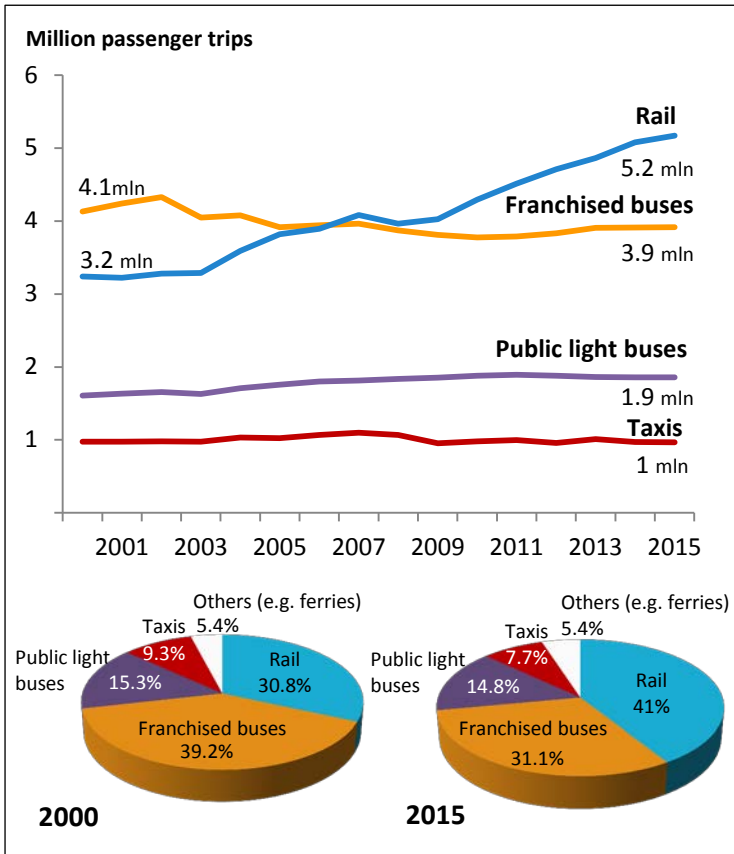




Public transport

Figure 1 – Daily public transport patronage



Highlights

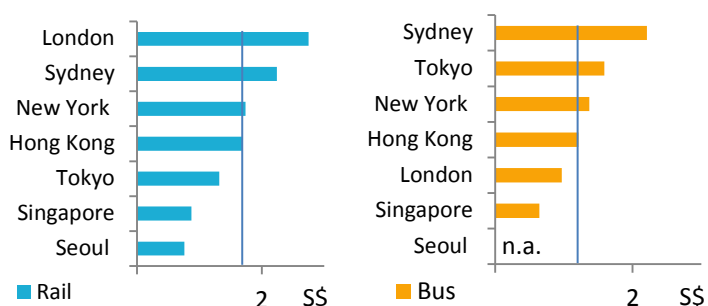
- Public transport is the most dominant mode of commuting in Hong Kong, accounting for about 90% of daily passenger boarding in 2011. By contrast, private cars took up just about 10% of passenger trips.
- Between 2000 and 2015, public transport patronage has grown by 20% to 12.6 million passengers trips a day. Rail (MTR, East Rail, West Rail, Light Rail, Airport Express) is the backbone of public transport, with its share in total patronage rising from 31% to 41%. It has become the biggest passenger carrier in the city since 2007 (Figure 1).
- Franchised buses are the second largest passenger carrier, though their share in total patronage has declined from 39% to 31% over the past 15 years. Franchised buses are expected to face more pressure upon opening of more new rail lines in the near future.
- MTR fare (excluding the Airport Express) has increased under the fare adjustment mechanism annually since 2010, with a cumulative increase of 25.2% until 2016. This was broadly in line with the consumer price index changes over the same period. By contrast, bus fares were less frequently adjusted, with KMB fare growing by 12.9% during the same period (Figure 2).

Figure 2 – Fare rises of public transport

	MTR	KMB	NWFB	City Bus
2008	x	4.5%	5%	2%
2009	x	x	x	x
2010	2.05%	x	x	x
2011	2.2%	3.6%	x	x
2012	5.4%	x	x	x
2013	2.7%	4.9%	x	x
2014	3.6%	3.9%	x	x
2015	4.3%	x	x	x
2016	2.65%	x	x	x

Public transport (cont'd)

Figure 3 – International comparison of average rail and bus fare per boarding

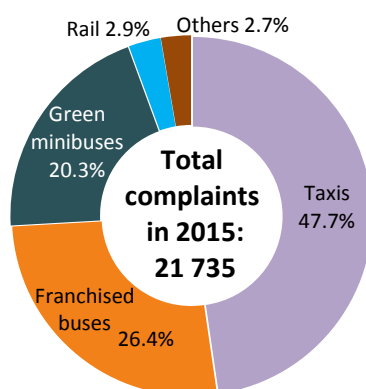


Note: The average boarding fares were converted into Singapore dollar using the purchasing power parity index compiled by World Bank to facilitate cross-regions comparison of fares in different currencies. S\$1=HK\$6.21 in 2012.

Figure 4 – Operating profit of major public transport operators

HK\$ million	MTR	KMB	NWFB	City Bus
2011	6,200	38	29	88
2012	6,500	-43	39	122
2013	6,700	-12	119	157
2014	7,000	205	20	61
2015	7,200	546		

Figure 5 – Complaints against public transport in 2015



Highlights

- According to a study published by the Land Transport Authority of Singapore, the average rail boarding fare (i.e. total fare revenue excluding concession and subsidy divided by total ridership) of Hong Kong was higher than that in selected Asian cities like Tokyo, Singapore and Seoul in 2012. As to bus fare, the level in Hong Kong was higher than London and Singapore (**Figure 3**).
- Excluding property income, profits from Hong Kong transport operations of the MTR Corporation Limited have been on a steady rising trend in recent years. Meanwhile, KMB bounced back to profits in 2014, after registering a loss in 2012 and 2013 (**Figure 4**).
- Complaints lodged against public transport have grown by 49% since 2010 to 21 735 in 2015. Most of these complaints were related to standard of services. By transport mode, franchised buses took up 26.4% of the complaints, far more than the 2.9% against rail. About 42% of the franchised bus-related complaints were about regularity of service. About a quarter of complaints against taxis were related to refusal to hire (**Figure 5**).

Data sources: Latest figures from Annual Transport Digests, MTRC Annual Reports, Transport Complaints Unit, Land Transport Authority of Singapore, KMB, NWFB, and City Bus.

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