

## TCU receives more complaints than in previous quarter

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The Transport Complaints Unit (TCU) of the Transport Advisory Committee received 4,927 complaints and suggestions from July 1 to September 30, 2010. Among these, 40 were pure suggestions. The total number of cases represents an increase of 19.8% as compared with 4,112 cases in the previous quarter and an increase of 4.8% compared with 4,701 cases in the same quarter of 2009.

The complaints and suggestions were mostly related to public transport services (84%), enforcement matters (10%) and traffic conditions (4%).

The number of cases on public transport services increased by 22.7% from 3,372 in the previous quarter to 4,136 in this quarter. Complaints and suggestions on traffic conditions increased from 172 in the last quarter to 184 in this quarter. Cases relating to road maintenance dropped from 73 in the last quarter to 60 in this quarter. The number of complaints about illegal parking and other enforcement matters rose from 448 to 500.

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 4,167 cases were completed. Of these, 2,756 cases (66%) were found to be substantiated, 153 cases (4%) were unsubstantiated, and the remaining 1,258 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 35 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 (July - September 2010)

#### I. Public Transport Services

- \* Add direction signs on a footbridge at MTR Kowloon Tong Station to better guide passengers.
- \* Remove queue railings at a bus stop at Nathan Road to facilitate passengers.
- \* Install a signage at MTR Austin Station to guide passengers to the taxi pick-up area.

#### II. Traffic Management

##### Hong Kong Island

- \* Increase the vehicular green time of a traffic light at Man Cheung Street to alleviate traffic congestion.
- \* Extend the intergreen time of traffic lights at Pok Fu Lam Road to improve road safety.
- \* Relax "No Stopping Restriction" at Yuet Hoi Street to facilitate loading/unloading activities.
- \* Add "No Left Turn" traffic signs at Hennessy Road to remind motorists.
- \* Add a road marking at Conduit Road to remind motorists to slow down.
- \* Prohibit entry of vehicles longer than 7 metres into Third Street and Eastern Street,

and vehicles longer than 10 metres into High Street to improve road safety.

- \* Install traffic cylinders at Harbour Road to improve road safety.

- \* Add parking spaces for motorcycles at Carmel Road and Shum Wan Road to facilitate motorcyclists.

## Kowloon

- \* Increase the vehicular green time of a traffic light at Sham Mong Road to improve traffic flow.

- \* Increase the pedestrian green time of traffic lights at the following locations to facilitate pedestrians: junction of Lei Yue Mun Road and Wai Fat Road, Pik Wan Road and Hong Ning Road.

- \* Cancel push button operation of a traffic light at Tak Man Street to facilitate pedestrians.

- \* Impose "No Stopping Restriction" at Fung Tak Road and Sham Shing Road to prevent vehicle obstruction.

- \* Extend "No Stopping Restriction" and install railings at Lai Chi Kok Road to improve road safety.

- \* Extend "No Stopping Restriction" at a side lane of Waterloo Road to prevent vehicle obstruction.

- \* Add "Turn Left Only" traffic signs at Sung Wong Toi Road to remind motorists.

- \* Add yellow boxes at the following locations to prevent vehicle obstruction: Choi Hung Road, Sheung Shing Street and Jordan Road.

- \* Add a double white line at Lai Wan Road to deter U-turning activities.

- \* Delete a solid-cum-broken white line at Shing Yip Street to facilitate motorists.

- \* Add a pedestrian crossing at Perth Street to facilitate pedestrians.

## New Territories

- \* Increase the vehicular green time of traffic lights at Tuen Mun Road and Hoi Chu Road to alleviate traffic congestion.
- \* Increase the vehicular green time of a traffic light at Po Fung Road to improve traffic flow.
- \* Add a vehicular traffic light at Yuen Long On Ning Road to improve road safety.
- \* Modify the mode of operation of traffic lights at Lai King Hill Road to improve traffic flow.
- \* Add traffic signs at the junction of Sha Tin Wai Road and To Shek Street to remind motorists and pedestrians to watch out for pedestrians/traffic.
- \* Reduce the size of a safety island at Tuen Mun Heung Sze Wui Road to facilitate turning movements of long vehicles.

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