

TCU receives fewer complaints than in previous quarter

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The Transport Complaints Unit (TCU) of the Transport Advisory Committee received 4,042 complaints and suggestions from January 1 to March 31, 2010. Among these, 48 were pure suggestions. The total number of cases represents a decrease of 4.3% as compared with 4,225 cases in the previous quarter but an increase of 3.8% when compared with 3,893 cases in the same quarter of 2009.

The complaints and suggestions were mostly related to public transport services (82%), enforcement matters (11%) and traffic conditions (5%).

The number of cases on public transport services decreased by 3.9% from 3,449 in the previous quarter to 3,313 in this quarter. Complaints and suggestions on traffic conditions rose from 175 in the last quarter to 180 in this quarter. Cases relating to road maintenance decreased from 56 in the last quarter to 38 in this quarter. The number of complaints about illegal parking and other enforcement matters also dropped from 507 to 456.

All the complaints and suggestions received by the TCU in the quarter were referred to the relevant authorities and government departments for follow-up action.

During the period under review, investigations into 4,117 cases were completed. Of these, 2,715 cases (66%) were found to be substantiated, 224 cases (5%) were unsubstantiated, and the remaining 1,178 cases (29%) were not pursuable due to lack of information.

For the substantiated cases, the relevant government departments and public transport operators have either taken steps to rectify the situation or are considering possible solutions to the problems identified.

During the quarter, the relevant government departments and organisations took on board 50 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 (voicemail service outside office hours), by fax to 2577 1858, by e-mail to [info@tcu.gov.hk](mailto:info@tcu.gov.hk) or by filling in a complaint form downloaded from the TCU website ([www.info.gov.hk/tcu](http://www.info.gov.hk/tcu)).

## Appendix

### Public Suggestions Taken on Board by Relevant Authorities (January - March 2010)

#### I. Public Transport Services

\*Add a passenger shelter at a bus stop at Cyberport Road to facilitate passengers.

\*Remove railings at Chun Fai Road to facilitate green minibus (GMB) passengers.

\*Add bus stops at A Kung Kok Street and Hang Tak Street to meet the demand of passengers.

#### II. Traffic Management

##### Hong Kong Island

\*Increase the vehicular green time of traffic lights at the following locations to alleviate traffic congestion : Wong Chuk Hang Road, Hennessy Road and Smithfield.

\*Impose "No Stopping Restriction" at the following locations to prevent vehicle obstruction : North Point Road, Java Road and Oil Street.

\*Relax a loading/unloading bay at Sharp Street East to facilitate general loading/unloading activities.

\*Extend railings and add road marking at a taxi stand at Pedder Street to prevent taxi obstruction.

\*Install railings at Hing Fat Street and King Ming Road to deter illegal parking on pavement.

\*Relocate a GMB stop at Chi Fu Road to prevent vehicle obstruction.

\*Convert parking spaces for private cars to those for motorcycles at Hoi Chak Street to facilitate motorcyclists.

#### Kowloon

\*Increase the vehicular green time of traffic lights at the following locations to alleviate traffic congestion : Yim Po Fong Street, Kadoorie Avenue, Wang Kwong Road and Hiu Kwong Street.

\*Increase the vehicular green time of traffic lights at Cheung Sha Wan Road and Argyle Street to improve traffic flow.

\*Shorten the waiting time for pedestrian green phase of a traffic light at Tak Man Street to facilitate pedestrians.

\*Modify the mode of operation of traffic lights at Hong Ning Road and Hiu Kwong Street to improve road safety.

\*Shorten the cycle time of traffic lights at Cornwall Street and Tat Chee Avenue to improve traffic flow.

\*Synchronise traffic lights at Boundary Street to improve traffic flow.

\*Add push buttons to a traffic light at Hong Ning Road to facilitate pedestrians.

\*Impose "No Stopping Restriction" at Mei Lai Road and junction of Wing Hong Street/Po On Road to prevent vehicle obstruction.

\*Extend the effective hours of "No Stopping Restriction" at Prince Edward Road West to prevent vehicle obstruction.

\*Add a "No Left Turn" traffic sign at Sung Wong Toi Road to remind motorists.

\*Add a direction sign at Lin Cheung Road to better guide motorists.

\*Relocate traffic signs at Lai Chi Kok Road and Yuet Lun Street to avoid confusion to motorists.

\*Add a double white line at Kai Cheung Road to improve road safety.

\*Install railings at Tak Hong Street to improve road safety.

\*Add parking spaces for motorcycles at Chuk Yuen Road to facilitate motorcyclists.

#### New Territories

\*Increase the vehicular green time of traffic lights at Tsing Yi Heung Sze Wui Road and Wang Lok Street to alleviate traffic congestion.

\*Increase the vehicular green time of traffic light at Castle Peak Road - Ping Shan to improve traffic flow.

\*Adjust the settings of traffic lights at Yuen Long On Ning Road to alleviate traffic congestion.

\*Delete a left-turn signal of a traffic light at Cheung Wing Road to avoid confusion to motorists.

\*Impose "No Stopping Restriction" at Fung Cheung Road to prevent vehicle obstruction.

\*Extend "No Stopping Restriction" at On Sum Street to prevent vehicle obstruction.

\*Add a traffic sign at Ting Kok Road to remind motorists of a side road ahead.

\*Add "No U-turn" traffic signs at Ting Kok Road to remind motorists.

\*Add a "No Left Turn" traffic sign at Wo Yi Hop Road to remind motorists.

\*Add a traffic sign and a road marking at Ha Mei Road to remind motorists to slow down.

\*Delete a double white line at Tai Chung Road to improve traffic flow.

\*Add a pedestrian crossing at Chung Yan Road to facilitate pedestrians.

\*Convert part of the carriageway to footpath at Sha Tsui Road to improve road safety.

\*Add parking spaces for motorcycles at Ting Kok Road to facilitate motorcyclists.

\*Delete parking spaces for coaches at Kei Ling Ha Lo Wai to

improve the sight-line for motorists.

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