

TCU's first quarterly report of 2019 released

The following is issued on behalf of the Transport Advisory Committee:

The Transport Complaints Unit (TCU) of the Transport Advisory Committee received 8 485 complaints and suggestions in the first quarter of 2019, with 61 pure suggestions. The total number of cases represents an increase of 7.2 per cent as compared with 7 918 cases in the previous quarter and an increase of 53.1 per cent when compared with 5 543 cases in the same quarter of 2018.

The complaints and suggestions received during the quarter were mostly related to public transport services (88 per cent), enforcement matters (8 per cent) and traffic conditions (2 per cent).

The number of cases on public transport services increased by 9.0 per cent from 6 880 in the previous quarter to 7 502 this quarter, while complaints and suggestions on traffic conditions increased from 121 to 165. Cases about road maintenance decreased from 33 to 31 and the number of complaints about illegal parking and other enforcement matters decreased from 860 to 750.

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

During the period under review, investigations into 6 647 cases were completed. Of these, 4 867 cases (73 per cent) were found to be substantiated, 26 cases (1 per cent) were unsubstantiated, and the remaining 1 754 cases (26 per cent) could not be pursued due to lack of evidence.

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. Among these cases, 79 drivers were summonsed by the Police.

During the quarter, the relevant government departments and public transport operators took on board 11 suggestions made by the public to enhance public transport services and improve traffic conditions. A summary of the cases is in the Appendix.

Members of the public may make their suggestions or complaints to the TCU by dialling the hotline 2889 9999 (voice mail service is available outside office hours), by fax to 2577 1858, by e-mail to info@tcu.gov.hk or by filling in a form on the TCU website (www.info.gov.hk/tcu).

[TAC briefed on transport arrangements of Heung Yuen Wai Boundary Control Point](#)

The following is issued on behalf of the Transport Advisory Committee:

The Transport Advisory Committee (TAC) was briefed today (June 25) on the transport arrangements upon the commissioning of the Heung Yuen Wai Boundary Control Point (HYW BCP).

The HYW BCP will be the eighth land-based BCP connecting the Mainland and Hong Kong. It is designed and constructed based on the concept of "direct access to people and vehicles". The public may take public transport or private cars or walk through the pedestrian subway to reach the HYW BCP for immigration clearance. The Development Bureau and the Architectural Services Department are striving to complete the construction works for the HYW BCP within this year for early commissioning.

The Transport Department (TD) has put in place necessary arrangements for local and cross-boundary transport to cater for the commissioning of the HYW BCP. On the local transport arrangements, the TD will introduce three new franchised bus routes plying between the HYW BCP and Sheung Shui, Tai Wai and Tuen Mun, as well as one new green minibus route plying between the HYW BCP and Sheung Shui. Urban and New Territories taxis, and non-franchised buses with permitted service endorsements, will be allowed to operate in the Public Transport Interchange of the HYW BCP. As regards cross-boundary transport, the governments of Guangdong and Hong Kong have agreed to arrange for cross-boundary coaches, hire cars, goods vehicles and private cars to use the HYW BCP upon its commissioning.

The TAC Chairman, Professor Stephen Cheung, said, "Members note and welcome the transport arrangements upon the commissioning of the HYW BCP."

[Government appoints HKEX Risk Management Committee members](#)

The Financial Secretary has re-appointed Mr Lawrence Lam Yuk-kun and Ms Barbara Shiu as members of the Risk Management Committee (RMC) of the Hong Kong Exchanges and Clearing Limited (HKEX).

The re-appointments, made under section 65 of the Securities and Futures Ordinance, are for a term of two years with effect from July 1, 2019.

"Mr Lam and Ms Shiu are experienced professionals in the financial services sector. We believe that they would continue to provide valuable advice to the RMC," a Government spokesman said today (June 25).

The RMC was established in March 2000 with the statutory role of formulating policies on risk management matters relating to the activities of the HKEX and its subsidiaries and to submit such policies to the Board of the HKEX for consideration.

The RMC is chaired by the Chairman of the HKEX, Mrs Laura Cha May-lung. Other serving members are Mr Ignatius Chan Tze-ching, Ms Mary Ma Xuezheng, the Executive Director (Supervision of Markets) of the Securities and Futures Commission, the Executive Director (Monetary Management) of the Hong Kong Monetary Authority and the Chairman of the Hong Kong Interbank Clearing Limited.

Effective Exchange Rate Index

The effective exchange rate index for the Hong Kong dollar on Tuesday, June 25, 2019 is 104.8 (same as yesterday's index).

Temporary suspension of Mobile Library 3, 4, 10 and 11 services

Mobile Libraries 3, 4, 10 and 11 will suspend services during designated periods in July for routine maintenance, a spokesman for the Leisure and Cultural Services Department announced today (June 25).

Mobile Library 10 will suspend services from July 2 to 6. The affected service points are Cheung Wang Estate in Tsing Yi, Ching Ho Estate in Sheung Shui, Tin Yuet Estate in Tin Shui Wai, Hung Shui Kiu in Yuen Long and Hoi Lai Estate in Sham Shui Po. For enquiries about Mobile Library 10 services, please call 2450 1857.

Mobile Library 3 will suspend services from July 8 to 13. The affected service points are Shan King Estate, Siu Hong Court, Sam Shing Estate and Fu Tai Estate in Tuen Mun; Kingswood Country Club and Tin Ching Estate in Tin Shui Wai; and Fairview Park in Yuen Long. For enquiries about Mobile Library 3 services, please call 2450 1857.

Mobile Library 11 will suspend services from July 15 to 20. The affected

service points are Cho Yiu Chuen, Kwai Shing West Estate and Kwai Shing East Estate in Kwai Chung; Po Tin Estate in Tuen Mun; Sun Chui Estate in Sha Tin; Easeful Court in Tsing Yi; and Tin Wah Estate in Tin Shui Wai. For enquiries about Mobile Library 11 services, please call 2479 1055.

Mobile Library 4 will suspend services from July 24 to 30. The affected service points are Yat Tung Estate in Tung Chung, Discovery Bay, Pui O, Shui Hau and Tong Fuk. For enquiries about Mobile Library 4 services, please call 2984 9417.

Readers are welcome to use other public libraries during the service suspension periods. They may also renew library materials by telephoning 2698 0002 or 2827 2833, or via www.hkpl.gov.hk.