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Transport and
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Government Secretariat
Transport Branch
East Wing, Central Government Offices
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來函檔號 Your Ref.: CB4/PL/TP

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By email (mkmlam@legco.gov.hk)

Ms Sophie LAU
Clerk to Panel on Transport
Legislative Council Secretariat
Legislative Council Complex
1 Legislative Council Road
Central, Hong Kong

27 May 2019

Dear Ms LAU,

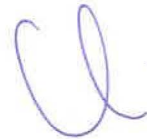
**Breakdown of the duty dispatch system
of the Kowloon Motor Bus Company (1933) Limited**

Regarding your letter dated 11 March 2019 relaying the concerns of Hon Jeremy TAM Man-ho, Dr Hon KWOK Ka-ki, Hon Tanya CHAN and Hon Alvin YEUNG about the captioned issue, our reply is as follows:

On the early morning of 18 February 2019, the computerised duty dispatch system of the Kowloon Motor Bus Company (1933) Limited (“KMB”) broke down and KMB had to switch to manual duty allocation, resulting in delay in bus services. After noting the incident in the morning that day, the Transport Department (“TD”) immediately activated the Emergency Transport Co-ordination Centre to monitor the arrangement of KMB’s bus services and urged KMB to repair the system as soon as possible, appropriately deploy vehicles to meet passenger demand and deploy staff to maintain order at major bus stops. TD also coordinated with other public transport service operators to enhance their services as appropriate. KMB completed the repair of the computerised duty dispatch system in the evening that day.

TD is very concerned about the inconvenience caused to the public as a result of KMB's service delay on that day, as well as KMB's failure to make immediate report of the incident to TD and issue alert to the public on the incident in a timely manner according to the mechanism. In this regard, TD has requested KMB to submit a written report and met with KMB to urge it to take follow-up actions promptly. After examining the report submitted by KMB, TD has issued a written warning to KMB regarding the breakdown of the computerised duty dispatch system and the delayed notification of the incident, and requested KMB to conscientiously implement enhancement measures, including reviewing and enhancing the contingency plans for handling different problems related to its information technology systems, conducting a comprehensive review of KMB's internal communication mechanism and its notification mechanism with TD and the public in case of service disruption, stepping up training for frontline staff in handling incidents of service disruption and in executing the contingency plans, etc. in order to prevent recurrence of similar incidents. TD will also continue to closely monitor the operation of KMB to ensure that it can deliver safe, proper and efficient franchised bus services as requested.

Yours sincerely,



(Nick CHOI)

for Secretary for Transport and Housing

c.c.:

Commissioner for Transport (Attn.: Miss Amy TSE)