

# TCU's third quarterly report of 2020 released

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

The Transport Complaints Unit (TCU) of the Transport Advisory Committee received 5 967 complaints and suggestions in the third quarter of 2020, with 51 pure suggestions.

The complaints and suggestions received during the quarter were mostly related to public transport services (64 per cent), enforcement matters (31 per cent) and traffic conditions (3 per cent).

The number of cases on public transport services decreased from 5 962 in the previous quarter to 3 844 this quarter, while complaints and suggestions on traffic conditions decreased from 244 to 209. Cases about road maintenance decreased from 57 to 40 and the number of complaints about illegal parking and other enforcement matters increased from 1 198 to 1 823.

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 6 224 cases were completed. Of these, 5 076 cases (81 per cent) were found to be substantiated, 41 cases (1 per cent) were unsubstantiated, and the remaining 1 107 cases (18 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, 64 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.info.gov.hk/tcu](http://www.info.gov.hk/tcu)).