

**From:** [REDACTED]  
**To:** panel\_t@legco.gov.hk

**Date:** Saturday, March 19, 2016 12:00AM  
**Subject:** Fwd: KMB Franchise Consultation

History: → This message has been forwarded.

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Dear Transport Panel Members,

Hopefully members of the public will have the opportunity to voice their concerns.

I came across the consultation today and did not have time to prepare a detailed objection.

Regards  
Mary

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**From:** [REDACTED]  
**To:** bus-franchise@td.gov.hk  
**Sent:** Friday, March 18, 2016 11:57:08 PM  
**Subject:** KMB Franchise Consultation

Dear Sirs,

**KMB Franchise – Public Consultation**

**I object to the taxpayer covering the costs of the services listed in 9.**

**The CE in his policy address and CS in the budget have pledged \$80 millions** 141. The Government has earmarked over \$80 million to provide franchised bus companies with a subsidy to install seats at over 1 000 bus stops and **real-time bus arrival information display panels for the convenience of waiting passengers.**

**When Road Show was launched in 2001 the public and Legco were promised all these facilities. KMB and Road Show have pocketed millions since then via the onboard nuisance to passengers but the benefits have never materialized.**

**There is also the relationship between Sun Hung Kai - KMB - Road Show that should be challenged. Open tender is a joke bearing in mind that RS was set up specifically to handle the advertising income of KMB.**

9. To further enhance service standards, KMB has implemented a number of measures for continuous improvement on service quality during the current franchise period. They include :

- (a) provision of real-time bus arrival information through mobile phone application and website, as well as by showing the information on display panels at major bus stops and bus interchanges (see also paragraph (b)(i) below);
- (b) enhancement of passenger facilities at bus termini/stops and bus interchanges,

including :

- (i) as at September 2015, installation of a total of 182 display panels to at major bus termini/stops and bus interchanges<sup>8</sup> to show the estimated bus departure time or real-time arrival information;
  - (ii) provision of conspicuous bus route maps, seats and free Wi-Fi at major bus termini/stops and bus interchanges;
  - (iii) set up customer service centres at nine major locations<sup>9</sup>;
- and
- (c) installation of bus stop announcement system inside the compartment of all its buses.

ROAD SHOW	Revenue	P/L (Equity Shareholders) '000's	
2001	301,294	158,295	
2002	173,354	55,027	
2003	173,377	-36,953	
2004	243,367	20,114	
2005	290,496	26,270	
2006	353,416	30,781	
2007	323,726	49,620	
2008	184,000	56,800	
2009	223,100	14,000	
2010	356,400	-61,600	Losses for 2 years due to withdrawing from online mainland platform that had nothing to do with local services
2011	397,300	-48,600	
2012	443,200	74,800	
2013	488,214	70,587	
2014	475,218	104,853	

I expect these matters to be discussed in detail and look forward to the opportunity to bringing these matter up at Legco.

Once again TD is conspiring with the operator to defraud the public purse.

Mary Mulvihill

