

Report on Transportation Survey Conducted by HKUST Staff Association (Feb 2016)

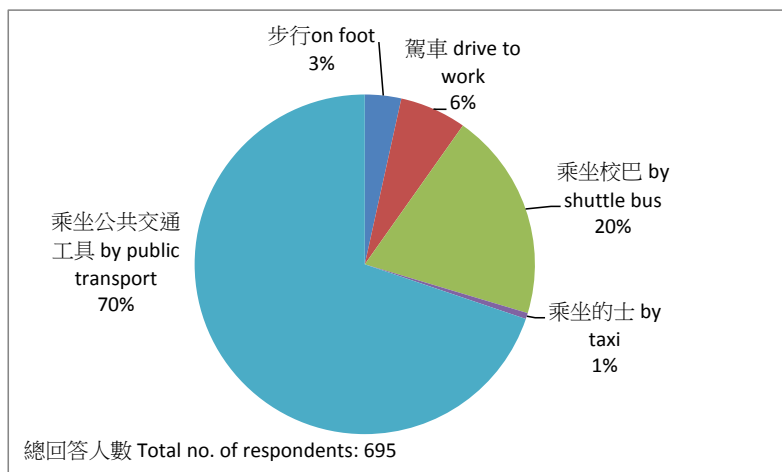
Objective:

In response to complaints from staff regarding the public transport to/from HKUST, in particular the frequency and waiting time, a survey was conducted from 5 to 15 Feb 2016 to collect staff's feedback and comments. 705 responses were received. The results will be presented to officials of the Transport Department and Campus Services Office at the meeting on 17 Feb 2016.

Results:

Q1: How do you usually go to work?

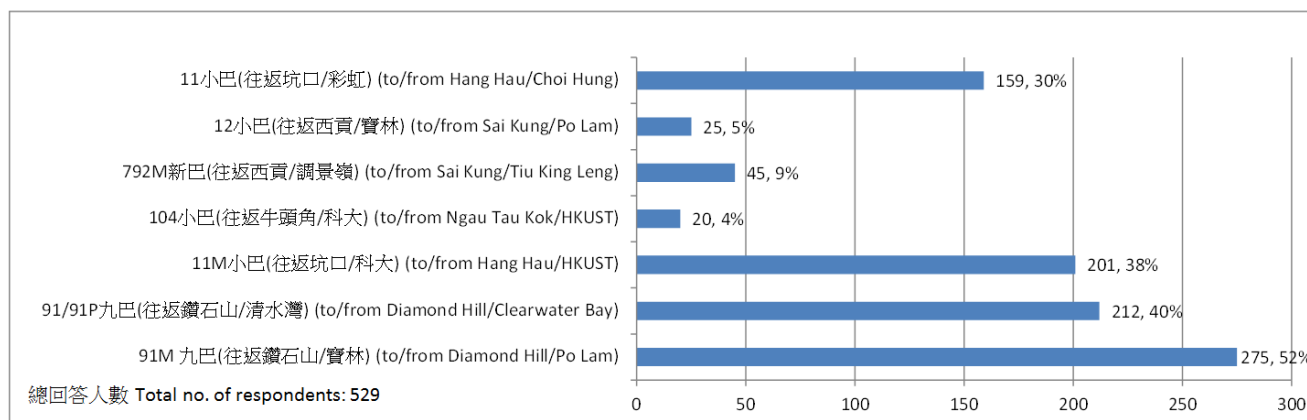
- 70% of our staff use public transport to travel from/to HKUST.



Going to HKUST

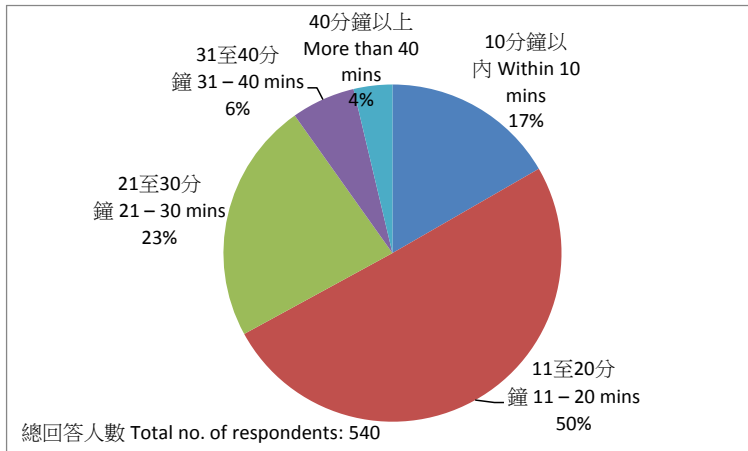
Q2: Which public transport do you usually use to go to HKUST? (may choose more than one)

- Relatively more staff travel to HKUST via Diamond Hill or Choi Hung, followed by Tseung Kwan O.



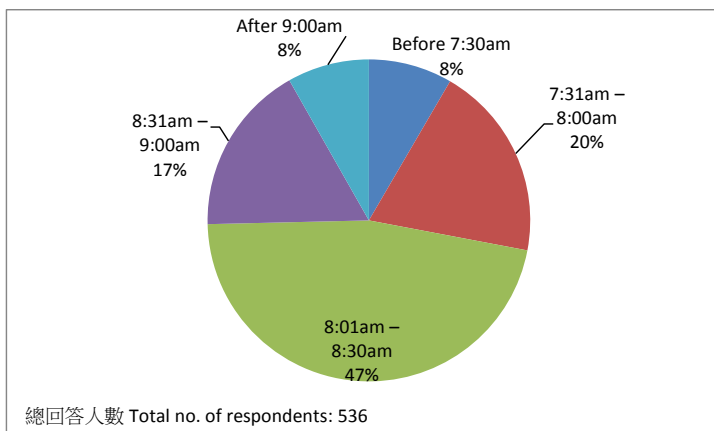
Q3: What is the average waiting time in the past week (during winter break)?

- *1/3 of staff have to wait for over 20 minutes when they go to work.*



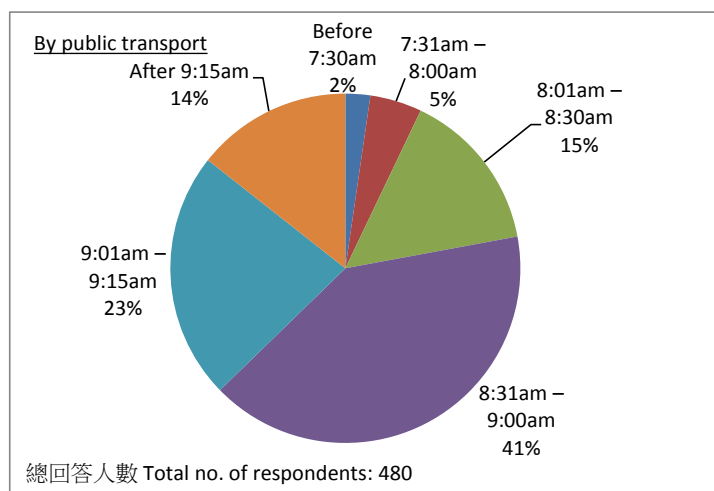
Q 4: What time do you usually arrive at the bus stop?

- *About half of the staff arrive at the bus stop between 8am to 8:30am.*



Q5: What time do you usually arrive at HKUST?

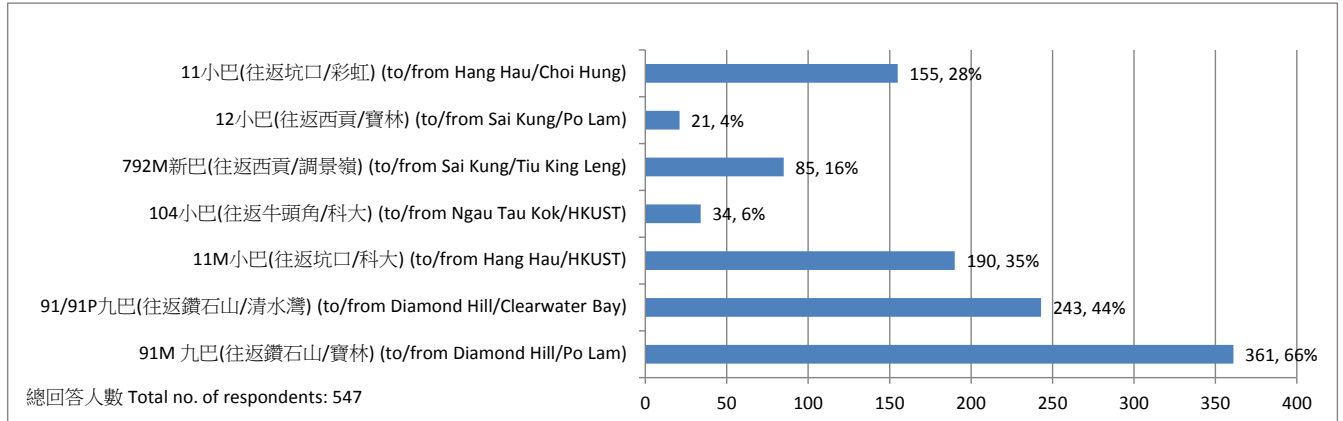
- *37% of staff arrive HKUST after 9am (same findings for all respondents and those who travel by public transport)*



Depart from HKUST

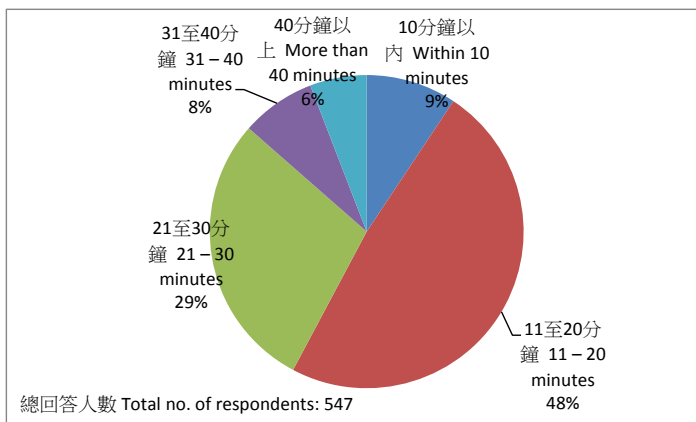
Q6: Which public transport do you usually use to depart from HKUST? (may choose more than one)

- *Relatively more staff leave HKUST via Diamond Hill or Choi Hung, followed by Tseung Kwan O.*



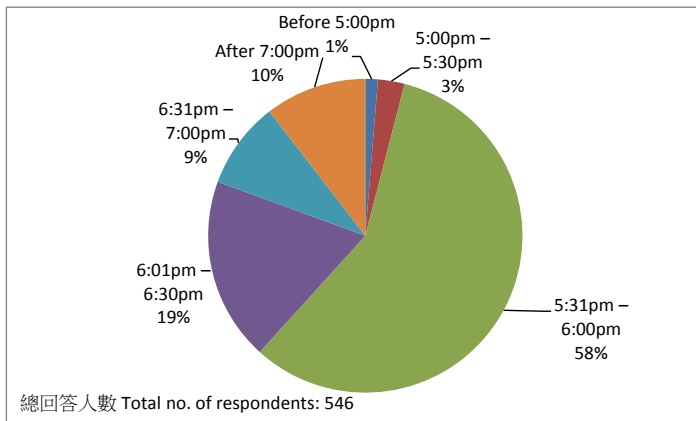
Q7: What is the average waiting time?

- *43% of staff have to wait for over 20 minutes to leave HKUST; situation is worse compared with coming back to HKUST.*

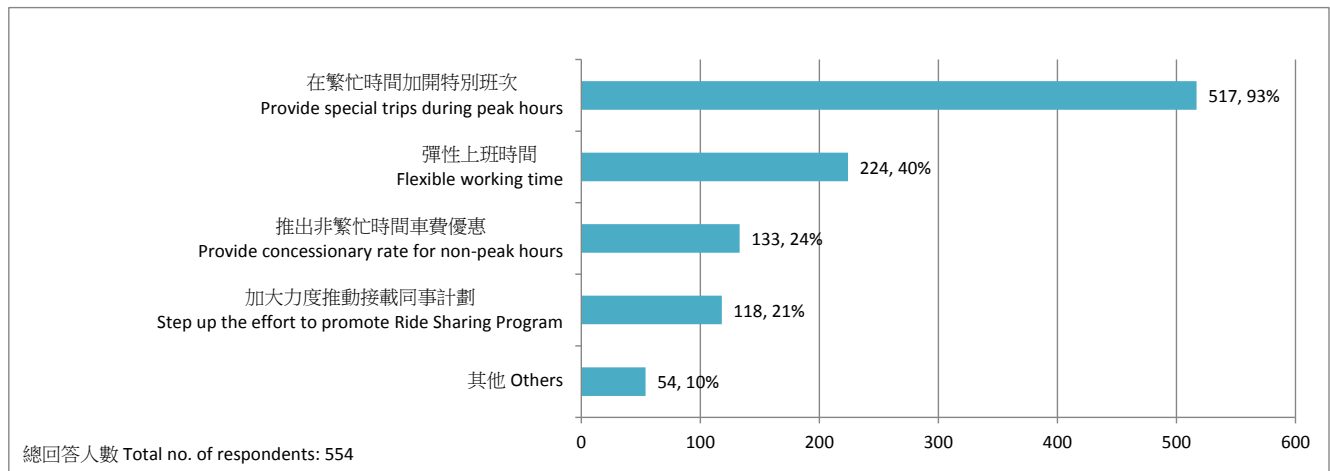


Q8: When do you usually arrive at the North Gate/South Gate bus stop?

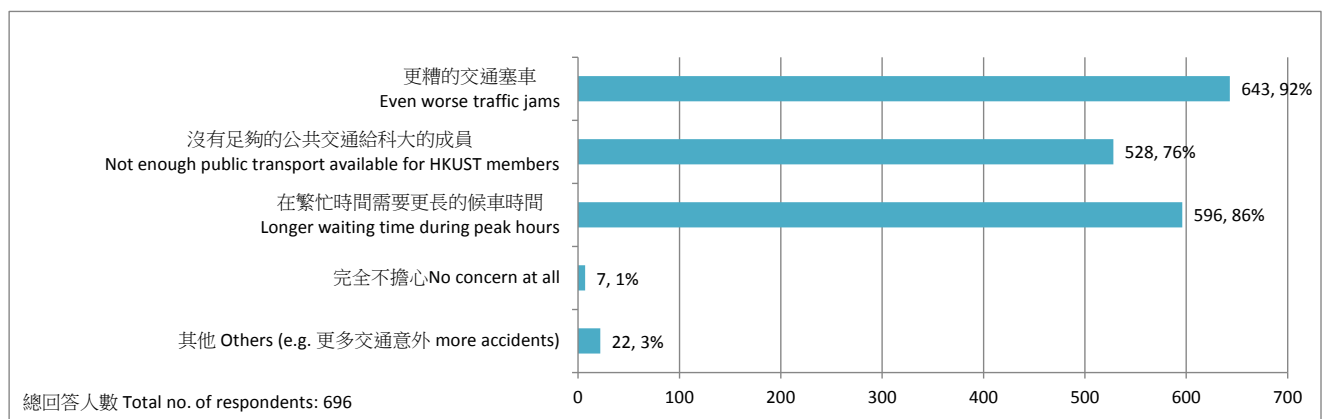
- *About 60% of staff leave HKUST between 5:30pm and 6pm.*



Q9: What are the measures that can help shorten the waiting time? (may choose more than one)



Q10: Do you have any concern on the traffic / public transportation once the new private residence next to the campus is ready for occupancy?



Comments and recommendation on public transportation:

1. Comments for 91P:

- During peak hours in the evening, better change the final destination to Diamond Hill MTR station instead of Choi Hung.
- Better to advance the service of first 91P to earlier and increase the frequency of 91P during the peak hours in the morning and in the evening.
- Many staff suggested that 91P to keep its service (e.g. 0800, 0810, 1745 and 1800) during term break, summer time and public holiday.
- While 91P runs from Diamond Hill to Po Lam during rush hours, please also provide service for the reverse direction.
- Better for 91P to stop at Pik Hoi House in the morning as many students and staff transit at that stop.
- Staff complained that 91P (from Diamond Hill to Po Lam) sometimes delay service.

2. Comments for 91/91M:

- The frequency of 91M bus from Po Lam to Diamond Hill during peak hours highly fluctuates.
- 91M is suggested to have fixed schedule of services, such as 10 minutes.
- 91 should provide concessionary fare for passengers leaving from HKUST to Choi Hung since the journey is exactly the same distance as 91M's.

3. Comments for 11/11M:

- Increased no. of people who work in the nearby construction site causes long queue for taking Minibus 11, normally need to wait for 20-30 minutes.
 - Many workers jump the queue of Minibus 11 (from Choi Hung to Hang Hau) in the morning.
 - The minibus company should optimize their buses. In Choi Hung bus station, the mini buses for Sai Kung are always waiting for passengers, while the queue for HKUST is always very long.
4. The frequency of all public transportation should increase during festivals such as Mid-Autumn Festival or day before Lunar New Year.
 5. It is hard to get on to any buses (91/ 91M/91P) at Choi Wan Estate station as it is an intermediate stop, please solve this problem.
 6. It is better to set up an electronic board or a mobile application showing the waiting time for buses at both North Gate and South Gate.
 7. It is suggested to have a bus route to HKUST directly from Mongkok to reduce the no. of passengers in Choi Hung. It can run only in weekdays during peak hours in the morning.
 8. Suggest to increase the frequency of connecting bus for Shatin such as 89C.
 9. All buses/minibuses will skip the stop near gas station outside HKUST during the pm peak hours.
 10. There are always traffic jams near Hang Hau Estate.
 11. If there is any car accident, there are no means to go to HKUST (Bus: 91/91M/91P, Minibus 11) For example in last semester, there was a car accident happened near Wong Tai Sin. Therefore, there is a need to improve the transportation between Wong Tai Sin to Choi Wan Estate.
 12. Suggest to provide red public light buses to HKUST to provide more options.
 13. Suggest that Transportation Department can restrict the traffic flow of the new residential area.
 14. Please shut down the entrance to the construction site near North Gate after the completion of the construction to reduce the chance of traffic jams and accidents.
 15. People worry about the traffic condition at peak hours when leaving HKUST (from South Gate to Choi Hung direction) when the new estates around UST are moved in.
 16. The waiting areas of both Gates are not adequate. The queues are unclear when there are so many people waiting during peak hours.

Comments for university shuttle bus service:

1. More shuttle bus destinations should be arranged during peak hours e.g. Kowloon Tong MTR Station or Choi Hung in order to reduce the no. of passengers in Diamond Hill.
2. Suggest to provide shuttle bus services during term breaks and summer, such as 0810 and 0820 in the morning.
3. Suggest to split the shuttle bus services (between HKUST/New Territories East) into 2 routes to reduce the travel time, namely one to Sheung Shui and Fanling and one to Shatin and Tai Po.
4. Suggest to advance shuttle bus services: (a) from Diamond Hill/Tseung Kwan O to HKUST – to start at 8am instead of 8:10am/8:15am, and (b) from HKUST to Diamond Hill/Tseung Kwan O – to start at 5:45pm instead of 6pm.
5. Suggest to re-operate the shuttle bus service from Po Lam to HKUST.
6. Suggest to increase the frequency of the university shuttle bus services for all routes.
7. Suggest to set up an electronic board or a mobile application showing the status of shuttle service (e.g. on time or delay) and the availability of next bus and timing.
8. Staggered working hours/ flexible working time will reduce the pressure on transportation in evening.

9. Poor transportation is not only a barrier for prospective students to choose to study in HKUST, but also discourages staff to work here. There is an urgent need to find ways to solve the problem as soon as possible.

教職員對當前交通配套的其他意見

小巴

整體意見

- 人龍過長、等候時間長達1小時
- 上班上學、下班時期增加班次
- 問卷的時期為學期剛開始及農曆新年期間，因此過去一星期的平均等候時間未能反映實際候車的嚴重性
- 排隊時經常有人吸煙

11	11M	12	其他
<ul style="list-style-type: none"> - 早上時常有地盤工人插隊，而且情況嚴重 - 早上由彩虹往坑口的班次不穩定 	<ul style="list-style-type: none"> - 上下班時班次太疏 	<ul style="list-style-type: none"> - 20分鐘一班，班次太疏 	<ul style="list-style-type: none"> - 增設由彩虹直達科大的小巴，中途不停其他站

教職員對當前交通配套的其他意見

巴士

整體意見

- 候車時間長
- 上班上學、下班時期增加班次
- 農曆年期間/Term Break/暑假期間維持91P的服務
- 巴士經常脫班，需提高準時度
- 問卷的時期為學期剛開始及農曆新年期間，因此過去一星期的平均等候時間未能反映實際候車的嚴重性

91M/ 91/91P九巴	792M新巴	其他
<ul style="list-style-type: none"> - 下班繁忙時間，等車時間難以預計 - 早上在碧海樓去科大等車的人很多 - 下班時期91M往寶林方向班次非常不穩定，經常延誤 - 增加91M去寶林的班次 - 調整91價格，由科大至彩虹/彩虹至科大設分段收費，與91M/91P價格相同 - 91P早上在鑽石山總站開車時間經常延誤，影響抵達校園時間 - 建議下班由科大開出的91P把總站設於鑽石山/紅萼樓 - 建議在7:55am前增加91P班次，提早91P首班車時間 - 91P在8:10am、8:30am及8:50am間增加班次 - 建議91P途徑碧海樓站 - 建議91P在繁忙時段開設寶林至科大/科大至寶林的特別班次 	<ul style="list-style-type: none"> - 要求在下班時段開設特別班次，減少等候時間至5-10分鐘一班 - 脫班及飛站問題嚴重 - 5:00pm-7:00pm左右的班次經常滿座 - 商學院上班/上學的人士經常無法搭在上北開出往坑口/將軍澳的車，建議在南開增設往坑口/將軍澳的路線 - 沒有等候時間預報 	<ul style="list-style-type: none"> - 增加巴士路線 - 繁忙時段增設中途不停站，直達坑口和彩虹站的巴士 - 巴士公司開設11M小巴由坑口出發的路線 - 增加接駁巴士，如在沙田的89C的班次 - 期望親臨巴士增設科大站

教職員對當前交通配套的其他意見

大學行政管理

- 彈性工作時間
- 北門行車路不應允許屋苑車出入
- 繁忙時間南北開排隊等車情況均混亂
- 改善北開地上的劃線/排隊的方法，尤其91M & 792M
- CSO經常不回應職員的意見及建議
- CSO沒有跟進與校巴供應商協商更改上水線沙田站候車位置一事
- 於北開及南開前設電子顯示屏提供巴士候車時間
- 北開候車位置過於狹窄
- 南開候車位置及商學院扶手電梯的頂篷設計有問題，無法遮擋陽光或雨
- 經常無法攔截的士
- 考慮設立職員交通組，專門與CSO溝通有關科大職員上下班的交通事宜

教職員對當前交通配套的其他意見

校巴

整體意見

- Sem Break期間不暫停服務
- 在上下班時間增設多班科大/坑口、寶林、將軍澳、鑽石山的校巴
- 校巴開出時間與既定時間表相差較大
- 早上校巴抵校不太準時
- 增加下班時間的班次
- 重新整理校巴路線
- 增加往東九龍的校巴路線
- 黃埔線經常客滿，建議增加九龍塘地鐵站/油尖旺地區的路線
- 下班時段增設來往將軍澳的校巴
- 問卷的時期為學期剛開始及農曆新年期間，因此過去一星期的平均等候時間未能反映實際候車的嚴重性
- 增設LSC Building站
- 加開彩虹巴士總站/臨近地方的校巴

其他意見

- 上水粉嶺大埔沙田及黃埔線的校巴經常客滿，建議將上水粉嶺及大埔沙田分開2條行車線
- 加開秀茂徑至科大途徑寶林/翠林的校巴
- 加開至靚塘
- 校巴增設元朗站
- 建議司機查看同時的員工證才允許上車
- 至將軍澳的校巴增設調景嶺站及將軍澳站
- 校巴價格太昂貴
- 部分校巴車內有煙味
- 增設早上由北角至科大、下班科大至尖沙咀的校巴
- 早上的校巴港島線增加灣仔站
- 午膳時間免費來往坑口的校巴
- 增加午膳時間的校巴服務

教職員對當前交通配套的其他意見

運輸處

- 坑口村道長期塞車
- 每日八時左右，科大迴旋處經大埔仔村入南關路段一段經常擠塞，拖慢小巴行車時間。
- 北關迴旋處 / 南關油站十字燈位 / 大埔仔村一帶經常發生擠塞。
- 若附近出現交通意外情況，根本沒有車可以到達彩虹(91/91M/91P/11號小巴)。因為上學年試過一次在黃大仙龍翔道有交通意外，塞車龍尾去到安達臣道，那天早上根本沒有車可回校。因此整個區域的交通配套都需要改善或有後補方案讓員工和學生返回學校
- 限制屋苑的汽車流量
- 由清水灣道經坑口道/影業路往將軍澳及九龍，迴旋處已成為樽頸位置，經常造成塞車
- 疏導清水灣,大埔仔,坪石村塞車的問題.建議擴寬馬路
- 興建科大港鐵站
- 開放非專線小巴，增加選擇。