

For information
on 5 December 2011

**LEGISLATIVE COUNCIL
PANEL ON TRANSPORT**

**Franchises of New World First Bus Services Limited,
Long Win Bus Company Limited and Citybus Limited
(Franchise for Airport and North Lantau Bus Network)**

Purpose

This paper provides a summary of the views received by the Administration on the requirements of the proposed new franchises for New World First Bus Services Limited (“NWFB”), Long Win Bus Company Limited (“LW”) and Citybus Limited (“Citybus”) in respect of its franchise for the Airport and North Lantau bus network (“Franchise 2”) to be renewed upon the expiry of their current ones in 2013.

Views on the requirements of the new franchises

2. To solicit views on the requirements of the new franchises, the Administration consulted this Panel and the Transport Advisory Committee in July 2011. Views from members of the public, as well as members of the Traffic and Transport Committees of all the District Councils were invited during the period between mid-July and end September 2011. Further views were also received at the meeting arranged by this Panel at the last meeting held on 7 November. As requested by this Panel, a list of the major views on the requirements of the new franchises for the three bus companies received by the Administration is provided at the Annex.

3. The Administration has fully noted the views on the franchise requirements as set out at the Annex. In the course of negotiating the new franchises with the three bus companies, the Administration would endeavour to pursue the requirements to better meet public needs and expectations.

Advice Sought

4. Members are invited to note the content of this paper.

**Transport and Housing Bureau
Transport Department
November 2011**

**Major Views on the Requirements of the New Franchises
for NWFB, LW and Citybus (Franchise 2)****Introduction**

The Administration received a total of 120 submissions from individuals and organizations during the public consultation period from 18 July to 30 September 2011. A meeting was arranged by the Panel on Transport of the Legislative Council on 7 November 2011, which was attended by 26 deputations. In addition, 21 written submissions were received. The areas which have attracted the most proposals on franchise requirements are as follows :

- (a) fare-related requirements covering fare reduction proposals, various fare concession schemes and review of the fare adjustment arrangement;
- (b) environmental requirements, mostly on the use of the most environment-friendly buses or early replacement of existing diesel buses; and
- (c) service-related requirements including better and more efficient bus services, the provision of enhanced on-board facilities and information for passengers.

Summary of Major Views Received**A. Fare initiatives to reduce transport costs of passengers**

- (1) fare reduction or concession schemes;
- (2) more bus-bus interchange schemes;
- (3) introducing inter-company bus-bus interchange schemes;
- (4) fare discounts/monthly tickets for airport workers;
- (5) more section fares; and
- (6) fare concessions for persons with disabilities, the elderly and students.

B. Environmental initiatives

- (1) Use of environment-friendly buses
 - (a) replacing existing diesel buses with the most environment-friendly buses such as hybrid or electric buses;

- (b) retrofitting emission reduction devices on buses;
 - (c) trial and use of electric buses or other environment-friendly buses; and
 - (d) enhancing inspection and maintenance of buses.
- (2) Rationalisation of bus services for environmental reasons
- (a) deploying low emission buses along busy corridors;
 - (b) reducing duplication of bus routes;
 - (c) rationalizing bus routes that duplicate railways;
 - (d) reducing services during off-peak periods;
 - (e) rationalising the service of low-patronage bus routes;
 - (f) deploying single-deck buses to low-patronage bus routes ;
 - (g) replacing bus routes with low-patronage by public light buses; and
 - (h) reducing number of bus stops.
- (3) Government to introduce incentive schemes to encourage bus companies to pursue environmental initiatives (such as direct financial assistance, higher permitted returns).

C. Service improvements

- (1) Enhancing on-bus facilities and environment for passengers
- (a) providing barrier-free facilities for the elderly and persons with disabilities, including –
 - (i) wheelchair spaces;
 - (ii) low-floor bus;
 - (iii) access and aisle arrangement;
 - (iv) priority seats;
 - (v) enlarged display of route information;
 - (vi) bus stop announcement system;
 - (vii) more hand rails etc;
 - (b) carriage of bicycles on franchised buses;
 - (c) deploying better quality buses on airport routes;
 - (d) enhancing comfort and cleanliness of buses;
 - (e) improving passenger facilities; and
 - (f) improving air quality and temperature inside buses.
- (2) Enhancing information to passengers
- (a) providing more route information at bus termini and stops;
 - (b) better use of information technology;
 - (c) providing bus arrival time information;
 - (d) providing Wi-Fi on buses; and
 - (e) improving the content and regulating the sound volume of the multi-media on board.

- (3) Improving the level of bus services of new routes to better meet passenger demand
 - (a) improving frequencies and peak-hour capacity;
 - (b) introducing new routes to Lantau/the airport;
 - (c) more direct routeing of the bus routes within the airport island; and
 - (d) extending the operating hours of the airport external routes.
- (4) Enhancing bus safety including
 - (a) use of black box;
 - (b) installing speed display inside buses;
 - (c) developing a speed policy for buses operating at different road sections; and
 - (d) preventing passengers falling inside bus compartments, etc.

D. Government's regulatory measures

- (1) better monitoring of bus companies' service frequencies and handling of complaints;
- (2) introducing mid-term review to ensure proper and efficient bus services;
- (3) introducing penalty system for poor performance;
- (4) enhancing public participation in bus planning and operational matters;
- (5) reviewing the bus fare adjustment arrangement;
- (6) reviewing the fare scales and structure;
- (7) reviewing the passenger reward arrangement;
- (8) introducing measures to help reduce operating costs of or improve the operating environment for bus companies; and
- (9) reviewing bus franchising arrangement.

E. Others

- (1) enhancing facilities at bus termini for and improving rest time of bus captains;
- (2) improving training for bus captains;
- (3) requiring the bus companies to improve communication with bus captains; and
- (4) requiring the bus companies to employ persons with disability.

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