

CB(1) 1126/11-12(02)



周大福企業及新創建集團成員  
Members of Chow Tai Fook Enterprises and NWS Holdings

Ref no.: HO/OTH/0206/12  
Your ref no.: CB1/SS/8/11

Urgent by Fax  
3529 2837

20 February 2012

Clerk to Subcommittee  
Legislative Council Secretariat  
Legislative Council Complex  
1 Legislative Council Road  
Central  
Hong Kong

Attn: Miss Mandy Poon

Dear Sir:

**Subcommittee on the Six Orders Made under Section 5(1) of the Public Bus Services Ordinance and Gazetted on 20 January 2012**

With reference to the letter of 15 February 2012 from the captioned Subcommittee, our response are as follows :-

The main reasons for the slippage of NWFB and Citybus franchised bus services are:

- 1) traffic congestion and unexpected incidents (e.g. traffic accidents, public processions, road works etc);
- 2) shortage and absenteeism of bus captains;
- 3) breakdown of buses;
- 4) adverse weather conditions (e.g. rainstorm, tropical cyclone).

Whilst road traffic condition and weather are beyond the control of our companies, we review our bus working timetable regularly to ensure the reliability of our bus services.

Regarding our buses, we carry out preventive maintenance and repairs in accordance with bus manufacturers' maintenance instructions and Government's regulatory requirements to ensure reliability and safety. Besides, spare buses are available as back-up for those buses undergoing maintenance and repairs.

Regarding our bus captains, we have spare bus captains standing-by to cover those bus captains who reported sick to ensure the provision of bus services according to the frequency and timetable as specified in Schedule of Service approved by Transport Department. However, the number of spare bus captains may not be sufficient occasionally due to sudden upsurge in absenteeism. We adjust the number of spare bus

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New World First Bus Services Limited

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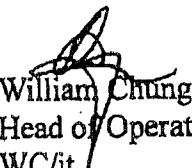
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captains periodically to ensure sufficient spare bus captains are available. The recent labour shortage in Hong Kong has increased the turnover rate of our bus captains. Recruitment of qualified bus captains is difficult. We have taken a number of measures to improve the situation. These include reviewing the salary benefits of bus captains, improving their working environment, enhancing the recruitment channels, resuming our in-house training of private car licence holders to become qualified franchised bus captains.

Yours faithfully  
For and on behalf of  
New World First Bus Services Limited  
Citybus Limited

  
William Chung  
Head of Operations  
WC/jt

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