

Complaints and suggestions received by Transport Complaints Unit in the second and third quarters of 2011

The Transport Complaints Unit (TCU) of the Transport Advisory Committee received 4,462 and 5,251 complaints and suggestions in the second and third quarters of 2011 respectively. Among them, there were 99 pure suggestions in the second quarter and 111 such cases in the third quarter.

In the second quarter, the number of cases received (4,462) represented a slight decrease of 0.4 per cent as compared with 4,480 cases in the first quarter but an increase of 8.5 per cent when compared with 4,112 cases in the second quarter of 2010. The number of cases received in the third quarter (5,251) represented an increase of 17.7 per cent as compared with 4,462 cases in the previous quarter and an increase of 6.6 per cent when compared with 4,927 cases in the same quarter of 2010.

The complaints and suggestions received in the second and third quarters were mostly related to public transport services (88 per cent), enforcement matters (7 per cent) and traffic conditions (3 per cent).

The number of cases on public transport services decreased slightly by 0.6 per cent from 3,940 in the first quarter to 3,915 in the second quarter, but increased by 18.4 per cent from the second quarter to 4,634 in the third quarter. Similarly, cases about road maintenance dropped from 48 in the first quarter to 32 in the second quarter, but rose to 56 in the third quarter.

Complaints and suggestions on traffic conditions increased from 138 in the first quarter to 149 in the second quarter, and further rose to 167 in the third quarter. The number of complaints about illegal parking and other enforcement matters also rose from 316 in the first quarter to 340 in the second quarter and further to 353 in the third quarter.

All the complaints and suggestions received by the TCU were referred to the relevant government departments and public transport operators for follow-up action.

During the second and third quarters, investigations into 4,595 and 4,065 cases were completed respectively. Of the cases completed in the second quarter, 2,908 cases (63 per cent) were found to be substantiated, 264 cases (6 per cent) were

unsubstantiated, and the remaining 1,423 cases (31 per cent) were not pursuable due to lack of information. The corresponding figures for the third quarter were 2,397 (59 per cent), 167 (4 per cent) and 1,501 (37 per cent).

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.

The relevant government departments and public transport operators took on board 28 and 37 suggestions made by members of the public in the second and third quarters respectively to enhance public transport services and improve traffic conditions. A summary of the cases in which 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 that can be downloaded from the TCU website (www.info.gov.hk/tcu).

Appendix

Public Suggestions Taken on Board by Relevant Government Departments/Public Transport Operators (April to June 2011)

I. Public Transport Services

* Add markings/signs for queuing at bus stops at Hennessy Road and King's Road to facilitate orderly queuing.

* Add a taxi pick-up/drop-off point at King Tung Street to assist passengers travelling by taxis.

* Modify railings at bus terminus at Tsim Sha Tsui East to facilitate passengers' access.

II. Traffic Management

Hong Kong Island

- * Increase the vehicular green time of traffic lights at the following locations to alleviate traffic congestion: Sands Street, Causeway Road, Tung Lo Wan Road and Connaught Road Central.
- * Adjust the settings of traffic lights at the junction of Tai Hang Road and Tai Hang Drive to alleviate traffic congestion.
- * Synchronise traffic lights at Tai Hong Street to alleviate traffic congestion.
- * Extend "No Stopping Restriction" at Mercury Street to prevent vehicle obstruction.
- * Add a traffic sign at Hennessy Road to remind motorists of traffic lights ahead.
- * Add a road marking at Tin Hau Temple Road to remind motorists to slow down.
- * Add road markings at the carriageway of Aberdeen Tunnel to better guide motorists.
- * Modify road markings at Bonham Road, add/relocate traffic lights and modify the signal aspects at the junction of Bonham Road and Pok Fu Lam Road to improve road safety.

Kowloon

- * Increase the pedestrian green time of traffic lights at Sham Mong Road to assist pedestrians crossing the road.
- * Relocate a lamp pole at Cornwall Street to improve the sight line of motorists.
- * Impose "No Stopping Restriction" at Wong Tai Sin Road to prevent vehicle obstruction.
- * Add a traffic sign and road markings at Hoi Fan Road to remind motorists and pedestrians to watch out for pedestrians/traffic.
- * Add road markings at Yue Man Square and Wui Cheung Road to better guide

motorists.

- * Add "Keep Clear" road markings at Fuk Wa Street to prevent vehicle obstruction.
- * Shorten a solid-cum-broken white line at Prince Edward Road East to facilitate lane-changing activities.
- * Install bollards at Sheung Yee Road to deter illegal parking on the pavement.

New Territories

- * Increase the vehicular green time of the traffic light at Sha Tau Kok Road - Lung Yeuk Tau to alleviate traffic congestion.
- * Extend "No Stopping Restriction" at Sha Tsui Road to prevent vehicle obstruction.
- * Convert road markings at Tong Ming Street from "Turn Right" to "Straight Ahead and Turn Right" to improve traffic flow.
- * Install railings at Science Park Road to deter illegal parking on the pavement.
- * Add a yellow beacon at the junction of Yau Pok Road and Castle Peak Road - Tam Mei to remind motorists of the pedestrian crossing ahead.

(July to September 2011)

I. Public Transport Services

- * Relocate a green minibus stop at Sha Tsui Road to improve road safety.
- * Cancel a bus stop at Austin Road West to improve road safety.
- * Add route number markings at a bus stop at Des Voeux Road Central to facilitate orderly queuing.

II. Traffic Management

Hong Kong Island

- * Increase the vehicular green time of a traffic light at Causeway Road to improve traffic flow.
- * Increase the pedestrian green time of traffic lights at Queen's Road West and Hoi Chak Street to facilitate pedestrians crossing the roads.
- * Enhance the co-ordination of traffic lights at the junctions of Causeway Road/Tung Lo Wan Road and Tung Lo Wan Road/Eastern Hospital Road to improve traffic flow.
- * Impose "No Stopping Restriction" at Ka Wai Man Road and Castle Road to prevent vehicle obstruction.
- * Relocate traffic signs at Taikoo Shing Road to improve the sight line of motorists.
- * Convert road markings from "Ahead Only or Turn Left" to "Turn Left Only" at Shau Kei Wan Road to improve road safety.
- * Add "Keep Clear" road markings at South Bay Close to prevent vehicle obstruction.
- * Remove railings at Chi Fu Road to facilitate bus passengers' access.
- * Modify railings at Gloucester Road to improve the sight line of motorists.

Kowloon

- * Increase the vehicular green time of traffic lights at Jordan Road to improve traffic flow.
- * Increase the pedestrian green time of traffic lights at Tat Chee Avenue to assist pedestrians crossing the road.
- * Modify the mode of operation of a traffic light at Middle Road to assist pedestrians crossing the road.
- * Impose "No Stopping Restriction" at the junction of Pitt Street and Portland Street to prevent vehicle obstruction.

- * Enlarge a traffic sign at Nam Cheong Street to alert motorists of the bus lane ahead.
- * Add road markings and traffic signs at Hoi Lai Street to prevent vehicle obstruction.
- * Add road markings at Yue Man Square to better guide motorists.
- * Install railings at Yau Shun Street to deter illegal parking.
- * Add a signalised pedestrian crossing at Sau Mau Ping Road to assist pedestrians crossing the road.
- * Widen the pavement at the junction of Kiu Kiang Street and Fuk Wa Street to improve road safety.
- * Delete a parking space for goods vehicles at Bedford Road to facilitate loading/unloading activities.

New Territories

- * Increase the pedestrian green time of a traffic light at Ping Che Road to assist pedestrians crossing the road.
- * Extend "No Stopping Restriction" at Tong Tak Street to prevent vehicle obstruction.
- * Impose "No Stopping Restriction" at San Ping Circuit to prevent vehicle obstruction.
- * Add a "No Left or Right Turn for New Territories Taxis" traffic sign at Wan Po Road to remind taxi drivers.
- * Add a "No Left Turn" traffic sign at Castle Peak Road - Castle Peak Bay to remind motorists.
- * Add traffic signs at Yuk Tai Street to remind motorists of the one-way traffic.
- * Add traffic signs and road markings at Chiu Shun Road to remind motorists to slow down before the pedestrian crossing.

* Modify road markings and add a double white line at Chui Ling Road to improve road safety.

* Install railings at MTR Wu Kai Sha Station to prevent jaywalking.

* Install bollards at the footpath between Kong Yau Road and Fung Kam Street to prevent cycling on the pavement.

* Install road humps and warning signs at So Kwun Wat Tsuen Road to remind motorists to slow down.

* Add parking spaces for motorcycles at MTR Kam Sheung Road Station to facilitate parking of motorcycles.

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