

Kwok Man LEUNG/TD/HKSARG  
TON/TNIS1

09/11/2011 15:45

To [REDACTED]  
cc  
Subject Fw: TCU CASE 2011/06/1367 REF TONT

Dear Ms Yeung,

With reference to your email on the queue-jumping of Route S1 at Tung Chung Station Bus Terminus, we have requested Long Win and CityBus who are the joint operators of Route S1 for investigation and follow up with them on improvement measures. We would like to forward you a reply as follows:

Long Win and CityBus have been asked to critically review their measures to maintain the queuing order of passengers. To ensure effectiveness of the measures, both bus companies have also been requested to assign bus regulators to maintain queue order and patrol along the queue especially in the morning peak hours. The bus companies agreed to this arrangement and would deploy bus regulators on regular basis to maintain the queue order at the Tung Chung Station Bus Terminus. Moreover, both bus companies have been asked to monitor the passenger demand and deploy sufficient bus departures to meet the high demand during morning peak hours.

This department conducted a site inspection at Tung Chung Station Bus Terminus in the morning of 3 November 2011 (Thursday) to monitor the operation of Route S1. It was observed that the bus deployment for Route S1 between 8.00 a.m. to 9.00 a.m. was able to meet the passenger demand and bus regulators were found on site to patrol along the queue to maintain the queuing order of the passengers. No "jump-queue" was observed during the period and the queuing order of the passenger was basically in order.

This department would continue to urge the two bus companies to closely monitor the queuing situation of the Route S1 at Tung Chung Station Bus Terminus.

Thank you for your attention in the matter.

Yours sincerely,

KM Leung  
Transport Department  
Tel: 2399 2453

----- Forwarded by Kwok Man LEUNG/TD/HKSARG on 09/11/2011 15:02 -----



> I listed below the calls and responses I have had with numerous parties.  
> 5 May 2011 Reported Bus HU958 (8.45am) - complained to the driver who  
> took no action and ignored me 16 May 2011 Reported Bus BP6893 (8.50am) -  
complained to the driver who  
> took no action and ignored me 16 May 2011 Called the office of Ms Lam Yau  
Han, elected member of the  
> Islands District Council. A Mr Tam, Assistant for Ms Lam, texted me back  
> and promised to follow up with the Transport Department.  
> 16 May 2011 Called Citybus and spoke to a Mr Fong (?)  
> 16 May 2011 Called Kowloon Bus and spoke to Mr Tsang (File No. 0406-49)  
> 23 May 2011 Received call from a Mr Wong (?) from Transport Department  
> advising that the matter has been followed up with the relevant bus  
> operators.  
> 27 May 2011 Spoke to Ms Yu from Kowloon Bus Company  
> 30 May 2011 Got a "standard" reply from 1823  
> 8 June 2011 Called Mr Tam (Assistant for Ms Lam Yau Han) reported to him  
> an incident which happened at 8.40am. Many people jumped queue and no  
> captain around and when I reported it to the driver who took no action  
and ignored  
> me.  
>  
> Mr Tam probably lost interest in my case. I did not receive any response  
> as of today.  
> 9 June 2011. Called Ms Yu of Kowloon Bus and reported to her the incident  
> of 8 June.  
> No response as of today.  
> 22 June 2011 Bus HZ7336 (8.35am) I told the driver that the two guys  
> in front of me jumped the queue. The driver asked me what do I expect  
him  
> to do and that there is nothing he can do. Shortly, a bus captain  
> arrived.  
> I told him what happened, he did not take any action.  
>  
> Some of you may find me wasting your time, writing such long email as  
> these things happen every day and everywhere.  
>  
> Before I lose confidence completely on our public systems, bus operators  
> and district council members, I would appreciate if you could provide me  
> with answers (in writing please) to the following questions which fall  
> within your responsibility / area.  
>  
> 1. Who is responsible for maintaining the order of the passengers in a  
> bus terminal?  
>  
> 2. Who is responsible for provision of bus queuing facilities?  
>  
> 3. What instructions / training have the bus driver had on receiving  
> complaints about queue jumping?  
>  
> 4. What can a passenger (like myself) do when he/she encounters what I  
> have experienced?  
>  
> 5. Can I call the police? I checked with the Tung Chung Police Station  
> but I was not given a clear answer. Obviously I do not want to waste my  
> time, public resources as well as making a scene !  
>  
> It would not take long to investigate the situation. It happens every  
day  
> so if you care to patrol the S1 station at Tung Chung a few mornings, you  
> will confirm what I have said. Also, it is NO USE if the bus captain  
> stands in front of the bus door. Nobody will jump queue when they are at  
> the door and in front of a captain.  
>  
> Lastly, you have no idea how difficult and time wasting for an ordinary

> passenger to give comments to the bus operators. Their service hotline  
is  
> forever busy and 20+ minutes waiting is not uncommon. The biggest bus  
> operator, Kowloon Bus does not even provide email address for passengers  
> to  
> write in. The message is clear - Comments from Passengers are not  
> welcome.  
>  
>  
> 'C's further comments made on 1.8.2011 (Part 2)  
> \*\*\*\*\*  
> It has been more than one month since I wrote to you. I have not  
received  
> anything.  
>  
> The situation on the Bus Route S1 improved temporarily for two weeks and  
> relapsed. This morning, the queue was three times as long and the jump  
> queue "problem" worsed.  
>  
> Would you please update me on the progress of the matter.  
>  
> 'C's further comments made on 1.8.2011 (Part 3)  
> \*\*\*\*\*  
> Is there any performance pledge of the Transport Department published on  
> your website?  
>  
> How long should a complaint be answered in normal circumstances? I do  
not  
> believe the case I am filing is very complicated. It surely should not  
> take more than one month to investigate and answer.  
>  
> If they are not ready to give me a formal reply, would you please just  
> give  
> me a brief account of what the Transport Department has been done since  
> they received my email five weeks ago.  
>  
> May I also ask what is the role of your unit? After receiving my  
> complaint, your unit forwarded it to the Transport Department and just  
> wait  
> for them to reply?  
>