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Panel on Transport
Legislative Council
Legislative Council Complex
1 Legislative Council Road
Central, Hong Kong

Dear Sir/Madam

With the advent of big data technologies, real-time bus service data has the potential to improve the efficiencies of the transportation system of Hong Kong. In our letter to the editor in the South China Morning Post dated 24 Nov 2020, we asked Kowloon Motor Bus Inc. how it ensures the accuracy of its mobile app, which reported bus delays at 6 a.m. due to traffic jams. We also urged KMB to disclose its bus services data through the open data-sharing platform following the examples of Citybus and New World First Bus.

To ensure the quality of KMB services and help build a smart city in Hong Kong, we urge the Panel on Transport to follow up on this matter with KMB and the Transport Department.

Yours sincerely,

Hejian Ma, student in Information System
Simon Wang, Lecturer in English
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Appendix

KMB must speed up sharing of real-time data (24 Nov 2020)

In September 2019, we sent an email enquiry to Kowloon Motor Bus (KMB) asking how the company ensures the accuracy of its mobile phone app, as the app reported a bus delay due to a traffic jam at 6am. There was no reply from KMB until we contacted the Transport Department for help this October. In its reply, KMB still could not explain why its bus was apparently stuck in the traffic during non-rush hours, as reported by the app.

The best way to improve the KMB bus app is to introduce competition from alternative apps offering better services. Through the government's open data sharing platform, the real-time data of estimated arrival time of buses from Citybus, New World First Bus and New Lantao Bus has been made available for the government and technology companies to develop such alternatives. Regrettably, KMB has not shared its data through the open data platform.

In their corporate social responsibility report, Citybus and New World First Bus refer to their provision of real-time operational information to better serve the public. When will KMB take up its corporate social responsibility to share data and support the development of a smart city in Hong Kong?

Hejian MA and Simon Wang, Kowloon Tong

https://www.scmp.com/comment/letters/article/3110996/kmb-must-speed-sharing-real-time-data