

# TCU's first quarterly report of 2021 released

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

The Transport Complaints Unit (TCU) of the Transport Advisory Committee received 5 492 complaints and suggestions in the first quarter of 2021, with 128 being pure suggestions.

The complaints and suggestions received during the quarter were mostly related to public transport services (80 per cent), enforcement matters (15 per cent) and traffic conditions (3 per cent).

The number of cases on public transport services increased from 4 194 in the previous quarter to 4 374 this quarter, while that on illegal parking and other enforcement matters decreased from 1 967 to 814. The number of complaints and suggestions on traffic conditions decreased from 288 to 188, while that on road maintenance decreased from 84 to 74.

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 4 762 cases were completed. Of these, 3 795 cases (79 per cent) were found to be substantiated, 17 cases (1 per cent) were unsubstantiated, and the remaining 950 cases (20 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, 85 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 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)).