



## DAILY INFORMATION BULLETIN

ISSUED BY GOVERNMENT INFORMATION SERVICES  
BEACONSFIELD HOUSE, HONG KONG. TEL: 5-233191

SATURDAY, AUGUST 3, 1985

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## TRANSPORT COMPLAINTS ON THE DECLINE

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THE TRANSPORT ADVISORY COMMITTEE'S TRANSPORT COMPLAINTS UNIT (TCU) RECORDED FEWER COMPLAINTS IN THE LAST MONTH OF THE SECOND QUARTER OF 1985 ALTHOUGH THE OVERALL COMPLAINT FIGURES FOR THE WHOLE QUARTER WAS HIGH.

EXECUTIVE SECRETARY OF TCU, MR STEPHEN PANG, IN THE LATEST QUARTERLY REPORT RELEASED TODAY, REVEALED THAT THE TOTAL NUMBER OF COMPLAINTS FROM APRIL TO JUNE AT 1 328 WAS 40 PER CENT UP ON THE PREVIOUS QUARTER'S TOTAL OF 950 AND ONLY FOUR PER CENT DOWN COMPARED WITH THE 1 384 COMPLAINTS IN THE SAME PERIOD LAST YEAR.

THE REPORT, HOWEVER, SHOWED THAT COMPLAINTS MADE TO TCU WERE ON THE DECREASE FOLLOWING THE OPENING OF THE MTR ISLAND LINE ON MAY 31 THIS YEAR.

THE NUMBER FIRST WENT UP FROM 416 IN APRIL TO 552 IN MAY. IT THEN DROPPED BY 192 CASES TO 360 IN JUNE.

THE PATTERN WAS QUITE DIFFERENT FROM THAT OF THE SAME PERIOD IN 1984 IN WHICH THERE WAS A CONTINUED INCREASE IN COMPLAINTS - 341 IN APRIL, 479 IN MAY AND 564 IN JUNE.

THE DOWNWARD TREND IN JUNE 1985 WAS MAINLY DUE TO FEWER COMPLAINTS ABOUT BUS SERVICES AND TRAFFIC CONDITIONS. COMPARED WITH THE PREVIOUS MONTH, THE NUMBER OF COMPLAINTS ABOUT BUS SERVICES WAS REDUCED BY MORE THAN ONE-HALF FROM 159 TO 75. COMPLAINTS ABOUT TRAFFIC CONDITIONS ALSO WENT DOWN FROM 159 TO 95, A DROP OF 64 CASES.

ANOTHER SIGNIFICANT TURN IN JUNE 1985 WAS THAT THE TOTAL OF 360 COMPLAINTS WAS LESS THAN TWO-THIRDS OF THE 564 COMPLAINTS IN JUNE 1984. THE MAJOR REDUCTION WAS AGAIN IN COMPLAINTS ABOUT BUS SERVICES AND TRAFFIC CONDITIONS. COMPLAINTS IN THE FORMER CATEGORY WERE REDUCED BY 60 PER CENT FROM 190 TO 75. IN LATTER CATEGORY, THE NUMBER WENT DOWN FROM 145 TO 95, A DROP OF 50 CASES.

MR PANG SAID THAT PUBLIC TRANSPORT SERVICES WERE STILL THE MAIN SUBJECT OF COMPLAINTS AND ACCOUNTED FOR 551 CASES OR OVER TWO-FIFTHS OF ALL THE COMPLAINTS RECEIVED IN THE QUARTER.

AN AREA OF CONCERN WAS THAT THERE WERE MORE COMPLAINTS ABOUT MALPRACTICES BY TAXI DRIVERS. THE NUMBER WENT UP FROM 15 IN THE LAST QUARTER TO 28. COMPLAINTS ABOUT OVERCHARGING INCREASED FROM FIVE CASES IN THE LAST QUARTER TO 12 CASES. COMPLAINTS CONCERNING REFUSAL TO ACCEPT HIRE ALSO INCREASED FROM FOUR TO NINE.

COMPLAINTS ABOUT INADEQUATE BUS SERVICES FOR KOWLOON AND THE NEW TERRITORIES CONTINUED TO DROP. NINETY-FOUR COMPLAINTS WERE RECEIVED AS AGAINST 122 IN THE FIRST QUARTER OF THE YEAR AND 101 IN THE LAST QUARTER OF THE YEAR BEFORE.

/THE FIGURE .....

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THE FIGURE WAS DOWN 52 PER CENT ON THE TOTAL OF 199 COMPLAINTS RECEIVED IN THE SAME PERIOD LAST YEAR. THERE WERE FEWER COMPLAINTS ON THIS SUBJECT AFTER MAY 1985. TWENTY CASES WERE RECORDED IN JUNE 1985, COMPARED WITH 37 IN THE PREVIOUS MONTH AND 93 IN JUNE 1984.

THE NUMBER OF COMPLAINTS ABOUT INADEQUATE BUS SERVICES FOR HONG KONG ISLAND ALSO DROPPED FROM 49 IN THE FIRST QUARTER AND 34 IN THE LAST QUARTER OF 1984 TO 24. BUT IT WAS STILL SLIGHTLY HIGHER THAN THE 17 COMPLAINTS RECORDED IN THE SAME PERIOD LAST YEAR. COMPLAINTS ALSO SHOWED A DECLINE IN JUNE 1985. ONLY FIVE COMPLAINTS WERE RECEIVED AS OPPOSED TO 15 IN THE PREVIOUS MONTH AND 14 IN JUNE 1984.

COMPLAINTS ON INADEQUATE CROSS-HARBOUR BUS SERVICES MADE UP 16 CASES ONLY, THREE OF WHICH WERE RECEIVED IN THE LAST MONTH OF THE QUARTER. THE FIGURE SHOWED LITTLE VARIATION WHEN COMPARED TO THE 11 COMPLAINTS IN THE LAST QUARTER AND THE 18 COMPLAINTS IN THE SAME PERIOD LAST YEAR.

NINETY-SEVEN COMPLAINTS CONCERNING CMB'S STANDARD OF SERVICE WERE RECEIVED, 16 CASES MORE THAN THE LAST QUARTER AND AN INCREASE OF 11 CASES OVER THE SAME PERIOD OF THE PREVIOUS YEAR.

THE MAIN COMPLAINTS WERE CONDUCT AND PERFORMANCE OF BUS DRIVERS. THEY MADE UP 49 CASES, 19 OF WHICH WERE ABOUT FAILURE TO PICK UP OR SET DOWN PASSENGERS.

ANOTHER MAIN SUBJECT WAS BUSES NOT KEEPING TO SCHEDULED FREQUENCY. THERE WERE 39 CASES AND NEARLY ONE-HALF OF THEM WERE RECEIVED FROM RESIDENTS OF THE SOUTHERN DISTRICT.

THE BULK OF THE COMPLAINTS CONCERNING CMB WAS RECEIVED IN THE FIRST TWO MONTHS OF THE QUARTER - 29 IN APRIL AND 48 IN MAY. ONLY 20 COMPLAINTS WERE RECORDED IN JUNE, A DROP OF 11 CASES OVER THE TOTAL IN JUNE 1984.

SEVENTY COMPLAINTS CONCERNING KMB'S STANDARD OF SERVICE WERE RECORDED, COMPARED WITH 74 IN THE LAST QUARTER AND 87 IN THE SAME PERIOD LAST YEAR. BUSES NOT KEEPING TO SCHEDULED FREQUENCY WERE THE MAIN SUBJECT OF COMPLAINTS. THERE WERE 30 CASES, THE SAME AS IN THE LAST QUARTER. CASES CONCERNING BUS CAPTAINS, HOWEVER, FELL FROM 33 IN THE LAST QUARTER TO 22.

COMPLAINTS CONCERNING KMB WERE AT THEIR LOWEST IN THE LAST MONTH OF THE QUARTER. ALTOGETHER THERE WERE 20 CASES, A DECREASE OF 14 CASES COMPARED WITH THE SAME MONTH IN THE PREVIOUS YEAR.

THE NUMBER OF COMPLAINTS ABOUT GREEN MINIBUSES ROSE FROM 47 IN THE LAST QUARTER TO 73, AN INCREASE OF 20 CASES OVER THE SAME PERIOD LAST YEAR. THE MAIN AREAS OF COMPLAINTS WERE INADEQUATE SERVICE (28 CASES), MAXICABS NOT KEEPING TO FREQUENCY OR ROUTING (24 CASES) AND CONDUCT AND PERFORMANCE OF DRIVERS (10 CASES).

/ON TRAFFIC .....

ON TRAFFIC CONDITIONS, 371 COMPLAINTS WERE MADE TO THE TCU IN THE QUARTER AS AGAINST 360 IN THE SAME PERIOD LAST YEAR. COMPARED WITH THE 246 COMPLAINTS IN THE LAST QUARTER, THERE WAS AN INCREASE OF 125 CASES.

OVER ONE-HALF OF THE COMPLAINTS (192 CASES) WERE ABOUT ROAD CONGESTION. THEY WERE RECEIVED MOSTLY FROM ROAD USERS IN KOWLOON CITY, KWUN TONG, YAU MA TEI, WAN CHAI, SHA TIN AND TSUEN WAN. THE REMAINING CASES WERE MAINLY ABOUT TRAFFIC AIDS, PEDESTRIAN AND PARKING FACILITIES.

FEWER COMPLAINTS ON TRAFFIC CONDITIONS, HOWEVER, WERE RECEIVED IN THE LAST MONTH OF THE QUARTER. BETWEEN MAY AND JUNE 1985, THE NUMBER FELL FROM 159 TO 95, A DROP OF 64 CASES. THE NUMBER OF COMPLAINTS IN JUNE ALSO SHOWED A DROP OF 50 CASES WHEN COMPARED WITH THE 145 COMPLAINTS IN THE SAME MONTH LAST YEAR.

THE MAJOR DECREASE WAS IN COMPLAINTS ABOUT ROAD CONGESTION AND COMPLAINTS CONCERNING PARKING FACILITIES. BOTH CATEGORIES OF COMPLAINTS WENT DOWN BY OVER 40 PER CENT BETWEEN MAY AND JUNE 1985 - THE FORMER DROPPED FROM 83 CASES TO 47 AND THE LATTER FROM 34 CASES TO 19.

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#### 1983 INDUSTRIAL SURVEY REPORT OUT

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A REPORT CONTAINING STATISTICS SHOWING THE STRUCTURAL AND OPERATING CHARACTERISTICS OF VARIOUS INDUSTRIES HAS JUST BEEN PUBLISHED BY THE CENSUS AND STATISTICS DEPARTMENT.

THE +1983 SURVEY OF INDUSTRIAL PRODUCTION+ REPORT PRESENTS THE MAJOR FINDINGS FROM A SURVEY CONDUCTED FROM APRIL 1984 TO EARLY THIS YEAR.

THE SURVEY COVERED ESSENTIALLY THE MANUFACTURING SECTOR. ESTABLISHMENTS ENGAGED IN MINING AND QUARRYING, AND IN THE SUPPLY OF ELECTRICITY AND GAS AND WATER WERE ALSO INCLUDED.

PREVIOUS PUBLICATIONS IN THE SAME SERIES INCLUDE THE REPORT ON THE SURVEY OF INDUSTRIAL PRODUCTION FOR 1973 AND REPORTS ON ANNUAL SURVEYS FROM 1976 TO 1982.

BESIDES BEING USED BY THE GOVERNMENT FOR POLICY MAKING, THE STATISTICS ARE USED BY THE PRIVATE SECTOR FOR DECISION-MAKING, ECONOMIC ANALYSIS AND MARKET RESEARCH.

THEY CAN ALSO BE USED FOR ASSESSING INDUSTRIAL PERFORMANCE, IDENTIFYING STRUCTURAL CHANGES AND DRAWING INTER-INDUSTRY COMPARISONS.

THE REPORT IS NOW ON SALE AT THE GOVERNMENT PUBLICATIONS SALES CENTRE, GENERAL POST OFFICE BUILDING, AND THE CENSUS AND STATISTICS DEPARTMENT PUBLICATIONS SALES COUNTER, KAI TAK COMMERCIAL BUILDING, AT \$9 PER COPY.

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EVENING COURSE FOR PART-TIME LECTURERS  
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PRACTISING OR INTENDING PART-TIME TEACHERS ARE INVITED TO ATTEND A ONE-YEAR EVENING COURSE RUN BY THE HONG KONG TECHNICAL TEACHERS' COLLEGE.

THE COURSE, STARTING IN LATE SEPTEMBER, IS DESIGNED TO TRAIN EVENING PART-TIME TEACHERS ENGAGED IN FURTHER EDUCATION OR THOSE WISHING TO TAKE UP EVENING PART-TIME TEACHING.

AIMED AT RAISING THE GENERAL STANDARD OF PART-TIME TEACHING, THE COURSE PROVIDES A STUDY OF PRINCIPLES AND METHODS OF TEACHING.

IN ADDITION TO THEORETICAL STUDIES, EMPHASIS WILL BE PLACED ON PRACTICAL TEACHING.

APPLICANTS SHOULD HAVE APPROPRIATE TECHNICAL OR ACADEMIC QUALIFICATIONS AND A GOOD COMMAND OF WRITTEN AND SPOKEN ENGLISH.

SUCCESSFUL APPLICANTS WILL BE REQUIRED TO ATTEND CLASSES TWO EVENINGS A WEEK FOR 30 WEEKS.

APPLICATION FORMS, AVAILABLE FROM THE HONG KONG TECHNICAL TEACHERS' COLLEGE, 373 QUEEN'S ROAD EAST, WAN CHAI, FROM MONDAY (AUGUST 5), SHOULD BE COMPLETED AND RETURNED TO THE COLLEGE BEFORE AUGUST 15.

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LITTER OFFENDERS FINED MORE THAN \$3.7 MILLION  
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A TOTAL OF MORE THAN \$3.7 MILLION IN FINES WAS COLLECTED FROM 21 312 LITTER OFFENDERS WHO WERE CHARGED BY STAFF OF THE URBAN SERVICES DEPARTMENT DURING THE FIRST HALF OF THIS YEAR.

AMONG THE OFFENDERS, 2 357 WERE RECIDIVISTS, REPRESENTING JUST OVER 11 PER CENT OF THE LITTERBUGS, SAID A SPOKESMAN FOR THE DEPARTMENT TODAY.

THE HIGHEST FINE AND AVERAGE FINE FOR RECIDIVISTS DURING THE PERIOD WERE \$1 000 AND \$295 RESPECTIVELY, WHILE THE AVERAGE FINE FOR FIRST-TIME OFFENDERS WAS \$177.

+THESE FIGURES PROVE THAT LITTERING - APART FROM BEING SELFISH AND ANTI-SOCIAL - CAN BE EXPENSIVE,+ SAID THE SPOKESMAN.

HE CALLED ON THE PUBLIC TO CULTIVATE THE HABIT OF +PUTTING IT IN THE BIN+, THEREBY KEEPING OUR CITY CLEAN.

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TENDERS INVITED FOR SWIMMING POOL RESTAURANT  
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THE REGIONAL SERVICES DEPARTMENT IS INVITING TENDERS FOR THE OPERATION OF A GENERAL RESTAURANT AT THE FANLING SWIMMING POOL COMPLEX.

THE SWIMMING POOL IS A MAJOR AQUATIC SPORTS CENTRE IN THE NORTH DISTRICT AND WAS FREQUENTED BY MORE THAN 210 000 SWIMMERS LAST YEAR, AN RSD SPOKESMAN SAID.

THE SUCCESSFUL BIDDER CAN OPERATE THE RESTAURANT FROM OCTOBER 1 THIS YEAR UNTIL SEPTEMBER 30, 1987.

TENDER FORMS MAY BE OBTAINED FROM THE NORTH DISTRICT OFFICE OF THE RSD AT GROUND FLOOR, GARAGE NO. 1, TAI YUEN ESTATE, TAI PO; OR AT NO. 170, JOCKEY CLUB ROAD, SHEUNG SHUI.

COMPLETED FORMS SHOULD BE PLACED IN THE TENDER BOX AT THE RSD HEADQUARTERS ON THE THIRD FLOOR OF SWIRE AND MACLAINE HOUSE, AUSTIN CENTRE, 19-23 AUSTIN AVENUE, TSIM SHA TSUI, BEFORE 9 AM ON AUGUST 30.

FURTHER ENQUIRIES SHOULD BE DIRECTED TO THE RSD AT TELEPHONE 0-6570616.

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CAR PARK PROPOSED FOR TUEN MUN  
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THE NEW TERRITORIES DEVELOPMENT DEPARTMENT PLANS TO CONSTRUCT A CAR PARKING AREA AND AN ACCESS ROAD AT THE JUNCTION OF TUEN MUN ROAD AND PUI TO ROAD IN TUEN MUN.

THE SCHEME FORMS PART OF THE CONTINUING PROGRAMME FOR THE DEVELOPMENT OF TUEN MUN NEW TOWN.

A NOTICE CONCERNING THE PROPOSED WORKS WAS PUBLISHED IN THE GAZETTE YESTERDAY.

A PLAN SHOWING THE PROPOSED WORKS CAN BE SEEN AT THE CENTRAL AND WESTERN DISTRICT OFFICE, CENTRAL ENQUIRY SUB-OFFICE, CENTRAL GOVERNMENT OFFICES, WEST WING MAIN ENTRANCE, HONG KONG, THE TUEN MUN DISTRICT LANDS OFFICE AND THE TUEN MUN DISTRICT OFFICE, TUEN MUN DISTRICT OFFICE BUILDING, CASTLE PEAK ROAD, TUEN MUN, NEW TERRITORIES.

OBJECTIONS IN WRITING SHOULD REACH THE SECRETARY FOR LANDS AND WORKS BY OCTOBER 1.

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STREET IN WAN CHAI TO BE RECONSTRUCTED  
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THE ENGINEERING DEVELOPMENT DEPARTMENT PROPOSES TO RECONSTRUCT A SECTION OF ST. FRANCIS STREET BETWEEN QUEEN'S ROAD EAST AND ST. FRANCIS YARD IN WAN CHAI.

WORK WILL INVOLVE IMPROVEMENT TO THE SURFACE OF THE STEEPLY-INCLINED STREET WHICH IS FREQUENTLY USED BY SCHOOL BUSES.

THE PROPOSED RECONSTRUCTION WILL RESULT IN THE CLOSURE OF THAT SECTION OF ST. FRANCIS STREET FOR ONE-AND-A-HALF MONTHS. DURING THIS PERIOD, HOWEVER, A FOOTPATH THROUGH THE WORK SITE WILL BE PROVIDED FOR PEDESTRIANS.

A NOTICE CONCERNING THE ABOVE WORKS WAS PUBLISHED IN THE GAZETTE THIS WEEK.

A PLAN SHOWING THE PROPOSED WORKS CAN BE SEEN AT THE CENTRAL AND WESTERN DISTRICT OFFICE, CENTRAL ENQUIRY SUB-OFFICE, CENTRAL GOVERNMENT OFFICES, WEST WING, MAIN ENTRANCE LOBBY- THE DISTRICT LAND OFFICE (HONG KONG NORTH), 25 HARBOUR ROAD, HARBOUR CENTRE, 12TH FLOOR, HONG KONG, AND THE WAN CHAI DISTRICT OFFICE, TUNG WAH MANSION, 201 HENNESSY ROAD, GROUND FLOOR, HONG KONG.

OBJECTIONS IN WRITING SHOULD REACH THE SECRETARY FOR LANDS AND WORKS BY OCTOBER 1.

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KWUN TONG RESTRICTED ZONES  
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A NUMBER OF ROADS IN KWUN TONG WILL BE DESIGNATED AS RESTRICTED ZONES FROM 7 AM TO 7 PM DAILY FROM 10 AM ON TUESDAY (AUGUST 6).

THESE ARE:

- \* THE SECTION OF HOI BUN ROAD BETWEEN KEI YIP STREET AND TSUN YIP STREET.
- \* THE WESTBOUND CARRIAGEWAY OF HOI BUN ROAD BETWEEN HOW MING STREET AND TSUN YIP STREET.

WITHIN THE RESTRICTED ZONES, MOTOR VEHICLES WILL NOT BE ALLOWED TO STOP FOR PASSENGERS OR GOODS.

THE EXISTING RESTRICTED ZONE ON HOI BUN ROAD BETWEEN KEI YIP STREET AND TSUN YIP STREET WILL BE LIFTED.

FROM THE SAME DAY 23 GOODS VEHICLE PARKING METERS WILL BE INSTALLED IN HOI BUN ROAD TO RATION THE UTILISATION OF ON-STREET PARKING SPACES. THESE ONE-HOUR METERS WILL CHARGE 50 CENTS FOR 30 MINUTES.

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FIRING PRACTICE  
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FIRING PRACTICE WILL TAKE PLACE AT THE HA TSUEN-CASTLE  
PEAK RANGE ON FIVE DAYS NEXT WEEK.

THE PUBLIC IS WARNED NOT TO ENTER THE AREA WHEN RED FLAGS  
ARE HOISTED.

THE PRACTICE WILL BE FROM 9 AM TO 3 PM ON MONDAY (AUGUST 5),  
FROM 3 PM TO 6 PM ON WEDNESDAY (AUGUST 7), FROM 8 AM TO 4.30 PM  
ON THURSDAY AND FRIDAY (AUGUST 8 AND 9) AND FROM 8 AM TO 10 AM  
ON SATURDAY (AUGUST 10).

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CHEUNG CHAU TAPS OFF  
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FRESH WATER SUPPLY TO CERTAIN PREMISES AND VILLAGES  
ON CHEUNG CHAU ISLAND WILL BE TURNED OFF FROM 11 PM ON TUESDAY  
(AUGUST 6) TO 6 AM THE FOLLOWING DAY FOR LEAKAGE TESTS.

THE AFFECTED AREA IS BOUNDED BY PEAK ROAD, SAN HING STREET,  
TAI SUN STREET, PAK SHE SAN TSUEN, TUNG WAN ROAD, KWUN YAM  
WAN ROAD, SPORTS ROAD AND NAM TAM WAN ROAD, INCLUDING LUNG  
TSAI TSUEN, SIN YAN TSENG TSUEN AND NAM SHE TONG.

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