

政府總部
運輸及房屋局
運輸科

香港添馬添美道2號
政府總部東翼



TRANSPORT AND HOUSING BUREAU
GOVERNMENT SECRETARIAT
TRANSPORT BRANCH

East Wing, Central Government Offices,
2 Tim Mei Avenue,
Tamar, Hong Kong

本局檔號 OUR REF.:
來函檔號 YOUR REF.: CB4/PL/TP

電話 Tel. No.: 3509 8155
傳真 Fax No.: 2104 7274

14 July 2016

Secretary General
Legislative Council Secretariat
Legislative Council Complex
1 Legislative Council Road
Central, Hong Kong
(Attn.: Ms Sophie Lau)

[Fax no.: 2978 7569]

Dear Ms Lau,

**Legislative Council Panel on Transport
Personal Safety of Franchised Bus Captains at Work**

Thank you for your letter of 27 May 2016, enclosing with it the views of Hon Tang Ka-piu on the personal safety of franchised bus captains at work.

We note that there were cases of franchised bus captains being assaulted whilst on duty recently. The Government attaches great importance to all cases of violence. Assaulting another person is a criminal offence. Irrespective of the location at which an assault takes place and the parties involved, the Government strongly condemns and will not tolerate such acts. The law enforcement agencies will take enforcement action to maintain law and order. In case of a bus captain being assaulted, the law enforcement agencies will consider taking out prosecution against the suspect(s) having regard to the facts of the case. The offender may be sentenced to imprisonment upon conviction. In addition, to ensure safe driving and smooth delivery of service, the conduct of bus passengers is also regulated by law. The Security Bureau advises that the Police will launch investigations into all incidents involving assault and take follow-up actions appropriately, regardless of the victim's

occupation or background. The Police do not maintain figures on cases of assault on bus captains, nor do they keep the respective prosecution and conviction statistics.

On the other hand, employers have the responsibility to provide a safe working environment for their employees. In particular, franchised bus companies should step up protection of their bus captains who interact closely with members of the public and passengers on a daily basis. The franchised bus companies have already been assisting their frontline staff through measures such as provision of training for bus captains and bus regulators on customer handling skills, stepping up publicity and education using the on-board announcement systems, etc. Moreover, the franchised bus companies have started to install closed circuit television (“CCTV”) systems at bus termini and inside bus compartments to monitor service operation and the situation inside bus compartments. If necessary, the companies will assist in investigation by offering witness statements and CCTV footage to the Police, and provide assistance on the legal side to their frontline staff.

The Transport Department will continue to monitor the working environment of franchised bus captains. The Department will also impress upon the franchised bus companies that it should take appropriate and effective measures to assist frontline staff so as to enhance the personal safety of bus captains at work.

Yours sincerely,

(Louis Leung)

for Secretary for Transport and Housing

c.c.:

Secretary for Security	(Attn.: Mr Michael Yeung)
Commissioner for Transport	(Attn.: Miss Rachel Kwan)
Commissioner of Police	(Attn.: Mr Michael Yip)