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4 March 2014

Ms Sophie LAU
Panel on Transport
Legislative Council Complex
1 Legislative Council Road
Central
Hong Kong
[Fax Number: 2978 7569]

Dear Ms LAU,

**The Transport Department's monitoring mechanism
of the frequencies of franchised bus services**

Thank you for referring the Hon Gary Fan's letter on the monitoring mechanism of the frequencies of franchised bus services to us on 28 January.

Franchised bus services are closely related to the daily life of members of the public. The Government has all along placed emphasis on the reliability of franchised bus services. The Transport Department (TD) has been closely monitoring the level of franchised bus services through proactively verifying the operational records of franchised bus companies and regularly conducting investigations, as well as through complaints or suggestions from passengers. TD would also review existing measures from time to time with a view to further enhancing the

quality of franchised bus services. As regards the direct investigation report issued by the Ombudsman on 23 January, TD will study it in detail so as to formulate practicable measures to enhance the current monitoring mechanism of the frequencies of franchised bus services. We will report progress to the Panel at a suitable juncture.

Yours sincerely,

(Ronald LEUNG)
for Secretary for Transport and Housing

cc.
Commissioner for Transport (Attn.: Ms Macella LEE)