Tai Tam Road to deter illegal parking.

- Delete a parking space at Holly Road to improve sightline of motorists.

Kowloon

- Increase the vehicular green time of traffic lights at the following locations to alleviate traffic congestion : Lee On Road , Sai Yee Street, Waterloo Road, Hing Wah Street, Tsz Wan Shan Road, Kok Cheung Street, Yuk Wah Street, Wang Chiu Road, Sheung Yuet Road, Tat Chee Avenue, Sai Yeung Choi Street, Princess Margaret Road, La Salle Road, Boundary Street, Dianthus Road, Wan Wah Street and Ferry Street.
- Increase the pedestrian green time of traffic lights at the following locations to facilitate pedestrians : Tsz Wan Shan Road, Tonkin Street, Lei Yue Mun Road, Wang Tau Hom East Road and Tai Nan West Street.
- Synchronise traffic lights at the following locations to improve traffic flow : Wai Yip Street, Argyle Street and Hung Hom Road.
- Add secondary traffic lights at Nam Cheong Street to avoid confusion to motorists.
- Install backing boards behind traffic lights at Argyle Street and Cheung Sha Wan Road to facilitate motorists.
- Impose “No Stopping Restriction” at the following locations to prevent vehicle obstruction : Wylie Path, Wai On Street, Pok Man Street, Sung On Street, Ma Tau Kok Road, How Ming Street, Tung Yan Street, Tai Nan Street, Nam Cheong Street, Kok Cheung Street, Waterloo Road and Wai Ching Street.
- Extend “No Stopping Restriction” at Yee Kuk Street to prevent vehicle obstruction.
- Extend “No Stopping Restriction” at Fortune Street to deter illegal parking.
- Extend the effective hours of “No Stopping Restriction” at Lung Kong Road to prevent vehicle obstruction.
- Delete an on-street parking space and extend “No Stopping Restriction” at Kiu Kiang Street to improve road safety.
- Impose “No U-Turn” restriction at Yau Tong Road to improve road safety.
- Add a “Turn Left Only” traffic sign at Hoi Yuen Road to improve road safety.

- Erect additional traffic signs at Trademart Drive to remind drivers of the stopping ban for goods vehicles.
- Erect additional traffic signs at Nam Cheong Station Public Transport Interchange to remind motorists of the prohibition of entry for vehicles other than buses, public light buses and taxis.
- Add a traffic sign at Wai Wan Lane to remind motorists of a turning circle ahead.
- Add a “No U-turn” traffic sign at Wylie Road to remind motorists.
- Add road markings at Kwun Tong Road to guide motorists to the proper traffic lanes.
- Add a “Keep Clear” road marking at Cheung Yee Street to prevent vehicle obstruction.
- Add “Keep Clear” road markings at Lancashire Road to prevent vehicle obstruction.
- Convert an “Ahead Only or Turn Right” road marking to a “Turn Right” one at Tai Kok Tsui Road to improve traffic flow.
- Add yellow boxes at Nathan Road and Prince Edward Road West to prevent vehicle obstruction.
- Add a solid white line at Lin Cheung Road to regulate lane-cutting activities.
- Add a double white line at Princess Margaret Road to regulate lane-cutting activities.
- Add a double white line at Sheung Shing Street to improve road safety.
- Shorten a double white line at Hoi Yuen Road to improve traffic flow.
- Add a solid-cum-broken white line at Nathan Road to regulate lane-cutting activities.
- Shorten and advance a solid white line at West Kowloon Highway to facilitate motorists.
- Relocate GMB stops at Kwong Wa Street and Fung Tak Road to prevent vehicle obstruction.
- Relocate a bus stop at Ma Tau Wai Road to improve traffic flow.

- Install railings at Sau Nga Road and Kai Tin Road to deter illegal parking on pavement.
- Modify railings at Shanghai Street to improve sightline of motorists.
- Add a pedestrian crossing at Pau Chung Street to facilitate pedestrians.
- Add parking spaces for motorcycles at the following locations to facilitate motorcyclists : Lam Lee Street, Wang Tai Road and Lam Fook Street.
- Relocate and add parking spaces for motorcycles at Fortune Street to improve road safety and facilitate motorcyclists respectively.
- Convert parking spaces at Ha Heung Road to a loading bay to prevent vehicle obstruction.
- Widen the pavement at Fa Po Street to improve road safety.
- Reduce the size of a concrete island at Kimberley Street to facilitate motorcyclists.
- Add anti-skid surfacing at Tseung Kwan O Road to improve road safety.
- Lay low noise surfacing material on Lung Cheung Road to reduce traffic noise.

New Territories

- Increase the vehicular green time of traffic lights at the following locations to alleviate traffic congestion : Lung Mun Road, Tsing Yi Road West, Che Kung Miu Road, Sai Sha Road, On Luk Street, Po Yap Road, Castle Peak Road – Lingnan, Tai Po Road, Fairview Park Boulevard and Fan Kam Road.
- Increase the pedestrian green time of traffic light at Tin Shui Road to facilitate pedestrians.
- Impose “No Stopping Restriction” at On Shun Street to prevent vehicle obstruction.
- Impose “No U-Turn” restriction at Hing Fong Road to improve road safety.
- Add a “No U-turn” traffic sign at Shun Tung Road to remind motorists.
- Add a traffic sign at Tsing Tsuen Road to alert motorists of a “Stop” traffic sign ahead.

- Convert a “Turn Left” arrow road marking to a “Turn Left or Right” one at King Ling Road to improve traffic flow.
- Add double white lines at Ngau Pei Sha Street and Fo Tan Road to regulate lane-cutting activities.
- Prohibit entry of vehicles of length over 8m into Tai Mo Shan Road to improve road safety.
- Add parking spaces for motorcycles at Kwong Sin Street and Fui Yiu Kok Street to facilitate motorcyclists.

Complaints and Suggestions on Public Transport Services in 2007

Nature of Complaint/Suggestion	Mode	Vehicular Transport												Rail Transport						Waterborne Transport			Total/ Sub- total
		Franchised Buses								RS	GMB	RMB	Taxi							FF	SF	MF	
		KMB	CTB1	CTB2	FB	NLB	LWB	XHT	MTRF														
(A) Adequacy of Service																							
(1) Frequency/carrying capacity		110	23	2	13	6	6	60	2	7	370	-	-	10	2	8	-	-	7	-	2	628	
(2) Routeing		60	8	3	6	1	7	17	-	-	23	-	-	1	-	1	-	-	1	-	-	128	
(3) Hours of operation		7	1	-	2	-	1	9	-	1	15	-	-	-	-	-	-	-	1	-	-	37	
(4) Provision of stops		36	5	2	6	-	-	9	1	4	41	-	-	-	-	-	-	-	-	-	-	104	
Sub-total		213	37	7	27	7	14	95	3	12	449	-	-	11	2	9	-	-	9	-	2	897	
(B) Standard of Service																							
(1) Regularity of service		286	104	25	104	5	12	221	7	7	428	-	-	2	2	2	3	1	6	2	8	1225	
(2) Adherence to routeing		2	-	2	1	-	-	3	-	1	116	-	1524	-	-	-	-	-	-	-	-	1649	
(3) Improper driving behaviour		161	50	5	54	8	3	91	3	16	768	320	1000	11	3	4	8	1	-	-	1	2507	
(4) Conduct & performance of staff (including drivers)		171	42	7	52	8	8	79	6	3	956	162	3566	7	5	3	3	1	5	1	3	5088	
(5) Overcharging		7	3	-	1	-	-	2	-	-	80	5	1273 *	-	1	-	-	-	-	-	-	1372	
(6) Cleanliness		5	2	2	11	-	-	7	-	1	18	-	3	-	-	-	-	-	-	-	1	50	
(7) Conditions of vehicles/vessels		25	27	6	16	5	-	22	1	5	58	23	20	6	3	-	23	-	3	1	-	244	
(8) Passenger services & facilities		715	99	16	106	9	2	242	-	1	77	7	23	84	317	9	6	-	11	-	4	1728 #	
Sub-total		1372	327	63	345	35	25	667	17	34	2501	517	7409	110	331	18	43	3	25	4	17	13863	
(C) General		66	13	2	11	2	2	15	2	5	70	92	308	15	23	3	8	-	2	1	2	642	
Total this year		1651	377	72	383	44	41	777	22	51	3020	609	7717	136	356	30	51	3	36	5	21	15402	
Grand-total		(3367)								(11397)				(576)						(62)			
Total previous year		1575	410	105	414	50	73	753	40	51	3176	627	7051	157	660	45	79	1	30	10	16	15323	

Legend

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
MTRF	MTR Feeder Bus
RS	Residents' Services
GMB	Green Minibus
RMB	Red Minibus
MTR1	Mass Transit Railway (Island Line, Kwun Tong Line, Tsuen Wan Line, Tung Chung Line, Disneyland Resort Line, Tsueng Kwan O Line and Airport Express)
MTR2	Mass Transit Railway (East Rail Line, West Rail Line and Ma On Shan Line)
MTR3	Mass Transit Railway (Light Rail)
HT	Hongkong Tramways
PT	Peak Tramways
FF	New World First Ferry
SF	'Star' Ferry
MF	Minor Ferries

* Including taximeter irregularities

Including 1242 complaints from 104 complainants about audio-visual broadcasting on public transport vehicles

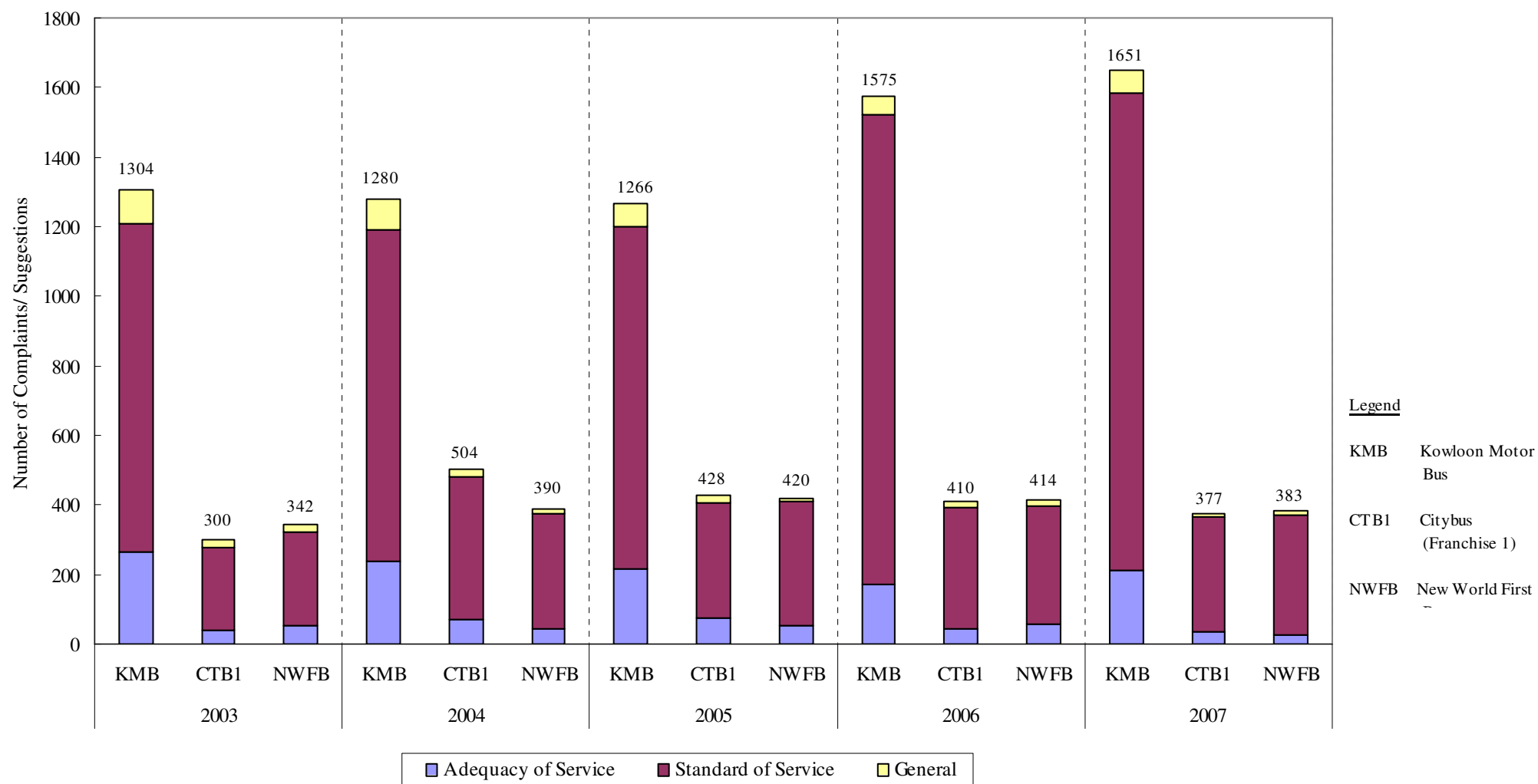
Complaints and Suggestions on Franchised Bus Services

<u>Bus Company</u>	<u>2006</u>	<u>2007</u>	<u>Difference</u>	
Kowloon Motor Bus	1 575 (1.77)	1 651 (1.85)	+4.8%	(+4.5%)
Citybus (Franchise 1)	410 (2.93)	377 (2.70)	-8.0%	(-7.8%)
Citybus (Franchise 2)	105 (5.01)	72 (3.26)	-31.4%	(-34.9%)
New World First Bus	414 (3.33)	383 (3.06)	-7.5%	(-8.1%)
New Lantao Bus	50 (3.56)	44 (2.73)	-12.0%	(-23.3%)
Long Win Bus	73 (2.75)	41 (1.48)	-43.8%	(-46.2%)
Cross-harbour Bus Services	753 (3.69)	777 (3.75)	+3.2%	(+1.6%)
MTR Feeder Bus	40 (0.83)	22 (0.44)	-45.0%	(-47.0%)
Total	3 420 (2.38)	3 367 (2.33)	-1.5%	(-2.1%)

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 2003 - 2007

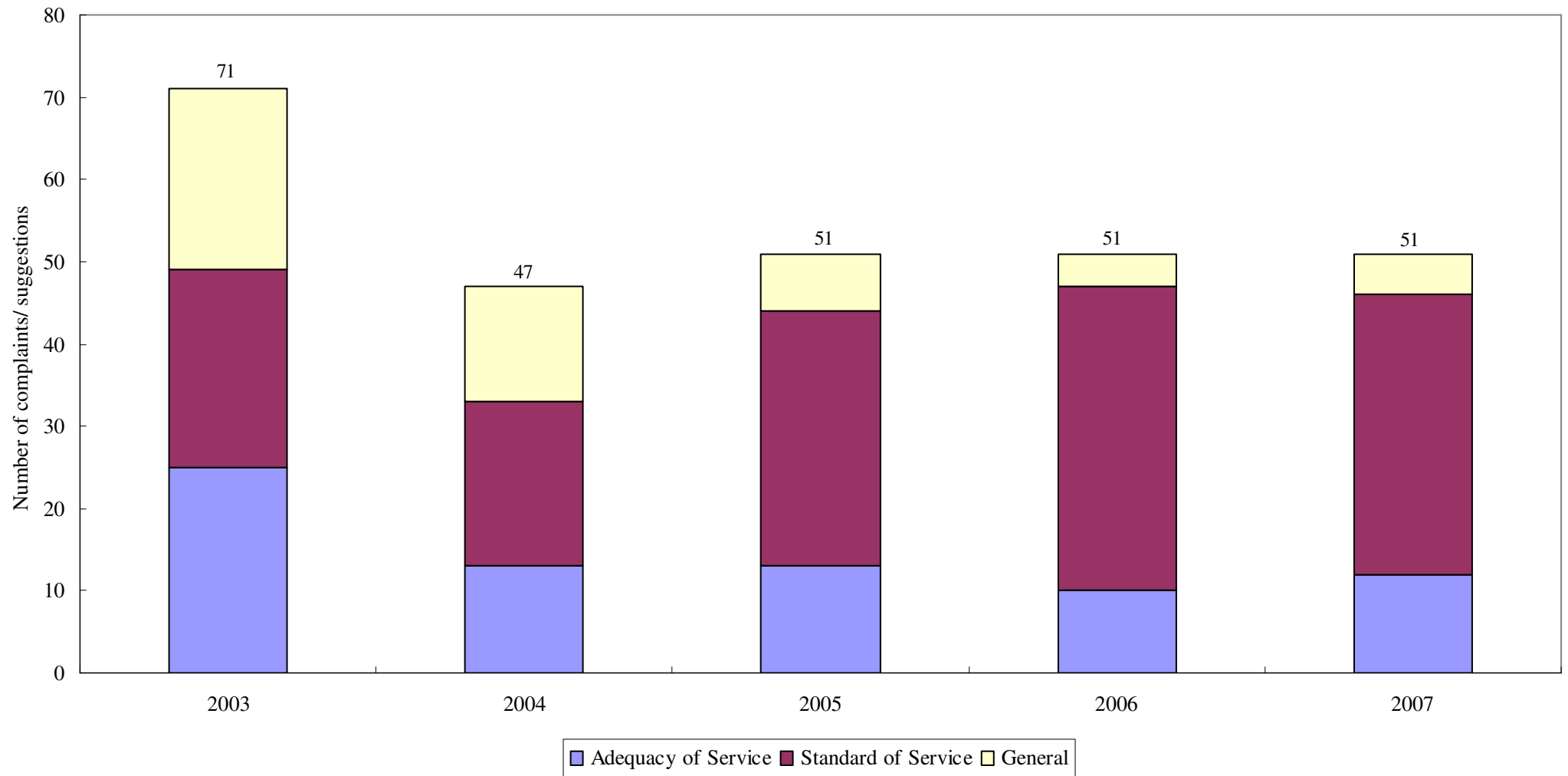


Complaints and Suggestions on Residents' Services

<u>Nature of Complaint/Suggestion</u>	<u>2006</u>	<u>2007</u>	<u>Difference</u>
(A) Adequacy of Service			
(1) Frequency	6	7	+16.7%
(2) Routeing	2	-	-
(3) Hours of operation	-	1	-
(4) Provision of stops	2	4	+100.0%
Sub-total	10	12	+20.0%
(B) Standard of Service			
(1) Regularity of service	10	7	-30.0%
(2) Adherence to routeing	-	1	-
(3) Improper driving behaviour	17	16	-5.9%
(4) Conduct and performance of staff (including drivers)	7	3	-57.1%
(5) Overcharging	-	-	-
(6) Cleanliness	-	1	-
(7) Conditions of vehicles	1	5	+400.0%
(8) Passenger services and facilities	2	1	-50.0%
Sub-total	37	34	-8.1%
(C) General*	4	5	+25.0%
Total	51	51	-

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

Complaints and Suggestions on Residents' Services during 2003 - 2007



Complaints and Suggestions on Green Minibus Services

<u>Nature of Complaint/Suggestion</u>	<u>2006</u>	<u>2007</u>	<u>Difference</u>
(A) Adequacy of Service			
(1) Frequency	449	370	-17.6%
(2) Routeing	49	23	-53.1%
(3) Hours of operation	14	15	+7.1%
(4) Provision of stops	65	41	-36.9%
Sub-total	577	449	-22.2%
(B) Standard of Service			
(1) Regularity of service	446	428	-4.0%
(2) Adherence to routeing	144	116	-19.4%
(3) Improper driving behaviour	732	768	+4.9%
(4) Conduct and performance of staff (including drivers)	957	956	-0.1%
(5) Overcharging	45	80	+77.8%
(6) Cleanliness	10	18	+80.0%
(7) Conditions of vehicles	61	58	-4.9%
(8) Passenger services and facilities	100	77	-23.0%
Sub-total	2 495	2 501	+0.2%
(C) General*	104	70	-32.7%
Total	3 176	3 020	-4.9%

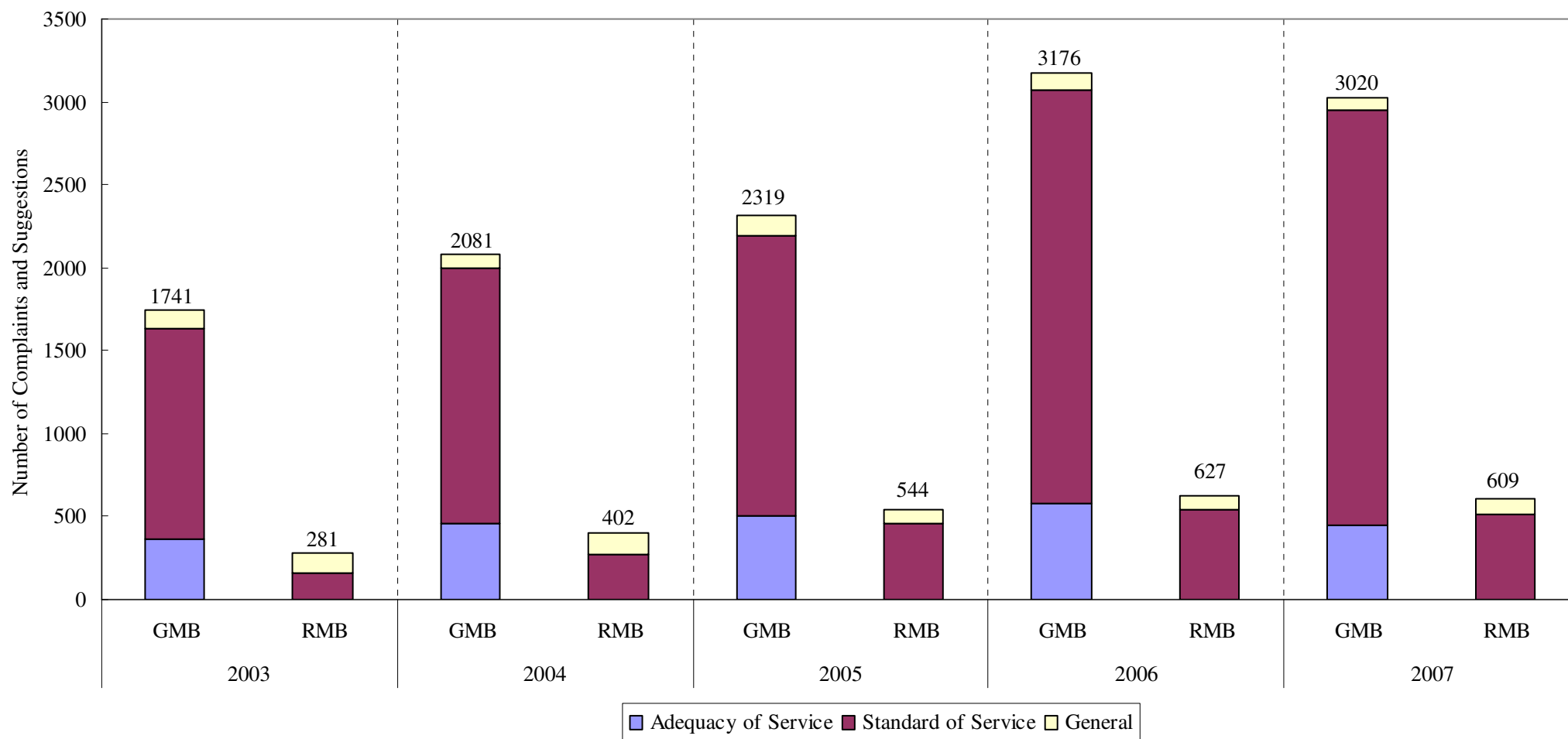
* These complaints are mainly related to obstruction caused by green minibuses.

Complaints and Suggestions on Red Minibus Services

<u>Nature of Complaint/Suggestion</u>	<u>2006</u>	<u>2007</u>	<u>Difference</u>
(A) Adequacy of Service	-	-	-
(B) Standard of Service			
(1) Regularity of Service	-	-	-
(2) Adherence to routeing	-	-	-
(3) Improper driving behaviour	365	320	-12.3%
(4) Conduct and performance of staff (including drivers)	148	162	+9.5%
(5) Overcharging	2	5	+150.0%
(6) Cleanliness	-	-	-
(7) Conditions of vehicles	27	23	-14.8%
(8) Passenger services and facilities	4	7	+75.0%
Sub-total	546	517	-5.3%
(C) General*	81	92	+13.6%
Total	627	609	-2.9%

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

**Complaints and Suggestions on Green Minibus (GMB) and Red Minibus (RMB) Services
during 2003 - 2007**



Complaints and Suggestions on Taxi Services

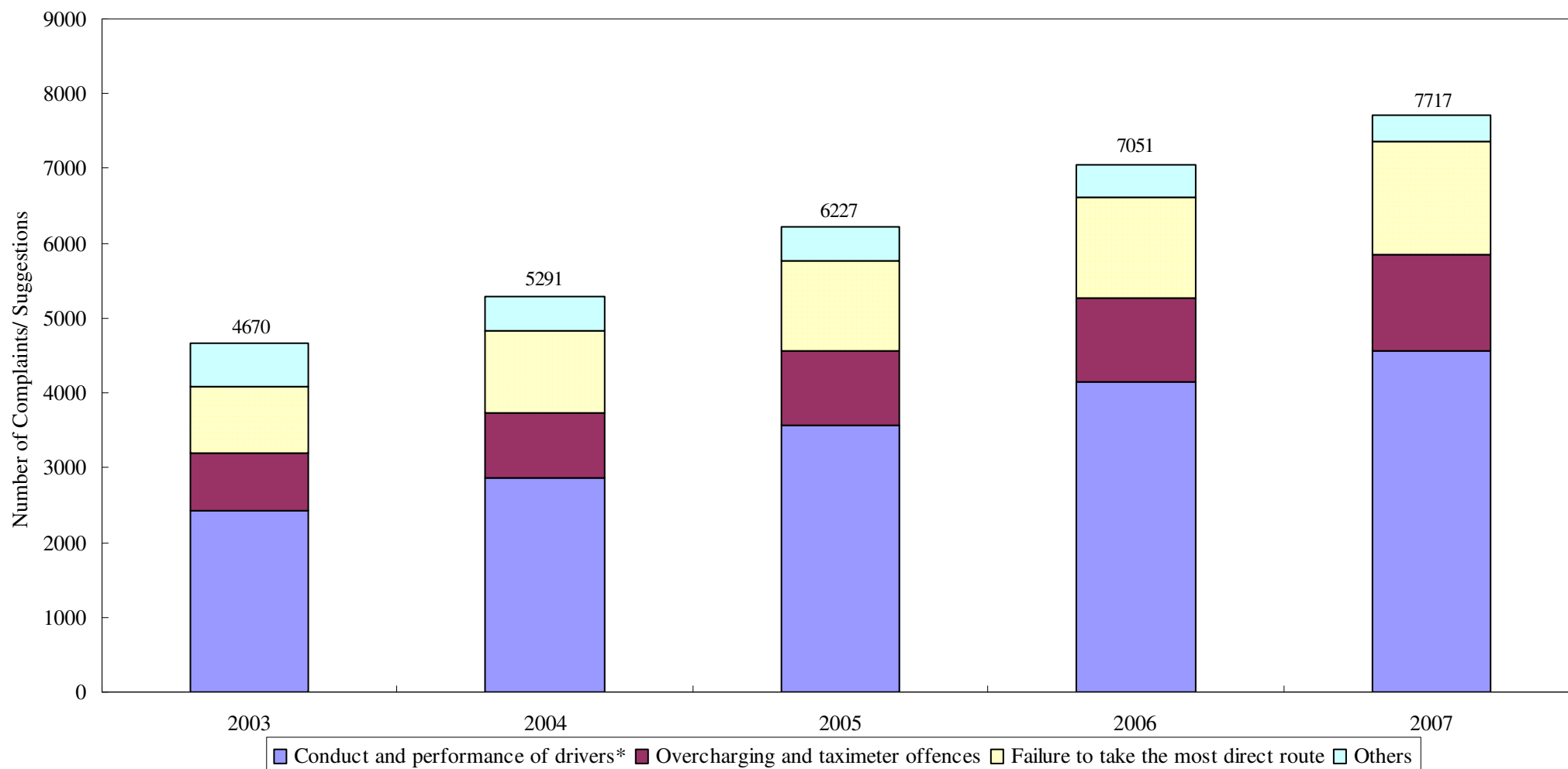
<u>Nature of Complaint/Suggestion</u>	<u>2006</u>	<u>2007</u>	<u>Difference</u>
Taxi driver malpractice			
(a) Conduct and performance of drivers			
(i) Behaving other than in a civil & orderly manner	1 665	1 726	+3.7%
(ii) Refusing hire	1 108	1 384	+24.9%
(iii) Soliciting passengers	16	21	+31.3%
(iv) Refusing to drive to destination	319	382	+19.7%
(v) Failure to display driver identity plate	63	45	-28.6%
(vi) Failure to display driver identity plate properly	9	8	-11.1%
	3 180	3 566	+12.1%
(b) Improper driving behaviour	972	1 000	+2.9%
(c) Overcharging	596	730	+22.5%
(d) Taximeter irregularities	510	543	+6.5%
(e) Failure to take the most direct route	1 349	1 524	+13.0%
Sub-total	6 607	7 363	+11.4%
Others			
(a) Taxi obstruction	367	255	-30.5%
(b) Miscellaneous	77	99	+28.6%
Sub-total	444	354	-20.3%
Total	7 051	7 717	+9.4%

Results of Taxi Driver Malpractice Cases Referred to the Police
(January – December 2007)

	<u>No. of Cases</u>		<u>Percentage</u>	
(i) Summonsed	140	(111)	17	(12)
(ii) Withdrawal by complainants	231	(378)	29	(40)
(iii) Evidence considered insufficient by the Police for further processing	438	(456)	54	(48)
Total	809	(945)	100	(100)

Note : Comparative figures for 2006 are in brackets.

Complaints and Suggestions on Taxi Services during 2003 - 2007



Complaints and Suggestions on Rail Services

<u>Railway Company</u>	<u>2006</u>		<u>2007</u>		<u>Difference</u>	
Mass Transit Railway						
Group 1	157		136		-13.4%	
Group 2	660		356		-46.1%	
	817	(0.64)	492	(0.37)	-39.8%	(-42.2%)
Group 3	45	(0.33)	30	(0.22)	-33.3%	(-33.3%)
Sub-total	862	(0.61)	522	(0.36)	-39.4%	(-41.0%)
Hongkong Tramways	79	(0.94)	51	(0.62)	-35.4%	(-34.0%)
Peak Tramways	1	(0.23)	3	(0.61)	+200.0%	(+165.2%)
Total	942	(0.62)	576	(0.37)	-38.9%	(-40.3%)

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

(2) To facilitate comparisons, Mass Transit Railway services are broken down into the following groups -

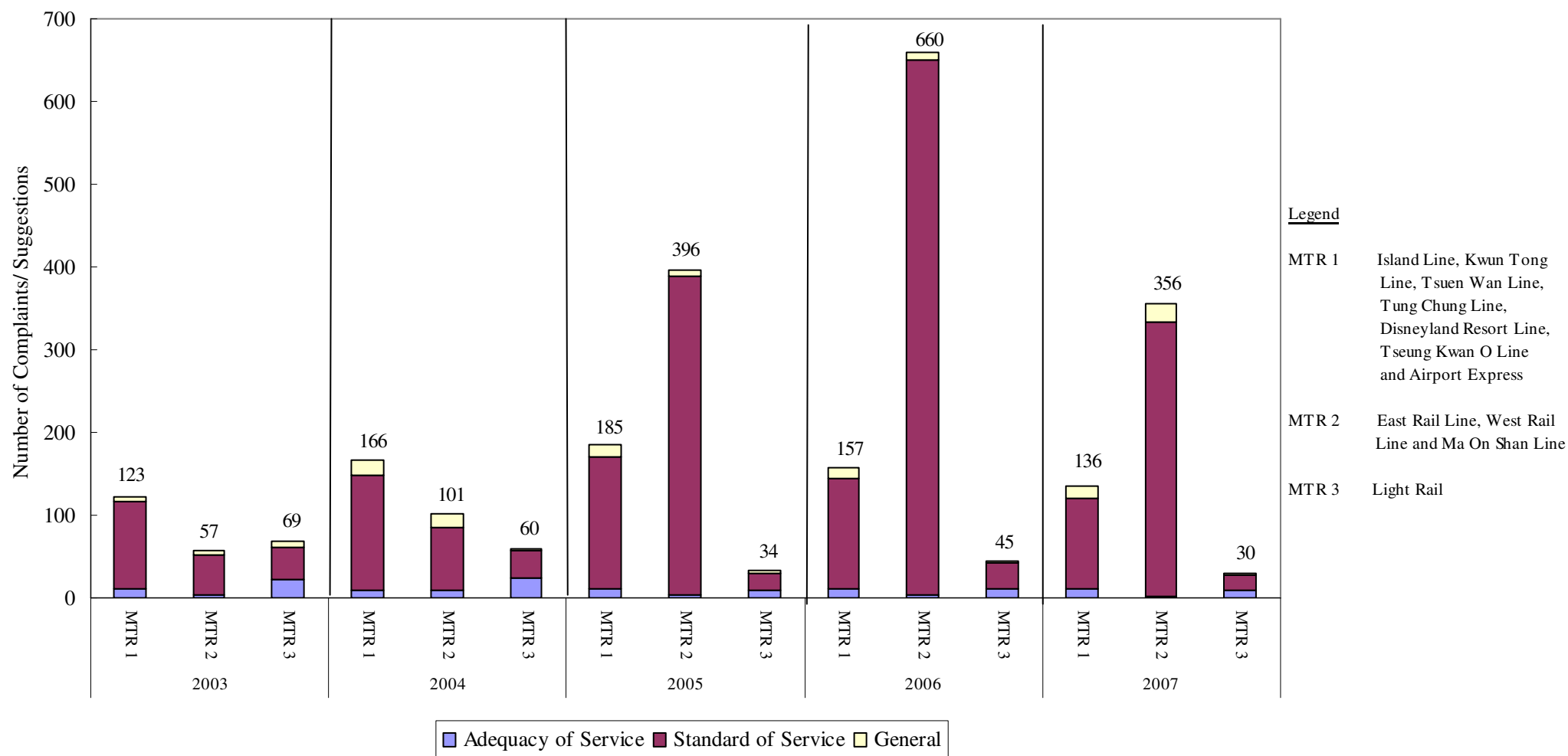
Group 1 – Including rail lines of Mass Transit Railway Corporation Limited before the rail merger on 2 December 2007, i.e. Island Line, Kwun Tong Line, Tsuen Wan Line, Tung Chung Line, Disneyland Resort Line, Tseung Kwan O Line and Airport Express.

Group 2 – Including rail lines of Kowloon-Canton Railway Corporation before the rail merger on 2 December 2007, i.e. East Rail Line, West Rail Line and Ma On Shan Line.

Group 3 – Light Rail

(3) Individual figures for complaints/suggestions per million passenger journeys for Groups 1 and 2 of Mass Transit Railway cannot be worked out after the rail merger on 2 December 2007.

Complaints and Suggestions on MTR Services during 2003 - 2007

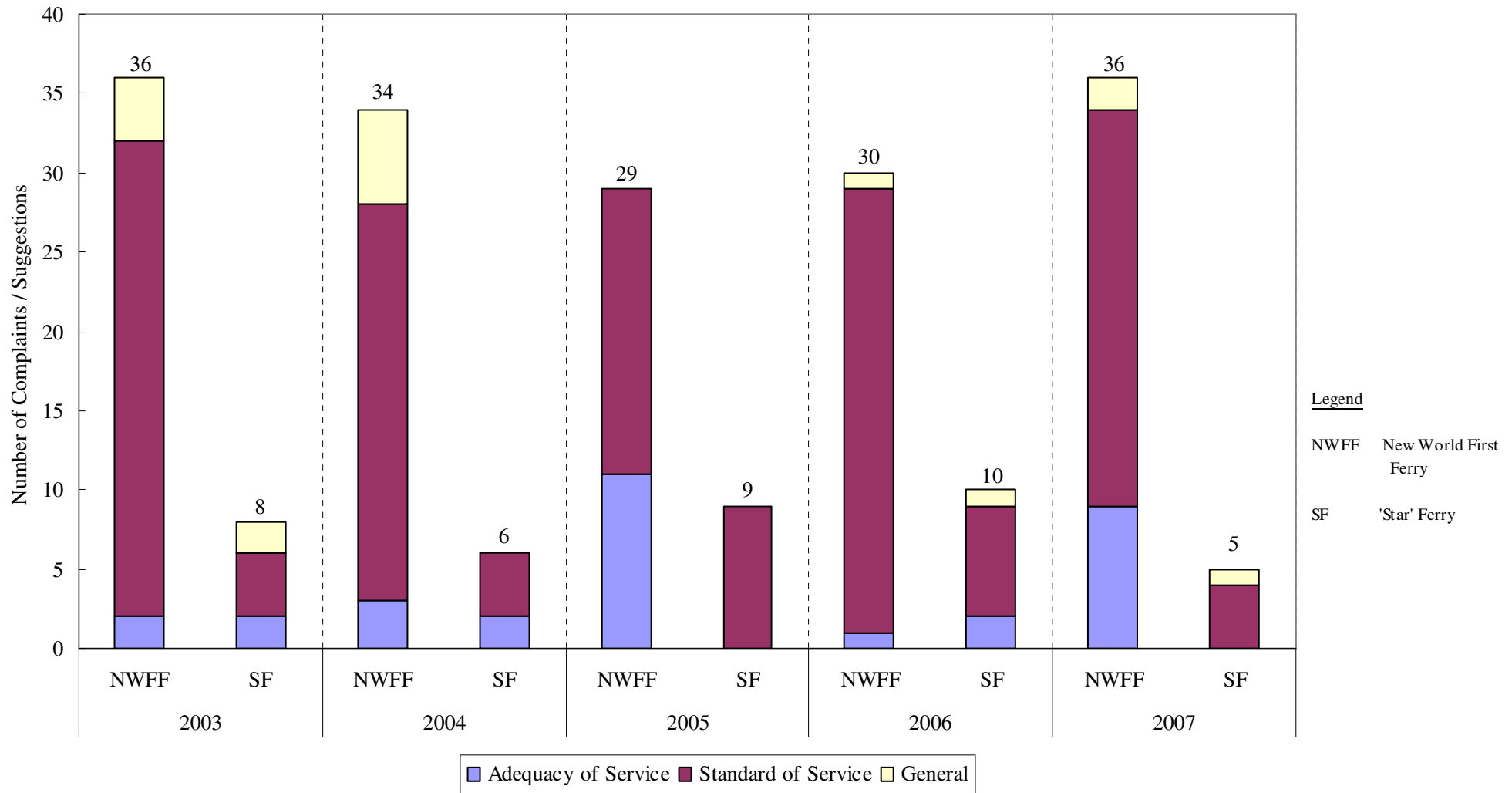


Complaints and Suggestions on Ferry Services

<u>Ferry Company</u>	<u>2006</u>		<u>2007</u>		<u>Difference</u>	
New World First Ferry	30	(2.08)	36	(2.42)	+20.0%	(+16.3%)
‘Star’ Ferry	10	(0.34)	5	(0.19)	-50.0%	(-44.1%)
Minor Ferries	16	(1.25)	21	(1.57)	+31.3%	(+25.6%)
Total	56	(0.99)	62	(1.15)	+10.7%	(+16.2%)

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

Complaints and Suggestions on NWFF and SF Services during 2003 - 2007



Complaints and Suggestions on Traffic and Road Conditions

<u>Nature of Complaint/Suggestion</u>	<u>2006</u>	<u>2007</u>	<u>Difference</u>
<u>Traffic Conditions</u>			
(a) Traffic congestion	595	663	+11.4%
(b) Traffic management	287	255	-11.1%
(c) Additional traffic signs and aids	152	126	-17.1%
(d) Parking facilities	120	140	+16.7%
Sub-total	1 154	1 184	+2.6%
<u>Road Maintenance</u>			
(a) Road conditions	185	167	-9.7%
(b) Traffic signs and aids	156	137	-12.2%
(c) Carriageway markings	13	14	+7.7%
Sub-total	354	318	-10.2%
<u>Enforcement</u>			
(a) Illegal parking	1 464	1 492	+1.9%
(b) Other enforcement matters	1 571	1 476	-6.0%
Sub-total	3 035	2 968	-2.2%
Total	4 543	4 470	-1.6%

Breakdown of Complaints and Suggestions on Traffic and Road Conditions by District
(January – December 2007)

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	33	93	103	40	35	12	41	39	84	9	4	31	23	13	42	45	15	-	1	663
(b) Traffic management	21	17	12	8	16	14	18	16	22	6	7	16	12	19	20	15	10	6	-	255
(c) Additional traffic signs and aids	4	9	11	6	16	3	13	6	11	1	1	10	9	7	7	6	3	3	-	126
(d) Parking facilities	10	7	13	4	19	6	9	3	8	4	3	9	7	9	7	12	4	-	6	140
Sub-total	68	126	139	58	86	35	81	64	125	20	15	66	51	48	76	78	32	9	7	1184
<u>Road Maintenance</u>																				
(a) Road conditions	9	11	16	8	11	13	18	11	13	2	5	8	10	10	7	7	6	2	-	167
(b) Traffic signs & aids	2	12	4	3	8	2	11	10	16	5	1	5	15	22	6	8	5	-	2	137
(c) Carriageway markings	-	1	2	-	-	1	1	-	2	-	-	-	1	-	2	4	-	-	-	14
Sub-total	11	24	22	11	19	16	30	21	31	7	6	13	26	32	15	19	11	2	2	318
<u>Enforcement</u>																				
(a) Illegal parking	138	95	96	60	74	76	122	111	178	55	34	65	69	75	97	66	72	9	-	1492
(b) Other enforcement matters	88	154	166	66	86	42	116	115	160	42	25	91	67	55	72	73	29	13	16	1476
Sub-total	226	249	262	126	160	118	238	226	338	97	59	156	136	130	169	139	101	22	16	2968
Total	305	399	423	195	265	169	349	311	494	124	80	235	213	210	260	236	144	33	25	4470