

## **Legislative Council Panel on Transport**

### **Application for New Franchises by Citybus Limited (Franchise for Hong Kong Island and Cross Harbour Routes), New Lantao Bus Company (1973) Limited and Kowloon Motor Bus Company (1933) Limited**

#### **Purpose**

This paper informs Members of the Administration's assessment on the applications for new franchises by Citybus Limited (Franchise for Hong Kong Island and Cross Harbour Routes) ("Citybus (Franchise 1)"), New Lantao Bus Company (1973) Limited ("NLB") and Kowloon Motor Bus Company (1933) Limited ("KMB"). Members' views are welcome.

#### **Background**

2. At present, there are five franchised bus companies operating six bus franchises. They are KMB, NLB, Citybus (which operates two franchises, one for the Hong Kong Island and cross harbour routes ("Franchise 1") and another for the Airport and North Lantau bus network ("Franchise 2")), New World First Bus Services Limited ("NWFB"), and Long Win Bus Company Limited ("LW"). The current franchises of Citybus (Franchise 1), NLB and KMB will expire on 30 June 2006, 31 March 2007 and 31 July 2007 respectively. The three franchised bus companies have applied for the granting of new franchises for 10 years to take effect upon expiry of their current franchises.

#### **Assessment of Applications**

3. Under section 5 of the Public Bus Services Ordinance ("PBSO") (Cap 230), the Chief Executive in Council ("CE-in-Council") may grant a franchise conferring the right to operate public bus service to any company registered under the Companies Ordinance (Cap 32). A franchise may be granted for a period not exceeding 10 years. Section 12 of the PBSO states that a grantee shall at all times during the franchise period maintain to the satisfaction of the Commissioner for Transport ("C

for T”) a proper and efficient public bus service.

4. To assess whether Citybus (Franchise 1), NLB and KMB have provided a proper and efficient public bus service, the Transport Department (“TD”) has conducted regular reviews on the performance of the three companies through passenger satisfaction surveys, site surveys, vehicle inspections, examination of regular returns and public feedback. The three bus companies have demonstrated good track record in providing a proper and efficient service. The three companies are also committed to providing quality services under the new franchises if granted.

## **Performance Assessment**

### *(a) Citybus (Franchise 1)*

5. As at end 2004, Citybus (Franchise 1) operated 96 bus routes using 747 buses and carried about 527,000 passengers daily. The Company has maintained a satisfactory service steadily since the commencement of its current franchise in September 1996. During the past five years (2000-2004), the percentage of lost trips against the total number of trips dropped from 2.35% to 1.92% and the number of complaints per million passengers remained at a low level of 1.60 to 2.84. On safety, the overall bus accidents per million vehicle-km reduced by 14% from 5.48 in 2000 to 4.69 in 2004.

6. Overall speaking, the operation efficiency of Citybus (Franchise 1) has improved. The licensed fleet of the company reduced by 5.8% from 793 in 2000 to 747 in 2004. In the coming five years, it proposes to introduce one new route, 13 improvement items<sup>1</sup> and 37 rationalization items<sup>1</sup>.

### *(b) NLB*

7. As at end 2004, NLB operated 24 bus routes with 86 buses and carried about 33,000 passengers daily. Despite its smaller network, NLB

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<sup>1</sup> Improvement items include frequency enhancement, service hour extension and route extension. Rationalization items include route cancellation, frequency reduction, route truncation and re-routeing. Before implementation of any major changes, the relevant District Councils will be consulted.

has performed well since the commencement of its present franchise in April 1997 and generally maintains a satisfactory service. During the past five years from 2000 to 2004, the rate of lost trips dropped remarkably from 0.14% to 0.01% and the number of complaints per million passengers also reduced significantly from 5.99 to 2.90. As regards accidents per million vehicle-km, the statistics were consistently kept at a very low level below 2 in the past five years.

8. In the coming five years, NLB proposes to introduce one improvement item<sup>1</sup> and two rationalization items<sup>1</sup> to enhance its network efficiency.

*(c) KMB*

9. As at end 2004, KMB operated 387 bus routes using 4,141 buses, with an average daily patronage of about 2.9 million. KMB has upheld its consistently satisfactory performance since its current franchise came into effect in September 1997. The service provided by KMB remains to be safe, with the accidents per million vehicle-km dropped from 3.03 in 2000 to 2.82 in 2004. The complaint figures against KMB were also maintained at a low level in the past five years, with the number of complaints per million passengers ranged from 1.05 to 1.35. As regards percentage of lost-trips against total trips, the figure stood at a steady level of 2.34% in 2000 and 2.47% in 2004.

10. KMB has improved its operation efficiency by reducing its fleet size from 4,238 in 2000 to 4,141 in 2004. In the coming five years, it proposes to introduce six new routes, 221 improvement items<sup>1</sup> and 29 rationalization items<sup>1</sup> to further enhance its network efficiency.

### **Public Opinion on Bus Services**

11. The Government has commissioned the Hong Kong Polytechnic University to carry out independent opinion polls in August and September 2005 on passengers' feedback on the services provided by Citybus, NLB and KMB. Areas of services covered in the surveys include service reliability, level of comfort, safety, cleanliness of bus

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<sup>1</sup> Improvement items include frequency enhancement, service hour extension and route extension. Rationalization items include route cancellation, frequency reduction, route truncation and re-routeing. Before implementation of any major changes, the relevant District Councils will be consulted.

compartments and environmental performance. Results show that about 76% to 88% of the respondents<sup>2</sup> are satisfied with the services of the three companies. Summary of the survey findings on the three companies are attached at Annexes A to C<sup>3</sup>. We have also commissioned another survey, also conducted by the Hong Kong Polytechnic University, on the existing bus fare level. Half (50%) of the 1,784 respondents indicate that they find the existing bus fare level acceptable. This is higher than the number of respondents (38%) who consider the current bus fare level not acceptable. Summary of the survey findings on bus fare level is attached at Annex D<sup>3</sup>.

Annexes A – C

Annex D

### **New Franchise Terms**

12. The new franchise will be modelled on the franchises of NWFB, Citybus (Franchise 2) and LW granted in 2002 with modifications that have been agreed by Citybus (Franchise 1), NLB and KMB to enhance the regulation of franchised bus service. Examples of these changes include -

- (a) incorporation of additional requirements for the grantees to seek prior approval from C for T for installation of on-bus facilities and introduction of bus related ancillary/add-on services;
- (b) inclusion of the grantees' formal commitments to conduct passenger satisfaction surveys; and
- (c) setting out grantees' undertaking to provide direct communication links and assistance to TD's emergency control centre.

13. Apart from including those additional clauses already incorporated into the franchises granted in 2002, Citybus (Franchise 1), NLB and KMB have also agreed to include, inter alia, the following new clauses in the franchises to be granted to them to –

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<sup>2</sup> Number of respondents of the opinion polls on Citybus, NLB and KMB is 615, 1,845 and 1,020 respectively.

<sup>3</sup> The full reports including findings, methodology and detailed information of the surveys have been uploaded to the website of the Environment, Transport and Works Bureau ([www.etwb.gov.hk](http://www.etwb.gov.hk)).

- (a) set out explicitly the power of CE-in-Council to adjust bus fares upward or downward and to reflect the inclusion of an additional factor of change in price of the cost elements and productivity improvement of the franchised bus industry in the new fare adjustment arrangement;
- (b) strengthen the procurement guidelines to ensure transparency and fair deal in transactions between related parties in the same company group; and
- (c) conduct annual system audit to ensure integrity of the information submitted to C for T.

### **Other Commitments**

14. In addition to the above changes to the franchise clauses, the Administration has secured other commitments from the bus companies for the future franchise period to bring further benefits to the passengers. The three bus companies have given the following additional commitments –

- (a) introduction of fare reduction initiatives;
- (b) implementation of environmental improvement measures; and
- (c) enhancement of service standards.

#### *(a) Introduction of Fare Reduction Initiatives*

15. Citybus (Franchise 1) and KMB have agreed to provide the following fare reduction initiatives upon implementation of the proposed modifications to the Modified Basket of Factors approach, which are set out in a separate paper to the Legislative Council Panel on Transport, –

- (a) 15% advance payment day return fare reduction on routes where the single fare is \$15 or above<sup>4</sup>;
- (b) 5% advance payment day return fare reduction on routes where

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<sup>4</sup> Bus companies will announce the implementation date of the fare reduction initiatives on jointly operated cross harbour routes separately as the technical issues relating to upgrading of software/hardware of Octopus system need to be resolved. At present, fare concession on routes where the single fare is \$15 or above being provided by bus companies only applies to solely operated routes but not jointly operated routes.

- the single fare is between \$10 and \$14.94;
- (c) \$2 flat fare or half fare, whichever is lower, for elderly on Sunday and public holiday; and
  - (d) an addition of 47 bus-bus interchange (“BBI”) schemes.

16. Citybus (Franchise 1) and KMB have also agreed to extend the above fare discounts to the equivalent routes operated by their sister companies, viz. NWFB, Citybus (Franchise 2) and LW. NLB, in spite of its smaller operation, has offered to continue with the special elderly fare concessions on 10 routes on weekdays to provide discount of \$0.3 to \$1.0 on top of the existing elderly half fare.

17. The 15% and 5% reduction covering 42 and 56 routes respectively will benefit passengers of long and medium distance routes, particularly those living in New Territories districts such as Tin Shui Wai, Tung Chung and Tuen Mun who have to bear higher transport costs than those living in the urban districts. The reinstatement of the special elderly discount on Sunday and public holiday on 443 routes will also encourage the elderly to have a socially active life. With the implementation of the fare reduction initiatives set out in paragraphs 15 and 16 as well as the 167 BBI schemes currently in place, the total number of potential beneficiaries eligible for the reduction schemes will be up to about 900,000 a day, constituting about one-fourth of the total daily bus patronage. The above fare reduction initiatives will be implemented upon the implementation of the new fare adjustment arrangement<sup>5</sup>. Except for the additional BBI schemes, these initiatives will be reviewed in three years’ time at the next review of the bus fare adjustment arrangement.

*(b) Implementation of Environmental Improvement Measures*

18. In relation to environmental improvement, the three companies have agreed to introduce environmental initiatives as follows –

- (a) All three companies have agreed to include a new franchise clause to undertake the adoption of commercially available technologies and products as specified by C for T on existing and new buses to reduce exhaust and noise emission as far as reasonably practicable to achieve environmental targets;

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<sup>5</sup> Individual bus companies will announce the implementation date of the fare reduction initiatives separately.

- (b) Citybus (Franchise 1) and KMB have committed to deploying additional buses of Euro II or above standard in busy corridors<sup>6</sup> to help reduce roadside emission. As compared to Euro I buses, Euro II or above buses can reduce particulate matters by up to 94%, carbon monoxide by up to 65% and hydrocarbons and nitrogen oxides by up to 54%; and
- (c) the three companies have committed to retrofitting an emission reduction device, i.e. continuous regenerating traps (“CRTs”), on Euro II or above buses. CRTs can effectively reduce particulate matters, hydrocarbons and carbon monoxides by up to 90%. Citybus (Franchise 1) and KMB have agreed to complete retrofitting of CRTs by 2009 subject to satisfactory trial of CRT cum its back pressure monitoring systems. NLB has agreed to complete installation by end 2005 except for a few vehicles, installation of CRTs on which has to be further tested. Investment in installation of CRTs for the companies ranges from \$2 million to \$100 million.

*(c) Enhancing Standard of Bus Services*

19. On the areas of safety and service improvements, the three companies have agreed to implement the following initiatives -

- (a) all three companies have agreed to install black boxes on their whole fleet, NLB by 2006 while Citybus (Franchise 1) and KMB by 2007 by investing \$0.37 million to \$12.6 million;
- (b) Citybus (Franchise 1) and KMB have agreed to further reduce bus trips on specific busy corridors, by 5% to 9% by end 2007, i.e. about 180 to 460 trips in busy corridors along Central, Admiralty, Wan Chai and Causeway Bay and 150 trips on Nathan Road, to improve traffic condition on busy roads. The companies will continue to work out rationalization proposals for further years for TD’s consideration in the context of their annual Route Development Programme; and
- (c) Citybus (Franchise 1) and KMB have agreed to continue the trial on Global Positioning System to further ascertain its

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<sup>6</sup> Busy corridors refer to Des Voeux Road Central, Queensway, Hennessy Road, Yee Wo Street, and Nathan Road.

technical and operational feasibility for bus tracking and provision of passenger information. Pending conclusion of the trials, all three companies have agreed to enhance passenger information through alternative means such as provision of bus stop announcement on all buses and installation of more LED panels at bus termini to show bus information and departure time.

20. Given that the three bus companies have proved themselves to be capable of providing proper and efficient service and are willing to invest for further improvement, we propose to grant a new franchise to each of Citybus (Franchise 1), NLB and KMB. Following the practice of the grant of new franchises in 2002, specific provision is proposed to be included in the new franchises to ensure continued operation by the existing grantee of its bus services straddling the last day of its franchise onto the early hours of the next following day. This is to ensure continuity of service and facilitate smooth changeover in case of expiry or revocation of an existing franchise to be replaced by another operator under a new franchise. We therefore propose that the new franchises should run for a period of nine years and 11 months upon the expiry of their current franchises. This would facilitate the companies' long-term planning and development of their services, and also enable them to secure financing on good terms for their investment.

### **Advice Sought**

21. Members are invited to give their views on the Administration's assessment on Citybus (Franchise 1), NLB and KMB's applications for new franchises.

Environment, Transport and Works Bureau  
November 2005



Environment Transport and Works Bureau,  
The Hong Kong Special Administrative Region Government

**Public Opinion Survey  
on the Citybus Services**

**Survey Report**

Prepared and Conducted by



**The Hong Kong Polytechnic University**

**Department of Applied Social Sciences  
Centre for Social Policy Studies**

October 2005

## **Survey Results**

(Extracted from Survey Report on Public Opinion Survey on the Citybus Services)

- 1 The Government of Hong Kong Special Administrative Region commissioned the PolyU Technology & Consultancy Company Limited of The Hong Kong Polytechnic University to conduct the “Public Opinion Survey on the Citybus Services” between 22 and 25 August 2005. A total of 4,184 persons aged 12 or above were successfully interviewed over the telephone. Among them, 615 persons took Citybus most often. The key findings of the passengers’ opinion survey are summarized below.

### **General Findings**

(A) *Overall respondents:*

- 2 36.2% of the respondents indicated that, in general, they travelled by franchised bus once to five times per week. The percentage was higher than the 19.5% who indicated that they travelled by franchised bus 11 times or more per week and 17.1% who took the bus six to ten times per week. 26.7% responded that they did not travel by franchised bus.
- 3 Among the respondents who travelled by franchised bus every week, 68.2% indicated that they took Kowloon Motor Bus most often. The percentage was higher than the 20.2% who took Citybus and the 7.2% who took New World First Bus most often. 1.0% of the respondents indicated that they took Cityflyer (Long Win Bus / Citybus) or Citybus residential bus, 0.1% took New Lantao Bus, and another 0.1% took other buses most often.

(B) *Respondents who took Citybus<sup>1</sup> most often*

- 4 Among the respondents who took Citybus most often, 81.5% of them said that they were satisfied with the quality of the bus services provided

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<sup>1</sup> Figures for “Citybus” do not include those of Cityflyer and resident’s bus services for City One Shatin or Kingswood Villas of the Company.

- by Citybus. The percentage was higher than the 13.2% who were dissatisfied.
- 5 81.5% of the respondents said that they were satisfied with the level of the comfortableness of the cabins of the buses of Citybus. The percentage was higher than the 15.8% who were dissatisfied.
  - 6 75.1% of the respondents said that they were satisfied with the level of the cleanliness of the cabins of the buses of Citybus. The percentage was higher than the 21.6% who were dissatisfied.
  - 7 48.1% of the respondents said that the temperature of the cabins of the buses of Citybus was just right. The percentage was higher than the 26.2% who were of the view that the temperature was too cold, 12.2% who were of the view that it was “hot when crowded and cold when there were few passengers”, 7.5% who thought that it was too hot, and 3.1% who thought that it was “hot in summer, cold in winter”.
  - 8 53.0% of the respondents said that they usually chose to travel on air-conditioned bus. The percentage was much higher than the 2.8% who usually chose non-air-conditioned bus. Another 36.9% had no choice because the buses providing services to the bus routes they took were all air-conditioned. 6.0% indicated that they did not choose between air-conditioned bus or non-air-conditioned bus, and 0.5% indicated that they had no choice because the buses serving the bus routes they took were all non-air-conditioned.
  - 9 66.3% of the respondents said that they were satisfied with the reliability of the frequencies of buses of Citybus. The percentage was much higher than the 23.9% who were dissatisfied.
  - 10 84.4% of the respondents said that the ‘safety-driving awareness’ of majority of the bus drivers of Citybus was good. The percentage was much higher than the 8.5% who thought that it was bad.
  - 11 81.6% of the respondents said that the ‘attitude towards customers’ of the

majority of the bus drivers of Citybus was good. The percentage was much higher than the 10.2% who thought that it was bad.

- 12 32.4% of the respondents said that they were satisfied with the performance of the Citybus in reducing exhaust gas emission by buses. The percentage was higher than the 21.8% who were dissatisfied, and 45.5% answered “don’t know” or “no opinion”.

End

Environment, Transport and Works Bureau,  
The Hong Kong Special Administrative Region Government

**Public Opinion Survey  
on the New Lantau Bus Services**

**Survey Report**

Prepared and Conducted by



**The Hong Kong Polytechnic University**

**Department of Applied Social Sciences**

**Centre for Social Policy Studies**

October 2005

## **Survey Results**

(Extracted from Survey Report on Public Opinion Survey on the New Lantao Bus Services)

- 1 The Government of Hong Kong Special Administrative Region commissioned the PolyU Technology & Consultancy Company Limited to conduct the “Public Opinion Survey on the New Lantao Bus Services” at the bus stops at Mui Wo, Tai O, Tung Chung Town Centre and Tung Chung Yat Tung Estate between 9 and 15 September 2005. A total of 1,845 New Lantao Bus passengers aged 12 or above were successfully interviewed with street intercept surveys. The key findings are summarized below.

## **General Findings**

- 2 39.1% of the respondents indicated that they travelled by franchised bus once to five times per week. The percentage is higher than 32.8% who indicated that they travelled by franchised bus 11 times or more per week and 27.1% who took the bus six to ten times per week. 0.7% responded that they did not travel by franchised bus.
- 3 Among the respondents who travelled by franchised bus every week, 57.0% indicated that they took New Lantao Bus most often. The percentage was higher than the 23.9% who took Kowloon Motor Bus, 8.3% took Citybus, 5.4% who took Cityflyer (Long Win Bus / Citybus) or Citybus residential bus, and 4.8% who took New World First Bus most often. Only 0.2% said that they usually took other buses most often.
- 4 75.9% of the respondents said that they were satisfied with the quality of bus services provided by the New Lantao Bus. The percentage was higher than the 20.6% who thought otherwise.
- 5 70.9% of the respondents said that they were satisfied with the level of the comfortableness of the cabins of the buses of the New Lantao Bus. The percentage was higher than the 26.8% who thought otherwise.

- 6 80.5% of the respondents said that they were satisfied with the level of the cleanliness of the buses of the New Lantao Bus. The percentage was higher than the 17.3% who thought otherwise.
- 7 55.8% of the respondents said that the temperature of the cabins of the buses of the New Lantao Bus was just right. The percentage was higher than the 20.1% who said too hot, 10.9% who said “hot when crowded and cold when there are few passengers”, 7.6% who said too cold, and 4.4% who said “hot in summer, cold in winter”.
- 8 69.6% of the respondents said that they usually chose to travel on air-conditioned bus. The percentage was higher than the 3.4% who usually chose non-air-conditioned bus, 15.2% who had no choice because the buses providing services to the bus route they took were all air-conditioned, 0.2% who also had no choice because the buses serving the bus route they took were all non-air-conditioned, 6.4% who did not choose whether the bus was air-conditioned or not, and 5.0% who answered “doesn’t matter”.
- 9 74.5% of the respondents said that they were satisfied with the reliability of the frequencies of buses of the New Lantao Bus. The percentage was higher than the 19.0% who thought otherwise.
- 10 83.4% of the respondents said that the ‘safety-driving awareness’ of majority of the bus drivers of the New Lantao Bus was good. The percentage was higher than the 12.0% who thought it was bad.
- 11 81.2% of the respondents said that the ‘attitude towards customers’ of the majority of the bus drivers of the New Lantao Bus was good. The percentage was higher than the 11.1% who thought it was bad.
- 12 40.8% of the respondents said that they were satisfied with the performance of the New Lantao Bus in reducing exhaust gas emission by buses. The percentage was higher than the 25.1% who were dissatisfied, and 33.9% answered “don’t know” or “no opinion”.

End

Environment, Transport and Works Bureau,  
The Hong Kong Special Administrative Region Government

**Public Opinion Survey**  
**on the Kowloon Motor Bus Services**

**Survey Report**

Prepared and Conducted by



**The Hong Kong Polytechnic University**

**Department of Applied Social Sciences**

**Centre for Social Policy Studies**

October 2005



## **Survey Results**

(Extracted from Survey Report on Public Opinion Survey on Kowloon Motor Bus Services)

- 1 The Government of Hong Kong Special Administrative Region commissioned the PolyU Technology & Consultancy Company Limited of The Hong Kong Polytechnic University to conduct the “Public Opinion Survey on the Kowloon Motor Bus (KMB) Services” between 6 and 9 September 2005. A total of 1,784 persons aged 12 or above were successfully interviewed over the telephone. Among them, 1,020 persons who took KMB most often. The key findings of the passengers’ opinion survey are summarized below.

### **General Findings**

*(A) Overall respondents:*

- 2 38.5% of the respondents indicated that, in general, they travelled by franchised bus once to five times per week. The percentage was higher than the 18.3% who indicated that they travelled by franchised bus 11 times or more per week and 18.0% who took the bus six to ten times per week. 24.7% responded that they did not travel by franchised bus.
- 3 Among the respondents who travelled by franchised bus every week, 76.4% indicated that they took KMB most often. The percentage was higher than the 10.7% who took Citybus, the 9.3% who took New World First Bus, the 1.0% who took Cityflyer (Long Win/Citybus) or Citybus residential bus and the 0.4% who took New Lantao Bus most often.

*(B) Respondents who took KMB most often*

- 4 Among the respondents who took KMB most often, 87.9% of them said that they were satisfied with the quality of the bus services provided by KMB. The percentage was much higher than the 7.7% who were dissatisfied.

- 5 85.3% of the respondents said that they were satisfied with the level of the comfortableness of the cabins of the buses of KMB. The percentage was much higher than the 12.3% who were dissatisfied.
- 6 81.7% of the respondents said that they were satisfied with the level of the cleanliness of the cabins of the buses of KMB. The percentage was much higher than the 16.4% who were dissatisfied.
- 7 46.7% of the respondents were of the view that the temperature of the cabins of the buses of KMB was just right. The percentage was higher than the 27.9% who were of the view that the temperature was too cold, 9.7% who thought that it was “hot when crowded and cold when there were few passengers”, 7.8% who thought that it was too hot, and 5.1% who thought that it was “hot in summer, cold in winter”.
- 8 61.1% of the respondents said that they usually chose to travel on air-conditioned bus. The percentage was higher than the 3.7% who usually chose non-air-conditioned bus. Another 18.3% did not mind about air-conditioned bus or non-air-conditioned bus. 12.6% had no choice because the buses providing services to the routes they took were all air-conditioned. 1.0% also had no choice because the bus serving the routes they took were all non-air-conditioned, and 3.1% answered “doesn’t matter”.
- 9 64.4% of the respondents said that they were satisfied with the reliability of the frequencies of buses of KMB. The percentage was higher than the 27.0% who were dissatisfied.
- 10 88.8% of the respondents said that the ‘safety-driving awareness’ of majority of the bus drivers of KMB was good. The percentage was very much higher than the 4.6% who thought that it was bad.
- 11 84.7% of the respondents said that the ‘attitude towards customers’ of the majority of the bus drivers of KMB was good. The percentage was very much higher than the 6.7% who thought that it was bad.

- 12      38.8% of the respondents said that they were satisfied with the performance of KMB in reducing exhaust gas emission by buses. The percentage was higher than the 21.4% who were dissatisfied, and 39.7% answered “don’t know” or “no opinion”.

End

Environment, Transport and Works Bureau,  
The Hong Kong Special Administrative Region Government

## **Public Opinion Survey on Bus Fares**

### **Survey Report**

Prepared and Conducted by



**The Hong Kong Polytechnic University**

**Department of Applied Social Sciences**

**Centre for Social Policy Studies**

October 2005

## **Survey Results**

(Extracted from Survey Report on Public Opinion Survey on Bus Fares)

- 1 The Government of Hong Kong Special Administrative Region commissioned the PolyU Technology & Consultancy Company Limited to conduct a “Public Opinion Survey on Bus Fares” between 6 and 9 September 2005. A total of 1,784 persons aged 12 or above were successfully interviewed over the telephone. The key findings are summarized below.

### **General Findings**

- 2 38.5% of the respondents indicated that in general they travelled by franchised bus once to five times per week. The percentage was higher than the 18.3% who indicated that they travelled by franchised bus 11 times or more per week and 18.0% who took the bus six to ten times per week. 24.7% responded that they did not travel by franchised bus.
- 3 Among the respondents who generally travelled by franchised bus every week, 76.4% indicated that they took Kowloon Motor Bus most often. The percentage was higher than the 10.7% who took Citybus and the 9.3% who took New World First Bus, the 1.0% who took Cityflyer (Long Win/Citybus) or Citybus residential bus and the 0.4% who took New Lantao Bus most often.
- 4 49.9% of the respondents were of the view that the current level of bus fares was acceptable. The percentage was higher than the 38.2% who thought otherwise.
- 5 64.6% of the respondents were of the view that it was unacceptable if the bus companies needed to raise the bus fares due to decrease in revenue arising from the provision of fare concessions to certain kinds of passengers. The percentage was higher than the 23.3% who thought otherwise.

End