

Transport Complaints Unit receives fewer complaints than previous quarter

The Transport Complaints Unit (TCU) of the Transport Advisory Committee received 4,480 complaints and suggestions from January 1 to March 31, 2011. Among these, 92 were pure suggestions. The total number of cases represents a decrease of 1.4% as compared with 4,543 cases in the previous quarter, but an increase of 10.8% when compared with 4,042 cases in the same quarter of 2010.

The complaints and suggestions were mostly related to public transport services (88%), enforcement matters (7%) and traffic conditions (3%).

The number of cases on public transport services increased by 4.1% from 3,785 in the previous quarter to 3,940 in this quarter. Complaints and suggestions on traffic conditions dropped from 183 in the last quarter to 138 this quarter. Cases about road maintenance decreased slightly from 51 in the last quarter to 48 this quarter. The number of complaints about illegal parking and other enforcement matters also dropped from 487 to 316.

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 4,654 cases were completed. Of these, 2,968 cases (64%) were found to be substantiated, 176 cases (4%) were unsubstantiated, and the remaining 1,510 cases (32%) 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 31 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 (January - March 2011)

I. Public Transport Services

- * Install a shelter at a bus stop at Yen Chow Street West to facilitate passengers.

II. Traffic Management

Hong Kong Island

- * Increase the vehicular green time of traffic lights at Western Street and Bonham Road to alleviate traffic congestion.
- * Increase the vehicular green time of traffic lights at the following locations to improve traffic flow : Harcourt Road, Tai On Street, Shing On Street, King's Road and Eastern Hospital Road.
- * Increase the pedestrian green time of traffic lights at Queen's Road Central and Queen's Road West to facilitate pedestrians.
- * Revise the audible signal settings of traffic lights at the junctions of King's Road/Tin Chiu Street and King's Road/Kam Hong Street to facilitate visually-impaired pedestrians.
- * Add a traffic sign at Pok Fu Lam Road to remind motorists of the speed limit.
- * Erect warning signs at Spring Garden Lane to remind motorists and pedestrians of reversing vehicles.
- * Add a double white line at Leighton Road to deter U-turning activities.

- * Extend a double white line at Victoria Park Road to regulate lane-cutting activities.
- * Add dropped kerbs, tactile warning strips and road markings at Ap Lei Chau Estate Bus Terminus to facilitate disabled pedestrians.
- * Add a "Slow" road marking and a double white line and extend the effective hours of "No Stopping Restriction" at Nam Fung Road to improve road safety.

Kowloon

- * Extend the intergreen time of a traffic light at Prince Edward Road West to improve road safety.
- * Modify the mode of operation of a traffic light at the junction of Mei Lai Road and Cheung Sha Wan Road to improve traffic flow.
- * Increase the pedestrian green time of a traffic light at Lai Wan Road to facilitate pedestrians.
- * Extend the effective hours of "No Stopping Restriction" at Kai Wah Street to prevent vehicle obstruction.
- * Add a "No Left Turn" traffic sign at Nathan Road to remind motorists.
- * Add road markings for traffic lanes at Lai Chi Kok Road to better guide motorists and relocate a traffic sign at Cheung Sha Wan Road to improve the sight-line of motorists.
- * Add road markings for traffic lanes and modify a direction sign at Tung Chau Street to better guide motorists.
- * Relocate a pedestrian crossing at Argyle Street to improve road safety.
- * Install amenity railings at King Tung Street to deter illegal parking.

New Territories

- * Increase the vehicular green time of traffic lights at Po Heung Street and Nam Wan

Road to alleviate traffic congestion.

* Modify the setting of a traffic light at the junction of Wang Tat Road and Fung Chi Road to improve road safety.

* Relax "No Stopping Restriction" at a lay-by at Hang Tai Road to facilitate loading/unloading activities.

* Add traffic signs at Castle Peak Road - Castle Peak Bay to remind motorists of the bus-only lane ahead.

* Add a "Keep Clear" road marking at Lo Tak Court to prevent vehicle obstruction.

* Shift backward a stop line at Fuk Hang Tsuen Road to facilitate turning movements of vehicles at the junction with Castle Peak Road - Lam Tei.

* Shorten the effective hours of the bus-only lane at a slip road to Tate's Cairn Highway to assist motorists.

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