

Annex

Complaints regarding GMB and RMB services received by the TD from 2015 to 2017 (up to November)

<u>Nature of Complaint</u>	<u>2015¹</u>		<u>2016²</u>		<u>2017 (up to November)³</u>	
	<u>GMB</u>	<u>RMB</u>	<u>GMB</u>	<u>RMB</u>	<u>GMB</u>	<u>RMB</u>
(A) Adequacy of Service						
(1) Frequency/carrying capacity	1 109	42	1 066	18	864	7
(2) Routeing	126	4	89	3	119	2
(3) Hours of operation	31	5	46	1	29	2
(4) Provision of stops	180	8	134	10	71	4
Sub-total	1 446	59	1 335	32	1 083	15
(B) Standard of Service						
(1) Regularity of service	2 438	37	2 383	4	2 593	12
(2) Adherence to routeing	922	20	975	5	685	2
(3) Improper driving behaviour	925	180	998	166	872	190
(4) Conduct & performance of staff (including drivers)	2 518	223	2 679	232	3 066	203
(5) Overcharging	332	22	289	22	180	17
(6) Cleanliness	82	4	89	2	92	3
(7) Conditions of vehicles	151	12	156	8	122	15
(8) Passenger services & facilities	354	30	337	14	217	12
Sub-total	7 722	528	7 906	453	7 827	454
(C) General ⁴	352	67	442	84	561	94
Grand Total	9 520	654	9 683	569	9 471	563

- Notes:
1. In 2015, the number of GMB and RMB was 3 204 and 1 146 respectively.
 2. In 2016, the number of GMB and RMB was 3 254 and 1 096 respectively.
 3. In 2017, the number of GMB and RMB was 3 281 and 1 069 respectively.
 4. This category of complaint cases mainly concerns traffic obstruction caused by PLBs, policies or legislation, etc.