

Transport Complaints Unit receives more complaints than in previous quarter

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The Transport Complaints Unit (TCU) of the Transport Advisory Committee received 4,112 complaints and suggestions from April 1 to June 30, 2010. Among these, 55 were pure suggestions. The total number of cases represents an increase of 1.7% compared with 4,042 cases in both the previous quarter and the same quarter of 2009.

The complaints and suggestions were mostly related to public transport services (82%), enforcement matters (11%) and traffic conditions (4%).

The number of cases on public transport services increased by 1.8% from 3,313 in the previous quarter to 3,372 in this quarter. Complaints and suggestions on traffic conditions decreased from 180 in the last quarter to 172 in this quarter. Cases relating to road maintenance rose from 38 in the last quarter to 73 in this quarter. The number of complaints about illegal parking and other enforcement matters dropped from 456 to 448.

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 4,149 cases were completed. Of these, 2,702 cases (65%) were found to be substantiated, 221 cases (5%) were unsubstantiated, and the remaining 1,226 cases (30%) 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 47 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 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

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### Public Suggestions Taken on Board by Relevant Authorities (April - June 2010)

#### 1. Public Transport Services

\*Install queue railings at a bus stop at Princess Margaret Road to facilitate passengers.

\*Remove queue railings at a bus stop at Nathan Road to facilitate passengers.

\*Relocate green minibus stops at Ma Tau Wai Road to facilitate passengers.

#### 2. Traffic Management

##### Hong Kong Island-

\*Increase the vehicular green time of a traffic light at Man Cheung Street to alleviate traffic congestion.

\*Increase the pedestrian green time of traffic lights at King's Road and Queen's Road East to facilitate pedestrians.

\*Add a traffic sign at the portal of the Cross Harbour Tunnel to remind motorists of the speed limit.

\*Add a yellow box at Thomson Road to prevent vehicle obstruction.

\*Add a "Keep Clear" road marking at Fort Street to prevent vehicle obstruction.

\*Add a lay-by at Tai Tam Road to facilitate motorists.

\*Relocate traffic posts and widen a road junction at Tai Tam Road to facilitate turning movements of long vehicles.

\*Relocate a street name plate at On Yip Street to improve road safety.

\*Install railings at Moorsom Road to deter illegal parking on pavement.

\*Relocate parking spaces and "No Stopping Restriction" zone at Village Road to prevent vehicle obstruction.

Kowloon-

\*Increase the vehicular green time of traffic lights at the following locations to alleviate traffic congestion : Wylie Road, Lung Cheung Road, Nathan Road and Lin Cheung Road.

\*Increase the vehicular green time of traffic lights at Station Perimeter Road and Junction Road to improve traffic flow.

\*Synchronise traffic lights at Wylie Road to improve traffic

flow.

\*Adjust the orientation and enlarge the aspects of a traffic light at Waterloo Road to improve the sight-line for motorists.

\*Impose "No Stopping Restriction" at Ma Tau Wai Road and Nanking Street to prevent vehicle obstruction.

\*Extend "No Stopping Restriction" at Fei Fung Street to prevent vehicle obstruction.

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

\*Relocate a traffic sign at Nathan Road to improve the sight-line for motorists.

\*Add a solid-cum-broken white line at Wai Yip Street to regulate lane-cutting activities.

\*Add a double white line at West Kowloon Corridor to regulate lane-cutting activities.

\*Add lane road markings at Prince Edward Road West to better guide motorists.

\*Add road marking at Hing Wah Street to remind motorists of the "No Left Turn" restriction.

\*Add a "Keep Clear" road marking at Tai Yau Street to prevent vehicle obstruction.

\*Enlarge a safety island at Waterloo Road to improve road safety.

\*Install railings at Lin Tak Road to deter illegal parking.

\*Convert lay-bys into parking spaces at Bute Street to deter

illegal parking.

\*Add parking spaces for motorcycles at Fortune Street and Sycamore Street to facilitate motorcyclists.

\*Add parking spaces at Fuk Wing Street to facilitate motorists.

#### New Territories-

\*Increase the vehicular green time of a traffic light at Lung Mun Road to alleviate traffic congestion.

\*Increase the vehicular green time of a traffic light at King Cho Road to improve traffic flow.

\*Increase the pedestrian green time of traffic lights at the following locations to facilitate pedestrians: Chung Mei Road, Tsing Yi Road West, Fung Shue Wo Road and Tsing Yip Street.

\*Shorten the waiting time for pedestrian green phase of a traffic light at Sai Sha Road to facilitate pedestrians.

\*Add a supplementary traffic light at Pak Wo Road to improve road safety.

\*Install vehicle loop detectors to traffic lights at Tin Shui Road and Tin Ying Road to improve traffic flow.

\*Add a direction sign at Nam Pin Wai Roundabout to better guide motorists.

\*Add a traffic sign and install railings at Tai Wai Public Transport Interchange to improve road safety.

\*Add a traffic sign and road markings at Mui Shu Hang Road to remind motorists to slow down.

\*Install a safety island at Yuen Lung Street to facilitate

pedestrians.

\*Modify railings at Lung Yiu Street to prevent jaywalking.

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