

# TCU's fourth 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 6 632 complaints and suggestions in the fourth quarter of 2020, with 51 pure suggestions.

The complaints and suggestions received during the quarter were mostly related to public transport services (63 per cent), enforcement matters (30 per cent) and traffic conditions (4 per cent).

The number of cases on public transport services increased from 3 844 in the previous quarter to 4 194 this quarter, while that on illegal parking and other enforcement matters increased from 1 823 to 1 967. The number of complaints and suggestions on traffic conditions increased from 209 to 288, while that on road maintenance increased from 40 to 84.

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 7 949 cases were completed. Of these, 6 692 cases (84 per cent) were found to be substantiated, 35 cases (1 per cent) were unsubstantiated, and the remaining 1 222 cases (15 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)).

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## TAC briefed on Traffic e-Enforcement System

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

The Transport Advisory Committee (TAC) was briefed today (March 23) on the proposal of the Hong Kong Police Force to develop the new Traffic e-Enforcement System and the preliminary proposals on the relevant legislative amendments.

At present, the processes of traffic enforcement are mainly operated manually. To enhance the overall enforcement accuracy and efficiency, the Police launched the e-Ticketing Pilot Scheme in March 2020. Having regard to the success of the pilot scheme, the Police propose to develop the new Traffic e-Enforcement System to facilitate the processing of Fixed Penalty Notices (FPNs) and summons applications for traffic contraventions by electronic means. In addition, the System will process all the traffic enforcement-related information and data, which will enhance the Police's efficiency in traffic management. Meanwhile, the Police will develop a citizen-centric Traffic e-Enforcement thematic portal, in which members of the public can view their electronic FPNs and handle related matters online.

To provide legal basis for the proposed Traffic e-Enforcement System, the Government plans to introduce legislative amendments to enable the Police to serve FPNs for traffic contraventions via email or mobile phone short message services.

The TAC Chairman, Professor Stephen Cheung, said, "Members welcome the Police's proposal for developing the Traffic e-Enforcement System with the aid of technology to enhance the accuracy and efficiency of traffic enforcement. This will be conducive to enhancing road safety and alleviating traffic congestion. The TAC acknowledges that the new System is in line with the policy to develop Hong Kong into a smart city and will deliver more convenient public services."

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## Effective Exchange Rate Index

The effective exchange rate index for the Hong Kong dollar on Tuesday, March 23, 2021 is 101.4 (down 0.1 against yesterday's index).

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## **Import of poultry meat and products from areas in Poland suspended**

The Centre for Food Safety (CFS) of the Food and Environmental Hygiene Department announced today (March 23) that in view of a notification from the General Veterinary Inspectorate of Poland about outbreaks of highly pathogenic avian influenza in Kłodzki District of Opolskie Region, and Ostrzeszowski District of Wielkopolskie Region in Poland, the CFS has instructed the trade to suspend the import of poultry meat and products (including poultry eggs) from the above-mentioned areas with immediate effect to protect public health in Hong Kong.

A CFS spokesman said that according to the Census and Statistics Department, Hong Kong imported about 13 500 tonnes of frozen poultry meat and about 39.08 million poultry eggs from Poland last year.

"The CFS has contacted the Polish authorities over the issues and will closely monitor information issued by the World Organisation for Animal Health and the relevant authorities on the avian influenza outbreaks. Appropriate action will be taken in response to the development of the situation," the spokesman said.

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## **Suspicious mobile application related to Livi Bank Limited**

The following is issued on behalf of the Hong Kong Monetary Authority:

The Hong Kong Monetary Authority (HKMA) wishes to alert members of the public to a press release issued by Livi Bank Limited on suspicious mobile application (app), which has been reported to the HKMA. Hyperlink to the press release is available on [the HKMA website](#) for ease of reference by members of the public.

Anyone who has provided his or her personal information to the app concerned or has conducted any financial transactions through the app should contact the bank concerned using the contact information provided in the press release, and report to the Police or contact the Cyber Security and Technology Crime Bureau of the Hong Kong Police Force at 2860 5012.