

# 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)).