

TCU receives fewer complaints in 2009

The Transport Complaints Unit (TCU) of the Transport Advisory Committee received 16,861 complaints and suggestions in 2009. Among these, 163 were pure suggestions. The total number of cases recorded a decrease of 12.7% compared with 19,308 cases in 2008. The major areas of concern were related to public transport services (82%), enforcement matters (12%) and traffic conditions (4%).

The number of complaints and suggestions on public transport services decreased by 10.2% from 15,352 in 2008 to 13,780 in 2009.

The number of complaints and suggestions on franchised bus services decreased from 3,122 in 2008 to 2,799 in 2009. The decrease was mainly attributable to fewer cases about passenger services and facilities and frequency/carrying capacity. Cases concerning residents' services increased from 54 in 2008 to 63 in 2009.

The number of complaints and suggestions on public light bus services decreased from 3,248 in 2008 to 3,056 in 2009. The decrease was mainly attributable to fewer complaints about regularity of service and conduct and performance of staff.

Cases related to taxi services decreased from 8,005 in 2008 to 7,277 in 2009. The decrease was mainly due to fewer complaints about taxi driver malpractice, especially those related to conduct and performance of drivers and failure to take the most direct route.

Complaints and suggestions on rail services decreased from 860 in 2008 to 535 in 2009. The decrease was mainly attributable to fewer complaints about audio-visual broadcasting on Mass Transit Railway trains. Cases related to ferry services also decreased from 63 in 2008 to 50 in 2009.

The number of complaints about illegal parking and other enforcement matters decreased from 2,500 in 2008 to 1,995 in 2009. Complaints and suggestions on traffic conditions decreased from 897 in 2008 to 662 in 2009. Complaints about road maintenance also decreased from 291 in 2008 to 227 in 2009.

The relevant government departments and public transport operators have introduced a series of measures to address the concerns raised by the complainants. The TCU will continue to closely monitor the effectiveness of the new measures and suggest additional measures where necessary.

As regards the last quarter in 2009 covering the period between October 1 and December 31, 2009, the unit received 4,225 complaints and suggestions. Among these, 34 were pure suggestions. The total number of cases represents a decrease of 10.1% compared with 4,701 cases in the previous quarter, and a decrease of 6.8% compared with 4,534 cases in the same quarter of 2008.

The complaints and suggestions were mostly related to public transport services (82%), enforcement matters (12%) and traffic conditions (4%). All the complaints and suggestions received by the TCU were referred to the relevant authorities and government departments for follow-up action.

During the quarter, the relevant government departments and organisations took on board 56 suggestions made by the public to enhance public transport services and improve traffic conditions. A summary of the cases where public suggestions have helped to bring about improvements is at the Appendix.

Members of the public may make their suggestions or complaints to the TCU by dialling the hotline 2889 9999 (voice mail service outside office hours), by fax to 2577 1858, by

email to info@tcu.gov.hk or by filling in a complaint form downloaded from the TCU website (www.info.gov.hk/tcu).

Appendix

Public Suggestions Taken on Board by Relevant Authorities (October - December 2009)

I. Public Transport Services

- * Provide disabled facilities at Chuen On Road Public Transport Interchange to facilitate disabled passengers.

II. Traffic Management

Hong Kong Island

- * Increase the vehicular green time of traffic lights at the following locations to alleviate traffic congestion : Robinson Road, Smithfield, Nam Hong Street and Wong Chuk Hang Road.

- * Increase the pedestrian green time of traffic lights at Des Voeux Road West and Yik Yam Street to facilitate pedestrians.

- * Adjust the push button setting of a traffic light at Pok Fu Lam Road to improve road safety.

- * Impose "No Stopping Restriction" at Tai Tam Road to prevent vehicle obstruction.

- * Extend the effective hours of "No Stopping Restriction" at Hennessy Road to prevent vehicle obstruction.

- * Impose "No U-turn" restriction at Man Cheung Street to improve road safety.

- * Relocate a traffic sign at Sheung On Street to improve road safety.

- * Add a "Keep Clear" road marking at A Kung Ngam Village Road to prevent vehicle obstruction.

- * Delete a taxi stand at Ngan Mok Street to improve traffic flow.

Kowloon

- * Increase the vehicular green time of traffic lights at the following locations to alleviate traffic congestion: Pui Ching Road, Hung Hom Road, Kai Tin Road, Lin Cheung Road and Wui Cheung Road.

- * Increase the vehicular green time of traffic lights at Castle Peak Road and Argyle Street to improve traffic flow.

- * Increase the pedestrian green time of traffic lights at Yen Chow Street and Austin Road to facilitate pedestrians.

- * Increase the waiting time for pedestrian green phase of a traffic light at Hong Ning Road to improve road safety.

- * Synchronise traffic lights and shorten the cycle time of traffic lights at Lai Chi Kok Road to improve traffic flow.

- * Adjust the cycle time of traffic lights at the following locations to improve traffic flow : To Kwa Wan Road, Kung Lok Road, Hung Luen Road, Hung Lok Road and Hung Lai Road.

- * Add a traffic light at Prince Edward Road West to facilitate motorists.

- * Extend "No Stopping Restriction" at Po Kong Village Road to prevent vehicle obstruction.

- * Extend the effective hours of "No Stopping Restriction" at Ngau Tau Kok Road to prevent vehicle obstruction.
- * Add road marking and traffic sign at Tonkin Street to remind motorists to slow down.
- * Add a road marking at Pentland Street to remind motorists to give way to other traffic.
- * Add pedestrian crossings at Cumberland Road and Tak Man Street to facilitate pedestrians.
- * Add parking spaces for motorcycles at Man Siu Street and King Tung Street to facilitate motorcyclists.
- * Relocate a bus stop at Hereford Road to improve the sight-line for motorists.
- * Prohibit entry of medium and heavy goods vehicles into Maidstone Road to minimise traffic noise nuisance.

New Territories

- * Increase the vehicular green time of traffic lights at the following locations to alleviate traffic congestion: Castle Peak Road – Sham Tseng, Tin Kwai Road, Tai Tong Road, Ma Tong Road and On Sum Street.
- * Increase the vehicular green time of traffic lights at Tin Wu Road and Tin Pak Road to improve traffic flow.
- * Shorten the waiting time for pedestrian green phase of a traffic light at Tai Loong Street to facilitate pedestrians.
- * Relocate a traffic light at Mei Tin Road to facilitate

motorists.

* Adjust the orientation of traffic lights at Pui To Road and Tuen Mun Heung Sze Wui Road to facilitate pedestrians.

* Impose "No Stopping Restriction" at Tong Yan San Tsuen Road, San Hi Tsuen Street and San Fui Street to prevent vehicle obstruction.

* Add a traffic sign at Wan Po Road to remind motorists of traffic lights ahead.

* Add traffic sign and road marking at Pun Shan Street to remind motorists to give way to other traffic.

* Convert a "Turn Left Only" arrow road marking to an "Ahead Only or Turn Left" one at Siu Lek Yuen Road to improve road safety.

* Add parking spaces for motorcycles at Wu Shan Road to facilitate motorcyclists.

* Convert half-hour metered parking spaces for coaches to one-hour ones at Yuen Long Tai Yuk Road to facilitate coach drivers.

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