

Transport Complaints Unit receives more complaints in 2010

The Transport Complaints Unit (TCU) of the Transport Advisory Committee received 17,624 complaints and suggestions in 2010. Among these, 212 were pure suggestions. The total number of cases recorded an increase of 4.5% compared with 16,861 cases in 2009. The major areas of concern were related to public transport services (83%), enforcement matters (11%) and traffic conditions (4%).

The number of complaints and suggestions on public transport services increased by 6% from 13,780 in 2009 to 14,606 in 2010.

The number of complaints and suggestions on franchised bus services rose from 2,799 in 2009 to 3,195 in 2010. The increase was mainly attributable to more cases about regularity of service. Cases concerning residents' services increased from 63 in 2009 to 80 in 2010.

The number of complaints and suggestions on public light bus services decreased from 3,056 in 2009 to 2,963 in 2010. The decrease was mainly attributable to fewer complaints about improper driving behaviour.

Cases related to taxi services increased from 7,277 in 2009 to 7,997 in 2010. The increase was mainly due to more complaints about taxi driver malpractice, especially those related to conduct and performance of drivers and improper driving behaviour.

Complaints and suggestions on rail services decreased from 535 in 2009 to 331 in 2010. 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 50 in 2009 to 40 in 2010.

The number of complaints about illegal parking and other enforcement matters decreased from 1,995 in 2009 to 1,891 in 2010. Complaints and suggestions on traffic conditions increased from 662 in 2009 to 719 in 2010. Complaints about road maintenance decreased slightly from 227 in 2009 to 222 in 2010.

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 2010 covering the period between October 1 and December 31, 2010, the unit received 4,543 complaints and suggestions. Among these, 69 were pure suggestions. The total number of cases represents a decrease of 7.8% compared with 4,927 cases in the previous quarter, but an increase of 7.5% compared with 4,225 cases in the same quarter of 2009.

The complaints and suggestions were mostly related to public transport services (83%), enforcement matters (11%) 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 39 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 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 2010)

I. Public transport services

* Add a green minibus (GMB) stop at Clear Water Bay Road to meet the demand of passengers.

* Add a signage at MTR Austin Station to better guide passengers.

II. Traffic management

Hong Kong Island

* Increase the vehicular green time of traffic lights at the following locations to alleviate traffic congestion : Man Yiu Street, Victoria Road and Upper Albert Road.

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

* Increase the pedestrian green time of a traffic light at Des Voeux Road West to facilitate pedestrians.

* Increase the cycle time of a traffic light at Smithfield to improve traffic flow.

* Synchronise traffic lights at Java Road to alleviate traffic congestion.

* Synchronise traffic lights at the following locations to improve traffic flow : Harcourt Road, King's Road and Fleming Road.

* Add a traffic sign at Ap Lei Chau Bridge to remind motorists of traffic lights ahead.

* Add a direction sign inside a subway at Aberdeen Praya Road to better guide pedestrians.

* Add supplementary plate/traffic sign and replace an existing traffic sign with a larger one at the junction of Sassoon Road and Pok Fu Lam Road to remind motorists to stop ahead.

* Add a yellow box at the junction of Hospital Road and Seymour Road to prevent vehicle obstruction.

* Add a GMB stop at Lee Garden Road to divert loading/unloading activities from Hoi Ping Road to prevent GMB obstruction.

* Relocate a bus stop at Ferry Piers of Central to improve road safety.

Kowloon

* Increase the vehicular green time of traffic lights at Lung Kong Road and Boundary Street to alleviate traffic congestion.

* Increase the vehicular green time of a traffic light at Sau Ming Road to improve traffic flow.

* Increase the pedestrian green time of traffic lights at Jordan Road and Prince Edward Road West to facilitate pedestrians.

* Adjust the cycle time of a traffic light at the junction of Prince Edward Road West and Tong Mi Road to improve traffic flow.

* Modify the mode of operation of a traffic light at Cheong Wan Road to improve traffic flow.

* Impose "No Stopping Restriction" at Fa Yuen Street to improve road safety.

* Add "Turn Left" traffic signs at Po Lun Street to remind motorists.

* Install bollards and railings at the junction of Kai Cheung Road and Kai Shing Street to deter illegal parking on pavement.

* Add parking spaces for motorcycles at Yuet Lun Street to facilitate motorcyclists.

New Territories

* Increase the vehicular green time of traffic lights at Tsing Yi Heung Sze Wui Road and Tai Tong Road to alleviate traffic congestion.

* Adjust the vehicle detector setting of a traffic light at Tin Shing Road to improve traffic flow.

* Add a direction sign at Lung Mun Road to facilitate motorists.

* Add a double white line at Shap Pat Heung Road to regulate lane-cutting activities.

* Add a yellow box at the junction of Fung Nin Road and Fung Lok Lane to prevent vehicle obstruction.

* Enlarge a yellow box at the junction of Yuen Tun Circuit and Tai Pa Street to prevent vehicle obstruction.

* Add a road marking at Long Yip Street to guide motorists to the proper traffic lane.

* Add a warning arrow road marking at Jockey Club Road to enhance road safety.

* Convert road markings from a "Turn Left" to a "Straight Ahead and Turn Left" arrow at Wang Lok Street to improve traffic flow.

* Add tactile guide path at Hang Hau Station Public Transport Interchange to facilitate pedestrians.

* Reduce the height of roadside planters at an access road to MTR Siu Hong Station to improve the sight-line of motorists.

Ends/Tuesday, February 22, 2011

Issued at HKT 18:50

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