

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 5,475 complaints and suggestions from July 1 to September 30. Among these, 53 were just suggestions. The total number of cases represents an increase of 8.1% as compared with 5,066 cases in the previous quarter, and a slight increase of 0.6% when compared with 5,443 cases in the same quarter of 2007.

The complaints and suggestions were mostly related to public transport services (81%), enforcement matters (12%) and traffic conditions (4%).

The number of cases on public transport services increased by 12.2%, from 3,924 in the previous quarter to 4,403 in this quarter. Complaints and suggestions on traffic conditions decreased from 256 in the last quarter to 229 this quarter. Cases about road maintenance increased from 69 in the last quarter to 100 this quarter. The number of complaints about illegal parking and other enforcement matters decreased from 733 to 667.

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 4,955 cases were completed. Of these, 2,915 cases (59%) were found to be substantiated, 456 cases (9%) were unsubstantiated, and the remaining 1,584 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 34 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.

People may make suggestions or complaints to the TCU by dialling the hotline 2889 9999 (voice mail service after office hours), by fax to 2577 1858, by email 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

### Public Suggestions Taken on Board by Relevant Authorities (July - September 2008)

#### I. Public Transport Services

##### Kowloon

\* Remove railings at bus terminus/stop at Tsim Sha Tsui East and Princess Margaret Road to facilitate passengers.

##### New Territories

\* Relocate a traffic sign at MTR Hang Hau Station to more clearly indicate the location of a taxi stand.

#### II. Traffic Management

##### Hong Kong Island

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

\* Increase the pedestrian green time of traffic light at Tai Hang Road to facilitate pedestrians.

\* Relocate a traffic light at Lockhart Road to facilitate turning movements of vehicles.

\* Convert an "Ahead Only or Turn Left" road marking to an "Ahead Only" one at inner Gloucester Road to improve road safety.

\* Add a road marking and traffic signs at Conduit Road to remind motorists to slow down.

\* Add "Keep Clear" road markings at Watson Road and Lee Chung Street to prevent vehicle obstruction.

#### Kowloon

\* Increase the vehicular green time of traffic lights at Nathan Road and Nam Cheong Street to alleviate traffic congestion.

\* Increase the pedestrian green time of traffic light at Shun Lee Tsuen Road to facilitate pedestrians.

\* Impose "No Stopping Restriction" at Tat Chee Avenue to prevent vehicle obstruction.

\* Extend the effective hours of "No Stopping Restriction" at Un Chau Street and Argyle Street to prevent vehicle obstruction.

\* Adjust a stop line at Cassia Road to improve the sightline of motorists.

\* Add a traffic sign at Ying Wa Street to remind motorists of children/schools ahead.

\* Add "No Right Turn" traffic signs at Cheung Sha Wan Road

to remind motorists.

- \* Add "No U-turn" traffic signs at Nam Cheong Street to remind motorists.

- \* Relocate a traffic sign at Un Chau Street to facilitate pedestrians.

- \* Add a pedestrian crossing and widen the pavement at Scout Path to facilitate pedestrians.

- \* Relocate a pedestrian crossing at Parkes Street to improve road safety.

- \* Widen the pavement and install railings at Osmanthus Road to improve road safety.

- \* Narrow down the approach carriageway into Ivy Street at its junction with Sham Mong Road to reduce traffic speed.

- \* Convert parking spaces for private cars to those for motorcycles at Begonia Road, Magnolia Road and Dianthus Road to facilitate motorcyclists.

- \* Add a parking space for coach at Kai Lok Street to facilitate coach drivers.

#### New Territories

- \* Increase the vehicular green time of traffic lights at Sui Wan Road and Ming Kum Road to alleviate traffic congestion.

- \* Increase the pedestrian green time of traffic light at Castle Peak Road - Yuen Long to facilitate pedestrians.

- \* Synchronise traffic lights at Mei Tin Road to improve traffic flow.

\* Modify the mode of operation of traffic lights at the following locations to alleviate traffic congestion : Kwong Fuk Road, Nam Wan Road and Pak Wo Road.

\* Impose "No Stopping Restriction" at Fui Yiu Kok Street to prevent vehicle obstruction.

\* Add traffic signs and road marking at the slip road to Tai Po Road - Shatin to remind motorists of a bus lane ahead.

\* Convert a "Give Way" road marking to a "Stop" one at the exit of Tung Chung Station Bus Terminus to improve road safety.

\* Add concrete bollards and road marking at Tong Ming Street to remind pedestrians to pay attention to vehicles entering/leaving a car park.

Ends/Wednesday, November 26, 2008