

# TCU's third quarterly report of 2024 released

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

The Transport Complaints Unit (TCU) of the Transport Advisory Committee received 14 519 complaints and suggestions in the third quarter of 2024, with 230 being pure suggestions.

The complaints and suggestions received during the quarter were mostly related to public transport services (91 per cent), enforcement matters (4 per cent) and traffic conditions (4 per cent).

The number of cases on public transport services increased from 11 349 in the previous quarter to 13 160 this quarter, while that on illegal parking and other enforcement matters decreased from 767 to 643. The number of complaints and suggestions on traffic conditions increased from 509 to 629 and that on road maintenance decreased from 82 to 40.

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 8 863 cases were completed. Of these, 8 347 cases (94 per cent) were found to be substantiated, two cases (less than 1 per cent) were unsubstantiated, and the remaining 514 cases (6 per cent) could not be pursued due to a 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, 14 drivers were summonsed by the Police.

During the quarter, the relevant government departments and public transport operators took on board 12 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 email to [info@tcu.gov.hk](mailto:info@tcu.gov.hk) or by filling in a form on the TCU website ([www.tcu.gov.hk](http://www.tcu.gov.hk)).

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## **TAC briefed on proposed installation of camera systems and provision of electronic payment means in taxis**

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

The Transport Advisory Committee (TAC) was briefed today (December 17) by the Government on the proposed mandatory installation of camera systems in taxi compartments and provision of electronic payment (e-payment) means by taxi drivers to enhance the overall quality of taxi services.

In recent years, there has been strong public demand for quality taxi services, as well as public aspirations for the Government to leverage technology and roll out more measures to further enhance the overall quality of taxi services and step up efforts in combating the malpractices of individual taxi drivers. In this connection, the Government proposes to introduce legislative amendments to mandate the installation of in-vehicle cameras, dash cameras and global navigation satellite systems (Camera System proposal) in all taxi compartments, and to mandate all taxi drivers to provide e-payment means (E-payment proposal).

The TAC Chairman, Professor Stephen Cheung, said, "Members support the Camera System proposal, which will better safeguard the interests of taxi drivers and passengers in cases of disputes and enhance driving safety for taxis. Members also support the E-payment proposal, which will provide passengers, particularly tourists, with more payment options to meet the increasingly popular trend of e-payment. The TAC believes that these two measures will be conducive to enhancing the overall quality and image of taxi services, thereby gradually improving the prospects for the development of the trade."

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## **TAC's response to Chief Executive in Council's decision to approve franchised bus operators' fare increases**

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

In response to the Chief Executive in Council's decision to approve fare increase applications from three franchised bus operators today (December

17), the Chairman of the Transport Advisory Committee (TAC), Professor Stephen Cheung, said the TAC appreciated that the Government has handled the fare increase applications from franchised bus operators in a prudent manner as it has always been, taking into account a basket of factors before arriving at the decision.

Professor Cheung said, "The TAC acknowledges that timely implementation of fare increases at suitable rates is needed for franchised bus operators to maintain adequate financial resources, not only to continue to deliver safe, efficient, and reliable bus services, but also to maintain their professional and high-quality workforce by improving remuneration packages, as well as to make necessary investments to enhance their services to ensure that franchised bus services could stay in tune with the latest societal and economic needs, and complement the long-term development of Hong Kong.

"In respect of this round of fare increase, the TAC notices that the Government has exercised its gatekeeper role, reducing the rates of increase of the two major franchises by a certain extent. The TAC agrees that the Government has endeavoured to strike a balance between minimising the impact on people's livelihood and maintaining reasonable financial capability of franchised bus operators for continuous investments. The TAC recommends that the Government should continue to encourage and assist franchised bus operators in raising revenue and reducing expenditure through a multipronged approach, including enhancing the operational efficiency by optimising bus networks and expanding sources of non-farebox revenue to alleviate the pressure for fare increases," Professor Cheung continued.

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## [Sai Wan Ho Sports Centre to reopen](#)

The Leisure and Cultural Services Department announced today (December 17) that Sai Wan Ho Sports Centre in Eastern District will reopen for public use from December 24 (Tuesday). This venue was temporarily closed earlier for refurbishment works.

Members of the public can reserve these reopened fee-charging facilities from tomorrow (December 18) via the SmartPLAY website ([www.smartplay.lcsd.gov.hk/home](http://www.smartplay.lcsd.gov.hk/home)), the mobile app (My SmartPLAY), Smart Self-service Stations, or via the service counters at leisure venues and the District Leisure Services Offices. For enquiries, please contact the venue staff at 2569 7330.

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# Chain volume measures of Gross Domestic Product by economic activity for the third quarter of 2024

The Census and Statistics Department (C&SD) released today (December 17) the preliminary figures of chain volume measures of Gross Domestic Product (GDP) by economic activity for the third quarter of 2024.

GDP figures by economic activity show the value of production in respect of individual economic activities. The value of production is measured by value added or net output, which is calculated by deducting intermediate input consumed in the process of production from the gross value of output. Volume measures of GDP by economic activity, expressed in terms of chain volume measures net of the effect of price changes, enable analysis of the output growth profiles of individual economic sectors in real terms.

According to the preliminary figures, overall GDP increased by 1.8% in real terms in the third quarter of 2024 over a year earlier, compared with the 3.2% increase in the second quarter of 2024.

Analysed by constituent services sector and on a year-on-year comparison, value added in respect of all the services activities taken together increased by 1.9% in real terms in the third quarter of 2024 over a year earlier, similar to the growth of 2.0% in the second quarter.

Value added in the import and export, wholesale and retail trades sector increased by 0.5% in real terms in the third quarter of 2024 over a year earlier, as against the marginally decrease of 0.1% in the second quarter.

Value added in the accommodation and food services sector dropped by 4.6% in real terms in the third quarter of 2024 from a year earlier, compared with the decline of 6.4% in the second quarter.

Value added in the transportation, storage, postal and courier services sector increased by 7.0% in real terms in the third quarter of 2024 over a year earlier, compared with the increase of 10.6% in the second quarter.

Value added in the information and communications sector increased by 3.2% in real terms in the third quarter of 2024 over a year earlier, compared with the rise of 2.1% in the second quarter.

Value added in the financing and insurance sector increased by 1.5% in real terms in the third quarter of 2024 over a year earlier, compared with the increase of 0.2% in the second quarter.

Value added in the real estate, professional and business services sector registered a decrease of 0.5% in real terms in the third quarter of

2024 from a year earlier, as against the rise of 2.7% in the second quarter.

Value added in the public administration, social and personal services sector rose by 2.6% in real terms in the third quarter of 2024 over a year earlier, compared with the increase of 2.9% in the second quarter.

As for sectors other than the services sectors, value added in the local manufacturing sector marginally decreased by 0.1% in real terms in the third quarter of 2024 from a year earlier, as against the increase of 0.7% in the second quarter.

Value added in the electricity, gas and water supply, and waste management sector increased by 2.7% in real terms in the third quarter of 2024 over a year earlier, after the increase of 1.6% in the second quarter.

Value added in the construction sector decreased by 0.8% in real terms in the third quarter of 2024 from a year earlier, as against the increase of 13.2% in the second quarter.

#### Further information

The year-on-year percentage changes of GDP by economic activity in real terms from the third quarter of 2023 to the third quarter of 2024 are shown in Table 1. More detailed statistics are given in the report "Gross Domestic Product by Economic Activity". Users can browse and download this publication at the website of the C&SD ([www.censtatd.gov.hk/en/EIndexbySubject.html?pcode=B1030004&scode=250](http://www.censtatd.gov.hk/en/EIndexbySubject.html?pcode=B1030004&scode=250)). For enquiries about statistics on GDP by economic activity, please call the National Income Branch (2) of the C&SD at 3903 7005.

Figures of chain volume measures of GDP by economic activity for the third quarter of 2024 are only preliminary at this stage. When more data become available, the preliminary figures will be revised accordingly and can be found at the C&SD website ([www.censtatd.gov.hk/en/scode250.html](http://www.censtatd.gov.hk/en/scode250.html)).